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Maintenance of Supplies and Equipment  
**USAREUR/7A Theater Maintenance Program**

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**\*This regulation supersedes USAREUR Regulation 750-20, 6 May 2002.**

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For the Commander:

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**Summary.** This regulation prescribes policy and procedures for the USAREUR/7A Theater Maintenance Program.

**Applicability.** This regulation applies to USAREUR/7A major subordinate and specialized commands (AE Reg 10-5, app A) and units that provide or receive sustainment-maintenance support. This regulation applies to the maintenance of all commodities except the following:

- Ammunition.
- Army aircraft, medical equipment, and rail equipment.
- Communications-security equipment, nontactical telecommunications equipment, and information systems equipment.
- Leased or rented materiel unless the lease or rental agreement states otherwise.
- Materiel purchased with nonappropriated funds, special intelligence property administered according to AR 381-143, real property, materiel used by civil works activities of the United States Army Corps of Engineers, and foreign materiel used for training.

**Supplementation.** Organizations will not supplement this regulation without USAREUR/7A G4 (AEAGD-SD) approval.

**Forms.** AE and higher level forms are available through the Army in Europe Publishing System (AEPUBS).

**Records Management.** Records created as a result of processes prescribed by this regulation must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System website at <https://www.arims.army.mil>.

**Suggested Improvements.** The proponent of this regulation is the USAREUR/7A G4 (AEAGD-SD, DSN 370-6159). Users may suggest improvements to this regulation by sending DA Form 2028 to the USAREUR/7A G4 (AEAGD-SD), Unit 29351, APO AE 09014-9351.

**Distribution.** B (AEPUBS).

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**CHAPTER 1  
INTRODUCTION**

**1-1. PURPOSE**

This regulation establishes policy and responsibilities for USAREUR/7A theater-maintenance support.

**1-2. REFERENCES**

Appendix A lists references.

**1-3. EXPLANATION OF ABBREVIATIONS AND TERMS**

The glossary defines abbreviations and terms.

## **CHAPTER 2 RESPONSIBILITIES**

### **2-1. USAREUR/7A G4**

The USAREUR/7A G4 will—

- a. Establish policy, set priorities, and provide guidance for sustainment maintenance in the European theater.
- b. Ensure equipment is maintained to the Army maintenance standard (TM -10/-20) according to AR 750-1.
- c. Prescribe policy and procedures for the USAREUR/7A Theater Maintenance Program (TMP).
- d. Monitor execution of the TMP.
- e. Chair the Theater Logistics Program Steering Committee (TLPSC).
- f. Validate fiscal year workload plans submitted by the Commanding General (CG), 21st Theater Sustainment Command (21st TSC).
- g. Ensure DA establishes a management decision evaluation package (MDEP) or fund cite authorization (FCA) so that funding can be properly tracked for each TMP item.

### **2-2. COMMANDING GENERAL, 21ST THEATER SUSTAINMENT COMMAND**

The CG, 21st TSC, will establish procedures for at least the following:

- a. Executing the USAREUR/7A TMP according to Army and USAREUR/7A policy and guidance.
- b. Executing the USAREUR/7A TMP based on the priorities set by the TLPSC.
- c. Providing management reports to the USAREUR/7A G4 no later than the 10th workday of each month with information for the previous month.
- d. Maintaining and using the logistics Standard Army Management Information System (STAMIS) or equivalent systems to control theater maintenance according to Army regulations and requirements.
- e. Complying with the Army maintenance standards set by HQDA and the USAREUR/7A G4. AR 750-1 prescribes the Army standard as the -10/-20 maintenance standard (glossary). Only the TLPSC may approve deviations from the -10/-20 maintenance standard. This approval must be received for each repair line for which an exception is being considered.
- f. Repainting vehicles. Only when 25 percent or more of the total external surface area of a military vehicle is unserviceable or varied in appearance may a vehicle be completely repainted by theater maintenance personnel or a contractor with chemical agent resistant coating (CARC)-approved paint. Only the TLPSC may approve exceptions to this rule (AE Suppl 1 to AR 750-1, app S).
- g. Providing recommendations for the USAREUR/7A Theater Requirement Lists (UTRL) to the TLPSC (app B).

## **2-3. COMMANDERS OF USAREUR/7A MAJOR SUBORDINATE AND SPECIALIZED COMMANDS**

Commanders of USAREUR/7A major subordinate and specialized commands (AE Reg 10-5, app A) will—

- a. Ensure subordinate commanders comply with the policy and procedures in this regulation.
- b. Ensure maintenance is performed at the lowest level possible according to maintenance-allocation charts and the appropriate technical manuals (TMs).
- c. Comply with materiel-maintenance standards and maintenance-related logistic performance and readiness standards.
- d. Ensure equipment is maintained to the Army maintenance standard (TM -10/-20), the applicable equipment TMs, and the publications listed in appendix A.
- e. Promptly comply with safety-of-use (SOUM) inspection and reporting requirements.
- f. Ensure quality-deficiency reports (QDRs) are submitted according to DA Pamphlet 750-8. QDRs must be—

(1) Entered into the Army Electronic Product Support (AEPS) System (<http://aeeps.army.mil>) for Quality Deficiency Report (SF 368) visibility.

(2) Reported to the Customer Complaint Team (CCT), Theater Logistics Support Center, Europe (TLSC-Europe), at one of the following:

(a) DSN 483-3333 or fax 483-3303.

(b) E-mail: [cct@21tsc.army.mil](mailto:cct@21tsc.army.mil) or [customer.complaint.team@us.army.mil](mailto:customer.complaint.team@us.army.mil).

## **2-4. THEATER LOGISTICS PROGRAM STEERING COMMITTEE**

The TLPSC will—

- a. Administer the TMP.
- b. Approve and prioritize TMP requirements for the theater through the UTRL.
- c. Conduct quarterly program-progress reviews.

## **CHAPTER 3 MAINTENANCE POLICY AND STRUCTURE**

### **3-1. THEATER MAINTENANCE PROGRAM**

The TMP has the following subordinate programs:

- a. Sustainment Maintenance Repair Program (SMRP) (app C).
- b. Sustainment Maintenance Repair and Return Program (SMRRP) (app D).

c. USAREUR/7A Maintenance Reset Program (app E).

d. Sustainment Special Maintenance Program (SSMP), as directed by HQ USAREUR (app F).

### **3-2. REPAIR STANDARDS**

Under the TMP, equipment is repaired at the theater level to the Army maintenance standard (TM -10/-20 preventive maintenance checks and services (PMCS)). Under the SMRRP, using unit job orders are processed on a repair-and-return basis. Exceptions to this SMRRP policy require USAREUR/7A G4 (AEAGD-SD) approval. See appendix D for additional details.

## **CHAPTER 4 FUNDING**

### **4-1. GENERAL**

By the end of the second quarter of the fiscal year, the TLPSC will recommend the funding needed to meet the workload programmed for the next fiscal year.

### **4-2. FUNDING**

The USAREUR/7A G8 will determine the ability to fund either all or part of the TMP. If there is a fund shortage, the USAREUR/7A G3 will provide guidance on the proper allocation of funds or help the USAREUR/7A G8 get more funds.

### **4-3. FUNDING ALLOCATION**

Theater maintenance funding is divided between the subordinate programs (for example, SMRP, SMRRP) and special programs. Funding may be further divided within each program for base programs and contingency operations. Funding is applied to the programs according to the priorities specified by the TLPSC.

### **4-4. THEATER LOGISTICS PROGRAM QUARTERLY REVIEW**

a. The intent of the quarterly review is to—

(1) Brief the USAREUR/7A G4 on all USAREUR/7A logistics program requirements (operations, transportation, logistics automation, supply and services, field maintenance, and theater maintenance).

(2) Identify planned and new program requirements.

(3) Compare production against planned requirements.

(4) Identify production shortfalls and slippages.

(5) Identify contract support of requirements.

(6) Identify funding sources (for example, OMA, Balkans, GWOT, and Reset).

b. The 21st TSC is responsible for developing and submitting TMP requirements, changes to requirements, and execution data to the USAREUR/7A G4 program manager no later than 10 calendar days after the end of each quarter.

c. The USAREUR/7A G4 program manager is responsible for participating in requirements development, monitoring and evaluating overall funding execution and production, and evaluating and resolving funding and execution problems.

#### **4-5 UNFINANCED REQUIREMENTS**

Unfinanced requirements must be submitted through USAREUR/7A major subordinate command resource management offices to the USAREUR/7A G4 (AEAGD-SD) and the USAREUR/7A G8 (AEAGF-PB) to be considered for available intra-fiscal year funds as a part of the USAREUR/7A master integrated priority list (MIPL) process.

#### **4-6 ACCOUNTING CODE**

A separate accounting processing code will be established for each TMP.

### **CHAPTER 5 SUPPLY SUPPORT POLICY AND PROCEDURES**

#### **5-1. OVERVIEW**

Theater maintenance-supply procedures are critical to executing efficient and effective TMPs. The management of supply functions can positively or negatively affect program costs and production.

#### **5-2. RESPONSIBILITIES**

a. The USAREUR/7A G4 has overall responsibility for theater-maintenance policy.

b. The CG, 21st TSC, will—

(1) Manage theater maintenance-supply operations that support TMPs.

(2) Work with the Defense Logistics Agency (DLA) and United States Army Materiel Command and its Life-Cycle Management Commands (LCMCs) to expedite receipt of supplies and resolve shortfalls.

(3) Monitor the retrograde and issue of all classes of supply to support TMPs. This includes identifying shortfalls in the retrograde process that increase maintenance costs and implementing solutions to improve the retrograde process.

(4) Document and coordinate exceptions to procedures based on operational needs and situation.

#### **5-3. POLICY AND PROCEDURES**

a. Theater-maintenance activities will order class IX repair parts to support repair programs at organic facilities. Repair parts must be ordered before they are needed to help ensure sustained and continuous production at the maintenance activity.

b. Organic activities must forecast requirements for repair parts based on past demand at the local level or on national-level demands. Initial forecasts must be made at least 60 days before the initiation of a repair line and must be revised after 6 months.

c. Requirements for repair parts that cannot be met by the national supply system within 30 days must be reviewed for local purchase action when the end item is designated to fill a critical requirement.

d. Parts may be stocked at supply support activities (SSAs) to support TMPs.

e. Contracted maintenance activities will requisition depot-level repairable (DLR) items through the Army supply system and will ensure that respective unserviceable and unneeded DLRs are turned in to the Army supply system with proper documentation within the required timeframe. Requisitions for reimbursable programs must be annotated with the corresponding fund code in the supply system.

f. The 21st TSC will provide DLRs to all contracted repair activities on a one-for-one exchange basis. Consumable repair parts required by contractors will be procured through Government sources unless the contract specifies otherwise. Contractors must report repair-part shortfalls and request supply assistance from the contracting officer's representative (COR) to ensure the flow of repair parts is uninterrupted.

g. Theater maintenance activities must order repair-part stocks for the shop level under a Standard Army Maintenance System (SAMS) job order. The parts remaining and the total dollar value of those parts must be maintained and accounted for. As parts are used, they must be transferred from the shop-stock job order to the item-repair job order.

## **CHAPTER 6**

### **CONTRACTING FOR THEATER MAINTENANCE**

#### **6-1. OVERVIEW**

USAREUR/7A does not have facilities to complete all theater-level work that may be funded during the fiscal year. The 21st TSC Support Operations may direct contract maintenance requirements that cannot be met by the required date with in-house resources (AE Suppl 1 to AR 750-1, app L).

#### **6-2. RESPONSIBILITIES**

a. The USAREUR/7A G4 needs visibility over all logistics contracts with a value great than \$25,000. Maintenance contracts included in this specific category are defined as all tactical maintenance, supply, and logistics STAMIS support contracts (mechanics, tool room clerks, logistics automation clerks, warehouse personnel, property accountability and materiel management personnel, field services, mortuary affairs, and fuel/water support contracts). All requests for these support services and all other logistics support requirements beyond a unit's organic capability will be processed through the 21st TCS Support Operations. This excludes transportation and dining facility support contracts.

a. All requirements must be submitted (by fiscal year) through the USAREUR/7A G3 requirement-validation process for approval by the USAREUR/7A Command Group. New or amended requirements will require approval of the Chief of Staff, HQ USAREUR/7A, before they may be added to the validated requirement list for funding.

b. Customers must submit requirements for a "pre-execution" staff review before the requirement may be funded. This review will ensure the contract request is correct, incorporates effecting changes, and remains the most appropriate procurement vehicle. The request must be submitted on the USAREUR/7A G8 automated general form (available at <https://portal.hqusareur.army.mil/sites/g8/execution/templates/forms/allItems.aspx>) or by calling the USAREUR/7A G8 (AEAGF-PB) at DSN 370-8262.

(1) Requests that must be approved by the USAREUR/7A Command Group must be submitted on the USAREUR/7A G8 automated general form (b above).

(2) Only the requesting organization's commander or staff principal may release the form (block 21).

(3) After the form is released, it must be sent through the USAREUR/7A G8 to the USAREUR/7A Acquisition Review Board (ARB).

c. The USAREUR/7A G8 will coordinate USAREUR/7A ARB reviews and send USAREUR/7A ARB-approved requests to the USAREUR/7A Command Group. The USAREUR/7A G8 will also send USAREUR/7A Command Group decisions to appropriate commands and HQ USAREUR/7A staff offices.

d. The 21st TSC will—

(1) Work with customer units to review and develop all statements of work (SOWs), performance-based work statements (PBWSs), and independent Government estimates (IGEs) for maintenance support in their area of responsibility. The 21st TSC will provide SOWs, PBWSs, and IGEs to the USAREUR/7A G4 (AEAGD-SD) for coordination. The 21st TSC and USAREUR/7A G4 (AEAGD-SD) will brief the status of contracts at the quarterly TLPSC meeting.

(2) Provide the names of trained and qualified CORs, assistant contracting officer's representatives (ACORs), and quality-assurance representatives (QARs) to the procurement contracting officer (KO).

(3) Replace departing CORs, ACORs, and QARs with trained and qualified replacements to ensure no gap in supervision and enough time to transfer files and quality-assurance surveillance plans (QASPs) in an orderly fashion.

(4) Manage the acquisition of Government equipment and materials to support maintenance requirements regardless of dollar value.

(5) Review each SOW and PBWS for Government-provided equipment and materials.

(6) Coordinate and arrange for Government-provided equipment and materials to be delivered according to the acquisition SOW or PBWS terms and conditions.

e. USAREUR/7A specialized commands will—

(1) Work with and assist the 21st TSC in developing SOWs and PBWSs.

(2) Use the format in appendix G to provide feedback to the 21st TSC on the quality of work performed by contractors.

(3) Refer all contract maintenance over \$25,000 to the 21st TSC Support Operations for approval and procurement.

### **6-3. POLICY AND PROCEDURES**

a. The Logistics Contract Management Office (LoCMO), 21st TSC, will—

(1) Provide contracting solutions to meet repair requirements from approved fiscal year TMPs.

(2) Establish designated contracts with contracting offices to meet short- and long-term requirements for theater maintenance.

(3) Develop and prepare procurement packages. The KO will determine which documents are required. As a minimum, each procurement package must have a PBWS, IGE, funding document (for example, DA Form 3953, DD Form 448), and QASP for basic contracts. The COR is responsible for the QASP for each individual task and delivery order for indefinite delivery/indefinite quantity (ID/IQ) contracts.

(4) Coordinate and process procurement-package approvals based on USAREUR/7A guidance applicable to fiscal and legal determinations of the requirement.

(5) Perform life-cycle contract management for contracted TMPs.

(6) Designate CORs, ACORs, and QARs to manage contracts based on the contract workload. Appointments will be made by the KO. Only the KO may obligate the Government to execute a contract or changes to a contract.

(7) Ensure supply support is provided to contractors according to the PBWS.

(8) Carefully consider LoCMO organization assignments to ensure the organization is “independent.” A legal review and external-auditor input should be considered when assigning organizations.

b. Commanders of USAREUR/7A major subordinate and specialized commands are responsible for promptly releasing unit assets designated for contracted repair.

## **CHAPTER 7 THEATER REPAIR WARRANTIES**

### **7-1. OVERVIEW**

All maintenance work performed at the theater level is under warranty. Equipment that does not meet the warranty requirements in paragraph 7-3 must be re-inspected and repaired by the 21st TSC. Warranties are limited to 6 months after the item is issued to the gaining unit. The warranty covers only the work performed at the theater level. Warranties will not be honored for equipment that has not been properly maintained by the gaining unit or that has been damaged by enemy action or “unusual extreme operations” not normally associated with the piece of equipment.

### **7-2. RESPONSIBILITIES**

a. The 21st TSC will—

(1) Coordinate with customer units on warranty issues.

(2) Repair faults found under warranty at no cost to the unit within 30 days after the acceptance of a warranty claim, when possible.

b. Commanders of USAREUR/7A major subordinate and specialized commands will inspect items received from theater-maintenance facilities and contact the CCT (DSN 483-3333) if a deficiency is found that requires repair. Appendix G provides a format for reporting deficiencies.

### **7-3. POLICY AND PROCEDURES**

a. Materiel under warranty must be identified and maintained as prescribed by AR 700-139.

b. Equipment that is repaired to the Army maintenance standard (TM -10/-20 PMCS) or fully mission capable (FMC) standard for which only a sustainment fault has been repaired is warranted as defect-free for 6 months only for the repair work actually performed by the 21st TSC (SMRRP repairs).

c. Customers who find faults in the equipment during the first 6 months of ownership should contact the CCT, per para 2-3f. In cases where the customer unit and the CCT cannot agree on a fault will be referred to the Support Operations Office, 21st TSC, for resolution (DSN 484-7802).

d. Vehicles with faults discovered after 6 months are no longer under warranty. The maintenance needed to correct the fault will be a new requirement at the field or sustainment level, depending on the fault.

e. The warranty of contractor-repaired items begins on Government receipt and acceptance. For contractor-repaired items, the warranty covers only those components and subsystems of the end item repaired by the contractor. Product deficiencies validated by the CCT will be corrected by the contractor at no additional cost to the customer unit.

## **APPENDIX A REFERENCES**

### **SECTION I PUBLICATIONS**

AR 381-143, Nonstandard Materiel Policy and Procedures

AR 700-138, Army Logistics Readiness and Sustainability

AR 700-139, Army Warranty Program

AR 710-2, Supply Policy Below the National Level

AR 750-1 with AE Supplement 1, Army Materiel Maintenance Policy

DA Pamphlet 735-5, Policies and Procedures for Property Accountability

DA Pamphlet 750-8, The Army Maintenance Management System (TAMMS) Users Manual

AE Regulation 10-5, Headquarters, United States Army Europe

### **SECTION II FORMS**

SF 368, Product Quality Deficiency Report

DD Form 448, Military Interdepartmental Purchase Request

DA Form 2404, Equipment Inspection and Maintenance Worksheet

DA Form 3953, Purchase Request and Commitment

DA Form 5988-E, Equipment Inspection Maintenance Worksheet

DA Form 5989-E, Maintenance Request

## **APPENDIX B**

### **THEATER LOGISTICS PROGRAM STEERING COMMITTEE**

#### **B-1. PURPOSE**

This appendix provides responsibilities and procedures for the Theater Logistics Program Steering Committee (TLPSC).

#### **B-2. TLPSC COMPOSITION**

The TLPSC will—

a. Be chaired by the USAREUR/7A G4.

b. Includes representatives from—

(1) Force Management Division, Office of the Deputy Chief of Staff, G3, HQ USAREUR/7A.

(2) Program Development Division, Office of the Deputy Chief of Staff, G4, HQ USAREUR/7A.

(3) Sustainment Operations Division, Office of the Deputy Chief of Staff, G4, HQ USAREUR/7A.

(4) Office of the Deputy Chief of Staff, G8, HQ USAREUR/7A.

(5) Support Operations Office, Supply and Maintenance Directorate, 21st Theater Sustainment Command (21st TSC).

(6) Theater Logistics Support Center, Europe (TLSC-Europe).

(7) G4, United States Army Southern European Task Force.

(8) G4, 5th Signal Command.

(9) G4, Seventh United States Army Joint Multinational Training Command.

(10) 405th Army Field Support Brigade.

#### **B-3. RESPONSIBILITIES**

a. The USAREUR/7A G4 will be the approval authority for all actions pertaining to the USAREUR/7A Theater Maintenance Program (TMP).

b. The following are TLPSC voting members:

(1) Chief, Sustainment Operations Division, Office of the Deputy Chief of Staff, G4, HQ USAREUR/7A.

(2) Chief, Support Operations Office, Supply and Maintenance Directorate, 21st TSC.

(3) General Manager, TLSC-Europe.

(4) G4, United States Army Southern European Task Force.

(5) G4, Seventh United States Army Joint Multinational Training Command.

(6) Commander, 405th Army Field Support Brigade.

c. USAREUR/7A subordinate commands may provide input to the TLPSC concerning their respective equipment fleets.

#### **B-4. PROCEDURES**

a. The TLPSC will meet each fiscal quarter (or sooner if determined by the USAREUR/7A G4). The basic agenda by quarter will be as follows:

**(1) First Quarter.** Review the previous year program and lock in current fiscal year programs and the USAREUR Theater Requirements List (UTRL).

**(2) Second Quarter.** Discuss the proposed program for the next fiscal year and confirm the UTRL.

**(3) Third Quarter.** Verify USAREUR/7A G8 validation of the next fiscal year program and confirm the UTRL.

**(4) Fourth Quarter.** Review and finalize end-of-year expenditures and closeout of fiscal year programs.

b. All meeting due-outs will be responded to the USAREUR/7A G4 within 10 workdays after the TLPSC meeting.

## **APPENDIX C**

### **SUSTAINMENT MAINTENANCE REPAIR PROGRAM**

#### **C-1. PURPOSE**

This appendix provides responsibilities and procedures for the USAREUR/7A Sustainment Maintenance Repair Program (SMRP).

#### **C-2. PROGRAM OVERVIEW**

The USAREUR/7A SMRP is a class VII, end-item, technical manual (TM) -10/-20 series repair program. The SMRP provides for repairing assets that are excess to the theater or not issued to tables of organizations and equipment (TOE) and tables of distribution and allowances (TDA) units. Assets repaired under the SMRP are issued to fill unit equipment-on-hand (EOH) shortages or to support TM -10/-20 retrograde requirements from USAREUR/7A to other Army commands.

#### **C-3. RESPONSIBILITIES**

a. The USAREUR/7A G4 will establish policy, set priorities, and provide guidance for the SMRP.

b. The 21st Theater Sustainment Command (21st TSC) will—

(1) Budget funds to support the SMRP.

(2) Execute the SMRP to repair equipment to the Army maintenance standard (TM -10/-20), as documented in the USAREUR Theater Requirements List (UTRL) and approved by the SMRP Steering Committee.

(3) Issue SMRP products to USAREUR/7A units to fill EOH shortages according to priority fills set by the Sustainment Operations Division (AEAGD-SD), Office of the Deputy Chief of Staff, G4, HQ USAREUR/7A.

(4) Ship items according to disposition instructions from the national item manager.

(5) Determine fiscal year theater repair requirements and document them on the UTRL.

c. USAREUR/7A commands will—

(1) Submit high-priority requisitions to 21st TSC (AERLA-SPO) item managers to support issuing SMRP items to fill EOH shortages as required. Submissions may be made online at <http://www.21tsc.army.mil> or by e-mail to [cct@21tsc.army.mil](mailto:cct@21tsc.army.mil) or [customer.complaint.team@us.army.mil](mailto:customer.complaint.team@us.army.mil).

(2) Inspect items when received and identify TM-10/-20 deficiencies and discrepancies to the Customer Complaint Team (CCT), Theater Logistics Support Center, Europe (TLSC-Europe), according to paragraph 2-3f for resolution within 48 hours after receiving the item.

#### **C-4. PROCEDURES**

a. **Sources of Maintenance.** Maintenance facilities and organizations include the following:

(1) **DOD-Managed Maintenance Facilities.** DOD-managed maintenance facilities and organizations in Europe.

**(2) 405th AFSB.** The 405th AFSB is a United States Army Materiel Command (USAMC) activity. It may be used for additional theater maintenance support, such as Army prepositioned sites managed by the 405th AFSB when available and cost effective.

**(3) Maintenance Activity Kaiserslautern (MAK).** The Maintenance Activity Kaiserslautern is a theater repair activity in Kaiserslautern assigned to the TLSC-Europe.

**(4) Maintenance Activity Mannheim (MAM).** The Maintenance Activity Mannheim is a theater repair activity in Mannheim assigned to the TLSC-Europe.

**(5) Maintenance Activity Pirmasens (MAP).** The Maintenance Activity Pirmasens is a theater communications and electronics repair activity in Pirmasens assigned to the TLSC-Europe with limited automotive capabilities.

**(6) Maintenance Activity Vilseck (MAV).** The Maintenance Activity Vilseck is a theater sustainment repair activity in Vilseck assigned to the TLSC-Europe.

**(7) National Level Coordination Office (NLCO).** The National Level Coordination Office is a 405th AFSB management element that manages the repair of class IX items for the national supply system. Class IX demand-supported requirements are recommended by the 21st TSC (AERLA-SPO) item managers and coordinated with the USAREUR/7A G4 along with future equipment forecasts based on transformation.

#### **b. Requirements Determination.**

(1) The 21st TSC (AERLA-SPO) will use the following to develop and consolidate SMRP requirements as a minimum for the next 2 fiscal years for planning and funding purposes.

(a) Shortages and excess assets in theater-level supply support activities (SSAs) that are documented in the Requisition Validation (REQVAL) System and verified by the respective property book officers (PBOs). All MTOE and TDA equipment shortages in units located in the European theater and USEUCOM areas must be documented.

(b) Valid national disposition instructions that require USAREUR/7A to retrograde excess assets to other Army commands in TM -10/-20 maintenance standard.

(c) National-level-directed repair requirements to replace combat vehicles that have been identified under the Combat Vehicle Evaluation (CVE) Program for movement to other Army commands. (Refer to AR 750-1 for more information.)

(2) Repair requirements will be consolidated and placed on the UTRL. Requirements for the coming fiscal year will be presented to the Theater Logistics Program Steering Committee (TLPSC) for approval during the second quarter of the current fiscal year.

(3) At least every 3 months, the 21st TSC (AERLA-SPO) will validate requirements to fill EOH shortages and wholesale disposition instructions with the PBO or wholesale item manager. Requirements that have been terminated must be identified as they are discovered and coordinated to determine if the work can be canceled. Repair efforts that have started for which funding has been expended must be completed.

**c. Issue of Assets.** The 21st TSC (AERLA-SPO) will issue assets repaired under the SMRP to fill EOH shortages. Assets will be at the Army's TM -10/-20 maintenance standard with all basic issue items (BIIs) and components of end item (COEI) on hand when issued to the customer. The priority of fill in competing requirements will be based on the overall readiness rate of the unit. The goal is to issue the asset within 15 workdays after reaching ready-for-issue status. The 21st TSC (AERLA-SPO) item manager will coordinate with the gaining-unit PBO to obtain document numbers to support issuing a material release order (MRO) to the TLSC-Europe. The TLSC-Europe supply storage activity will contact the gaining unit to arrange for the physical transfer of the asset.

#### **C-5. FUNDING**

USAREUR/7A will provide funding for the USAREUR/7A TMP to the 21st TSC to execute the program. Requirements not funded in the fiscal year funding letter will be consolidated and included in an intrafiscal-year unfinanced requirement for consideration during the USAREUR/7A Master Integrated Priority List (MIPL) process. Funds that become available during the fiscal year due to cost avoidance in the TMP will be cross-leveled under the USAREUR/7A TMP to other requirements in UTRL priority sequence.

#### **C-6. DOCUMENTATION**

The TLSC-Europe will maintain the following TMP-management documentation:

**a. Production Schedule.** A production schedule for in-house production will be developed in September each year. This production schedule will set the expected production of TMP items by line number for each month. The schedule may be revised during the first quarter of the fiscal year, and thereafter the schedule will be used to measure production. Lines where actual production is behind schedule by more than 20 percent in a given month and quarter will be rated "red" and will be reviewed to determine what management actions must be taken to support production at the planned rate.

**b. Monthly Production Documentation.** Monthly production documentation will contain the following data elements by production line:

- (1) Production facility.
- (2) Production line.
- (3) UTRL identification card number.
- (4) End-item nomenclature.
- (5) End-item line item number (LIN).
- (6) Planned production to date.
- (7) Actual production.
- (8) Planned repair cost.
- (9) Actual repair cost.
- (10) Standard cost deviation accepted for the line.

(11) The plan to resolve exceeded cost deviation. This applies only if the cost exceeds the predetermined deviations.

(12) Unserviceable equipment on hand.

(13) Unserviceable equipment in progress.

(14) Remarks.

(15) Status (red or green).

## **C-7. REPORTS**

a. Prepare Army standard reports showing repair requirements, repair costs, and production data. Provide a copy to the USAREUR/7A G4 and TMP maintenance activities and organizations. This is required for both organic and contract maintenance. Monthly reports must include current and future anticipated capacity utilization for organic maintenance capability by commodity (if available) or by general manhour usage per facility.

b. Required reports must include at least the following for class IX and manhours:

(1) Actual versus planned costs for each repair line.

(2) Accepted standard deviation from planned repair cost by line. When actual repair exceeds the standard deviation, the 21st TSC will prepare a “get-well plan” for the production line, will present the new cost for approval to the TMP Steering Committee, or will do both.

(3) Actual repair-cycle time versus projected repair-cycle time per line of repair.

c. Provide reports to the USAREUR/7A G4 no later than the 10th workday of the month for the previous month’s data.

d. Maximum use of logistics Standard Army Management Information Systems (STAMIS) and DA-sanctioned logistics information systems to produce these reports. When STAMIS enhancement’s are needed to meet reporting requirement, submit them through the USAREUR/7A G4 for validation.

## **APPENDIX D**

### **SUSTAINMENT MAINTENANCE REPAIR AND RETURN PROGRAM**

#### **D-1. PURPOSE**

This appendix provides responsibilities and procedures for the USAREUR/7A Sustainment Maintenance Repair and Return Program (SMRRP).

#### **D-2. PROGRAM OVERVIEW**

a. The SMRRP is a class VII repair program. The SMRRP supports the completion of sustainment-level repairs on individual equipment items that have been job-ordered to USAREUR/7A from field-maintenance units. The sustainment-maintenance requirement is to repair the fault on equipment and any associated field-level faults to bring the equipment to -10/-20 maintenance standards. This also includes field-level repairs that exceed the unit's capabilities or capacities. The program primarily supports the complete repair of accident-damaged equipment.

b. The field-maintenance unit with the primary job order will complete all field-level faults to bring the vehicle back to the Army's TM -10/-20 maintenance standards and do touch-up paint work only before issue to the owning unit. This program supports the repair of equipment damaged in accidents when a statement of release for repair signed by the surveying officer is required to accompany the sustainment-maintenance repair and return request.

#### **D-3. RESPONSIBILITIES**

a. The USAREUR/7A G4 will establish policy, set priorities, and provide guidance for the SMRRP.

b. The Commanding General, 21st Theater Sustainment Command (21st TSC), will—

(1) Coordinate with USAREUR/7A major subordinate and specialized commands (AE Reg 10-5, app A) to process and manage SMRRP job orders.

(2) Execute program requirements according to the priorities, policy, and procedures established by the USAREUR/7A G4.

(3) Review SMRRP jobs and nominate long-term, deadlined equipment that can be exchanged with serviceable, theater-owned assets to the USAREUR/7A G4.

c. Commanders of USAREUR/7A major subordinate and specialized commands will—

(1) Take actions to correct all field-level deficiencies or parts on order not relating to the sustainment-level fault on SMRRP equipment before submitting the item to the SMRRP. Field-level class IX repair parts not installed must accompany the equipment.

(2) Contact the 21st TSC SMRRP Coordinator (DSN 484-7802 or civ 0631-413-7802) to validate and process SMRRP requests. Commands must provide DA Form 5988-E, DA Form 5990-E, or equivalent and (where appropriate) a memorandum signed by the brigade or battalion maintenance officer explaining how field-maintenance level capabilities are exceeded or (in case of accidents) providing the surveying officer's release statement prepared according to AR 735-5.

(3) Transport and pick up equipment submitted to the SMRRP from the designated theater maintenance facility.

d. The 21st TSC SMRRP Coordinator will—

(1) Appoint a person to manage and coordinate SMRRP requests within the 21st TSC.

(2) Ensure that only equipment job-ordered to field-level maintenance units with valid sustainment-level faults or field-level capability constraints is submitted to the SMRRP.

(3) Ensure that only valid, current tactical equipment that is not considered excess (with potential for turn-in to the Defense Reutilization and Marketing Office) is submitted to the SMRRP.

e. The Theater Logistics Support Center, Europe (TLSC-Europe), SMRRP Coordinator (DSN 483-7802) will—

(1) Request the SMRRP control number and arrange repair at the appropriate theater-maintenance facility.

(2) Notify all necessary parties of the SMRRP control number and designated theater-maintenance facility by e-mail.

#### **D-4. PROCEDURES**

**a. Requirements Determination.** SMRRP requirements are based on the demand on theater-level work requirements.

**b. Sources of Maintenance.** DOD-managed maintenance facilities and organizations in Europe (para C-4a) may be used as a source of maintenance when they are determined to be available and use is cost-effective.

#### **c. Turn-In Procedures.**

(1) The USAREUR/7A major subordinate or specialized command program coordinator will contact the 21st TSC SMRRP Coordinator (DSN 484-7802) to validate and process SMRRP requests.

(2) The 21st TSC SMRRP Coordinator will coordinate with the TLSC-Europe SMRRP Coordinator for the assignment of the SMRRP control number, assignment of the appropriate theater-maintenance facility, and notification of the SMRRP control number and designated theater maintenance facility by e-mail.

(3) The unit will have 30 calendar days after the issue date of the SMRRP control number to move the equipment to the designated maintenance facility for repair. Transportation to and from the repair facility is the requesting unit's responsibility. If moving the equipment is beyond the unit's capability, the unit may request transportation support from TLSC-Europe.

(4) The TLSC-Europe repair facility will coordinate with the unit sustainment program officer, S4, or maintenance officer for equipment pick-up after the job is completed and reported through the ready-for-issue application.

(5) The turn-around time for an SMRRP job request will depend on the extent of repairs required.

(6) The 21st TSC will review SMRRP jobs older than 90 days during the 21st TSC review and analysis (para D-6) to ensure proper actions are being taken on delinquent jobs. The 90-day period begins when the equipment is received at the theater-maintenance facility.

## **D-5. FUNDING**

a. The TLSC-Europe will prepare a request for SMRRP funding each year based on past demand. The funding request must be submitted in the second quarter through the 21st TSC comptroller to the USAREUR/7A G8 (AEAGF-PB).

b. The TLSC-Europe will monitor SMRRP funding expenditures throughout the year and identify pending funding shortfalls through the 21st TSC comptroller to the USAREUR/7A G8 and the Theater Logistics Program Steering Committee.

## **D-6. DOCUMENTATION**

The TLSC-Europe will maintain a log of SMRRP control numbers, customer units, equipment, SMRRP issue dates, turn-in dates, repair costs (labor and parts), and completion dates for all SMRRP jobs each fiscal year. All SMRRP jobs more than 90 days old will be reported during 21st TSC and theater-level reviews and analyses.

## **D-7. REPORTS**

a. The TLSC-Europe will prepare reports on SMRRP workorders and send them to the 21st TSC SMRRP Coordinator and customer units. This is required for both organic workorders and SMRRP jobs that have been contracted. Report information for the current fiscal year and any workorders not completed from previous fiscal years.

b. Required reports must include at least the following for each workorder:

- (1) Workorder number.
- (2) Workorder issue priority designator (IPD).
- (3) Date work order was accepted.
- (4) Anticipated completion date.
- (5) Date work order was completed.
- (6) End-item nomenclature.
- (7) End-item line item number (LIN).
- (8) Major fault information.
- (9) Owning unit.
- (10) Bumper number.
- (11) Remarks. List parts with the longest lead times if it is an area of concern.
- (12) Status (red or green).

c. Provide reports to the USAREUR/7A G4 by the 10th workday of each month for the previous month's data.

## **APPENDIX E**

### **PROCEDURES FOR USAREUR/7A MAINTENANCE RESET PROGRAM**

#### **E-1. PURPOSE**

This appendix prescribes procedures for redeploying USAREUR/7A units to perform reset of ground equipment within the required timelines.

#### **E-2. RESET DEFINED**

a. Reset is defined as *work performed to correct equipment faults within field maintenance and sustainment maintenance as prescribed by technical manuals (TM), technical bulletins (TBs), and lubrication orders.*

b. Redeploying units must notify their rear detachment commanders, unit G3, and the USAREUR/7A G4 on the densities of equipment that will return to the theater. This information must be provided no later than 45 days before the equipment is moved to the redeployment holding area (RHA).

c. The following information is required on all equipment being redeployed:

- (1) Unit.
- (2) Nomenclature.
- (3) Model.
- (4) Serial or registration number.
- (5) Quantities.

d. Units must perform preventive maintenance checks and services on all equipment before movement to the RHA and identify all equipment recommended as candidates for the Sustainment Maintenance Repair and Return Program (SMRRP) and National Maintenance Program.

(1) For weapons, communications, and other equipment repaired by the United States Army Materiel Command (AMC), forward repair teams will conduct reset procedures in unit motor pools.

(2) Reset maintenance work will be done by contractors and civilian labor (Theater Logistics Support Center, Europe (TLSC-Europe)) when required. Work will be performed at unit motor pools or SMRRP repair facilities.

(3) Regardless of the source of repair, all equipment must be repaired to the Army's TM -10/-20 maintenance standard.

#### **E-3. RESET MISSION STATEMENT**

The USAREUR/7A G4 Reset Team's concept is to build a maintenance, supply, and transportation system (including logistics Standard Army Management Information System (STAMIS)) that supports theater reset and equipping redeploying USAREUR/7A units to standard within 180 days after the equipment's redeployment date. The 180 days is part of the 270-day redeployment, reintegration, reconstruction, and retraining (R4) requirement. Reset will be conducted according to the Army's redeployment, reintegration, reconstruction, and retraining (R4) processes.

#### **E-4. RESET PROGRAM GOALS**

a. The USAREUR/7A G4 will send a maintenance assistance team (MAT) to deployed units to determine the level of repairs required (field and sustainment level) and validate which and where equipment will be shipped for repair. Units must use the Army Reset Management Tool (ARMT) to request disposition for field- and sustainment-level reset candidates. All depot repairs must receive approval from a United States Army Tank-Automotive and Armaments Command representative before the unit “stages” the equipment for transportation.

b. Reset of equipment must not interfere with Soldier reintegration tasks and block leave. Contract mechanics will inspect equipment and perform services while unit personnel are on block leave. Contractor Unit-Level Logistics System-Ground (ULLS-G) and Standard Army Maintenance System-Enhanced (SAMS-E) operators will be placed in unit motor pools to order class IX repair parts. Class IX repair parts must be requested 30 to 40 days before the equipment is scheduled for return to the theater so that parts will be available to perform services and repairs.

c. Equipment selected for the SMRRP for reset will move directly from the deployed theater to a TLSC-Europe or contract maintenance repair facility. Equipment requiring field-maintenance support will be returned to unit motor pools. Equipment that is repaired at a theater facility will be released to the owning unit unless an exception is made in accordance with Army G-3/5/7 and USAREUR/7A priorities.

#### **E-5. COMBAT EQUIPMENT REDEPLOYMENT RESET FLOW**

##### **a. Sustainment and Depot Early Retrograde.**

(1) At 120 days before redeployment, units must identify combat losses and early retrograde equipment. Early-return equipment must be assessed before it is returned to the European theater.

(2) A workorder must be opened for all equipment that will be repaired by TLSC-Europe. Equipment must be transported directly to a field or sustainment facility (depending on the maintenance that is required). In some cases, it may become necessary to send several pieces of this early retrograde equipment directly to a National Level Program or Defense Reutilization and Marketing Office (DRMO) for turn-in. AMC logistics assistance representatives (LARs) and MATs will help redeploying units in these determinations.

(3) When the SMRRP site receives equipment, the “180 days to complete reset” on that piece begins and the USAREUR/7A G4 will start the reset-monitoring process. The TLSC-Europe will provide a weekly update to the USAREUR/7A G4 on the status of reset equipment.

**b. Sustainment and Depot Assessment Team Inspection.** The USAREUR/7A G4 will send a MAT of qualified technical inspectors to validate ARMT instructions and help the unit coordinate final preparations for redeployment. The early redeployed equipment is often identified by units as potential candidates for SMRRP. The status of this equipment will be confirmed, a theater job order will be opened, and the equipment will be shipped directly to the SMRRP repair site. This equipment will also begin the 180-day reset period on entering the SMRRP repair sites. The repair site will be a TLSC-Europe or National Maintenance Program (NMP) repair facility.

### **c. Field Maintenance.**

(1) Equipment not meeting criteria of theater- or national-level support is a unit reset requirement and will be returned to the unit for field-maintenance repairs by the military or contractor mechanics in the unit's motor pool.

(2) Units that require contractor mechanics, ULLS-G, SAMS-E, or Standard Army Maintenance System-Level 1/Enhanced (SAMS-1/(E)) operator support must send a request for support through the chain of command to the USAREUR/7A G4 (AEAGD-SD-F) in the "five W's" format (who, what, when, where, and why) (fig E-1). The request form may be obtained from the USAREUR/7A G4 (DSN 370-8741). USAREUR/7A G4 will provide assistance in making these requests.

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Who: USAREUR/7A G4 would like to request seven wheeled-vehicle mechanics and three generator mechanics. POC: Field Maintenance Branch, DSN 370-8598.  
What: To provide maintenance support on three redeploying units' equipment.  
When: Starting 10 Jan 08. Ending 10 Jul 08.  
Where: 515th and 28th Transportation Companies located at Campbell Barracks, Heidelberg, Germany.  
Why: Provide reset to redeploying unit support requirements.

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### **Figure E-1. Sample Field-Maintenance Request**

(3) To support unit-level power generator set repair requirements, the USAREUR/7A G4 will coordinate with United States Army Communications and Electronics Command (CECOM) Life-Cycle Manager Center (LCMC) to provide generators in European theater unit motor pools.

(4) Units must maintain DA Form 2404 or DA Form 5988-E and DA Form 5990-E for 12 months for all service costs and repairs associated with reset (capture all field- and sustainment-level repair parts and maintenance manhours per vehicle at field level). All units' equipment-reset cost packages must be maintained at the unit's USAREUR/7A major subordinate or specialized command. USAREUR/7A major subordinate and specialized commands must maintain all required forms and documents for actual field- and sustainment-level repair costs (including hours) for 12 months unless otherwise directed for auditing purposes.

### **d. Reset-Supply Requirements and Procedures.**

(1) USAREUR/7A will maintain a responsive distribution system for classes II, VII, and IX reset requirements by identifying projected shortfalls before redeployments. USAREUR/7A has developed a robust contracted supply support activity (SSA) augmentation capability. USAREUR/7A will use this contracted capability to rebuild authorized stockage lists (ASLs) before the start of reset operations. USAREUR/7A's goal is to have ASLs at less than 10 percent zero balance at 60 calendar days after deployment for home station. USAREUR/7A will identify available excess class II and class VII equipment within Europe and coordinate with HQDA for additional resources to fill shortages created by stay-behind equipment (SBE) directives and battle losses. Units must identify critical logistics STAMIS shortages to USAREUR/7A at least 90 days before redeployment.

(2) With support from HQ USAREUR/7A, major subordinate commands will reestablish logistics STAMIS connectivity for returning units and establish class II, VII, and IX requirements at the tactical and operational level as soon as possible so that the USAREUR/7A distribution system can provide responsive support. Because resources that support reset are limited, leaders must enforce supply discipline at all levels.

(3) Units must strictly follow HQDA requirements to leave specific equipment as SBE for deployed units. Units must leave prescribed load list (PLL) and stock that supports equipment identified as SBE. Units will redeploy with demand-supported PLL and shop stock not required for SBE. Before redeployment, units will reconcile all outstanding recoverable items with their supporting class IX accountable officer. If the unit opened multiple accounts in theater, the unit must reconcile them with each accountable officer.

(4) When the unit arrives in the European theater, it will use its home station Department of Defense activity address codes (DODAACs) and routing identifier codes (RICs) for all reset costs. Units will use project code 9GQ for all PLL, bench stock, shop-stock reset, and ASL requisitions until 180 days after redeployment (ground) or 270 days after redeployment (aviation).

(5) Units must redeploy with two complete system backups for all logistics STAMIS. Units must redeploy all STAMIS as “to accompany troops.” When reestablishing existing workorders, proper completion of the SAMS-1 workorder-transfer process is essential. Redeploying units must ensure that all open workorders that were cancelled before redeployment are reestablished once the unit’s “SAMS-1” box is ready for garrison operations in the European theater so that parts may be reordered in a timely manner.

(6) Units will replenish PLL according to AR 710-2. Because of resource limitations, units must ensure PLL replenishment levels are based on garrison operations. PLL will be demand-supported not to exceed 150 lines. Excess PLL will be cross-leveled within organizations to minimize receiving partial credit under the Single Stock Fund. Only the first general officer in a unit’s chain of command may approve non-demand-supported requirements that exceed 150 lines. Quantities exceeding unit needs must be turned in to the supporting SSA. Units will execute replenishment no sooner than 30 days before redeployment.

(7) Units will not use deployed area DODAACs after redeployment. Redeploying units must reestablish their home station DODAACs promptly on return to the European theater.

## **APPENDIX F**

### **SPECIAL MAINTENANCE PROGRAMS**

#### **F-1. PURPOSE**

This appendix explains responsibilities and procedures for special maintenance sustainment level programs (includes projects).

#### **F-2. PROGRAM OVERVIEW**

Special programs at the sustainment-maintenance level are based on USAREUR/7A operational requirements or established to meet requirements that are not programmable or recurring, but which require maintenance skills to accomplish. Special programs address requirements that are not in support of standard force structure tables of organizations and equipment (TOE) and tables of distribution and allowances (TDA) requirements. Examples of special programs include the following:

- a. Field maintenance backup support to USAREUR/7A major subordinate or specialized command (AE Reg 10-5, app A) field units on a one-time, limited basis to complete field maintenance level work beyond the unit's capacity.
- b. The constitution and maintenance of special task-force equipment sets (such as the immediate ready force (IRF)).
- c. The design and construction of approved nonstandard equipment items.
- d. Requirements to reconstitute equipment sets to support new unit activations or to recover from deployments.
- e. Requirements to support foreign military sales, foreign loan requirements, Presidential aid programs, and demilitarization requirements.

#### **F-3. RESPONSIBILITY**

- a. The USAREUR/7A G4 and the USAREUR/7A G3 will—
  - (1) Be the approval authorities for special programs requirements. This will include establishing priorities for program execution.
  - (2) Provide funding to execute special programs directly to the 21st Theater Sustainment Command (21st TSC) or coordinate with the requesting activity for reimbursable funding.
- b. The Commanding General, 21st TSC, will—
  - (1) Establish a production plan and cost estimate for each special maintenance program and measure progress according to the plan each week until the program is completed.
  - (2) Execute approved special maintenance programs according to the established plan.
  - (3) Provide special maintenance progress reports as required by the unique requirements of the program.

c. Commanders of USAREUR/7A major subordinate and specialized commands will—

(1) Participate in establishing and documenting special maintenance requirements to the detail necessary for the 21st TSC to execute the requirement.

(2) Ensure that special maintenance requirements are beyond the organic capability of their command before they are referred to USAREUR/7A for possible resolution.

#### **F-4. PROCEDURES**

**a. Requirements Determination.** USAREUR/7A major subordinate and specialized commands and HQ USAREUR/7A staff offices will develop special maintenance program requirements. E-mail requirement documents to the USAREUR/7A G4, the USAREUR/7A G3, or both for review and approval. The nature of special maintenance programs usually creates high-priority requirements that may be assigned to theater maintenance activities at any time. USAREUR/7A establishes the priority of the projects and assigns the work to the 21st TSC. Special programs must be documented on the USAREUR/7A Theater Requirements List.

**b. Sources of Maintenance.** DOD-managed maintenance facilities and organizations in Europe may be used as a source of maintenance if available and cost-effective.

**c. Funding.** The requesting USAREUR/7A major subordinate or specialized command or HQ USAREUR/7A staff office will provide funding for special maintenance programs. The 21st TSC will identify the resources needed to complete the project and provide a cost estimate to the funding activity. Special maintenance programs may be funded using DD Form 448 or by direct funds provided by the USAREUR/7A G8. Special maintenance programs that require execution in more than one fiscal year will require funding during each fiscal year of execution.

**d. Execution.** The requesting organization will send to the 21st TSC a detailed design of the requirements for nonstandard pieces of equipment. The 21st TSC will forward the design to the Theater Logistics Support Center, Europe (TLSC-Europe), which will decide which facility that will create the item. If the 21st TSC or TLSC-Europe maintenance activity makes any change to the original design, the requesting organization must provide approval of the final design before work begins. The 21st TSC will—

(1) Execute the requirement according to the approved design.

(2) Provide the requesting organization a production timeline. This timeline will show significant milestones and the expected completion date.

**e. Issue.** The special maintenance program will be issued to fill the requirement as it is completed. The total funding required to complete the program will be reconciled with the requesting activity on completion.

#### **F-5. REPORTS**

The headquarters for the maintenance facility charged with completing special maintenance programs will forward management reports to the USAREUR/7A G4 and other interested agencies. These reports will be similar to the ones listed in paragraphs C-7 and D-7, but adjusted as required for each type of program.

**APPENDIX G**  
**THEATER MAINTENANCE PROGRAM CUSTOMER-FEEDBACK REPORT**

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**Customer-Feedback Report**

This report will help the Sustainment Operations Division, Office of the Deputy Chief of Staff, G4, HQ USAREUR/7A, and the 21st Theater Sustainment Command promote and improve the quality of work performed to better serve you. Every effort will be made to ensure this equipment meets the Army's TM -10/-20 maintenance standard.

Please comment if you are satisfied with the item received. If the equipment does not meet TM -10/-20 maintenance standard, please inform us by indicating the discrepancies below and by notifying the Customer Complaint Team, Theater Logistics Support Center, Europe, at DSN 483-3333. Your comments will help prevent similar deficiencies in the future. You may also notify us through the Interactive Customer Evaluation website at [http://ice.disa.mil/index.cfm?fa=site&site\\_id=669](http://ice.disa.mil/index.cfm?fa=site&site_id=669).

Customer-feedback reports may be sent to the Readiness Systems Branch, Sustainment Operations Division (DSN 370-6971, fax 370-6249).

Organization or unit: \_\_\_\_\_

Division: \_\_\_\_\_

Equipment model: \_\_\_\_\_ NSN: \_\_\_\_\_

Date turned in: \_\_\_\_\_ Date received: \_\_\_\_\_

Grade and name: \_\_\_\_\_ DSN: \_\_\_\_\_

Customer Comments: \_\_\_\_\_

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## **APPENDIX H SUPPLY SUPPORT POLICY AND PROCEDURES IN SUPPORT OF THEATER-LEVEL MAINTENANCE**

### **H-1. MAINTENANCE SHOP SUPPLY POLICY**

Two types of maintenance-related supplies are authorized to be on hand in theater support-level maintenance activities: shop stock (demand-supported stocks) and bench stock (unpredictably used consumables).

### **H-2. SHOP STOCKS**

a. Shop stocks are demand-supported repair parts used to accomplish maintenance requests or programmed repair. Shop stocks are not a substitute for an authorized stockage list (ASL).

b. Shop stocks must be maintained according to AR 710-2, paragraph 2-23, except that in USAREUR/7A maintenance activities, shop stocks must be inventoried quarterly. The results of the inventory must be documented and retained by the unit, and a copy must be forwarded through command channels to the USAREUR/7A G4 (AEAGD-SO/CLIX Team) no later than the 20th of the inventory month.

### **H-3. BENCH STOCKS**

a. Bench stocks are low-cost, high-use, consumable class II, III (packaged), IV, and IX (less components) items used by maintenance personnel at an unpredictable rate.

b. The intent of bench stock is to have adequate amounts of low-cost consumable supplies readily available at or near the worksite. Bench stocks will be maintained according to AR 710-2, paragraph 2-24, except that for maintenance activities in USAREUR/7A “low cost” is defined as “less than \$100.” To qualify as a bench stock, an item must meet all of the following criteria:

- (1) Controlled item inventory code is U or J (J cannot be small arms repair parts).
- (2) Expendable (accounting requirements code is X).
- (3) Nonrepairable (recoverability code is Z).
- (4) Stock funded (second position of the materiel category structure code is 2).
- (5) Supply class is II, III (packaged), IV, or IX (supply categories of materiel code is 2, 4, 9, 33, or 36).

c. Exceptions to the above criteria may be approved only by the USAREUR/7A G4. Bench stock lists must be forwarded to the USAREUR/7A G4 (AEAGD-SD/CLIX Team) each quarter with shop-stock lists (para H-2b).

## GLOSSARY

### SECTION I ABBREVIATIONS

21st TSC	21st Theater Sustainment Command
405th AFSB	405th Army Field Support Brigade
ACOR	assistant contracting officer's representative
AE	Army in Europe
AEPS	Army Electronic Product Support [System]
AMC	United States Army Materiel Command
AOR	area of responsibility
ARB	acquisition review board
ARC	accounting requirements code
ARMT	Army Reset Management Tool
ASL	authorized stockage list
BII	basic issue item
CARC	chemical agent resistant coating
CCT	Customer Complaint Team, Theater Logistics Support Center, Europe
CECOM	United States Army Communications and Electronics Command
CG, USAREUR/7A	Commanding General, United States Army Europe and Seventh Army
COEI	components of end item
COR	contracting officer's representative
CVE	combat vehicle evaluation
DA	Department of the Army
DCAA	Defense Contract Audit Agency
DLA	Defense Logistics Agency
DLR	depot-level reparable
DOD	Department of Defense
DODAAC	Department of Defense activity address code
DRMO	Defense Reutilization and Marketing Office
DSN	Defense Switched Network
EOH	equipment on hand
FCA	fund cite authorization
FMC	fully mission capable
GWOT	Global War on Terrorism
HQDA	Headquarters, Department of the Army
HQ USAREUR/7A	Headquarters, United States Army Europe and Seventh Army
ID/IQ	indefinite delivery/indefinite quantity
IGE	independent Government estimate
IPD	issue priority designator
IRF	intermediate ready force
KO	contracting office
LAR	logistics assistant representative
LIN	line item number
LCMC	Life-Cycle Management Command
LoCMO	Logistics Contract Management Office
MAK	Maintenance Activity, Kaiserslautern
MAM	Maintenance Activity, Mannheim

MAP	Maintenance Activity, Pirmasens
MAT	maintenance assistance team
MAV	Maintenance Activity, Vilseck
MDEP	management decision evaluation package
MIPL	master integrated priority list
MTOE	modification tables of organization and equipment
MRO	material release order
NMP	National Maintenance Program
NSN	national stock number
OMA	Operations and Maintenance, Army
PBO	property book officer
PBWS	performance-based work statement
PLL	prescribed load list
PMCS	preventive maintenance checks and services
PROST	production stopper
QAR	quality-assurance representative
QASP	quality-assurance surveillance plan
QDR	quality-deficiency report
R4	redeployment, reintegration, reconstruction, and retraining
REQVAL	Requisition Validation [System]
RFI	ready for issue
RHA	redeployment holding area
RIC	routing identifier code
SAMS	Standard Army Maintenance System
SAMS-1/(E)	Standard Army Maintenance System-Level 1/Enhanced
SAMS-E	Standard Army Maintenance System-Enhanced
SBE	stay-behind equipment
SCMC	supply categories of materiel code
SMRP	Sustainment Maintenance Repair Program
SMRRP	Sustainment Maintenance Repair and Return Program
SOUN	safety-of-use message
SOW	statement of work
SSA	supply support activity
SSMP	Sustainment Special Maintenance Program
STAMIS	Standard Army Management Information System
TB	technical bulletin
TDA	tables of distribution and allowances
TLP	Theater Logistics Program
TLPSC	Theater Logistics Program Steering Committee
TLSC-Europe	Theater Logistics Support Center, Europe
TM	technical manual
TMP	Theater Maintenance Program
TOE	tables of organizations and equipment
ULLS-G	Unit-Level Logistics System-Ground
USAREUR/7A	United States Army Europe and Seventh Army
USEUCOM	United States European Command
UTRL	USAREUR Theater Requirements List

## **SECTION II**

### **TERMS**

#### **-10/-20 maintenance standard**

Maintenance standards according to technical manual (TM) 10- and 20-series preventive maintenance checks and services (PMCS). Equipment that is at -10/-20 maintenance standard is fully mission capable, is safe, has all mission-essential subsystems installed, and is operating as designated by the applicable Army regulation (see AR 750-1, para 3-2).

#### **fully mission capable (FMC)**

A system that has no faults listed in the “equipment is not fully mission capable if” column of the operators preventive maintenance checks and services (PMCS) table that applies to the system or subsystem required by AR 700-138. The term *FMC* means equipment is on hand and able to perform its combat mission (see DA Pam 750-8).

#### **production stopper (PROST)**

A situation in which a production line must stop production because a class IX item needed to repair an item in a repair program has been requisitioned but has not been delivered.

#### **ready for issue**

Work accomplished according to a statement of work. Items that are *ready for issue* have passed quality-control inspection, have documentation on hand, and are ready for customer pickup.

#### **repair and return**

A sustainment-level maintenance program to repair end items to support USAREUR/7A field-level maintenance units that have sustainment faults and cannot be repaired at the field level. Only sustainment-level faults are repaired under the repair and return program.

#### **Single Stock Fund**

The Army initiative to combine the national and retail stock funds into one centrally managed account.

#### **Standard Army Maintenance System**

The system used at the direct-support and general-support maintenance levels to control and support maintenance operations.

#### **supply assistance request**

A request that identifies a production stopper item to the national system and that requests action to expedite the delivery.

#### **Theater Maintenance Program**

The entire range of maintenance programs and actions accomplished with theater sustainment maintenance activities (formerly general support maintenance).

#### **USAREUR/7A Theater Requirements List**

A list of class VII items of equipment requiring repair in the USAREUR/7A theater at the sustainment level. The USAREUR/7A Theater Requirements List is divided into financed and unfinanced requirements.