

# **United States Army Medical Materiel Center Korea (USAMMC-K)**



## **CUSTOMER SUPPORT MANUAL**

**Last revised April 2013**

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## To Our Valued Customers

I am pleased to provide you with the USAMMC-K Customer Support Manual. Please take the time to read through this manual, as it will provide you with the necessary tools and information to simplify and facilitate the support we provide you. Our goal is to provide World Class Customer Focused Medical Supply, Optical Fabrication and Medical Maintenance support to our valued customers.

We have a Customer Support section to provide assistance with your issues and requirements. Additionally, this manual provides phone numbers and emails to expedite your requirements, and a web site (<http://usammc-k.amedd.army.mil>) that we continue to develop to provide better access to vital medical logistics information. We will continue to provide semi-annual Customer Support Conferences to assist you, the customer, in better understanding our processes and procedures. Our customer support section will also continue to conduct customer support assistance visits (SAVs) as we strive to better understand your individual organizations challenges and issues. Please take advantage of our manual and the customer service numbers provided.

Again, it is our pledge to provide you with timely, friendly and superior logistical support. Our goal is to make every customer interaction a pleasant one. If I can assist you in any way, please contact me at 765-8365.

*“Support to Healthcare”*



KEVIN E. COOPER  
LTC, MS  
Commanding

# **SECTION I**

## **Mission, Vision and Core Competencies**

### **Mission Statement**

Provide Medical Logistics Sustainment to our Customers, Contribute to a Responsive Healthcare System and Prepare to Fight Tonight.

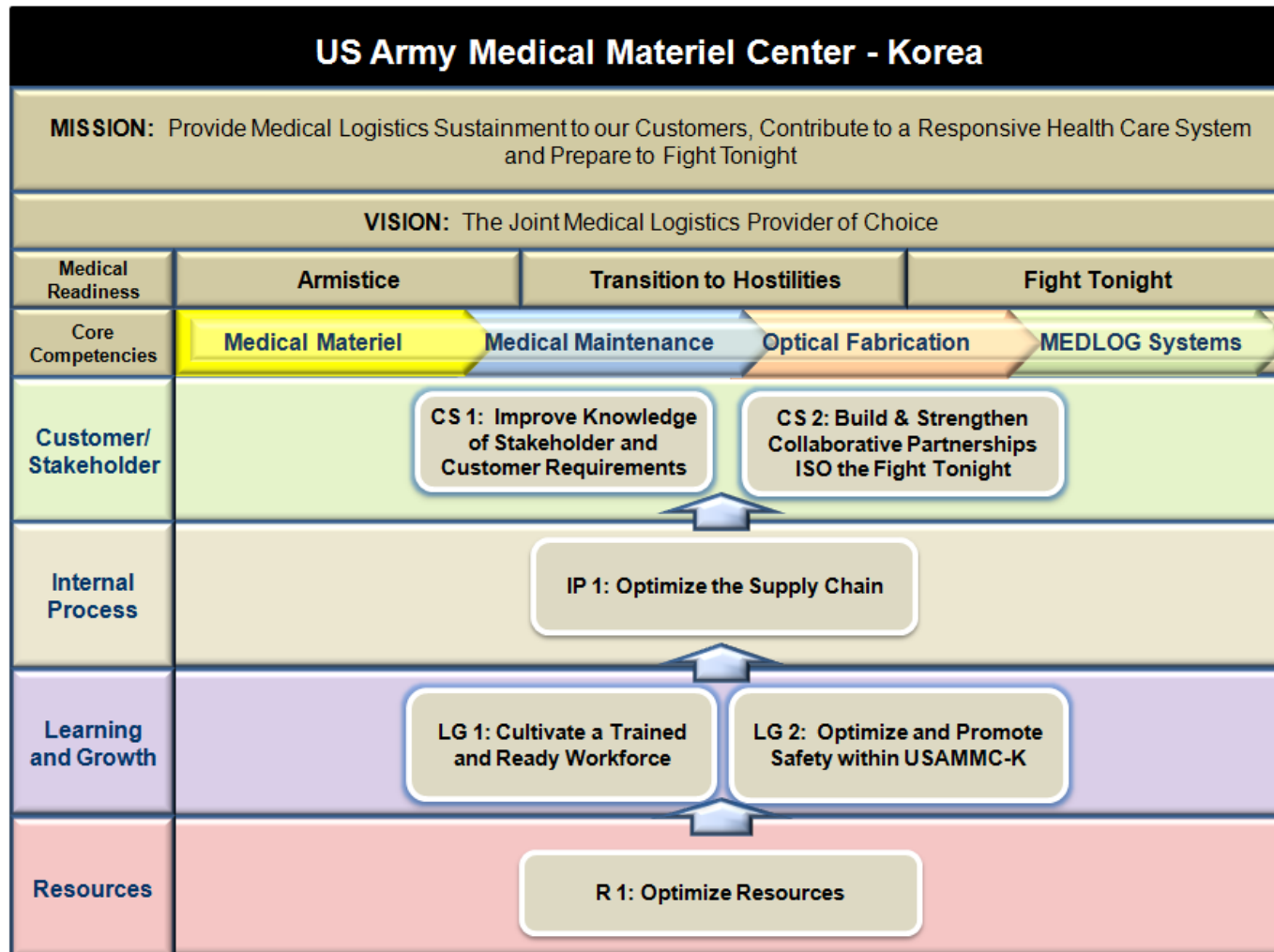
### **Vision Statement**

The Joint Medical Logistics Provider of Choice.

### **Core Competencies**

- Medical Materiel Acquisition, Storage and Distribution
- Medical Maintenance
- Optical Fabrication
- Medical Logistics Information Management/Information Technology

## USAMMC-K Strategy Map



## **OVERVIEW OF SUPPORT AND SERVICES**

### **I. Customer Support Functions**

- Assists in tracking orders
- Reconciles orders monthly with customers
- Maintains customer files
- Establishes customer accounts
- Maintains collaboration with customers
- Updates and publishes Customer Support Manual
- Arranges and hosts Customer Support Conferences
- Performs Customer Assistance Visits (CAV)
- Provides Cold Chain Management Training

### **II. Medical Materiel / Stock Control Functions**

- Processes Customer Requisitions
- Collects Customer Demand/ Usage Data
- Performs Stock Maintenance and Monitoring
- Communicates with Sources of Supply
- Accounts for US Army Medical Materiel Agency (USAMMA)/ Office of the Surgeon General (OTSG) Contingency Stock or Medical Chemical Defense Materiel (MCDM)

### **III. Warehouse (Storage, Shipping, and Receiving) Functions**

- Maintains an authorized stockage list of approximately 2,400 lines of medical supplies
- Maintains the proper storage and handling of reefer, freezer, vault, corrosive, and flammable items
- Pulls an average of 6,000 materiel release/transfer orders (TO) monthly
- Processes approximately 4,500 receipts per month
- Serves as the central receiving point for expired and excess medical supplies
- Serves as the central storage and distribution point for MCDM
- Serves as a training platform for Soldiers (MOS: 68J)
- Builds push packages upon request
- Utilizes Radio Frequency Identification (RFID) to track all customers' CL VIII requests, ensuring timely delivery
- Coordinates with the 25th Transportation Battalion and DLA Distribution Korea (DDK) for contracting of commercial trucking to deliver CL VIII throughout the Korean peninsula.
- Coordinates and tracks worldwide commercial deliveries of CL VIII in support of full spectrum operations
- Establishes processes and procedures to consistently enhance the delivery of CL VIII to present and incoming Department of Defense (DoD), Department of State (DoS), and Combined Forces Command (CFC) customers

#### **IV. Medical Maintenance Functions**

- Performs Remedial Repairs
- Performs Scheduled Maintenance Services:
  - Preventive Maintenance
  - Electrical Safety Test
  - Calibration
- Provides Unit Level Maintenance Support to units without assigned organic capability
- Provides Field, Sustainment and Limited Depot Level Support maintenance to all Theater medical units
- Provides Mobile Support Teams (MST) on-site maintenance support to medical units throughout the Theater
- Assists in the decision making process of purchasing new equipment utilizing the CEEP/MEDCASE programs
- Performs Technical Inspections of new equipment
- Notifies customers of equipment hazards and recall notifications
- Maintains a current and accurate database of all equipment maintained
- Provides in-service training
- Assists with certification and accreditation inspections (Joint Commission, CAP)
- Maintains required medical equipment files (Warranty, Contract, X-ray, and Defibrillator)
- Provides maintenance reports to the customer as needed
- Provides loaner equipment through the MEDSTEP program (for MTOE Units)

#### **V. Optical Fabrication Functions**

- Oversees Optical production for the Republic of Korea, Okinawa, and Japan<sup>1</sup>:
  - Supports all Optical Clinics and Labs
  - Oversees optical fabrication for all Soldier Readiness Processes (SRP's)
  - Supports training exercises
  - Supports over 15,000 Soldiers, Sailors, Airmen and Marines
  - Produces over 2,500 prescriptions monthly

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<sup>1</sup> Only multi-vision for Okinawa and Japan



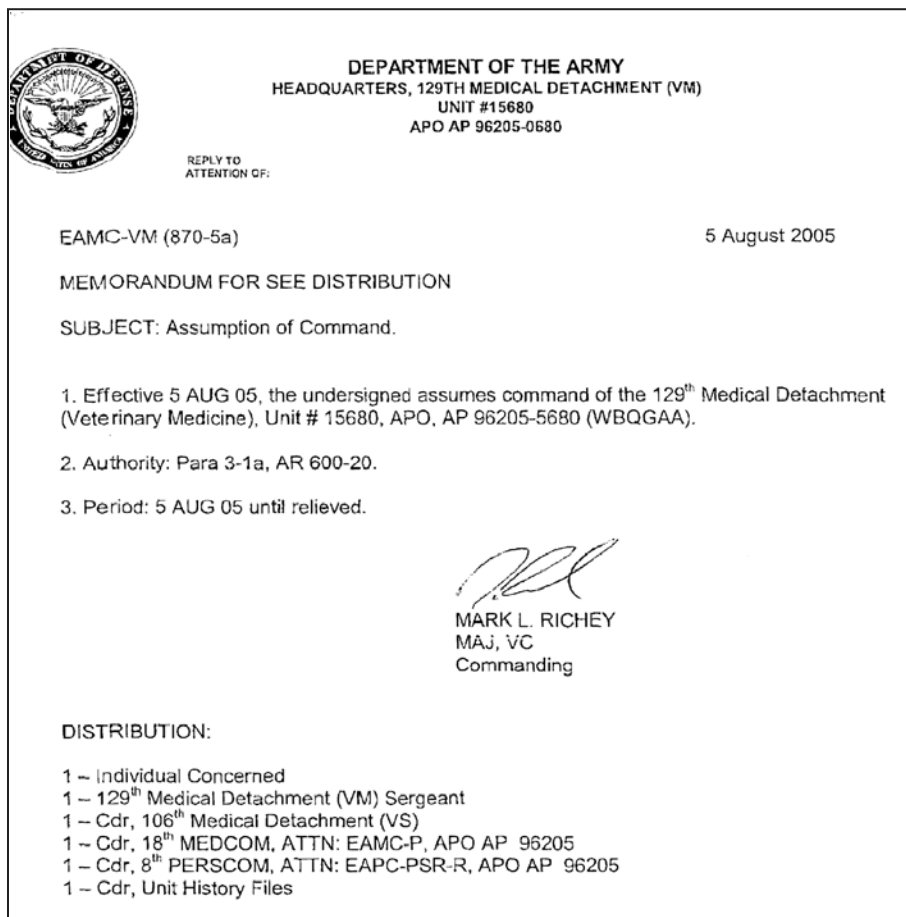
## SECTION II

### MEDICAL SUPPLY


#### I. Establishing an Account and Receiving Supply

In order to set up an account and receive supply, each activity ordering and receiving supplies must submit a copy of the following:

1. The unit commander's Assumption of Command orders (see Figure 1) of the Supply/ Property Book Officer



The image shows a formal Assumption of Command Order form from the Department of the Army. It includes the Army seal, unit information for the 129th Medical Detachment (VM), and a memorandum dated 5 August 2005. The subject is 'Assumption of Command'. The text states that the undersigned assumes command of the 129th Medical Detachment (Veterinary Medicine), Unit # 15680, APO, AP 96205-5680 (WBQGAA). The authority cited is Para 3-1a, AR 600-20, and the period is from 5 AUG 05 until relieved. The form is signed by Mark L. Richey, MAJ, VC, Commanding. A distribution list is provided at the bottom.

 **DEPARTMENT OF THE ARMY**  
HEADQUARTERS, 129TH MEDICAL DETACHMENT (VM)  
UNIT #15680  
APO AP 96205-0680

REPLY TO  
ATTENTION OF:

EAMC-VM (870-5a) 5 August 2005


MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Assumption of Command.

1. Effective 5 AUG 05, the undersigned assumes command of the 129<sup>th</sup> Medical Detachment (Veterinary Medicine), Unit # 15680, APO, AP 96205-5680 (WBQGAA).

2. Authority: Para 3-1a, AR 600-20.

3. Period: 5 AUG 05 until relieved.

  
MARK L. RICHEY  
MAJ, VC  
Commanding

DISTRIBUTION:

1 ~ Individual Concerned  
1 ~ 129<sup>th</sup> Medical Detachment (VM) Sergeant  
1 ~ Cdr, 106<sup>th</sup> Medical Detachment (VS)  
1 ~ Cdr, 18<sup>th</sup> MEDCOM, ATTN: EAMC-P, APO AP 96205  
1 ~ Cdr, 8<sup>th</sup> PERSCOM, ATTN: EAPC-PSR-R, APO AP 96205  
1 ~ Cdr, Unit History Files

Figure 1: Example Assumption of Command orders

2. A Notice of Delegation of Authority-Receipt for Supplies (DA Form 1687, see both examples in Figure 2) IAW AR 710-2 and DA PAM 710-2-1
  - The expiration date will be the DEROS of the Commander or one year after the date in block 1
  - The Department of Defense Activity Address Code (DODAAC) and Account Processing Code (APC)/ Fund Code must be specified

NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES						DATE	
For use of this form, see DA PAM 710-2-1. The proponent agency is DCS, G-4.						20090618	
AUTHORIZED REPRESENTATIVE(S)							
ORGANIZATION RECEIVING SUPPLIES 563rd Medical Logistics Company				LOCATION Camp Carroll			
LAST NAME-FIRST NAME-MIDDLE INITIAL		SOCIAL SECURITY NUMBER		AUTHORITY REQ REC		SIGNATURE AND INITIALS	
Last, First I.				YES NO		John Hancock	
Last, First I.				NO YES		John Hancock	
Last, First I.				YES YES		John Hancock	
AUTHORIZATION BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER							
THE UNDERSIGNED HEREBY <input checked="" type="checkbox"/> DELEGATES TO <input type="checkbox"/> WITHDRAWS FROM THE PERSON(S) LISTED ABOVE.							
THE AUTHORITY TO: Request and/or receive Class VIII supplies							
REMARKS United States Army Medical Materiel Center Korea							
I ASSUME FULL RESPONSIBILITY							
UNIT IDENTIFICATION CODE WXXXXX				DODAAC/ACCOUNT NUMBER WXXXXX			
LAST NAME-FIRST NAME-MIDDLE INITIAL		GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE		
Last, First I.		O3	315-765-XXXX	20100618	John Hancock		

DA FORM 1687, JAN 1982

EDITION OF DEC 57 IS OBSOLETE.

APD PE v3.04ES

NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES						DATE	
For use of this form, see DA PAM 710-2-1. The proponent agency is ODCSLOG.						6 May 96	
AUTHORIZED REPRESENTATIVE(S)							
ORGANIZATION RECEIVING SUPPLIES 1st FSD				LOCATION Fort School, VA			
LAST NAME-FIRST NAME-MIDDLE INITIAL		SOCIAL SECURITY NUMBER		AUTHORITY REQ REC		SIGNATURE AND INITIALS	
Smith, Adam J.				Yes Yes		Adam J. Smith ASS	
Birch, John A.				Yes No		John A. Birch JAB	
Jones, Alonzo L.				Yes No		Alonzo L. Jones ALJ	
Perez, Pedro M.				Yes Yes		Pedro M. Perez PM	
AUTHORIZATION BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER							
THE UNDERSIGNED HEREBY <input checked="" type="checkbox"/> DELEGATES TO <input type="checkbox"/> WITHDRAWS FROM THE PERSON(S) LISTED ABOVE.							
THE AUTHORITY TO: Request and receive Class 2, 4, 7, and 9 supplies as shown above.							
REMARKS Installation Supply Division							
I ASSUME FULL RESPONSIBILITY							
UNIT IDENTIFICATION CODE WA3HAA				DODAAC/ACCOUNT NUMBER W80THE			
LAST NAME-FIRST NAME-MIDDLE INITIAL		GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE		
ROJAS, COOKE E.		CPT	(804) 687-9988	25 May 97	Cooke E. Rojas		

DA FORM 1687, JAN 82

EDITION OF DEC 57 IS OBSOLETE.

USAPPC 71.00

Figure 2: Two DA Form 1687 Examples

Those activities authorized use of controlled substances or 'note R&Q' medical supplies and/or precious metals will submit an additional DA Form 1687 (see Figure 3). The remarks block will read "Request and/or receive controlled (Note R&Q) medical substances".

NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES <small>For use of this form, see DA PAM 710-2-1. The proponent agency is DCS, G-4.</small>						DATE 20090618	
AUTHORIZED REPRESENTATIVE(S)							
ORGANIZATION RECEIVING SUPPLIES 563rd Medical Logistics Company				LOCATION Camp Carroll			
LAST NAME-FIRST NAME-MIDDLE INITIAL		SOCIAL SECURITY NUMBER		AUTHORITY REQ REC		SIGNATURE AND INITIALS	
Last, First I.				YES NO		John Hancock	
Last, First I.				NO YES		John Hancock	
Last, First I.				YES YES		John Hancock	
AUTHORIZATION BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER							
THE UNDERSIGNED HEREBY <input checked="" type="checkbox"/> DELEGATES TO <input type="checkbox"/> WITHDRAWS FROM THE PERSON(S) LISTED ABOVE, THE AUTHORITY TO: Request and/or receive controlled (Note R & Q) medical substances							
REMARKS United States Army Medical Materiel Center Korea							
I ASSUME FULL RESPONSIBILITY							
UNIT IDENTIFICATION CODE WXXXXX				DODAAC/ACCOUNT NUMBER WXXXXX			
LAST NAME-FIRST NAME-MIDDLE INITIAL		GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE		
Last, First I.		O3	315-765-XXXX	20100618	John Hancock		

DA FORM 1687, JAN 1982 EDITION OF DEC 57 IS OBSOLETE. APO PE v3.04ES

Figure 3: Example DA Form 1687 (Note R&Q)

Assumption of Command orders and DA Form 1687 can be:

- Faxed to 765-8370
- Emailed to [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil)
- Mailed to:  
 USAMMC-K  
 ATTN: Customer Support Section  
 Unit 15479  
 APO AP 96260-5479

Customers will need to fill out the following 'New Customer Information Form' and send it to the Customer Support for TEWLS customer setup. Customer can download the form from USAMMC-K website (<http://usammc-k.amedd.army.mil/assets/download/ENC40.doc>)

NEW CUSTOMER	
CUSTOMER INFORMATION FORM - Use this Form to establish an account or to update a current account	
IMPORTANT: Once you have been given confirmation that your account has been established, please place your first order within 24 hours. This will prevent your account from being cancelled due to inactivity.	
DODAAC *	APC/Fund Code *
Document Nbr *	UPS Customer * <span>Please Select</span>
Unit Name *	
Auto System *	<span>N</span> <span>Default is "N" (No Automation); "F" (DMLSS); "T" (TEWLS); "Y" (DCAM)</span>
Unit Address	
Postal Code *	
City *	
Street and House Nbr *	
Bldg *	APO AP * <span></span>
Room *	
Country *	
Contact Information	
DSN Phone	POC * <span></span>
COM Phone	
POC Email *	
DSN FAX	
COM FAX	
Remarks	
GFEBS Information (General Fund Enterprise Business System) <b>Mandatory for Army Customers</b> <b>Required Fields</b> Fund * <span>e.g. 01302J1A11</span> Fund Center * <span>e.g. A74HI</span> Functional Area * <span>e.g. 103000847714</span> Agency Location Code * <span>e.g. 00005570 DSSN</span>	
Cost Object	<b>Note: Please populate only one of the following fields</b>
Cost Center	<span>e.g. 74HI0023</span>
WBS Element	<span>e.g. 600070.25.01</span>
Internal Order	

## II. Essential Unit and Financial Codes

There are two essential supply code elements required for all medical supply requests, the Department of Defense Activity Address Code (DODAAC) and Account Processing Code (APC).

1. **DODAAC:** This six-digit code identifies the unit, which will receive the medical supplies. Several units have outlying clinics serviced directly by USAMMC-K. To enable USAMMC-K to correctly ship to these outlying clinics, they have been assigned a local DODAAC that is only to be used when ordering Class VIII supplies.
2. **APC:** This four-digit code identifies the financial account to which the medical supply request will be charged. Assignment of an APC for USAMMC-K customers must be coordinated for with respective Resource Management Offices.

### III. Maintenance of Document Register

All customers should maintain a Document Register IAW AR 710-2, DA PAM 710-2-1, and DA PAM 710-2-2. The Document Register is a record of document numbers assigned to supply documents (requests, turn-ins, etc.) and serves as the suspense file for open supply transactions. With the exception of those activities authorized use of computer-generated document registers (Air Force MEDLOG), the DA Form 2064 Document for Supply Action, (see Figure 4) will be utilized.

[illegible]

Figure 4: Example DA Form 2064

Customers may request that their monthly reports be sent via email by contacting customer support at 765-8364/ 8199 or sending an email to [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil).

### Routine Requests of Medical Supplies:

- The preferred method of requesting supplies is to submit requests directly to USAMMC-K's automated system via the Defense Medical Logistics Standard Support (DMLSS) system or DMLSS Customer Assistance Module (DCAM). Please contact the Customer Support Section, 765-8364/ 8199 for questions regarding the systems.



- Units may elect to submit orders offline via email or fax. Caution, this is the slowest method of ordering supplies. When ordering offline, use DA Form 2765-1 (see Figure 5).

DA FORM 2765-1, APR 76										REQUEST FOR ISSUE OR TURN-IN (DA Form 710-2-1)									
SEND TO: USAMMC-K										REQUEST IS FROM: AFSB-NEA, Unit #15704, APO AP 96260-5704									
A										B									
C										D									
E										F									
G										H									
I										J									
K										L									
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CQ										CR									
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UM										UN									
UO										UP									
UQ										UR									
US										UT									
UU										UV									
UW										UX									
UY										UZ									
VA										VB									
VC										VD									
VE										VF									
VG										VH									
VI										VJ									
VK										VL									
VM										VN									
VO										VP									
VQ										VR									
VS										VT									
VU										VV									
VW										VX									
VY										VZ									
WA										WB									
WC										WD									
WE										WF									
WG										WH									
WI										WJ									
WK										WL									
WM										WN									
WO										WP									
WQ										WR									
WS										WT									
WU										WV									
WW										WX									
WY										WZ									
XA										XB									
XC										XD									
XE										XF									
XG										XH									
XI										XJ									
XK										XL									
XM										XN									
XO										XP									
XQ										XR									
XS										XT									
XU										XV									
XW										XZ									
YA										YB									
YC										YD									
YE										YF									
YG										YH									
YI										YJ									
YK										YL									
YM										YN									
YO										YP									
YQ										YR									
YS										YT									
YU										YV									
YW										YZ									
ZA										ZB									
ZC										ZD									
ZE										ZF									
ZG										ZH									
ZI										ZJ									
ZK										ZL									
ZM										ZN									
ZO										ZP									
ZQ										ZR									
ZS										ZT									
ZU										ZV									
ZW										ZX									
ZY										ZZ									

Figure 5: Example DA Form 2765-1

- If the unit emails or faxes anything to USAMMC-K, it is HIGHLY recommended that the unit follow up with a courtesy phone call to ensure the request was received.

Requests for MTOE items must have the type, number, date, and page number of the authorizing document. The authorized quantity requested and the quantity on-hand must also be specified.

#### IV. Customer and USAMMC-K Stockage List

Each USAMMC-K customer has a unique stockage list depending on the scale and nature of their operation. It is generated according to a customer's demand history and/or internal usage data and requires no automation (DMLSS).

By looking through the past demand history, the unit can establish what items should be stocked and on-hand at all times to maintain a constant supply of expendable, daily utilized supplies (i.e., band aids, gloves, etc). The unit can also receive this information by requesting usage data from its internal sections.

Whether utilizing demand history or usage data, the goal is to keep enough stocked and on-hand to sustain your operation as a contingency for delays<sup>2</sup>. Establishing customer level Requisition Objectives (RO)<sup>3</sup> and Reorder Points (ROP)<sup>4</sup> for each item on the unit's operations stockage list will enable better maintenance and management of medical supplies.

<sup>2</sup> Note: this does not necessarily include pharmaceutical and/or potency and dated items

<sup>3</sup> RO: This is the actual amount of an item you want on hand based on your organization's usage.

<sup>4</sup> ROP: This is the active amount on hand that indicates a need to re-order the item before it reaches zero balance (when you receive a demand for an item but find you have none on hand). When you reach your ROP, you will place a request for the item that will bring you back up to the item's full RO quantity.

In addition, USAMMC-K produces a hard copy Authorized Stockage List (ASL) semiannually or as requested. An electronic copy is also available in our website: <http://usammc-k.amedd.army.mil/assets/download/ENC38.xls>. It includes a list of all items physically stocked at USAMMC-K. Stocks are listed in National Stock Number (NSN) sequence, nomenclature sequence and in alphabetical sequence. The easiest way to determine whether an item is stocked or not at USAMMC-K, is to query using DCAM. The Customer Support Section can also provide a current copy of USAMMC-K's ASL via email upon request. Units are encouraged to consult the Army Master Data File (AMDF), Medical Catalog (MEDCAT), Federal Logistics Catalog (FEDLOG) on CD or the Identification List (IL) for the particular subclass (6505 IL, 6510 IL, etc).

USAMMC-K's warehouse will automatically stock items that have six or more demands per year. Units that require an item to be actively stocked by USAMMC-K must first establish the demand history for an item. Additionally, items which are not routinely requested in accordance with established usage requirements will become candidates for deletion from USAMMC-K's ASL.

If you believe we should stock an item, please contact the Customer Support Section and we will gladly assist you.

## **V. Emergency and Other High Priority Requests**

A medical "Life or Death" request<sup>5</sup> is used for items of supply that is required by a physician to save a patients' life, limb, eyesight, and/or prevent undue suffering.

These requests should be made by telephone to Customer Support at 765-8364/8199, followed by a type written request signed by the Commander or Physician (see Figure 6) via fax to 765-8370. For after hours services please call the Customer Support Chief at 010-9232-8824 for assistance with Emergency/High Priority requests.

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<sup>5</sup> Priority 03



DEPARTMENT OF THE ARMY  
UNIT NAME  
UNIT Address

REPLY TO  
ATTENTION OF:

[OFFICE SYMBOL]

23 JUN 09

MEMORANDUM THRU U.S. ARMY MEDICAL MATERIEL CENTER KOREA

SUBJECT: 03 PRIORITY- LIFE OR DEATH REQUEST

1. I request that the item below be procured with 03 priority.

Item/Part Number: PV00455CS14703

Nomenclature: Multi-lumen Central Venous Catheter

2. Without this item, death or severe damage is likely to occur to the following patient.

Patient Name: Lastname, Firstname-MI

Provider: Lastname, Firstname-MI

3. Diagnosis: The Patient has a prolonged condition which requires central venous feeding.

FIRST MI. LAST  
CPT, MC

Figure 6: Example 03 Request

USAMMC-K will be responsible for arranging transportation of the item of supply to the customer. During war operations, always include an eight-digit grid coordinate for the delivery site.

After duty hours<sup>6</sup> and weekends, please contact the Charge of Quarters (CQ) at DSN 765-1144 or cell phone at 050-5765-1144 if unable to contact the CQ desk please contact 010-4148-7570.

A "02" (see Figure 7) request is a request for an item that is needed in order to meet critical mission requirements. "02" requests should be made only when extenuating circumstances warrant their use and should be minimized at all costs. You may normally expect to see "02" requests prior to receiving a "05" or "12" priority.



**PLEASE DO NOT ABUSE HIGH PRIORITY REQUESTS**



High priority requests, placed in large volumes, place undue stress on the supply system, slowing down routine re-supply to customers who maintain a high level of vigilance on their supply levels.

<sup>6</sup> After 1800



Please submit high priority request on a DA 3161 if it's a stocked or cataloged item at USAMMC-K. If the item is not cataloged in USAMMC-K please submit a New Item Request (NIR).

Every effort must be made to request standard medical materiel items. Only in situations where a standard item will not meet the patient care requirements, should a non-standard item be requested.

Requests for stocked, non-standard items should follow the same processes as requests for standard items.

Figure 8: Example Non-Standard/ Non-Stocked Purchase Request form

## VII. Medical Materiel Turn-in

Customers should attempt to cross-level excess expendable and durable supplies to sister units. This saves Major Subordinate Command Operations and Maintenance, Army (OMA) funds because credit for turn-in is rare. Customers can also turn in durable material to DRMO or USAMMC-K.

Customers should request disposition instructions for turn-in on a DA Form 3161 (see Figure 9). The DA 3161 can be submitted to the Customer Support Section via email or fax and should be followed by a courtesy call to ensure the request was received. USAMMC-K personnel will review customer turn-in documentation for completeness and accuracy and then give disposition instructions to the customer.

**\*Controlled Medical Items require additional coordination  
and MUST be returned in sealed containers\***

Please submit the requests through the customer support section in order to coordinate with appropriate USAMMC-K vault point of contact. Units may request turn-in of medical supplies by calling customer support at 765-8364/ 8199. Do not mix non-hazardous supplies with hazardous materials. DA Form 3161 will be prepared for each line item being turned in. Units may turn-in only complete units of issue. Potency dated items will list NSN, nomenclature, expiration date and quantity

All returns will be reviewed by the Pharmacy Consultant prior to approval for verification if potency dated items are on the 3161 or if items need to be separated on multiple DA Form 3161s.

### Oxygen and Nitrogen

Oxygen and nitrogen may be ordered in the same manner as other medical items. Typically, an activity only requires cylinders be refilled (exchange). There is a local stock number for the purchase of refilled oxygen and nitrogen cylinders to enable us to charge only for the cost of the oxygen or nitrogen, and not the cost of a new cylinder.

Refer below for locally assigned stock numbers.

NSN	Nomenclature	UI
<b><i>To purchase a refill (exchange)</i></b>		
6505-01-C59-5181	Oxygen, 95 gal size D	EA Refill
6505-01-C59-5225	Oxygen, 750 gal size E	EA Refill
6505-01-C59-5199	Oxygen, 1650 gal size H	EA Refill
6505-01-C59-1698	Nitrogen, 1650 gal size H	EA Refill
<b><i>To turn in an empty tank</i></b>		
6505-01-C59-5181	Oxygen, 95 gal, size D	EA Empty cylinder
6505-01-C59-5225	Oxygen, 750 gal, size E	EA Empty cylinder
6505-01-C59-5199	Oxygen, 1650 gal, size H	EA Empty cylinder
6505-01-C59-1698	Nitrogen, 1650 gal, size H	EA Empty cylinder
<b><i>To purchase a new tank with oxygen (no exchange)</i></b>		
6505-00-132-5181	Oxygen USP 95 gal, size D	EA New tank
6505-00-132-5225	Oxygen USP 750 gal, size E	EA New tank
6505-00-132-5199	Oxygen USP 1650 gal, size H	EA New tank

Empty cylinders may be turned in to the USAMMC-K warehouse facility at Camp Carroll; using a DA Form 3161 (see Figure 9). The form should list the NSNs listed in the table above for an empty tank. USAMMC-K will pick up oxygen tanks from the units as needed. Units must coordinate for turn in and pick up of oxygen tanks with USAMMC-K Customer Support by calling 765-8364/ 8199.

[illegible]

Figure 9: Example Form DA 3161

Failure to turn in complete<sup>7</sup> empty cylinders for refill will result in a full cost charge of a new full cylinder instead of a refill. Please do not allow empty oxygen cylinders to accumulate in clinics or supply rooms. Doing so may hinder the ability of USAMMC-

<sup>7</sup> Cylinders should have all caps, valves, etc

K to maintain an adequate supply of refilled oxygen cylinders for exchange with customers.

### **Hazardous Materials**

USAMMC-K maintains and implements the HAZCOM program for medical material.

Customers needing advice and technical assistance on hazardous Class VIII materials transportation, material handling, and material disposition should contact the Customer Support Section at 765-8364/ 8199.

## **VIII. Medical Supply Distribution**

Supplies will be issued to customers through the below methods:

- Customers from Camp Carroll can pick up (Mon-Fri 0800-1630) supplies at the Storage & Distribution, Bldg #709.
- Customers outside the immediate Camp Carroll area may also choose to pick up supplies at Camp Carroll. Unit representatives must have a valid DA Form 1687 (see Figure 2) to be able to pick up supplies.
- Customers outside the Camp Carroll area will typically receive supplies via commercial delivery vehicle during normal operating hours<sup>8</sup>.
- Controlled 'note R&Q' medical supplies will be delivered in containers sealed with tamper evident seals or via registered mail. Discrepancies must be reported immediately (upon receipt of material) to Customer Support at 765-8364/ 8199. Customers without valid Assumption of Command orders (see Figure 1) and DA Form 1687 (see Figure 3) expressly authorizing the receipt of controlled substances are not permitted to order/receive 'note R&Q' material.

Customers may receive refrigerated supplies in insulated boxes. Please return the boxes to the driver for return to USAMMC-K.

If the correct mailing or ship to address for the unit is not on file at USAMMC-K, please contact the Customer Support Section at 765-8364/ 8199 or [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil) to help USAMMC-K update the mailing address in TEWLS.

Customers can determine the status of an order via DMLSS/DCAM or by reviewing the customer Due-Out report sent monthly upon request (see Section X for more information). In addition, Requisition Transaction Status Codes can be found in appendix B.

## **IX. Supply Discrepancy Report (SDR) / Report of Discrepancy (ROD)**

From time to time, discrepancies may occur in a freight shipment. When a customer receives a shipment with an item short, missing, unserviceable (broken or expired),

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<sup>8</sup> Hours of operations: 0900 – 1700

he/she must complete a Supply Discrepancy Report (SDR)/Report of Discrepancy (ROD), SF 364 (see Figure 10).

The SF 364, Report of Discrepancy (ROD) will be completed as described below:

**Check either “Shipping” or “Packaging”**

**Block 1:** Date form was prepared

**Block 2:** Locally Determined; however, the Julian Date and order serial number is recommended.

**Block 3:** USAMMC-K, Unit#15479, APO AP, 96260

**Block 4:** Your Unit's name and Address

**Blocks 5-7:** Not required, Leave blank

**Block 8:** Enter the Document Number (DoDAAC, Julian Date, Serial Number)

**Block 9:**

(a) NSN and Nomenclature

(b) Unit of Issue

(c) Quantity Requested/Billed

(d) Quantity Received

**Block 10:**

(a) Quantity of items missing, damaged, expired, etc.

(b) Unit price

(c) Total cost (Block 10a X Block 10b)

(d) Use Discrepancy code block located on SF 364

**Block 11:** Use Action Code block located on SF 364

**Block 12:** Enter any additional information which might assist customer support personnel with processing the request.

**Block 13:** Not Required, Leave Blank

**Block 14:** Name, rank, and phone number of individual submitting the ROD

**Block 15:** Not Required, Leave Blank

<b>REPORT OF DISCREPANCY (ROD)</b>				1. DATE OF PREPARATION 20090618		2. REPORT NUMBER 9169 0001	
<input checked="" type="checkbox"/> SHIPPING <input type="checkbox"/> PACKAGING							
3. TO (Name and address, include Zip Code) USAMMC-K UNIT#15479 APO AP, 96260-5479				4. FROM (Name and address, include Zip Code) BAACH Dept. of Pharmacy APO AP, 96205-5244			
5a. SHIPPER'S NAME				5b. NUMBER AND DATE OF INVOICE		6. TRANSPORTATION DOCUMENT NUMBER (GBL, Waybill, TCN, etc.)	
7a. SHIPPER'S NUMBER (Purchase Order/shipment, Contract, etc.)		7b. OFFICE ADMINISTERING CONTRACT		8. REQUISITIONER'S NUMBER (Requisition, Purchase Request, etc.) W91QHB 9155 4337			
9. SHIPPING, BILLING, AND RECEIPT DATA				10. DISCREPANCY DATA			11. AC-2 TION CODE
NSN/PART NUMBER AND NOMENCLATURE (a)	UNIT OF ISSUE (b)	QUANTITY SHIPPED/ BILLED (c)	QUANTITY RECEIVED (d)	QUAN- TITY (a)	UNIT PRICE (b)	TOTAL COST (c)	CODE <sup>1</sup> (d)
6505-00-153-8750, Aspirin 325 MG 1000 TB	EA	5	2	3	5.18	15.54	S1
12. REMARKS (Continue on separate sheet of paper if necessary) If applicable, provide any additional information which might assist customer support personnel with processing the request.  Example:  "The order was submitted for 5 BTs; however, receiving personnel only received 2 BTs. Please send 3 BTs as soon as possible or credit our account for the items which were not received."							
<sup>1</sup> DISCREPANCY CODES CONDITION OF MATERIAL C1 - In condition other than that indicated on release/receipt document C2 - Expired shelf life C3 - Damaged parcel post shipment SUPPLY DOCUMENTATION D1 - Not received D2 - Illegible or mutilated D3 - Incomplete improper or without authority (Only when receipt cannot be properly processed) MISDIRECTED MATERIAL M1 - Addressed to wrong activity OVERAGE/DUPLICATE SHIPMENTS O1 - Quantity in excess of that receipt document O2 - Quantity in excess of that requested (Other than unit of issue pack) O3 - Quantity duplicates shipment PACKING DISCREPANCY P1 - Improper preservation P2 - Improper packing P3 - Improper marking P4 - Improper unitization PRODUCT QUALITY DEFICIENCIES Q1 - Deficient material (Applicable to Grant Aid and FMS shipments only) SHORTAGE OF MATERIAL S1 - Quantity less than that on receipt document S2 - Quantity less than that requested (Other than unit of issue pack) S3 - Non-receipt of parcel post shipments ITEM TECHNICAL DATA MARKINGS (i.e., Name Plates, Log Books, Operating Handbooks, Special Instructions, etc.) T1 - Missing T2 - Illegible or mutilated T3 - Precautionary operational markings missing T4 - Inspection data missing or incomplete T5 - Serviceability operating data missing or incomplete T6 - Warranty data missing WRONG ITEM (Identify requested item as a separate copy in item 9 above) W1 - Incorrect item received W2 - Unacceptable substitute OTHER DISCREPANCIES Z1 - See remarks				<sup>2</sup> ACTION CODES 1A - Disposition instructions requested (Reply on reverse) 1B - Material being retained (See remarks) 1C - Supporting supply documentation requested 1D - Material still required expedite shipment (Not applicable to FMS) 1E - Local purchase material to be returned at supplier's expense unless disposition instructions to the contrary are received within 15 days (Reply on reverse) (Not applicable to FMS) 1F - Replacement shipment requested (Not applicable to FMS) 1G - Reshipment not required. Item to be re-requisitioned 1H - No action required. Information only 1Z - Other action requested (See remarks)			
13. FUNDING AND ACCOUNTING DATA							
14a. TYPED OR PRINTED NAME, TITLE, AND PHONE NUMBER OF PREPARING OFFICIAL Lastname, Firstname-MI, 1LT, 315-765-XXXX				14b. SIGNATURE <i>John Hancock</i>			
15. DISTRIBUTION ADDRESSEES FOR COPIES							

Figure 10: Example SF 364

The ROD should be emailed or faxed to the Customer Support Section at 765-8364/8199. SDR/ ROD submissions for Q & R items should be made within 24 hours. All others should be made within 5 days of receipt of shipment. Timely submission is highly encouraged as it will affect the determination to issue credit or reissue items that might not have been received. Upon receipt of the SF 364, USAMMC-K will take action to correct the discrepancy. **Do not return the item until instructed to**



**do so by the USAMMC-K Customer Support Representative.** For more information on reporting supply discrepancies please contact the Customer Support Section at 765-8364/ 8199.

### **Medical Materiel Complaints**

Medical Materiel Complaints consist primarily of product, packaging or serviceability issues directly attributable to the manufacturer of the item. Medical Materiel Complaints are divided into three categories. Category determination will be made after coordination with USAMMC-K Quality Assurance personnel:

- Type I: Complaints concerning Life or Death threatening deficiencies
- Type II: Complaints concerning materiel other than equipment, which is suspected of being harmful, defective, deteriorated
- Type III: Complaints related to equipment which is determined to be unsatisfactory because of malfunction, design, defects, or performance.

Medical Materiel Complaints are initiated by calling Customer Support and then completing an SF 380. The customer can find the SF 380 at [https://dmmonline.dscpl.dla.mil/forms/mpqdr\\_entry\\_new.asp](https://dmmonline.dscpl.dla.mil/forms/mpqdr_entry_new.asp). Completed SF 380s can be emailed to [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil) or faxed to 765-8370.

For type I or II Medical Material Complaints, call Customer Support directly in addition to completing SF 380s. Customer Support will initiate immediate local action to inspect and suspend local stocks. Immediate messages will be disseminated theater-wide and also to USAMMA. Guidance for handling complaints can be found in EUSA Supply 1 to AR 40-61.

## **X. Requesting Follow-up and Checking Status of an Order**

Most stocked orders will arrive within 1-2 business days. Shipping times for non-stocked items depend on the source of supply. The proper time frames to submit follow-up requests are as follows:

Priority	Stocked	Non-Stocked
01-02 (HIGH)	1-2 DAYS	15 DAYS
03 (LIFE OR DEATH)	ASAP	ASAP
04-08 (MEDIUM)	15 DAYS	30 DAYS
09-15 (LOW)	30 DAYS	60 DAYS

In instances when the customer has been given an expected delivery date for a particular item and it has not been received or it has been more than 30 days since placing an order, please follow-up with Customer Support. Customers may also inquire about an order status at any time during the ordering process by:

- Calling the Customer Support Section at 765-8364/ 8199
- Emailing [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil)

- Submitting “AF1” requests IAW AR 710-2, DA PAM 710-2-1, and DA PAM 710-2-2. To avoid excessive amounts of 2765-1's, customers may forward a copy of the appropriate document register page or reorder list showing the requests that require follow-up.

In addition, there are several web based systems and websites available to check the status of your order and other useful information.

Web Visual Logistics Information Processing System (WebVLIPS) and Department of Defense Electronic Mall (EMALL) can be used to view the status of an order. Whether it is backordered (BB), not awarded (BZ), awarded (BV), shipped (SS), or canceled (BQ, BF, CA, etc). The systems and websites also have limited ability to show where an order is after it has shipped. WebVLIPS can search all orders. In addition, it has expanded search options that can be used to find open orders, other times a material has been ordered, etc. ([https://www.daas.dla.mil/daashome/daasc\\_webvlips.asp](https://www.daas.dla.mil/daashome/daasc_webvlips.asp) ). EMALL can only search orders sent to SMS or Defense Logistics Agency (DLA)/ DLA-Troop Support (DLA-TS). It can also be searched by NSN. This search shows what DLA-TS Medical has in stock, what is due in to stock, any notes for the material, and other orders in place for that material. (<https://dod-email.dla.mil/> )

Other useful resources include:

- Universal Data Repository (UDR) provides prices and sources for medical and pharmaceutical material, <https://www.dlis.dla.mil/udr/frmLogon.aspx>
- DLA Medical Directorate website (access to ECAT, Medical Master Catalog (MMC), etc) [www.dmmonline.com](http://www.dmmonline.com)
- DLA customer assistance handbook is available at <http://www.dla.mil/J-4/publication.asp#Customer>
- RF-ITV Tracker tracks shipments using TCN, Document Number, and NSN. RF-ITV Tracker only works for government shipping and does not track commercial shipments <https://cac.national.rfitv.army.mil/cacshiptrack/>
- Global Transportation Network (GTN) is another tracking website with very detailed information, <https://www.gtn.transcom.mil/>
- More information and other useful lists of links to logistics sites can be found at <http://logtool.net/> <http://www.dtc.dla.mil/logport/index.htm>

All sites except logtool, logport, and ITV tracker require registration prior to usage.

## XI. Cancelling or Modifying Requests

When an item is still on order and is no longer needed, a cancellation request may be submitted unless the item has already been purchased and/or shipped. When an item has already been shipped, a customer may turn-in the item; however, full credit for the return may not be given due to shipping and restocking fees.

A cancellation request should be made on a DA Form 2765-1 (see Figure 6). In block 1 (DOC IDENT) of the 2765-1, enter “**AC1**” in bold letters. Forward the cancellation request via email to [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil) or fax to the Customer Support Section at 765-8370.



When it becomes necessary to modify data on a due-out request, a modification request (AM1) may be submitted. The only data on a request that can be modified is the priority, required delivery date (RDD), and/or advice code. If further modification is required, the original request should be canceled (AC1) and a new request with the corrected data should be submitted.

A modification request will be submitted on a DA Form 2765-1 (see Figure 6). In block 1 (DOC IDENT) enter “**AM1**” in bold letters. Circle the data requiring modification and forward the modification request via email to [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil) or fax to 765-8370 to the Customer Support Section.

## **XII. Monthly Reconciliations: Customer Due-out Reports and Customer Transaction Register**

Monthly reconciliations help ensure that USAMMC-K due-out records match each customer’s document register. Monthly reconciliations will ensure that both the USAMMC-K and the customer have the most accurate and up-to-date data and supply support will improve as a result.

The two reports used for this monthly reconciliation are the Customer Transaction Register and the Customer Due-out Report. The customer due-out report is a listing of all requests that are due out by USAMMC-K and due-out to a customer. A monthly report will be provided to each customer in document number sequence. The report only shows due-outs to specific DODAACs, and **cannot** be broken down by APC.

Cancelled and rejected requests are shown on the report for a period of 30 days after the cancellation or rejection occurred. The quantity in the QTY CXL column is the quantity rejected or cancelled.

Upon request, USAMMC-K can electronically send due-out reports to each customer by DODAAC. Reconciliation is an important tool to ensure that orders are being sent and received properly. Failure to complete the due-out reconciliation decreases the efficiency and ability of USAMMC-K to support customer requests.

The Customer Transaction Register lists all transactions (requests and turn-ins) that have been processed through USAMMC-K during the current month or other specified period. The register is in document number sequence, and a separate register is created for each DODAAC and APC.

The transaction register also provides a financial summary showing the amount of money spent on medical supplies through USAMMC-K throughout the current month or other specified time period.

### **Customer Transaction Register Format Legend:**

- (1) Report Number
- (2) Period of the Report
- (3) Suppliers Name, Address, and DODAAC
- (4) Customers Name, Address, DODAAC, and APC/Fund Code
- (5) Time/Date Report was printed
- (6) Julian date the transaction processed

- (7) Date/Serial Number of customers Document Number
- (8) Transaction Type - Issue, Turn-in, MRO Denial, MRO Reversal
- (9) National Stock Number
- (10) Nomenclature
- (11) Unit of Issue
- (12) Quantity on the Transaction
- (13) Extended Price - Unit Price multiplied by the quantity
- (14) Supply Performance Information
- (15) Total values issued, reversed, and turned-in with credit for charges to Elements of Reimbursement (EOR) 26BR - Medical supplies with a line item value less than \$1000.00.
- (16) Total values issued, reversed, and turned-in with credit for charges to Elements of Reimbursement (EOR) 31BJ - Medical supplies with a line item value equal to or more than \$1000.00.
- (17) Total values issued, reversed, and turned-in with credit for charges to any other Elements of Reimbursement (EOR).
- (18) Total values issued, reversed, and turned-in with credit for charges to any Elements of Reimbursement (EOR) for the prior fiscal year.
- (19) Total values issued, reversed, and turned-in with credit for charges to any Elements of Reimbursement (EOR) from other funding.

### **XIII. Medical Chemical Defense Materiel (MCDM)**

MCDM items consist of the following items:

1. Potassium Iodine (KI) NSN: 6505-01-496-4916
2. Pyridostimine Bromide Tablets (PB Tabs) NSN: 6505-01-178-7903
3. Convulsant Antidote Nerve Agent (CANA) NSN: 6505-01-174-0951
4. Doxycycline NSN: 6505-01-491-5506
5. Ciprofloxin NSN: 6505-01-529-6640
6. Individual Soldier's Guide NSN 7610-01-492-7703
8. Antidote Treatment Nerve Agent (ATNAA) NSN: 6505-01-362-7427
9. Reactive Skin Decontamination Lotion (RSDL) NSN: 6505-565-5550

MCDM items are free issue<sup>9</sup> unless lost by the unit. All MCDM items should be coordinated for exchange prior to the expiration date of the product by the units. Exchanges will be made on a 'one for one' basis. Tracking of individual and total quantities of MCDM issues and turn-ins is captured and reported to USAMMA monthly. It is the unit's responsibility to properly manage, store<sup>10</sup> and inventory these items on a routine basis. In this case, the unit must pay for the replacement of any items that are lost.

The following documents are needed for MCDM exchange:

- Assumption of Command Order signed by BN Commander for the BN Commander signing the DA Form 1687.
- DA Form 1687 (Delegation of Authority) authorizing the requisition and receipt of MCDM materiel.

<sup>9</sup> See Section XV for more information on free issue

<sup>10</sup> Locked up and temperature controlled (room temperature: 20°-25° C or 68°-77° F)

- Current last page of Modified Table of Organization & Equipment (MTOE), Section II Personnel
- Unit Memorandum identifying authorized number and assigned number of each personnel thru S-1 who are US Soldier, Emergency Essential Civilians (EEC), Mission Essential Civilians (MEC, not KSC) and KATUSA.

NO MCDM TURN-INS WILL BE ACCEPTED WITHOUT PRIOR COORDINATION THROUGH USAMMC-K.

The proper points of contacts are:

- Mr. Kim, Tongyong at 765-4909 or tongyong.kim1@us.army.mil
- Mr. Yu, Songyul at 765-8679 or songyol.yu@us.army.mil.

#### **XIV. Medical Materiel Quality Control (MMQC) / Medical Materiel Information (MMI) / Shelf Life Extension Program (SLEP) Messages**

MMQC messages contain vital serviceability and disposition instructions. MMI messages contain general status, availability and other use and ordering information. SLEP messages contain extended expiration dates by result of FDA testing.

Theater policy for managing MMQC messages at the unit level is available in EUSA Supply 1 to AR 40-61.

It is the responsibility of the individual unit to read the messages provided on the website. If the unit has questions or problems, please contact Quality Assurance at 765-8363. This information is also readily available at: [http://www.usamma.amedd.army.mil/assets/apps/nala\\_qaweb/nala\\_index.cfm](http://www.usamma.amedd.army.mil/assets/apps/nala_qaweb/nala_index.cfm)

It is the responsibility of every unit OIC/NCOIC to make certain that MMQC / MMI / SLEP messages are given to the responsible pharmacy or unit supply personnel immediately so that the message can be processed.

Customers are also reminded that when an MMQC message calls for a response and action by a suspense date, the unit is required to provide that response immediately, including negative responses.

#### **XV. Free Issue Program**

On occasion, USAMMC-K has a limited quantity of materiel for units at no cost. Please contact Customer Support Section 765-8364/ 8199 for more information.

## **SECTION III**

### **MEDICAL MAINTENANCE**

#### **I. Definitions**

**Operator Maintenance:** Services performed by an operator on the equipment. This includes; daily, weekly, monthly, quarterly, and semi/annual services before, during and after operation. Information on proper care, use, operations, cleaning, preservation, and minor adjustments can be found in TM 8-6500-001-10-PMCS or the manufacturers literature. Preventive maintenance (PM) performed by Medical Maintenance personnel is not a substitute for operator maintenance.

**Field/Sustainment Maintenance:** Services performed on equipment by USAMMC-K Medical Maintenance personnel on-site (at customers' location) or at the medical maintenance facility.

**Calibration/Verification/Certification (CVC):** The comparison of an instrument of unverified accuracy to an instrument of known and greater accuracy to detect and correct any discrepancy in the accuracy of the unverified instrument. The instrument of known accuracy must be traceable to the National Institute of Science and Technology (NIST) or to a natural standard. **NOTE: It is the customer's responsibility to ensure CVC stickers are current prior to use of equipment.**

**Emergency Equipment Repair:** Repair required in an emergency to prevent undue suffering or restore mission essential equipment. A repair cannot be considered an emergency if a like or similar item of equipment is available.

**Scheduled Services:** The systematic care, inspection, calibration, lubrication, and servicing of equipment in order to maintain it in a serviceable, ready to use condition. Inspection includes detecting and correcting all minor defects before they develop into major defects.

**Unscheduled Maintenance:** The installation, adjustment, troubleshooting, and repair of medical and dental patient care equipment. Maintenance performed by the Biomedical Equipment Technician (BMET) IAW applicable regulations, directives, manufacturers' literature, and technical manuals.

## II. Requesting Maintenance Support

When an item of equipment requires unscheduled services or repairs, please follow the appropriate instructions below according to MTOE and TDA units.

For MTOE Units:

- The item should be clean and complete, with all required components and/or accessories. Operator maintenance must be completed and make sure to include a completed DA Form 2404 operator PMCS IAW TM8-6500-001-01 for all MTOE Units.
- The item must be loaded into the Unit Standard Army Maintenance System-Enhanced (SAMS-1E) system in order for Medical Maintenance to service the item. This applies to all Units USAMMC-K supports and those Units not currently being supported.
  - The operator of the medical equipment item must inform their SAMS-1E Clerk that there is a malfunction with the item

- The SAMS-1E Clerk will then EVAC the work order to Medical Maintenance. Please call 765-8260 and verify that Medical Maintenance has received the work order
- Medical Maintenance will accept the work order by providing a confirmation work order number to the customer
- Medical Maintenance will call the customer to determine whether or not to perform the work on site or have the customer bring the item in.

For TDA Units:

- The medical equipment item should be clean and complete, with all required components and/or accessories. Operator maintenance must be performed on a daily basis or before being used on a patient.
- The Unite NCOIC will call Medical Maintenance to inform them that an item has malfunctioned and requires service. The Medical Maintenance Clerk will ask for the following information:
  - ECN number of the item
  - Location of the item
  - Description of the problem
  - Point of contact information
- A Medical Maintenance Clerk will provide the customer with a work order number and schedule a visit. Depending on the location and size of the item, ask the customer to either bring it in or schedule a site visit.

**For emergency repairs that occur after hours please call USAMMC-K in Camp Carroll at 765-8365/ 8223 for Areas I & II and USAMMC-K in Yongsan at 736-7395 for Areas III & IV.**

**Scheduled maintenance:** Preventive Maintenance (PM), Calibrations (CL), Safety Testing (ST)

Each month that scheduled services are to be performed, the NCOIC/hand receipt holder will be notified and a time will be arranged for the maintenance team to perform those services. Before arrival, users should locate all equipment listed and ensure the following:

- Completion of required operator's maintenance
- Equipment is clean
- All accessories and supplies are available
- **Note: (MTOE ONLY) DA Form 2404 must be filled out for any deficiencies found**

If equipment cannot be located, further actions with the Property Book Officer will be taken, i.e. recommendation of a Financial Liability Investigation of Property Loss (FLIPL).

Units requesting a Mobile Support Team (MST) for on-site maintenance assistance during field exercises must submit a request from the unit Commander through

Director, USAMMC-K at least **30** days prior. Units are responsible for the assembly and setup of their equipment, initial check out including operator maintenance and notation of deficiencies on DA Form 2404. At the conclusion of the field exercise, units must disassemble, pack, and storage equipment.

### **III. Priority Work Order System**

The following system is used to determine priority for the USAMMC-K Medical Maintenance team.

**02:** Equipment used directly in support of patients to sustain or monitor vital physiological functions to prolong life, relieve suffering, or expedite recovery in case of injury, illness, or disease. No replacement or acceptable alternate equipment services or means exist; without this item the activity is unable to perform assigned operational mission (i.e. defibrillator/ EKG, ventilators, suction apparatus, etc.).

**06:** Equipment used directly in support of patients, but less critical and not life supporting or life sustaining, or equipment that is essential to support patient care. Required for immediate use and without the ability to perform assigned, operational mission is impaired; also includes all other TO&E that is not a DA 2406 item (i.e. infusion pump, sterilizer, etc.).

**13:** Equipment not essential for immediate patient care where other options are available (i.e. exam tables, ophthalmoscopes, laboratory, pharmacy equipment, etc.).

**Priority Designator (PD) authentication:** The unit commander or their designated representative will authenticate all priorities of 02 through 06, by printed or typed name and signature.

### **IV. Medical Standby Equipment Program (MEDSTEP)**

MEDSTEP refers to those medical equipment assets authorized and maintained by USAMMC-K Medical Maintenance section located at Camp Carroll. MTOE MEDSTEP items can be loaned or exchanged on a case-by-case basis. MEDSTEP assets are not used to replace items while they are in repair. Items will be replaced if they cannot be repaired or cannot be returned in a reasonable amount of time.

### **V. MEDCASE/ CEEP**

The following are sources of historical data to use when requesting replacement of medical equipment:

- All TDA activities should request an equipment replacement report from 65<sup>th</sup> Medical Brigade Property Book Office. The unit will receive a five (5) year plan based on life expectancy. This does not necessarily mean the equipment needs to be replaced every five years; it is merely used as a guide to plan for future replacement.

- Request USAMMC-K Medical Maintenance provides a list of equipment approaching maximum expenditure limits and/ or uneconomically repairable (Code H) equipment.

When a decision is made to replace the medical equipment, the unit should:

- Contact USAMMC-K to determine if a maintenance historical record exists for the old equipment.
- Request USAMMC-K Medical Maintenance assistance in preparing a pre-site survey to ensure proper utilities (water, power, air, suction, drainage, and steam) and adequate space exists for desired replacement or new requirement.
- The USAMMC-K Medical Maintenance Officer will review all supply requests including medical equipment and the following maintenance statement shall be included to the contract for such equipment:

*“This equipment must pass inspection for safety, performance and compliance with the manufacturer’s specifications prior to acceptance for use. It must be provided with a minimum of 2 complete User/Operators Manuals, which contain instructions for use, hook-ups, and warnings of potential hazards. A minimum of two (2) complete Service Manuals which must contains maintenance requirements, repair parts listing with part numbers, and schematics/wiring diagrams, IAW AR 40-61. The warranty period shall be a minimum of one (1) year and will commence on the date of the incoming acceptance inspection is passed.”*

The USAMMC-K Maintenance Officer is required to review all MEDCASE and CEEP requests prior to being forwarded to your BN HQ. BN HQ will return requests not staffed through USAMMC-K. BN Commanders should consider recommendations made by Chief of Medical Maintenance prior to forwarding requests to 65<sup>th</sup> Medical Brigade. This will ensure that all special tools and Test, Measurement and Diagnostic Equipment (TMDE) are on hand or will need to be procured prior to acquiring the new equipment.

## **VI. Technical Inspection**

Technical inspections for issue (TI-Issue):

- All medical/ dental/ veterinary equipment, TDA or TO&E, will be inspected prior to issue. This ensures that a safe, fully functional, and complete piece of equipment is issued to hand receipt holders and health care providers.
- A copy of the contract or requisition will be presented with the DA Form 2407 when requesting for TI-issue. Without this paper work, we cannot determine if you received what you ordered.
- During the TI-issue process, a warranty file and a maintenance history will be established.

- The “TI-issue” process is extremely important. It alerts Medical Maintenance of the need to stock high mortality repair parts and special tools. Scheduled and unscheduled services are delayed when parts, special tools, and test, measurement, and diagnostic equipment (TMDE) is not available, compromising your ability to accomplish the mission.

#### Technical Inspections for Turn-in (XI):

- All medical/ dental/ veterinary equipment, TDA or TO&E will be inspected prior to turn-in for disposition (excess list, DRMO or return to States).
- Please note, each unit is responsible for equipment Turn-in, the unit must go through its respective Property Book Officer prior to taking the medical equipment to DRMO.
- Medical Maintenance will complete the inspection, to include providing a condition code and paper work which will assist in determining final disposition of the equipment. Some equipment, condition code A for TO&E equipment may be announced on excess lists retained by USAMMC-K as MEDSTEP (Float) equipment.

## VII. Unresolved Issues or Complaints

Name	Number
NCOIC, Med Maintenance Section (Yongsan)	736-5022
OIC, Med Maintenance Section (Yongsan)	736-3348
NCOIC, Med Maintenance Section (Cp Carroll)	765-7574
Sr. Med Maintenance NCO, USAMMC-K	765-8309
Maintenance Officer, USAMMC-K	765-7031
DCO, USAMMC-K	765-2792
Commander, USAMMC-K	765-8365

## SECTION IV

### OPTICAL FABRICATION

#### I. General

The phone numbers to the Optical Lab are DSN 765-8306/ 8050 and the fax number is DSN 765-8297. Our address is as follows:

USAMMC-K  
ATTN: Optical Laboratory  
Unit 15479  
APO AP 96260-0549



## II. Regulation

The Tri-Service regulation governing the operation of military ophthalmic services is AR 40-63/AFR 167-3/NAVMEDCOMINST 6810.1. The Tri-service regulation contains information pertaining to the ordering, fabrication, and issuance of prescription spectacles for military personnel.

All Hospital Corpsmen and Technicians should be familiar with the various components of the spectacle prescription DD Form 771 (Eyewear Prescription) and be capable of ordering spectacles. Many prescription orders are received which cannot be filled due to errors. The errors and omissions invariably result in undue delay in the delivery of spectacles to your patients and extra paper shuffling for both you and the Optical Lab. By becoming familiar with the existing regulation, DD Form 771 (see Section VII for more information) and this guide, the unit should be able to accurately order appropriate prescription eyewear for its soldiers.

## III. Available Frames and Lenses

The optical lab stocks the following lens powers in CR-39:

- +6.00 to -6.00 sphere
- -0.25 to -3.00 cylinder
- FT 28 (up to a +3.00 add power)

When ordering special lenses, such as polycarbonate, hi-index lenses, and trifocals, the unit needs to transmit these orders to USAMMC-K Optical Laboratory under normal ordering procedures. The Lab will then forward the order, if necessary, to the appropriate Lab using a special account set up for tracking and accountability purposes.

Currently, the Optical Lab stocks all FOCs, S-9s, and S-8s. MAG-1s (MCU2Ps), M-40s, M-45s, old-style (brown) half-eyes, new style amber dual colored half-eyes are also available (see next page). Special frames, such as the Air Force flight frame (AFF) and Apache frame are available at USAMMC-K; however, the Apache lenses may need to be forwarded for specialty contract purposes. Clinics should transmit those orders to USAMMC-K. The Optical Laboratory, under normal ordering procedures will forward the prescriptions to the appropriate facility for fabrication.

The Optical Lab can produce prescriptions that require prism – up to 5 prism diopters. Clinics should send special orders, such as slab-offs, to USAMMC-K to then forward the orders to the appropriate lab for fabrication.

### *Frames of Choice*



DELTA



ENCORE



EXCEL



SIDESTREETS



VISTA



*S-9, S-8, M40&45 & HALF EYES*

\_MAG-1(MCU2Ps)



M40&M45 GAS MASK INSERT



S9 MALE PLASTIC FRAME



S8 FEMALE PLASTIC FRAME



NEW HALF EYE FRAMES



#### IV. SRTS

To order eyewear, clinics should use Spectacle Request Transmission System (SRTS) that will send a message via e-mail to USAMMC-K Optical Fabrication Laboratory. The Optical Lab accepts mailed in DD 771's.

USAMMC-K delivers all optical fabrication products through the Shipping Section of the USAMMC-K Warehouse, or special courier. Special orders will receive the highest attention to ensure they are expedited and received by the patient or clinic within the day requested or the following day.

#### V. Ordering Errors

All spectacle orders will be written in minus cylinder notation to reduce the likelihood of transcription errors. The Optical Lab will call to verify any prescription written in plus cylinder notation. Prescriptions will be written in 0.25 diopter increments.

## **VI. Emergency/ Rush Orders**

In the event of an emergency, please fax or call the Optical Laboratory so the appropriate actions can be taken to ensure the prescription(s) receive the attention needed. If the clinic needs an order rushed, please call the Optical Lab to expedite the order.

## **VII. DD Form 771**

To avoid unnecessary delays, please ensure that the DD 771, whether electronic or manual, is filled out completely and accurately. Please note “verified” in the remarks section for the following:

- PD > 72 mm
- PD < 56 mm
- Opposite signs from OD to OS
- Flight status
- MAG-1 eligibility
- Tints (except for those on flight status)
- FOC eligibility
- Different add powers from OD to OS
- Non-standard frames (97 series, CID, EOD)


<b>EYEWEAR PRESCRIPTION</b>		<b>ORDER DATE</b> 2009/06/18	<b>EXAM DATE</b> 2009/04/14	<b>ACCOUNT NUMBER</b> 006100	<b>ORDER NUMBER</b> 2021209
<b>TO: (Lab)</b>  <b>USAMMC-K</b> OPTICAL FABRICATION LAB UNIT 15479, BLDG 711 APO, AP 96260-5479			<b>FROM:</b>  <b>MISAWA AB</b> 35TH MDG/SGPE/UNIT 5024 OPTOMETRY CLINIC APO, AP 96319-5024		
<b>NAME (Last, First)</b> [REDACTED]			<b>SSN</b> [REDACTED]	<b>GRADE</b> E9	
<b>ADDRESS/UNIT</b> PSC 76 BOX 3889				<b>PHONE</b>	
<b>ADDRESS CONTINUED</b>				<b>SHIP TO:</b> <input checked="" type="checkbox"/> CLINIC <input type="checkbox"/> PATIENT	
<b>CITY, STATE, ZIP</b> APO, AP 96319			<b>EMAIL</b>		
<b>AD</b>	<b>RES</b>	<b>NG</b>	<b>RET</b>	<b>OTHER*</b>	
<input checked="" type="checkbox"/>					
<b>FRAME</b>		<b>EYE</b>		<b>BRIDGE</b>	<b>TEMPLE</b>
SAWFL		50		19	NONE
<b>PD</b>		<b>DIST</b>	<b>NEAR</b>	<b>LENS</b>	<b>TINT</b>
62 /				SVD	CLEAR
<b>MATERIAL</b>		<b>PAIR</b>		<b>CASE</b>	
PLASTIC		1		0	
	<b>SPHERE</b>	<b>CYLINDER</b>	<b>AXIS</b>	<b>DECENTER</b>	<b>H PRISM</b>
<b>R</b>	- 1.00	- 0.25	090	3.50 I	
<b>L</b>	- 0.50	- 0.50	085	3.50 I	
<b>MULTIVISION</b>					
	<b>NEAR ADD</b>	<b>SEG HT</b>	<b>DECENTER</b>		
<b>R</b>					
<b>L</b>					
Package: 006100SERVER021A001.09170 CII Ver: 6.00 CII Build: 163 Lab Ver: 6.00 Lab Build: 134 Received: 2009/06/19 Lab Reprint: / /					
<b>PRIORITY</b>				<b>TECH INITIALS</b>	
STANDARD				NBM	
<b>SPECIAL COMMENTS/JUSTIFICATION (*Use this space to specify blocks marked *Other.)</b>          SVR CAL. LAST FOC:ELITE ORD:20090618 CLI:00610 SVR CAL. LAST FOC:ELITE ORD:20090618 CLI:00610					
<b>PRESCRIBING OFFICER/AUTHORITY</b>				<b>SIGNATURE</b>	
WESLEY T. KINERK					
DISTRIBUTION: ORIGINAL - Retained by Lab. COPY 1-Returned with eyewear. COPY 2-Entered in health record.					

Figure 11: Example DD Form 771

Courtesy calls are required for all orders sent using transmissions other than SRTS. Even if SRTS is the method of ordering, a call to the laboratory is recommended to confirm the order.

Please annotate in the remarks section "VIP" for officers grade O-7 to O-10.

Due to the Optical Fabrication Enterprise (OFE) realignment of the clinics and optical laboratories support regions, USAMMC-K Optical Lab is the only ordering account with Naval Ophthalmic Support and Training Activity NOSTRA. The USAMMC-K Optical Laboratory will place any and all orders that cannot be made here at USAMMC-K to BAMC and will be accountable for all tracking and accountability of such jobs to the clinics. This is a change from clinic's forwarding jobs to NOSTRA directly. Please email our Customer Support Section at [usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil](mailto:usarmy.carroll.medcom-kor.list.usammc-k-customer-support@mail.mil) or contact the USAMMC-K Optical Fabrication Laboratory with all spectacle requests.

USAMMC-K is no longer fabricating single vision (SV) requests from Okinawa and Japan. Affected units are instructed to forward orders directly to Tripler Army Medical Center (TAMC). Multi-vision lenses from these locations are still being fabricated at USAMMC-K.

## **VIII. Wartime Operations**

In the event of contingency operations, the optical lab will continue to fabricate orders sent using SRTS, phone, and/ or fax.

## Appendix A: Requisition Transaction Status Codes

CODE	EXPLANATION
<b>BA</b>	Item being processed for release and shipment. The ESD is contained in rp 70-73 when provided in response to a follow-up.
<b>BB</b>	Item is back ordered against a due-in to stock. The ESD for release of materiel to the customer is contained in rp 70-73.
<b>BC</b>	Item on original requisition containing this document number has been back ordered. Long delay is anticipated and ESD is in rp 70-73. Item identified in the NSN field (or "remarks" field if NSN field cannot accommodate the item number), which is not an automatic/coordinate substitute, can be furnished. The price of the substitute item is in rp 74-80. If desired, submit a cancellation for the original requisition and submit a new requisition* for the offered substitute.
<b>BD</b>	Requisition is delayed due to need to verify requirements relative to authorized application, item identification, or technical data. Requisition for GFM is delayed pending validation by either contracting MCA or between source of supply and MCA. See rp 4-6 to determine the activity performing the validation. Upon completion of review, additional status will be provided to indicate action taken.
<b>BE</b>	Depot/storage activity has a record of the MRO but no supporting transaction/record of the action taken. (Depot/storage activity response to ICP request for MRO status for use with DI AE6 only.)
<b>BF</b>	<p>No record of your document for which your DI AF_ follow-up or cancellation request was submitted. Also used by a supply source to indicate no record of a GFM requisition for which a DI AX2 transaction has been received.</p> <p>(1) If received in response to a cancellation request, subsequently received requisitions (AO_) or other documents (AM_, AT_) will be returned by the supply source with BF status. De-obligate funds and, if item is still required, submit requisition using new document number. **</p> <p>(2) If received in response to a follow-up (AF_) request, supply source action to process subsequently received documents (AO_, AM_, AT_) will continue under regular MILSTRIP procedures.*</p> <p>(3) When used in response to DRMS generated DI AFX and AFZ follow-ups, indicates that the shipping activity has no record of generating an AS3 transaction or of making a shipment to a DRMO under the document number in question and has not received a signed copy of the DTID.</p> <p>(4) MCAs/contractors/S/As in receipt of Status Code BF will review for establishment of a valid GFM requisition. If a valid requisition exists, a DI AT_ transaction will be generated. Subsequent receipt of a valid requisition will be processed by the MCA/SOS, under MILSTRIP Chapter 11 procedures.</p>
<b>BG</b>	<p>One or more of the following fields have been changed:</p> <p>(1) Stock Number (as the result of a formal catalog change).</p> <ul style="list-style-type: none"> <li>(a) Requisitioned NSN has been replaced by or consolidated with NSN in stock number field.</li> <li>(b) NSN is assigned to part number that was requisitioned.</li> <li>(c) FSC has changed but NIIN remains the same as originally requisitioned. Review NSN (FSC and NIIN) to ensure that requisition under process is for desired item. If NSN is not for desired item, submit cancellation request to SOS.</li> <li>(d) FSC has changed but NIIN remains the same as expressed in original transaction. (Applies to MILSTRAP DZ9 status notifications only.)</li> </ul> <p>(2) Unit of Issue (as the result of a formal catalog change).</p> <p>(3) Requisitioned part number has been identified to/replaced by the part number reflected in the stock number field. Examine quantity and unit price resulting from the above changes and revise appropriate records accordingly. The supply source will provide additional status to indicate further action taken on this requisition.</p>
<b>BH</b>	Service coordinated/approved substituted/interchangeable item, identified in stock number field, will be supplied. Examine unit of issue, quantity, and unit price fields

	for possible changes. Revise appropriate records accordingly. Additional status will be provided.
<b>BJ</b>	Quantity changed to conform to unit pack or because of allowable direct delivery contract variance; adjust the due-in records accordingly. Unit of issue is not changed.
<b>BK</b>	Requisition data elements have been modified as requested. Examine data fields in this status document for current requisition data.
<b>BL</b>	NOA was forwarded to the CR or FF on date entered in rp 70-73.
<b>BM</b>	Your document was forwarded to the activity indicated in rp 67-69. Forward all future transactions for this document number to that activity. (Also applies to MILSTRAP DZ9 status notifications.)
<b>BN</b>	Requisition being processed as free issue. Signal and fund code fields corrected as noted. Adjust local fund obligation records.
<b>BP</b>	Requisition has been deferred per customer instructions. The ESD is in rp 70-73.
<b>BQ</b>	Canceled. Results from receipt of cancellation request from requisitioner, consignee, manager, or other authorized activity. Also applies to cancellations resulting from deletion of an activity from the DODAAD. Deobligate funds, if applicable.
<b>BR</b>	Canceled. Requisitioning activity authorized cancellation in response to MOV request furnished by processing point.
<b>BS</b>	Canceled. Requisitioning activity failed to respond to MOV request from processing point.
<b>BT</b>	Requisition has been received and will be processed for attempted release and shipment from stock to meet your RDD. Further status will be provided based on asset availability at the time of release processing. (Applies to Subsistence only).
<b>BU</b>	Item being supplied against your FMS Case Designator reflected in rp 48-50 or in your Grant Aid Program and RCN reflected in rp 46-50. This document represents a duplicate of the requisition prepared by the U.S. Service.
<b>BV</b>	Item procured and on contract for direct shipment to consignee. The contract shipping date is entered in rp 70-73. Cancellation, if requested, may result in billing for contract termination and/or transportation costs, if applicable.
<b>BW</b>	Your FMS/Grant Aid requisition containing this document number has been received by the ILCO and submitted to the supply system. A current ESD is not presently available but will be provided by subsequent status transactions. (May be used by ILCOs in acknowledging requisition receipt or in reply to follow-up when ESDs are not available.)
<b>BX</b>	Deleted
<b>BY</b>	Depot/storage has previously denied the MRO by DI A6_. (Depot/storage activity response to ICP request for MRO status, for use with DI AE6 only.)
<b>BZ</b>	Requisition is being processed for direct delivery procurement. Upon completion of necessary procurement action, additional status will be provided to indicate action taken. The ESD is in rp 70-73.
<b>B1</b>	Assets not currently available. Requisition will be retained by DRMS for 60 days from date of receipt awaiting possible arrival of assets. (DRMS use only.)
<b>B2</b>	Status of supply or procurement action precludes requested modification.
<b>B3</b>	The RAD contained in the original requisition is unrealistic. The date in rp 70-73 is the date when the materiel will be available.
<b>B4</b>	Canceled. Results from receipt of cancellation request from requisitioner, consignee, manager, or other authorized activity. Do not de-obligate funds. Billing for materiel or contract termination charges will be made.
<b>B5</b>	The activity identified by the code in rp 4-6 is in receipt of your follow-up request. Action to determine current status and/or improve the ESD is being attempted. Further status will be furnished.
<b>B6</b>	The materiel applicable to the requisition requested for cancellation has been diverted to an alternate consignee.
<b>B7</b>	Unit price change. The latest unit price for the item identified by the stock or part number in rp 8-22 is reflected in rp 74-80.
<b>B8</b>	Quantity requested for cancellation or diversion was not accomplished.



<b>B9</b>	The activity identified by the code in rp 4-6 is in receipt of your cancellation request. Action to cancel the demand or to divert the applicable shipment is being attempted. Do not deobligate funds or delete due-in. Advice of final action will be furnished in subsequent status transactions.
<b>CA</b>	Rejected. (1) Initial provision of this status will be by narrative message. The message will also state the reasons for rejection. (2) When provided in response to a follow-up, this status will be sent via DMS and no reasons for rejection will be included. When received in response to a follow-up, authorized status recipients may request the reasons for rejection off-line (by mail, message, or telephone) if the initial narrative message containing the reasons for rejection cannot be located.
<b>CB</b>	Rejected. Initial requisition requested rejection of that quantity not available for immediate release or not available by the SDD or RDD or within the RDP (for conventional ammunition). Quantity field indicates quantity not filled. Also used by a reporting activity to advise the ICP/IMM that a DI A4_ with distribution code 2 cannot be filled from reported materiel.
<b>CC</b>	Nonconsumable item. Your service is not a registered user. Submit your requisition to your service ICP for registration action.
<b>CD</b>	Rejected. Unable to process because of errors in the quantity, date, and/or serial number fields. (1) If received in response to a requisition and the materiel is still required, submit a new requisition* with correct data field entries. (2) If received in response to a cancellation request and materiel is not required, submit a new cancellation request with a valid quantity entry.
<b>CE</b>	Rejected. Unit of issue in original requisition, which is reflected in rp 23-24 of this status document, does not agree with ICP unit of issue and cannot be converted. If still required, submit a new requisition* with correct unit of issue and quantity. SOS will enter the correct unit of issue in rp 79-80 of status transactions

Please refer to the DLA Customer Handbook or WebVLIPS for periodic updates.