

**Maintenance Operations Center- Medical (MOC-M)
External Standard Operating Procedures (SOP)
Medical Maintenance Management Directorate (M3D)**



**U.S. Army Medical Materiel Agency
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EXTERNAL SOP
MAINTENANCE OPERATIONS CENTER – MEDICAL (MOC-M)
MEDICAL MAINTENANCE MANAGEMENT DIRECTORATE (M3D)

Supplementation of these standard operating procedures is prohibited unless prior approval is obtained from the proponent.

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1. Purpose

The MOC-M supports the warfighter through the synchronization of the execution phase of sustainment efforts throughout the life cycle of medical devices. This support requires Subject Matter Experts (SME) capable of providing superior technical advice and maintenance management capabilities.

This SOP will provide external customers with standardized guidance on process and procedures performed by MOC-M staff to increase readiness of the operational forces, preserve the capital investment of medical systems and devices, and to enable mission accomplishment by the warfighter.

2. References

All publications are available on the Army Publishing Directorate website at <https://armypubs.army.mil>.

AR 570-4

Manpower Management

AR 750-1

Army Material Maintenance Policy

DA PAM 750-1

Army Materiel Maintenance Procedures

AR 25-400-2

The Army Records Information Management System (ARIMS)

AR 40-61

Medical Logistics Policies and Procedures

AR 220-1

Army Unit Status Reporting and Force Registration

AR 700-138

Army Logistics Readiness and Sustainability

DA PAM 750-1

Army Materiel Maintenance Procedures

3. Organization and Responsibilities

The MOC-M resides within the M3D as part of the United States Army Medical Materiel Agency (USAMMA). USAMMA is a direct reporting unit of the Army Medical Logistics Command under the Communications and Electronics Command. M3D's mission is to deliver rapid global sustainment level medical maintenance support at echelon, enabling medical device readiness in support of the Warfighter. Our vision is to provide premier medical maintenance experts and sustainment level maintenance capability for medical device readiness in support of Operational Forces.

The MOC-M supports the M3D mission and vision by providing medical maintenance oversight and operational support to all Army components, and other government agencies as directed with authorized medical devices. The center is responsible for coordinating the levels of repair support for organizational medical devices, serves as the Operations Cell for M3D, and is the touchpoint for customer support.

4. Functions, Processes, & Customer Support

The MOC-M provides various staff and oversight functions under the leadership of the Deputy Chief, MOC-M and the Chief, MOC-M. The following are functions of the MOC-M:

a. Operations.

- 1) Serves as the operations center for M3D by developing and coordinating work mission support requests, facilitate mission planning/execution of maintenance strategies, conduct readiness analysis of sustainment stocks in support of theater medical device requirements.
- 2) Coordinates OPORDs and tasker responses between USAMMA S3 and M3D Divisions.
- 3) Develops and executes concepts of support briefs for AMC support of Combatant Command Operation Plans.
- 4) Coordinates and synchronizes strategic solutions to issues that enable AMLC support to AMC missions related to Corps, Division and other organizations as directed. Coordinates briefing events, preparing Director, M3D with talking points and briefing products for presentations, strategic forums, and other Director identified events.

b. Maintenance Support.

- 1) M3D's MMOD's perform sustainment level medical maintenance support for the operational force and field level medical maintenance support to organizations without organic medical maintenance personnel provided funding has been approved by the organization.

- 2) Units must coordinate with the MOC-M prior to sending medical devices to MMOD to determine MMOD location, funding requirement if any, support strategy.
- 3) Each MMOD specializes in various modalities: MMOD-CA (Radiology/ TMDE), MMOD-UT (Pulmonary), and MMOD-PA (Laboratory). Support requests received by the MOC-M must first be assigned based on the MMOD specialized modality.
- 4) General medical devices can be assigned to any MMOD; however, assignment of work must be made after an analysis has been performed. Hours available for maintenance, planned and upcoming missions, and current workload are all factors that are taken into consideration.
- 5) Use the following steps when requesting support from M3D:
 - a) Clean and disinfect your device.
 - b) Contact the M3D Maintenance Operations Center-Medical (MOC-M) for a Return Materiel Authorization (RMA) number, and guidance on maintenance support using the automated ticketing service at <https://forms.osi.apps.mil/r/T7RXSW7J3L>. If the ticketing service is not working, please email the MOC to request your RMA at usarmy.detrick.usamma.list.m3d-moc-m@army.mil. The request must include a PDF of the DA Form 5990. Ensure the DA Form 5990 includes the requesting entities work center and return address, as well as the customers return DODAAC.
 - c) Once approval is received, the MOC-M will issue an RMA number to the customer with shipping instructions to the supporting MMOD. This will be a stamp that is applied to a copy of the customers work order print out, or the mailed DA Form 5990. The customer will place the name of the specified MMOD and associated RMA number into the GCSS-Army work order and transfer the work order.
 - d) The work order can then be transferred to work center 05JA18MQ. **NOTE:** Include the servicing MMOD name followed by the supplied RMA number in sort field box in the operational tab of the work order. Include item shipping information (Carrier and tracking number) in the "Long Text" notes of work order 0010 line.
 - e) Prior to shipping ensure all accessories identified on the startup list or if no startup list is available, all accessories needed to operate, test, and/or calibrate the unit are included. Work will not be performed on medical devices that does not include the associated materiel. **NOTE:** Medical devices will be returned to the customer within two weeks of the date of notification for any missing accessories if not received or shipping information for the requested accessories is not provided.

- f) If possible, please include manufacturer's service literature for non-standard equipment.
- g) Once equipment is received, the MMOD will open a support work order. Unit's will track the status of their report using the equipment status report pulled from GCSS-Army. See Appendix A for Code Description.
- h) Technicians will provide condition codes for medical devices as required if deemed unsupportable and return to the requesting organization. See Appendix B for supply condition codes. The responsibility is on the owning unit to gain disposition and turn in equipment as required using Army and unit regulations and procedures.
- i) Once all work is completed, the support work order will be closed, and the superior work order will be updated with the tracking information for the device. The work order will then be placed in a "9" status and transferred back to the requesting work center.

c. Onsite Maintenance Support.

- 1) The MOC-M receives requests to perform onsite support for both field and sustainment level maintenance. Customers are encouraged to seek out local resources before contacting the MOC-M for support.
- 2) Use the following steps when requesting support from M3D:
 - a) To request support, email the MOC-M box with the 5Ws of support requested to include a detailed equipment density list, UIC's, location, TMDE and components on hand, and an onsite Point of Contact (POC).
 - b) If approved, the requesting organization will be required to provide memorandum for record with the correct Line of Accounting (LOA) for the travel of technicians. Prior to approval, units must be in compliance with HQDA EXORD 138-21 for Medical Equipment Sets (MES) with associated sub-components accountability requirements within GCSS-Army, with corresponding work orders and the appropriate status code applied. Once onsite all work orders will need to be evacuated to work center 05JA18MQ.
 - c) The supported organization must have a POC available to receive the technicians upon arrival and conduct a site walk through. The POC will escort the technicians during the duration of the site visit. **NOTE:** Technicians will only conduct services on identified equipment if the unit POC can account for property and maintenance within GCSS-Army during the scheduled visit.

- d) Technicians will provide condition codes for medical devices as required when deemed unsupportable or uneconomically repairable during the site visit. See Appendix B for supply condition codes. The responsibility is on the owning unit to acquire disposition instructions and turn in equipment as required using Army and unit regulations and procedures.
- e) National Guard maintenance being conducted on site will not send equipment to USAMMA WC until technicians are on site. Once on site, the state representatives will move the equipment into the USAMMA WC: 05JA18MQ, and the technicians will perform the work in an on site commodity shop where all the work will be completed and closed on site.

d. Services for Unauthorized Equipment.

- 1) M3D technicians do not perform work on medical devices that are not authorized per the organizations Military Table of Organizational Equipment (MTOE), or as a set component or Associated Support Item of Equipment (ASIOE). Non-standard medical devices that are not fielded or components of authorized sets may be evacuated to the MMOD and serviced at cost to the Unit. Units are encouraged to turn in unauthorized or excess equipment.

e. Hours of Operation.

- 1) The following days and times are the approved operating hours for the MOC-M. Units are reminded to contact the MOC-M with enough time to process all work requests **prior** to closing times. All requests received after business hours will be processed the next business day.

Normal Duty Hours:

Monday through Friday 0700-1530

The MOC-M is closed on Federal Holidays.

f. Functions

- 1) The MOC-M provides enterprise-level maintenance analysis to USAMMA and AMLC Command Staff elements; utilizing institutional knowledge and multiple informational systems—including, but not limited to GCSS-A, AESIP, Business Intelligence, TEWLS, FMS-Web, and Vantage. The MOC-M can analyze, forecast, and report the capabilities and capacities of M3D sustainment maintenance operations, and track their reported support activities and medical device readiness. See Paragraph 5 for reporting requirements.
- 2) The MOC-M also works in conjunction with the Integrated Logistics Support Center (ILSC), the United States Medical Material Development Agency (USAMMDA), and various other stakeholders to identify critical trends and/or opportunities for improvement and develop effective solutions and propose

course(s) of action. The MOC-M will also provide coordination of maintenance support capabilities and implementation of solutions to assure improvement to existing and emerging issues.

- a) Medical device concerns, and catalog inaccuracies identified on medical devices must be submitted to the Logistics Assistance Program (LAP), located in the ILSC via email usarmy.detrick.amlc.mbx.ilsc-lap@army.mil.
- 3) The MOC-M assists with the review of maintenance support plans to assure compliance with established standards; ensure strategic and operational feasibility; determine implication to existing or emerging policies and training; and assuring continuity between strategic maintenance plans, while optimizing functional support, leveraging resources, and lowering life cycle costs.
- 4) The MOC-M also provides sustainment level subject matter expertise when requested in the collaborative efforts of reviewing a Life Cycle Sustainment Plan (LCSP). During LCSP reviews, MOC-M staff will provide guidance on the sustainment strategy that may reduce the Life Cycle Cost (LCC) of medical devices or identify required funding increases for sustainment level maintenance.
- 5) The MOC-M also performs research, analysis and adjudication to maintenance and supply related issues, as defined in existing, and newly revised and proposed Regulations, Codes and Guidelines. The MOC-M, when requested, will provide representation in policy forums and reviews.
- g. For questions, concerns, or clarification regarding this SOP, please email usarmy.detrick.usamma.list.m3d-moc-m@army.mil.

JOSHUA L. VARNES
Chief, MOC-M

DISTRIBUTION: MMOD's
ILSC/LAP

5. ACRONYM LIST

ACOM	Army Command
AESIP	Army Enterprise Systems Integration Program
AMC	Army Materiel Command
AMLC	Army Medical Logistics Command
APS	Army Prepositioned Stock
C&R	Calibration and Return
CDR	Commander
CECOM	Communications-Electronics Command
ERP	Enterprise Resource Planning
FMS-WEB	Force Management System Website
GCSS-Army	Global Combat Support System-Army
HQDA	Headquarters, Department of the Army
ILSC	Integrated Logistics Support Center
ISO	International Organization for Standardization
LAP	Logistics Assistance Program
LCC	Life-cycle Cost
LCSP	Life-cycle Sustainment Plan
LORA	Level of Repair Analysis
M3D	Medical Maintenance Management Directorate
MAC	Maintenance Allocation Chart
MATDEV	Materiel Developer
MMOD	Medical Maintenance Operations Division
MMRP	Medical Materiel Readiness Program
MOC-M	Maintenance Operations Cell- Medical
NGB	National Guard Bureau
OPORD	Operation Order
P2P	Performance to Promise
R&A	Review and Analysis
R&R	Repair and Return
RMA	Return Materiel Authorization
SME	Subject Matter Expert
STO	Stock Transfer Order
SKO	Sets, Kits, & Outfits
TELS	Tactical Enterprise Logistics Systems
TEWLS	Theater Enterprise-Wide Logistics System
USAMMA	United States Army Medical Material Agency
USAMMDA	United States Army Medical Material Development Activity

APPENDIX A: Maintenance Codes

A	Awaiting Inspection	Includes initial inspection, acceptance, and parts determination, see "B" status for exceptions, and all work done for classifications (do not put TI for turn-in jobs in "B" status). The parts determination is based upon visual and testing inspections. This code is sufficient to determine all commodities parts requirements. At support level, an "A" is usually entered first unless preceded by a "9". Equipment should remain in "A" status no longer than 24 hours for pacing items, 48 hours for 02 (ERC A equipment), and 72 hours for all other jobs.
B	In Shop	Repairs are in progress.
C	Awaiting Shop	The initial and acceptance inspections have been completed and awaiting technician to be assigned.
D	Deferred	Equipment in use, maintained at the customer unit, awaiting scheduled maintenance (may or may not be awaiting parts) and not considered high priority in that equipment is operating but requires some maintenance or modification. Used in conjunction with a non-NMC ORG WON.
F	Final Inspection Complete	Includes final inspection and work order/log book completion. NMC time is charged to the owning

		unit until the NMC fault is corrected and a "U" status is posted at unit level.
G	Test Flight, or Maintenance Operational Check	NMC time is charged to the owning unit until the NMC fault is corrected and a "U" status is posted at unit level.
H	Awaiting Disposition	Items are awaiting evacuation to another maintenance activity for repair and return. The shop officer is prepared to brief requirements, procedures taken and any assistance needed for this action.
I	Awaiting Shop While Awaiting non-NMC (not NMCS) parts	Cannot be used if due-in parts are NMCS. Normally used in conjunction with a non-NMC ORG WON.
J	In Shop Awaiting Parts	In shop awaiting NMCS parts, work continues. The calculation for NMCS/NMCM remains in NMCM. This code was designed for aircraft but may be used for other items requiring maintenance. NOTE: The job must be in the shop and being worked.
K	Awaiting Parts	Awaiting non-NMC parts (not NMCS-05-12). No further repair actions can be made because the non-deadlined parts are not available. Normally used in conjunction with a non-NMC ORG WON. Can be used with a NMC ORG WON if preceded by a "2".
L	EVAC NMCS	Item that was evacuated to another maintenance activity for repair and return and is now in an NMCS status at the other activity. NMC time is applied to SUPPORT NMCS.

M	EVAC NMCM	Item evacuated to another maintenance activity for repair and return. NMC Time is applied to support NMCM. Shop Officer maintains current statuses on all evacuated jobs.
O	Awaiting Evacuation	Allows printing of automated DA Form 2407 at support level. Jobs requiring evacuation not remain in this status longer than 96 working hours.
P	Deadlined for Other Reasons	Lack of facilities, tools, test equipment or completion of intra-shop job order. Shop officer is prepared to brief all jobs in this status.
Q	Awaiting ECOD Actions	Work orders awaiting the release of surveying officer before repairs can be started
R	Awaiting pick up	Shop office has notified customer that repairs are completed. These items have a very high visibility at this headquarters. Shop office is required to notify the customer unit within 24 hours of placing a job in "R" status. if the unit fails to respond, a second notification (this one to the unit commander) are made within 48 hours of the first call. If the customer has not responded after two calls, the shop officer requests assistance from the battalion XO to ensure prompt pick up of all completed job orders. Work requests in "R" status are not counted as production until the work requests are closed out and the customer has picked up their equipment.. If item is NMC, NMC time is charged to the

		owning unit until the NMC fault is corrected and a "U" status is posted at unit level.
S	Closed	Completed by this maintenance activity. Repairs have been completed by the support activity receiving the end item or component. Work request is closed. If item is NMC, NMC time is charged to the owning unit until the NMC fault is corrected and a "U" status is posted at unit level.
T	Closed	Completed by other maintenance activity. Repairs have been completed and returned by the other activity to the support activity. Work request is closed. If item is NMC, NMC time is charged to the owning unit until the NMC fault is corrected and a "U" status is posted at unit level. Completed by other maintenance activity.
U	Picked up	Customer has signed for job. Must be closed first. At unit level; Closed the ORG WON. All related records on the Inoperative Equipment File will be closed. All INOP time stops. At DS/GS level; Picked up by customer. The SPT WON and all related DS work orders will be deleted from SAMS E during the next Weekly WO Transfer process.
V	Closed for reasons of exchange	(FLOAT).
W	Closed	Work request closed Pending turn-in as Non-reparable, item classified as uneconomically repairable or non-repairable (classification).

X	Closed	It exceeds time limits or maintenance capability (for example, classification condition code F). If item is NMC, NMC time is charged to the owning unit until the NMC fault is corrected and a "U" status is posted at unit level.
Y	Closed	It did not meet acceptance standards. Does not meet acceptance criteria (e.g., rejected by inspector for organizational deficiencies). If the item is NMC, NMC time is charged to the owning unit until the NMC fault is corrected and a "U" status is posted at unit level.
Z	Closed	Work request closed or canceled without completion (for example, initial inspection was not started). If item is NMC, NMC time is charged to the owning unit until the NMC fault is corrected and a "U" status is posted at unit level.
0	Begin NMCE Time	Code used at unit level (system generated) and not entered by the user
1	Awaiting Deadlining NMCS Parts	NMCS parts (02/03). No further repairs can be made due to lack of NMCS parts.
2	NMC time ceased	Stops NMC time. Item remains in the maintenance activity for non-NMC work, for example, painting. Must be followed by a valid work request status code. Normally followed by B ,etc
3	Restart NMC Time	Must be preceded by a "2" (which stops NMC time). Must be followed by a valid work request status code. Customer has been notified to bring the equipment in for repair. The customer has 72

		hours to turn the equipment in or the job is closed out using "Z" status.
5	Scheduled Services	Carry equipment that is in shop for scheduled services... (weekly, Quarterly, semiannual, annual, and so on).
7	Awaiting float transaction	Jobs do not remain in this status more than 24 hours
8	Rework and return to shop	If work request is "S" through "Z", an 8 must be used before the job is returned to a work status.
9	Begin in transit time	Unit being sent back to requesting organization.

APPENDIX B: Supply Condition Codes

CODE	TITLE	DEFINITION
A	Serviceable (Issuable Without Qualification)	New, used, repaired, or reconditioned materiel which is serviceable and issuable to all customers without limitation or restriction. Includes materiel with more than 6 months shelf-life remaining.
B	Serviceable (Issuable With Qualification)	New, used, repaired, or reconditioned materiel which is serviceable and issuable for its intended purpose but which is restricted from issue to specific units, activities, or geographical areas by reason of its limited usefulness or short service life expectancy. Includes materiel with 3 through 6 months shelf-life remaining.
C	Serviceable (Priority Issue)	Items which are serviceable and issuable to customers, but which must be issued before Supply Condition Codes A and B materiel to avoid loss as a usable asset. Includes materiel with less than 3 months shelf-life remaining.
D	Serviceable (Test/ Modification)	Serviceable materiel which requires test, alteration, modification, technical data marking, conversion, or disassembly. This does not include items which must be inspected or tested immediately prior to issue.
E	Unserviceable (Limited Restoration)	Materiel which involves only limited expense or effort to restore to serviceable condition and which is accomplished in the SA where the stock is located. May be issued to support ammunition requisitions coded to indicate acceptability of usable condition E stock.
F	Unserviceable (Reparable)	Economically reparable materiel which requires repair, overhaul, or reconditioning; includes reparable items which are radioactively contaminated.
G	Unserviceable (Incomplete)	Materiel requiring additional parts or components to complete the end item prior to issue.
H	Unserviceable (Condemned)	Materiel which has been determined to be unserviceable and does not meet repair criteria; includes condemned items which are radioactively contaminated; Type I shelf-life materiel that has passed the expiration date; and Type II shelf-life materiel that has passed expiration date and cannot be extended. (NOTE: Classify obsolete and excess materiel to its proper condition before consigning to the DRMO. Do not classify materiel in Supply Condition H unless it is truly unserviceable and does not meet repair criteria.)
I	Not Assigned	Reserved for future DOD assignment.
J	Suspended (In Stock)	Materiel in stock which has been suspended from issue pending condition classification or analysis, where the true condition is not known. Includes shelf-life Type II materiel that has reached the expiration date pending inspection, test, or restoration.
K	Suspended (Returns)	Materiel returned from customers or users and awaiting condition classification.
L	Suspended (Litigation)	Materiel held pending litigation or negotiation with contractors or common carriers.

M	Suspended (In Work)	Materiel identified on inventory control record but which has been turned over to a maintenance facility or contractor for processing.
N	Suspended (Ammunition Suitable for Emergency Combat Use Only)	Ammunition stocks suspended from issue except for emergency combat use.
O	Not Assigned	Reserved for future DOD assignment.
P	Unserviceable (Reclamation)	Materiel determined to be unserviceable, uneconomically repairable as a result of physical inspections, tear-down, or engineering decision. Item contains serviceable components or assemblies to be reclaimed.
Q	Suspended (Quality Deficient Exhibits)	This code is for intra-Air Force use only. Quality deficient returned by customers/users as directed by the IMM due to technical deficiencies reported by Quality Deficiency Report. Exhibit requires technical or engineering analysis to determine cause of failure to perform in accordance with specifications.
R	Suspended (Reclaimed Items Awaiting Condition Determination)	Assets turned in by reclamation activities which do not have the capability (e.g., skills, manpower, or test equipment) to determine the materiel condition. Actual condition will be determined prior to induction into maintenance activities for repair/modification.
S	Unserviceable (Scrap)	Materiel that has no value except for its basic materiel content. No stock will be recorded as on hand in Supply Condition Code S. This code is used only on transactions involving shipments to DRMOs. Materiel will not be transferred to Supply Condition Code S prior to turn-in to DRMOs if materiel is recorded in Supply Condition Codes A through H at the time materiel is determined excess. Materiel identified by NSN will not be identified by this supply condition code.
T-Z	Not Assigned	Reserved for future DOD assignment.

Links

References are listed below with a Uniform Resource Locator (URL).

- (1). GCSS-Army: <https://www.gogcss-army.army.mil/welcome.html>
- (2). AESIP: [Army Enterprise Portal - Landing Page](#)
- (3). FMSWeb: [FMSWeb \(army.mil\)](#)
- (4). milSuite: <https://armypubs.army.mil/>
- (5). MMIP: [MMIP | DOD Warning Banner \(army.mil\)](#)
- (6). APD: [Army Publishing Directorate](#)
- (7). AMLC SP: [Home - Army Medical Logistics Command](#)
- (8). AMLC: [Army Medical Logistics Command > Home](#)
- (9). Vantage: https://vantage.army.mil/multipass/automatic-login?collector_type=saml&realm=eams-a&redirect-uri=%2Fmultipass%2Fapi%2Foauth2%2Fauthorize%3Fclient_id%3Dworkspace%26redirect_uri%3Dhttps%253A%252F%252Fvantage.army.mil%252Fworkspace%252Fredirect%26response_type%3Dcode%26state%3DeyJpZCI6IjZkNjgxNDg1LTg1YjEtNDdlMi1iZiBhLTZiMzUzN2M2NTVjYiIsInJlcSI6Ii93b3Jrc3BhY2UvIn0
- (10). USATA: [USATA Enterprise Portal \(army.mil\)](#)