Army Regulation 210–130

Installations

Laundry and Dry Cleaning Operations

Headquarters
Department of the Army
Washington, DC
15 April 1993

Unclassified

SUMMARY of CHANGE

AR 210–130
Laundry and Dry Cleaning Operations

This revision--

- Establishes policy requiring installation commanders to provide adequate laundry and drycleaning services to the soldier and other authorized patrons.

- Requires commanders to adjust prices to adequately recover cost for selected payroll deduction service (para 3-1), individual piece rate service(para 4-1), cash per bundle service (para 5-1), and reimbursable organization work (para 5-3).

- Covers administration and operation of installation laundry and drycleaning facilities, category and priority of service, accounting for workload, and requirements of the DA Form 2689-R (Laundry and Dry Cleaning Quarterly Operations Report). Major and minor technical and administrative improvements have been incorporated throughout the revised regulation.

Headquarters
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*Army Regulation 210–130

Effective 15 May 1993

Installations

Laundry and Dry Cleaning Operations

By Order of the Secretary of the Army:

GORDON R. SULLIVAN
General, United States Army
Chief of Staff

Official:

MILTON H. HAMILTON
Administrative Assistant to the
Secretary of the Army

History. This UPDATE printing publishes a revision of this publication.Because the publication has been extensively revised, the changed portions have not been highlighted.

Summary. This regulation prescribes organizational structure for the Project Office for Clothing and Services, an element of the U.S. Army Troop Support Command. It also prescribes policies, procedures, and responsibilities for Army laundry and dry cleaning operations. This regulation deals with the means by which soldiers pay for dry cleaning services. Although onetime payroll deductions for trainees are permitted for laundry only, monthly payroll deduction service is no longer allowed. This regulation also expands the discussion of contractor operations and covers responsibilities, types of service, priorities for service, onetime payroll deduction service, mobile (field) laundry service, service by commercial contract, accounting for workload and cash receipts, inventory management, reporting, claims procedures, and pricing.

Applicability. This regulation applies to the Active Army, the Army National Guard (ARNG), and the U.S. Army Reserve(USAR) on active duty. Specifically, it applies to fixed laundry and dry cleaning operations that are Government-owned and Government-operated or Government-owned and contractor-operated, and to Army laundry and dry cleaning support that is obtained through a contractor-owned and contractor-operated arrangement.This regulation does not apply to laundry and dry cleaning activities performing specialized operations peculiar to ordnance or chemical activities.

Proponent and exception authority. The proponent of this regulation is the Deputy Chief of Staff for Logistics. The DCSLOG has the authority to approve exceptions to this regulation that are consistent with controlling law and regulation. DCSLOG may delegate this approval authority, in writing, to a division chief under their supervision within the proponent agency who holds the grade of colonel or the civilian equivalent.

Army management control process. This regulation is subject to the requirements of AR 11–2. It contains internal control provisions but does not contain checklists for conducting internal control reviews. Checklists are contained in DA Cir 11–series.

Supplementation. Supplementation of this regulation and establishment of forms other than DA forms are prohibited without prior approval from HQDA (DALO–TST), WASH DC 20310–0564.

Interim changes. Interim changes to this regulation are not official unless they are authenticated by the Administrative Assistant to the Secretary of Army. Users will destroy interim changes on their expiration dates unless sooner superseded or rescinded.

Suggested Improvements. The proponent agency of this regulation is the Office of the Deputy Chief of Staff for Logistics. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms)directly to HQDA (DALO–TST), WASH DC 20310–0564.

Distribution. Distribution of this publication is made in accordance with DA Form 12–09–E, block number 2138, intended for command level A for Active Army, Army National Guard, and U.S. Army Reserve.

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Chapter 1
Introduction

Section I
General

1–1. Purpose
This regulation prescribes policies, procedures and responsibilities for—

a. Establishing and operating Army installation laundry and dry cleaning facilities.

b. Furnishing laundry and dry cleaning services to authorized patrons and agencies by in-house operated facilities or contract arrangement.

1–2. References
Required and related publications and prescribed and referenced forms are listed in appendix A.

1–3. Explanation of abbreviations and terms
Abbreviations and special terms used in this regulation are explained in the qlossary.

Section II
Responsibilities

1–4. Deputy Chief of Staff for Logistics (DCSLOG)
The DCSLOG will exercise Army Staff supervision over the Army installation laundry and dry cleaning program. In addition, the DCSLOG will—

a. Formulate broad DA policies for managing the Army's installation laundry and dry cleaning program.

b. Coordinate Army installation laundry and dry cleaning matters with executive and legislative branches of the Government, DOD, the Army Staff, and other military and Government agencies.

c. Review and approve Army Regulations relating to the Army installation laundry and dry cleaning program.

d. Provide DA representation on committees, boards, panels, and other groups where matters affecting policy concerning the Army installation laundry and dry cleaning program will be an issue.

1–5. Commander, U.S. Army Aviation Troop Command (ATCOM)
The Commander, ATCOM will operate the Army's installation laundry and dry cleaning program and will—

a. Advise installations on the types and quantities of laundryand dry cleaning equipment to be installed in Army installation laundry and dry cleaning facilities.

b. Assist the DCSLOG in carrying out actions outlined in paragraph 1–4.

c. Formulate and issue instructions, with established policy, to ensure that—

(1) Army installation laundry and dry cleaning facilities are efficiently operated.

(2) Support is provided for all authorized patrons(para 2–8).

d. Develop and disseminate instructions governing the following:

(1) Facility layouts.

(2) Processing procedures.

(3) Standards of quality.

(4) Service to patrons

e. Review requirements for establishing, expanding, reactivating, or discontinuing Army installation laundry and dry cleaning facilities in CONUS and overseas, when requested by commanders.

f. Act as technical adviser to operating officials in all matters pertaining to Army installation laundry and dry cleaning operations. Recommend required actions discussed in *g*(1)below.

g. Visit Army installation laundry and dry cleaning establishments annually.

(1) As adviser, the ATCOM Commander during these visits will—

(a) Furnish technical advice and assistance.

(b) Ensure that prescribed operating instructions and established standards of quality and efficiency are followed.

(c) Ensure that patrons are provided adequate service.

(2) When visiting Government-owned facilities that are being operated by a contractor, the ATCOM Commander will—

(a) Review processing procedures and maintenance programs to determine that quality service is being provided.

(b) Exchange information with contractors and contracting officers on actions that can be taken to make these facilities more responsive to customer needs.

h. Develop, revise as necessary, and recommend to the DCSLOG priorities of services.

i. Assist in surveying commercial facilities, to determine when facilities are available and if they are suitable. This assistance will be provided at the request of operating officials or responsible staff personnel. Advise requesting officials whether to use commercial facilities instead of Army installation laundry and dry cleaning facilities, or to supplement Army facilities.

j. Assist in developing contingency plans for mobilization, disaster, strikes, or default of the contractor. These plans will ensure that uninterrupted laundry and dry cleaning services are provided by an in-house facility, a GOCO operation, or COCO arrangement.

1–6. Commander of major Army commands (MACOMs) and Superintendent, U.S. Military Academy (USMA)
MACOM commanders and the Superintendent, USMA, will—

a. Provide adequate laundry and dry cleaning service to patrons, under this regulation.

b. Organize, administer, manage, and operate Army installation laundry and dry cleaning facilities under procedures prescribed in this regulation.

c. Ensure that local working procedures at Army installation laundry and dry cleaning facilities do not conflict with those prescribed by OSHA.

d. Distribute on an equitable basis, funds and manpower requirements for Army laundry and dry cleaning facilities to installations under their control.

e. Conduct surveys to determine whether to use commercial laundry and dry cleaning facilities to replace or supplement Army operated laundry and dry cleaning facilities. Ensure that recommendations are supported by survey data required for establishing Government facilities. Ensure that requests for discontinuing a service are coordinated with all commanders receiving such service before actions are taken. Ensure that existing Army installation laundry and dry cleaning facilities, in which operations are discontinued in favor of commercial service, are maintained on a standby basis for at least 1 year, unless HQDA, directs otherwise—

(1) Follow procedures set forth in AR 210–17 when such facilities are placed in a standby status.

(2) After l year elapses and the decision to liquidate a facility has been made, a coordinated action will be made to redistribute serviceable equipment, spare parts, and available consumable supplies within the MACOM concerned. Those items that are not relocated will be reported to ATCOM for dissemination to other MACOMs.

f. Take appropriate action in connection with audits, reports of audits, and recommendations made as a result of visits by higher HQ.

g. Ensure that prices established by installation commanders or contracts for individual piece rate, cash per bundle, organizational reimbursable and onetime payroll deduction (PRD) services are adequate to recover cost.

1–7. Installation commanders
In addition to carrying out responsibilities assigned to MACOM commanders (para 1–6), installation commanders will—

a. Furnish transportation for Army installation laundry and dry cleaning facilities, to provide pick up and delivery service to units and organizations.

Note. In this regard, use of a small fleet of administrative type vehicles has

proven to be the most efficient and fastest method. Contractors may also provide this service, if specified in the performance work statement.

b. Ensure that enough resources (funding and personnel)are provided to Army installation laundry and dry cleaning facilities for an effective laundry and dry cleaning program.

c. Establish prices at a level sufficient to recover all costs for all individual piece rate, cash per bundle, bulk organizational reimbursable, and PRD (basic combat training, advanced individual training, one station unit training, Reserve Officers'Training Corps (ROTC), Warrant Officer Course, and OCS trainees). At contract laundries, prices for the above services will be established by the contractor.

d. Develop plans for providing adequate backup laundry and dry cleaning service in case of emergency situations (such as facility outage or mobilization requirements). Consider using interservice or interdepartmental support agreements or commercial contract arrangements in these situations.

e. Ensure Directorate of Logistics/Directorate of Installation Support perform reconciliations of payroll deduction rosters with Finance and Accounting Office, to ensure the amount of collections equal reimbursements. If the amounts are not equal, the necessary research will be performed to ensure the proper individual is charged or reimbursed for under or overpayment accordingly.

f. Ensure that Directorate of Logistics/Directorate of Installation Support coordinate with the installation Directorate of Engineering and Housing/Environmental Office and the installation Staff Judge Advocate's Office to determine that laundry/dry cleaning operations comply with applicable Federal, state, interstate, or local environmental statutes or regulations.

Chapter 2
Administration and Operation

Section I
Equipment, Supplies, and Facilities

2–1. Adding or removing machinery

a. Requisitions for equipment will be submitted to the appropriate procuring activity (Commander, Defense General Supply Center, ATTN: DGSC–OIBC, Richmond, VA 23297–5000). Provide information copy to Commander, ATCOM, Weapons Systems Manager for Clothing and Services, ATTN: AMSAT–W–TC, Fort Lee, VA 23801–6400.

b. Items that meet emergency acquisition criteria as determined by the requiring department, may be excluded from Defense Logistics Agency assignment and purchased locally at the option of the Department of the Army.

c. Guidance for authorization of equipment is contained in AR 71–13.

d. Technical assistance in determining installation equipment requirements will be provided by ATCOM on request.

e. To ensure utilities are available for new equipment, concurrence must be obtained from the Installation Directorate of Engineering and Housing.

f. Procurement actions should include the requirements for contractor removal of old equipment and contractor installation of new equipment.

g. Excess machinery and equipment will be disposed of under AR 725–50, chapter 8. Serviceable items should be reported to the MACOM for possible use in other U.S. Army laundries.

2–2. Repair and maintenance of equipment

Repair and maintenance of installed laundry and dry cleaning equipment is the responsibility of the laundry and dry cleaning facility manager at each installation. Maintenance personnel authorized for fixed-type facilities will perform this repair and maintenance. In Government-owned, contractor-operated (GOCO) facilities, the contractor will repair and maintain installed laundry and dry cleaning equipment.

2–3. Procurement of supplies

a. Supplies for Army operated laundry and dry cleaning facilities are the logistical responsibility of the agency charged with their procurement and issue. An exception is when required products can be obtained at lower costs through a local purchase arrangement. This exception may be possible in purchase of some consumable supplies, especially those used in small quantities and those that deteriorate quickly in storage. To reduce operating costs, management of in-house operated facilities should continually explore the possibility of obtaining required supplies and materials at lower costs.Installation commanders or designated representatives may approve local purchase of consumable supplies when a cost analysis indicates that supplies can be procured at lower cost. The cost analysis will be kept as a supporting document to the procurement action. All requests for supplies will be forwarded to the appropriate supply support activity for action.

b. Policy for requesting supplies and equipment and for accountability and assignment of responsibility for property is contained in AR 710–2.

c. In GOCO facilities the cost of operating supplies will be borne by the contractor.

2–4. Furnishing utilities

a. Furnishing of utilities (including electric power, cold and hot water, steam, gas and compressed air) is handled by the facility engineer, per AR 420–49, chapter 1, section VIII. Section VIII covers extension and maintenance of utility outlets to the equipment and, in the case of steam, maintenance of steam traps installed on the equipment.

b. In a GOCO facility where a boiler plant is provided for sole use of the laundry facility, contracting for the operation of that boiler plant should be considered. Laundry plant and boiler plant operations should be included in the same contract package when feasible.

2–5. Construction, expansion, or reactivation of facilities

Requests for constructing new facilities, expanding present facilities, or reactivating facilities must be completely justified as prescribed in current Army Commercial Activity Program guidance. Included are requests that are entered in the Military Construction Program, Army.

Section II
Funding and Reimbursement

2–6. Funds

a. The installation's annual funding program will provide for the following: procurement, installation, repair, and maintenance of equipment and utilities; pay of personnel; and all other costs incidental to Army installation laundry and dry cleaning operations. New equipment costing $15,000 and above will be programmed under BCE authorization policy and budgeting procedures.

b. At in-house operated facilities, payment for damaged or lost items will be made from the installation's laundry and dry cleaning services account. These funds will be used to compensate for replacement issues-in-kind or payment of claims when replacement issues-in-kind are not available. (Such losses will be accounted for per para 2–14.)

c. From a cost standpoint, the Army installation laundry and dry cleaning program must recover operating costs for all reimbursable services.

d. All funds derived from Army installation laundry and dry cleaning operations and collected locally will be handled as automatic reimbursements. Earnings for onetime PRD basic trainee, AIT, OCS, OSUT, WOC, and ROTC services will be handled as funded reimbursements. The laundry manager, COR, or DOL/DIS representative will determine and report amounts to be earned each

month through this program. Reported earnings will be included in the Laundry and Dry cleaning Quarterly Operations Report (chap 9).

e. Installations will be reimbursed only the amount collected in the PRD program.

2–7. Reimbursable and nonreimbursable services

a. Authorized patrons will pay for laundry service at a rate calculated to recover the cost of processing. Use of appropriated funds to subsidize or otherwise defray cost of laundry services provided to authorized patrons is not authorized.

b. Items listed below and belonging to Army agencies will be laundered or drycleaned without reimbursement. No monetary credit for work processed will be taken for—

(1) Organizational clothing issued without charge to military personnel. Normally, this work will be shipped to installation laundry and dry cleaning facilities in bulk through organizational channels.

(2) Organizational equipment (such as sheets, pillowcases, mattress covers, and blankets). This equipment will be shipped to the laundry in bulk.

(3) Towels, uniforms, and table linens used in Government-operated bakeries, troop issue subsistence activities (TISAs), and essential mess facilities. This work will be shipped to the installation laundry and dry cleaning facility in bulk.

(4) Articles requiring renovation for return to stock.

(5) MTF laundry as determined and defined by The Surgeon General. (See AR 40–2.)

(6) Clothing of prisoners confined at military confinement facilities (shipped to laundry and dry cleaning facility in bulk).

(7) Clothing of applicants for enlistment held under observation.

(8) Clothing worn by patients at the time of admission to a Government hospital. This service applies only to initial launderinq or dry cleaning of such clothing.

(9) Clothing and other personal items physically in the possession of individual patients when they are admitted to an Army MTF.A medical officer or other qualified representative of the MTF must decide if these articles are a menace to health and sanitation because of possible contamination of the articles. Such items will be handled under procedures for handling contaminated hospital linens. This exception for personal clothing applies only to initial laundering or dry cleaning of such clothing.

(10) Clothing of deceased military personnel.

(11) Bed linens in government furnished quarters used by civilian firefighters during their tour of duty.

(12) Bed linens furnished for and used in barracks and dormitories occupied by civilian employees whose salaries are adjusted to cover the value of such service.

(13) Organizational items used by bachelor officers and enlisted personnel when use is authorized in appropriate TDAs.

(14) Military clothing worn by personnel assigned to special details such as presidential inaugurations and military funerals.Special details which meet criterion for laundry service without charge will be at installation commander's discretion.

(15) Items being made ready to turn in to property disposal or other activities designated to receive, maintain, and store Government property.

(16) Linens, towels, bath mats, curtains, and draperies located in rooms, halls, and lounges of nonappropriated funded visiting officers' quarters, visiting enlisted quarters, distinguished visitors' quarters, and guest houses (AR 210–50).

(17) Personal clothing left by soldiers due to emergency deployment may also be laundered at no cost to the individual.These items will be laundered as organizational and returned to the unit for safe keeping, pending return of soldier.

(18) Organizational items issued to personnel at clothing initial issue points or central issue facilities.

Section III
Patronage

2–8. Authorized individual patrons

Patronage of Army operated laundry and dry cleaning facilities by individuals is voluntary. The following people are considered authorized individual patrons:

a. Active military duty personnel and their dependents.

b. Reserve Component (RC) personnel on active duty.

c. Retired military personnel and their dependents.

d. Employees of the Government and their dependents as specified in paragraph 2–10.

e. Foreign national military personnel as specified in paragraph 2–11.

f. Reserve Component personnel performing weekend duty(outer military garments only which may be turned into the laundry and drycleaninq facility anytime during the week).

2–9. Service to military personnel and MTFs or hospitals

Army installation laundry and dry cleaning facilities are established primarily to provide service to military personnel and MTF or hospitals. Service to other authorized patrons listed in paragraph 2–8 will be furnished when practicable, but will be curtailed or stopped when such service adversely affects complete and quick service to Army personnel and MTFs. If the capacity of a plant is taxed to the extent that it cannot furnish adequate service because of a scarcity of labor, inadequate facilities or resources, or any other reason, priorities for MTF or hospital service will be established under paragraph 2–12.Service for lowest priority patrons will be curtailed or discontinued progressively as needed to ensure service to Army personnel and MTFs.

2–10. Service to civilian employees of the Government

Service will not be furnished to civilian employees of the Government except—

a. Under unusual circumstances, such as at an isolated post at which employees live on the reservation and commercial facilities are not available.

b. At overseas stations as approved by the overseas commander under existing DOD policy.

c. As provided for hospitals under AR 40–2.

2–11. Service to foreign national military personnel

a. Laundry and dry cleaning service to foreign national military personnel (as explained below) is authorized at rates charged other authorized patrons.

(1) Within the 50 United States, foreign military personnel are those persons of foreign nationality with military status pursuing authorized training in the United States and under written orders of The Adjutant General. These personnel include students and observers.

(2) In overseas commands, authorized foreign military personnel are defined as persons of foreign nationality who are—

(a) Individually pursuing authorized training or on duty with the U.S. Army under written orders issued by the proper U.S. military authority.

(b) Performing duty with the Departments of the Navy or Air Force when service to the applicable Navy or Air Force organization is being furnished by the U.S. Army.

(c) Members of military units assigned to and performing duty with the U.S. Army.

b. Separate reporting of workload processed for foreign national military personnel is not required. This work is—

(1) Included with the types of workloads prescribed in this regulation.

(2) Made a part of applicable U.S. military service workloads; examples are workloads processed for a foreign national military unit assigned to and performing with the U.S.Army.

(3) Reported as a U.S. Army unit workload.

c. Foreign national military units and personnel are furnished

laundry and dry cleaning service at the same priority as listed in paragraph 2–12*a*(1) and (2).

2–12. Priorities for service

Priorities for laundry and dry cleaning service are listed below.

a. Order of priorities for Army installation laundry and dry cleaning facilities that are not at hospitals is as follows:

(1) Bundle and piece rate work for military personnel(male or female) and Army-owned property of MTFs.

(2) Army-owned property (such as sheets, pillowcases, mattress covers, blankets, and field clothing).

(3) Outer military garments worn by RC personnel while performing active duty.

(4) Bundle and piece rate work for personnel of other DOD agencies.

(5) Government property for other DOD agencies, including RCs.

(6) Civilian clothing.

(7) Work for dependents of active duty military personnel and other authorized civilian patrons.

(8) Work for retired military personnel and their dependents.

(9) Work for Government agencies outside DOD. This type of service will not be rendered unless prior approval has been obtained from the DCSLOG. In overseas areas, authority is delegated to overseas commanders concerned.

b. Order of priorities at hospital laundry facilities is as follows:

(1) Hospital and other Government property.

(2) Clothing worn by hospital civilian employees when deemed necessary by the hospital commander for maintenance of sanitary standards.

(3) Bundle and piece rate work for all military personnel.

(4) Work listed in *a*(4) through(8) above.

Section IV
Operations

2–13. Complaint of loss or damage to property

a. When property is lost or damaged while in possession, custody, or control of an in-house operated Army laundry and dry cleaning facility, the patron should make a complaint to the manager of the facility as soon as possible. The complaint preferably should be made within 72 hours excluding nonwork days after discovery. Such complaint must be accompanied by the applicable laundry or dry cleaning list. If the list were lost or destroyed with the property, facility records will be used to substantiate the complaint. Immediate action by the complainant will hasten disposition of the complaint and settlement of any ensuing claim. Delay causes difficulty in obtaining statements of essential witnesses or necessary information.

b. On receipt of a complaint, the facility manager will try to settle it by—

(1) Repairing damaged items.

(2) Replacing damaged or missing items with like items from surplus that have accumulated in the facility, unless the claimant objects to other than Government-owned or Government-issued property.

2–14. Claims

If the complaint cannot be satisfactorily settled by repair or replacement, one or more of the following subparagraphs will be complied with:

a. If the property concerned is of the type issued by or available through Government supply sources (including clothing sales stores), the laundry and dry cleaning facility manager starts the following action to authorize a replacement issue of items for lost or damaged property:

(1) The facility manager prepares six copies of DA Form 3078 (Personal Clothing Report) for these patrons. When replacing part of a complete, serviceable uniform would degrade the military appearance of the customer, the facility manager may authorize replacement issue of a complete uniform. (The BDU is designated as a utility uniform which does not require matching colors/patterns to be considered serviceable.) The DA Form 3078 will then be authenticated by the facility manager in the“Authenticated by” and “Approved by” blocks.Also, the facility manager will have the following statement typed on the reverse of the form. “The article(s) listed on this form were lost(damaged) in the —(name of installation)— Army operated laundry and dry cleaning facility on —(date)—. Articles cannot be satisfactorily repaired or replaced from stock on hand. Replacement cost will be charged to the laundry and dry cleaning services account./signed/—manager—”

(2) After clothing sales store personnel have verified and quantities issued, the patron must acknowledge receipt of items on all copies of the DA Form 3078. Clothing sales store personnel keeps the original and one copy of the form and give one copy to the facility manager and one to the patron.

b. If the property is not of the type issued or available through Government supply sources and cannot be satisfactorily replaced from surplus, the facility manager provides the claimant with a written description of the loss or damage.The claimant is referred to the nearest Army claims office. The claims office will process the claim under AR 27–20.

c. In contractor operated facilities, settlement of claims is the responsibility of the contractor. Requirements for claims settlement will be specifically addressed in the contract. Provisions of the FAR and or locally developed requirements will be clearly stated. Cost for claims settled will be borne by the contractor.

2–15. Inventories

a. The laundry and dry cleaning in-house facility manager conducts separate monthly inventories of DX, IPR and cash per bundle work. The facility manager signs copies of the inventory and keep it with the facility’s records.

b. IPR inventory adjustments are processed per paragraphs 8–5 and 8–6.

c. DX inventory adjustments are processed per paragraph 5–4.

d. In contracted facilities when the contractor retains funds for IPR service as payment in full for services rendered there is no requirement for contractor inventory.

e. In contracted facilities, when the contractor is provided a stock of items to be used for DX, the contract will contain inventory requirements. Inventory of DX items by the contractor is conducted as a minimum on a semiannual basis.

2–16. Disposition of overages (in-house facility)

a. Overages of bulk (Government-owned) property will be delivered to the accountable officer listed on DA Form 2765 (Request for Issue of Turn-In). This officer will classify and dispose of the property under normal supply procedures.

b. Bundle or IPR and cash per bundle (personal)property will be disposed as prescribed in para 4–8.

2–17. Transportation procedures

a. At in-house operated facilities, vehicles and drivers are placed on permanent dispatch to the installation laundry and dry cleaning facility. The facility manager supervises the pickup and delivery operation. Since transportation is not a function of the installation laundry and dry cleaning facility, costs associated with pickup and delivery service are not proper charges against the facility. Transportation costs are not considered operating cost. However, facility personnel assigned as receivers and shippers who accompany vehicles will be charged against the installation laundry and dry cleaning operation. When the driver-user concept is practiced, wages paid to laundry personnel will be prorated so that wages comparable to laundry positions are charged against the laundry account. Other monies paid are to be charged against the transportation account.

b. If pickup and delivery are contract requirements at contractor operated facilities, the bid schedule should reflect a separate line item to reflect cost of the service.

2–18. Shipment of undeliverable bundles

When a bundle of laundry or dry cleaning cannot be returned to a

person before he or she departs from a station, the bundle will be processed as follows:

a. If cash per bundle is processed through organizational channels, the facility manager will return the bundle to the organization concerned. The unit commander will withdraw any items of organizational property and send the bundle to the transportation officer for shipment to the person concerned.

b. If processed for an IPR or cash per bundle patron, the facility holds the bundle until payment is made or for a maximum of 90 days (para 4–8). If payment is made, the facility manager will send the bundle to the transportation officer for shipment to the person concerned.

Chapter 3
Payroll Deduction Laundry Service

3–1. General

a. Payroll deduction laundry service is offered for laundry items only.

b. Service should be available at both in-house, COCO and GOCO facilities.

c. Due to the extended lengths of some training programs, the total duration for onetime PRD should not exceed 3 months or a time period determined by the installation commander. Payroll deduction should not be offered for periods of less than one month.For training periods exceeding 3 months in length, installations may use multiple deduction periods to preclude imposing a financial hardship on the soldier.

d. The installation commander determines the extent of the service to be provided (number of pieces per bundle, number of bundles per week, service time, limits on pressing articles, folding and hanger requirements, packaging, etc).

e. The installation commander establishes a price to be charged for the service and duration of deduction period. The price will be based on overall operating cost for providing the service.

f. When this service is made available at contractor operated facilities, the price established for the service will include the contract bid price plus other associated overhead costs. Procedures for calculating overhead costs are outlined in paragraph 5–1*i* and*j*.

g. Written instructions (outlining the availability of onetime deduction laundry service) will be prepared by the official responsible for furnishing laundry service, and approved by the installation commander.

3–2. Eligibility

a. In addition to IPR service authorized in chapter 4 and cash per bundle service authorized in chapter 5 a PRD laundry service is authorized for the following personnel:

(1) BT undergoing training at basic training centers.

(2) AITs.

(3) Basic Officer Candidates (Fort Benning) and Warrant Officer Candidates (Fort Rueker).

(4) ROTC and OSUT.

b. This service is available at the discretion of the installation commander.

3–3. Election of service

a. During the first week a person is assigned to an organization for training, he or she will be given an opportunity to enroll in the PRD Program. A DA Form 3799 (Laundry Payroll Deduction/Discontinuance Authorization (Laundry Service)) will be completed by each authorized person who elects service under this program.

b. When onetime PRD is elected, cancellation is automatic at the duration of the time period selected.

c. Trainees who elect to patronize the program may be moved to a different training cycle due to hospitalization or other circumstances beyond their control. In these cases, they are entitled to laundry service for the time period missed at no additional charge.

d. Trainees remaining after the completion of the regular training cycle may use IPR or cash per bundle service.

e. Persons released from service who had a onetime PRD made for the entire training cycle will have the unused part of the deduction refunded on their final separation voucher.This method allows installation laundry and dry cleaning facility records to be corrected. The FAO will advise the laundry and dry cleaning facility manager of the total dollar value of all refunds made. Release from service is the only condition which authorizes a refund for a onetime deduction.

f. U.S. Army reception battalions are authorized to automatically enroll trainees awaiting transfer to Basic Training units through Reception Battalion Automated Support System (RECBASS). Trainees who decline the service will complete a DA Form 3799 and place an X in the stop deduction blank. A DA Form 3799 for trainees not desiring laundry service will be attached to the company roster and forwarded to the serving FAO for stop deduction. This procedure may be adjusted to fit local restrictions.

Chapter 4
Individual Piece Rate Service

4–1. General

a. Procedures in this chapter will apply equally to laundry and dry cleaning services, except as otherwise specified.

b. Limits on number and type of items that may be submitted for processing and service turnaround time will depend on facilities and resources available at the installation. Limits will be determined by officials responsible for furnishing laundry and dry cleaning service. In this way, adequate resources will be available to provide all authorized personnel and agencies with equal and timely service.

c. This type of service must recover cost. Any action not taken to limit or discontinue it must be justified.

d. If IPR is offered by a contractor, the contractor provides a bid price in the contract. The customer pays the contractor for service when the clean laundry is picked up. This payment should be considered payment in full for services rendered to the customer.

e. Articles for which the common unit is a pair, such as socks and gloves, will be counted as one piece.

f. Hanger service for outer garments should be made available to all authorized patrons.

g. Dyeing of personally owned items is not authorized.

h. If circumstances warrant, uniform items may be accepted for press only. (Charges to be assessed are discussed in para 4–10.)

4–2. One-day specials

Bundles to be processed as 1-day specials must be delivered by the patron early enough so processing can be completed by the close of business the same day. Since local conditions(such as location of pickup points and plant capacity) vary, local commanders will establish times for delivery and pickup.Bundles received later than the established time will be processed as 1-day specials on the following day. Paragraph 4–10 provides instructions on establishing prices.

4–3. Restriction on pickup and delivery

Door-to-door pickup and delivery service for individual piece rate service to patrons is not a function of the laundry facility. Local procedures relating to delivery for individual piece rate service will be completely separated from laundry facility operations. Manpower, funds, and other resources available for laundry operations will not be used for pickup and delivery service. (This restriction does not apply to using laundry facility resources for transporting items from pickup points or call offices to the processing plant and return.)

4–4. Authorized patrons

Authorized patrons are as follows:

a. All persons and agencies listed in paragraph 2–8 who are required to make reimbursements for service rendered.

b. Army-operated or Army-affiliated activities reimbursed for services when reimbursement is either by direct payment from those being served through surcharge funds, from industrial funds, or through NAF.Activities falling within the category covered in this paragraph include, but are not limited to, the following: commissary stores; hostess houses; and Army welfare functions such as recreational housing. Charges to be assessed will be the same as those charged for bulk organizational work. Payment will be made on a schedule that is mutually agreeable to both parties.

4–5. Processing procedures

a. Laundry and dry cleaning bundles to be processed as IPR will not be submitted through unit supply channels.

b. Laundry and dry cleaning bundles will be accompanied by DA Form 2741 (Laundry List (For Piece-Rate Patrons)), DA Form 4202 (Laundry Sales Ticket), DA Form 2707 (Dry Cleaning List) or DA Form 4203(Dry Cleaning Sales Ticket), as appropriate. Under directions on these forms, patrons must make sure they print in the proper spaces and columns when ompleting their part of the forms.

c. Laundry and dry cleaning bundles, accompanied by applicable forms, will be delivered to a collection point operated by the installation laundry and dry cleaning facility.

d. Laundry or dry cleaning will be segregated into lots identified in numerical sequence. These lots will be processed through the facility in the normal manner. Accounting for IPR workloads will be under paragraph 8–1.

4–6. Contractor provided

a. Individual piece rate service is authorized under GOCO and COCO arrangement.

b. The contractor should receive direct payment from the customer as payment in full for services rendered.

c. In plant workflow should be at contractor's own determination providing quality and timeliness standards as prescribed in the contract are adhered to.

d. Level of service must be clearly stated as a contract requirement.

4–7. Collections at satellite installations

Charges for furnishing IPR for satellite installations under control of the Air Force or Navy will be collected as follows:

a. When the bundles are delivered to or picked up by the representative of the satellite installation.

b. A cross-service agreement between the two installations clearly stating the level of service should be prepared.

4–8. Unclaimed bundles

This paragraph applies only to Government-owned facilities.

a. All unclaimed bundles that have been in the possession of the installation laundry and dry cleaning facility for 90 days or more will be dropped from accountable records of the facility. However, during the 90-day period, the facility manager must make a diligent effort to recover charges for the service rendered and return the bundle to the owner.

b. Bundles that cannot be returned to the owner after the 90-day period will be disposed of. To perform this action regarding unclaimed bundles, the laundry and dry cleaning facility manager will—

(1) Prepare a DA Form 2765 for each bundle and submit to the servicing supply support activity. The following data will be entered on the form:

(a) Name of the owner.

(b) Sale price of the laundry or dry cleaning processed.

(c) Statement that the articles have been unclaimed for 90 days.

(2) Keep one copy of the authenticated DA Form 2765 and the shipping copy of the laundry or dry cleaning list. These forms will be used as subvouchers for reconciliation. (Reconciliation is discussed in para 8–5.)

(3) Report to the installation commander, or designated representative, bundles that exceed the 90-day period and need to be disposed of. The commander or representative will use DOD 4160.21–M for disposing of privately owned personal property and AR 700–84 for disposing of military outer clothing that military personnel are required to possess. Meanwhile, physical custody of the bundles will remain with the laundry and dry cleaning facility or with a responsible installation activity designated by the installation commander.

(4) Refrain from carrying out (1), (2), and (3)above when the total estimated value of the bundle contents is less than $50.This exception is to reduce administrative and storage requirements. In these cases, the manager—

(a) May drop bundles from accountable records after 90 days.

(b) Will remove an organization's items and return them to the unit to which the person was assigned.

(c) May use personal items for adjusting claims.

4–9. Unclaimed bundles (GOCO facility)

a. All unclaimed bundles that have been in the possession of the contractor for 90 days or more will be dropped from accountable records of the contractor. However, during the 90-day period, the contractor's manager must make a diligent effort to recover charges for the service rendered and return the bundle to the owner.

b. Bundles that cannot be returned to the owner after 90 days will be disposed of as follows:

(1) Organizational items will be removed and returned to the unit to which the person was assigned. The contractor will bill the government at the existing contract rate for like items.

(2) Personal items will be used for adjusting claims. The contractor will not be reimbursed by the Government for the processing of these items (include as a specific contract provision).

(3) The contractor will maintain record of all bundles disposed of to include one copy of laundry/dry cleaning list that accompanied the unclaimed bundle.

(4) Provisions for disposing of unclaimed bundles by a contractor must be specifically addressed as a contract requirement.

4–10. Prices

a. The installation commander will establish prices for all IPR laundry and dry cleaning service for in-house operated facilities. Prices will be based on overall operating cost of providing the service. Equipment procurement cost will not be included when calculating prices to be charged. All other costs of providing the service must be recovered. Laundry and dry cleaning facility managers will continually monitor operating costs to ensure that prices result in enough revenue to offset cost. A survey to insure prices are adequate should be conducted as a minimum, semiannually.

b. Use of appropriated funds to subsidize or otherwise defray the cost of IPR laundry and dry cleaning service is specifically prohibited.

c. Prices will be reviewed at least twice a year and adjusted as required. This action will ensure that the facility is not providing the service at a loss.

d. Full justification, to include all cost data accumulations and methods used to determine adequate pricing, will be kept on file by the laundry and dry cleaning facility manager for audit by higher HQ.

e. When this service is made available at contractor operated facilities, the price established for the service will include the contract bid price plus associated costs. These associated costs will be referred to as overhead cost.

f. An overhead cost per piece will be calculated by dividing total of lines 13, 14, 15, 17, 18 by total line 7 of the Laundry and Dry cleaning Quarterly Operations Report (chap 9). The contractor will be required to charge the customer the per piece overhead charge for each piece processed. The government will reduce payment to the contractor the total overhead charge received by the contractor from the customer during the billing period. This provision will be included in the next on the street contract.This procedure may be

adjusted to meet local restrictions. However, the cost of providing the service must be recovered.

Chapter 5
Categories of Service to Other Authorized Military Personnel and Agencies of the Federal Government

5–1. Cash per bundle service

a. In addition to IPR service authorized in chapter 4, and one time PRD authorized in chapter 3, active duty military personnel, foreign military personnel and Reserve Component personnel are authorized cash per bundle service under limitations. Service should be available at both in-house and GOCO operated facilities.

b. This service is available for laundry and dry cleaning items. Its availability will be at the discretion of the installation commander.

c. For accounting and reporting purposes, workload processed in this manner should be handled as individual piece rate work.

d. The service will be made available through the organization or over the counter for individual customers. The duration of service (number of weeks) will be established by the installation commander.When available through the organization, the organization will submit a control list, using DA Form 3136 (Roster and Statement). The organization must make advance payment when the first weekly bundles are submitted. (For example, if an individual elects 5 weeks, and the price per bundle is $3.50, the organization will collect from the individual and turn in $17.50 with first bundle.) Under no circumstances will any part of the advance payment be refunded. Organization control list should represent a like number of weeks for each name appearing thereon. The number of weeks will run consecutively with a predetermined number of bundles (normally one bundle) turned in per week.

e. Limits on number and type of items and finish of item(press/tumble dry, etc.) will depend on facilities and resources available at the installation. Limits will be determined by the installation commander.

f. The installation commander establishes prices.Prices will be based on overall operating cost for providing the service. Provisions of paragraph 4–10 pertain.

g. Unclaimed bundles will be handled per paragraph 4–8.

h. Written instructions outlining the availability of cash per bundle service are prepared by the official responsible for furnishing laundry service, approved by the installation commander and distributed to interested parties upon request. This service is not intended to take the place of individual piece rate service. It is offered as an additional service.

i. When this service is made available at contractor-operated facilities, the price established for the service will include the contract bid price plus associated costs. These associated costs will be referred to as overhead costs.

j. An overhead cost per piece will be calculated by dividing total of lines 13, 14, 15, 18 by total line 7 of the Laundry and Dry cleaning Quarterly Operations Report (chap 9). The overhead cost per piece will be multiplied by the average number of pieces per bundle to calculate overhead cost per bundle.The contractor will be required to charge the customer the per bundle overhead charge for each bundle processed. The Government will reduce payment to the contractor the total overhead charge received by the contractor from the customer during the billing period. This provision will be included in the next on the street contract. This procedure and all other requirements for cash per bundle service as contained in paragraph 5–1 may be adjusted to meet local restrictions; however, the cost of providing the service must be recovered.

5–2. Service to DA and other Federal agencies

a. For DA agencies (to include RCs), no actual reimbursement will be made for organizational type work. Piece count data only will be maintained for reporting purposes and determining staffing requirements and efficiency.

b. See paragraph 2–12 for priority of service. Every effort will be made to accomplish in-plant processing of laundry or dry cleaning within a 72-hour (3-work day) schedule, except for MTF laundry. MTF laundry will be processed on a 24-hour (1-day) schedule or on a schedule that exceeds 24 hours, but is acceptable to the MTF.

c. Service for U.S. Air Force and Navy agencies will be provided under terms of an ISSA. Prices to be charged for services will ensure that the cost of providing the service is recovered.

d. In CONUS, all other Federal agencies must obtain prior approval from the DCSLOG to have their work processed. In overseas areas, this approval authority is delegated to the overseas commander concerned.After approval is received, procedures will be detailed in a support agreement or Memorandum of Understanding or Agreement. It will include accounting, documenting, and processing reimbursements for services received to the mutual satisfaction of all parties.

5–3. Processing procedures for DA and other military agencies

a. A properly completed DA Form 1974 (Laundry List(Medical Treatment Facility and Organization)) or DA Form 2707 will be used to list items being sent to the installation laundry and dry cleaning facility. Forms will be prepared in triplicate.

b. Copies 1 and 2 of DA Form 1974 or DA Form 2707, as applicable, will be sent to the installation laundry and dry cleaning facility along with items to be processed. Count of items will be verified with copy 2 returned to the unit's representative as a record. When items are direct exchange, procedures will be established to ensure that neither laundry facility personnel nor the customer gains access to the other party's receipt before the receipt is verified and signed. These procedures are designed to prevent disagreements that may develop over possible alterations to the piece count listed on the receipt. When processed laundry or dry cleaning is being returned, the agency's representative will sign copy 1. The laundry and dry cleaning facility will keep copy 1 as a receipt. At in-house operated facilities, copy 3 will be destroyed after shipment is verified on copy 1. In contractor operated facilities copy 3 will be provided to the COR or QAE.

c. Due to the difference in physical makeup of U.S. Army laundries and the mix of work received, procedures in paragraph 5–3 may be modified for local use. All procedures will ensure that accounting for pieces is completely accurate. DA Form 2076–R (Weekly Abstract of Laundry or Dry cleaning Organizational Work)and DA Form 3137 (Abstract of Enlisted and Organizational Laundry and Dry cleaning) may be used to compile piece count totals.

d. Procedures outlined in paragraph 5–3 are for use by in-house operated facilities. When automated (computer)capabilities are available, deviation from printed procedures outlined herein is authorized.

e. Accounting for workload in contractor operated facilities will be as prescribed in contract requirements. The contractor should be allowed to use forms, if they provide a proper audit trail, are suitable for Government oversight and are acceptable to the contracting officer.

5–4. Direct exchange (DX) of Government-owned items

a. DX of Government-owned items, other than MTF items, is authorized. This is true so long as the cost of added inventories or replacement of fair wear and tear items is not charged against the installation laundry and dry cleaning facility operating costs. DX items can include, but are not limited to, sheets, pillowcases, mattress covers, and blankets. When like items are DX with other Government agencies, a mutually agreeable arrangement will be made for return of unserviceable items.

b. Losses resulting from inventory of DX items that are on hand receipt to the facility manager will be reported. A report of survey will be promptly initiated when a loss occurs.AR 735–5, chapter 13 outlines the procedures for processing DA Form 4697 (Department of the Army Report of Survey).

c. DX inventories may be provided to contractors.Procedures for

control of inventories will be clearly stated in the contract. Specific instructions for disposal of unserviceable items will be included.

5–5. Medical linens

Nonmedical activities are not authorized to possess linen items distinctively identified for medical use. The laundry facility will not accept these medical linens from nonmedical units. Also, the laundry facility will not accept medical linens from medical units (such as table of organization and equipment (TOE) and table of distribution and allowances(TDA) units) if the linens are intermingled with linens used for troop billets.

Chapter 6
Service by Mobile (Field) Units

6–1. Conditions under which used

Laundry service is provided by mobile units in the following situations:

a. For fluff-dry laundry service and clothing impregnation to units operating under field conditions.

b. In overseas areas when a Government-operated or commercially operated fixed installation cannot provide laundry service on a practicable basis.

c. On maneuvers and field exercises when service is considered a necessary part of field training of the force to which mobile laundry units are assigned or attached.

d. On rare occasions to supplement Government-operated laundry facilities in an emergency during which the use of commercial services is impractical and when authorized by the commander responsible for furnishing laundry service. The mobile unit will act as an additional washing unit of the laundry facility. Processed work will be controlled by the laundry facility and considered part of the facility's production. The laundry facility will furnish supplies.

e. When the mobile laundry unit under certain conditions has to work with the shower unit. In this case, the mobile laundry unit will launder all serviceable clothing that has been turned in by military personnel. The clean clothing then will be returned to the bath unit for reissue. The shower unit is organized under the applicable TOE.

f. Information required to operate a mobile field laundry section is contained in FM 10–280.

6–2. Reimbursement

In overseas areas and on maneuvers and field exercises, Army mobile units will provide service without reimbursement. To supplement the condition stated in paragraph 6–1*d*, reimbursements will be at normal rates prescribed for laundry facility operations.

Chapter 7
Service Provided by Commercial Contract or Interservice Support Agreement

7–1. Conditions for contracting out

a. Commanders furnishing laundry and dry cleaning service will make all necessary arrangements for contract service when such service cannot be furnished by in-house operated Army installation laundry and dry cleaning facilities. Contract services include, but are not limited to, services provided by commercial establishments under a GOCO or COCO arrangement. They also include services offered through DOD interservice, interdepartmental (such as Federal Prison Industries), or interagency support programs under AR 5–16.

b. When an in-house facility is not available, and before an alternate method of cleaning is selected, all options will be evaluated under procedures prescribed in current Army Commercial Activity Program guidance. The least costly alternative will be selected unless circumstances dictate against acceptance from the lowest offerer. When a decision is made to obtain the service from other than the lowest offerer, the decision must be justified under the FAR. Documents to support such a decision will be kept in the files of the appropriate installation activity.

7–2. Funding

Funds required for contract laundry and dry cleaning service will be furnished from laundry and dry cleaning funds made available to commanders. These funds will be made available under normal funding procedures.

7–3. Items processed without charge

All items that are processed without charge in Army laundry or dry cleaning facilities (para 2–7) may be processed at Government expense under contract with commercial suppliers.These items may also be processed under ISSAs with other Government agencies.

7–4. Maintenance of equipment

a. Maintenance of equipment in an Army facility is the contractor's responsibility under a GOCO contract. The contractor will acquire repair parts; however, the Government must reserve the right to authorize procurement of parts if the Government pays the cost. To track repair costs, record equipment downtime, and survey scheduled maintenance, the contractor will keep records on each piece of equipment.

b. A suitable preventive maintenance program will be an important part of the overall maintenance program. The preventive maintenance program will include lubrication and inspection schedules agreed on between the contracting officer and the contractor. A written maintenance/preventive maintenance program should be required as part of the contractor's bid proposal.

7–5. Claims

a. On receipt of a complaint, the contractor will try to settle it by—

(1) Repairing damaged items.

(2) Replacing damaged or missing items with like items from surplus that has accumulated in the facility.

b. Disposition of claims that cannot be settled by a above will be made following FAR instructions.

7–6. Accounting procedures

a. Contract requirements will dictate the accounting information that must be supplied by the contractor.

b. As a minimum, the data required to prepare the Laundry and Dry Cleaning Quarterly Operations Report must be made available by the contractor.

c. The contractor must be allowed the flexibility to accumulate data through automated procedures. Provisions of the contract will specifically state the information that is required and not the method the contractor will use to accumulate that information.

7–7. Service for military personnel

a. At locations where service from Army installation laundry and dry cleaning facilities is not available, the installation commander ensures that this service is made available. Possible sources include other Government activities, Army and Air Force Exchange concessionaire service, and commercial facilities.

b. If a contract arrangement for service to individual customers is entered into, the agreement will include a method for payment that is mutually satisfactory to the contractor and the customer beinq provided the service.

c. The preferred method for reimbursing the contractor for individual service to include individual piece rate and cash per bundle service is to allow the contractor to retain the amount paid by the customer as payment in full for services rendered less overhead cost described in paragraphs 4–10*f* and 5–l*j*.

7–8. Contract surveillance

a. The effectiveness of a contracted laundry and dry cleaning support program is inherent of strong Government surveillance.An

effective surveillance program ensures the contractor executes the quality control program required by the contract.

b. Surveillance programs should involve, but not be limited to maintenance, timeliness, meeting quality standards and housekeeping. Random sampling, surveillance checklist, and customer complaints should be used as source data for surveillance plans.

c. Surveillance programs should be included in bid packages.

d. A daily operational log should be maintained by the COR, QAE, or Government functional manager to record significant events pertaining to the administration of the contract.Surveillance documents listed in DA Pam 715–5, paragraph 4–9 must be maintained by the COR/QAE.

Chapter 8
Accounting for Workload and Cash Receipts

8–1. Accounting for workloads

a. Payroll deduction laundry and Government-owned items of laundry and dry cleaning processed at in-house operated facilities:

(1) The number of pieces of onetime PRD laundry in each bundle as listed on DA Form 2886 (Laundry List For Military Personnel-)will be posted to DA Form 3136, DA Form 3136–1 (Trainee Laundry Roster and Statement Payroll Deduction) or when applicable, machine printed copy of unit rosters. This information will be totaled and entered in appropriate columns of DA Form 3137.

(2) The number of pieces of Government-owned items that do not require cash reimbursement will be posted to DA Form 2076. This information will be totaled and entered in the appropriate column of DA Form 3137.

(3) When (1) and (2) above have been accomplished, DA Form 3137 will contain a complete record of all transactions that do not require the actual transfer of cash between patrons and the Army installation laundry and dry cleaning facility.

b. In view of the need for separate accounting, abstracting and summarizing workload will be accomplished for each type(laundry or dry cleaning) or category (reimbursable or nonreimbursable) work processed using DA Forms 2076 or 3137 or similar form as may be developed locally.

8–2. Accounting procedures for piece rate and cash per bundle(in-house operation)

a. The number of pieces and the value of work performed for IPR and cash per bundle service patrons will be entered by facility employees on DA Form 2741, DA Form 4202, DA Form 2707, or DA Form 4203 or DA Form 2886 (whichever accompanies items received for processing). Number of patrons, pieces and bundles, and value of work performed will be totaled by lot number and posted to DA Form 3991–R (Daily Activity Report to Central Post Fund).

b. Bookkeeping department personnel will—

(1) Receive DA form included in bundle separated into numerically designated lots from marking department.

(2) Place lot number and either date or bundle number on all copies of the applicable DA form.

(3) Multiply IPR items by their unit cost and enter the result in the appropriate blocks.

(4) Remove and retain one copy of each ticket and send the remaining two copies to the assorting department.

(5) Total number of the bundles and pieces and the amount of money to be collected for each lot from the retained forms.Compute these totals on adding machine tape. Enter with the appropriate lot.

c. Assorting department personnel will—

(1) Assemble the lot, placing both copies of the completed DA form with the bundle.

(2) Send the bundle and copies of the forms to the shipping department for return to the patron.

d. Patrons will pay for processed IPR work in cash or by check when they receive their bundles. Cash per bundle is paid for in advance. Cash received will be recorded in a cash register. Only personal checks in amounts not to exceed laundry or dry-cleaning charges and instruments made payable to the Treasurer of the United States will be accepted. When bundles are delivered, the clerk at the delivery counter will accept the patron's payment. The clerk then will remove the original copy of the DA form. The clerk will return the third (customer's) copy with the patron's bundle.

e. At the close of business each day, copies of the forms kept by the sales clerk, along with all monetary receipts for the day, will be sent to the bookkeeping department. The bookkeeping department personnel will—

(1) Verify accuracy of money turned in.

(2) File original form in place of copy previously retained, thereby closing the account.

(3) Keep money in a safe until the money is deposited with the FAO.

8–3. Obtaining change funds

Commanders may authorize change funds for sales clerks. Such advances will be made by the station's FAO under provisions of AR 37–103.

8–4. Deposit of collections

Laundry and dry cleaning facility managers should deposit monies collected from the sale of laundry and dry cleaning service with the FAO and will keep records of these deposits. Managers will use DD Form 1131 (Cash Collection Voucher) and follow AR 37–103 in making these deposits. All monies, except those authorized for retention in change funds, will be deposited daily or at a minimum weekly.

8–5. Reconciliation of money accounts (piece rate)

The inventory period shall be as determined by the installation commander. At the end of each inventory period, the laundry and dry cleaning facility manager will reconcile the money value of laundry and dry cleaning service furnished to paying patrons during the preceding period with the sum of money deposited with the FAO. This action will be accomplished as follows:

a. Total dollar value of work processed during the period, as entered on DA Form 3996 (Abstract of Laundry Work Accomplished For Individual Patrons), will be added to the dollar value of inventory brought forward from the previous period.

b. Monies deposited with the FAO during the period, plus the dollar value of any bundles dropped from accountable records will be subtracted from the sum of *a* above. The result will reflect the dollar value of inventory remaining in custody of the installation laundry and dry cleaning facility. This dollar value will be determined by a physical inventory on the last day of the reconciliation period.

8–6. Discrepancies in reconciliation of money accounts (piece rate)

If totals of physical inventory cannot be reconciled with previous inventory, plus amount received, less amount deposited with FAO, adjustment will be accomplished as follows:

a. When discrepancies do not exceed one-fifth of 1 percent of the total cash volume for the period, they will be considered as allowable, and accounts will be adjusted by adding the statement below to the cash reconciliation. To indicate knowledge and approval of the discrepancy, the installation commander or representative will sign the statement.The total discrepancy (cash discrepancy plus known inventory losses) in the amount of*$XXXX* for the period of *(date)* does not exceed one-fifth of 1 percent of the total cash volume for the period and, to the best of my knowledge, occurred without fault or neglect of those concerned. Accordingly, under AR 210–130, paragraph 8-6*a*, the loss is considered as allowable and adjustment of the account without further investigation is approved.
(Installation Commander) (Date)

b. If the loss exceeds one-fifth of 1 percent of the total cash volume for the period, the laundry and dry cleaning facility manager will write an inventory adjustment report. The facility Manager will

state the reasons or circumstances surrounding the loss. Then the facility manager will give the report to the installation commander or designated representative for approval or further investigation as required.

8–7. Reconciliation of money account (cash per bundle)

Since cash is received prior to work being processed through the facility, there is no requirement to verify sales to bundles waiting pickup. Verification of bundles received daily with cash deposits by the facility manager will be noted as additional information on cash piece rate inventory reports.

8–8. Reconciliation of PRD (TRADOC only)

On a monthly basis, the potential dollar value of PRD collections will be compared against the actual dollar value of collections.Installations will cost out the dollar value of the total PRD enrollees on DA Form 3136–1. This is the potential dollar value of PRD collections. This figure will be compared with the actual dollar value of PRD collections taken from CSDFA–110, Transaction For Others.CSCFA–110 is a report sent from the Defense Finance and Accounting Service to installation finance and accounting offices. Ideally, both the potential and actual PRD collections will be identical. Differences must be researched and immediate corrective action taken. The objectives of the PRD program are to be self-supportinq and break-even.

Chapter 9
Laundry and Dry Cleaning Quarterly Operations Report

9–1. Purpose of report

a. This report, DA Form 2689–R (Laundry and Dry cleaning Operations (Government-Owned, Government-Operated)) RCS CSGLD–1649(R–3), summarizes work accomplished and operating expenses for each fiscal quarter. (DA Form 2689–R will be locally reproduced on 8 1/2-by ll-inch paper. A copy for reproduction purposes is located at the back of this regulation. Instructions for filling out the DA Form 2689–R are in paragraph 9–5.

b. This report is for each installation that operates an Army installation laundry and dry cleaning facility or obtains laundry and dry cleaning service from a GOCO facility or through COCO arrangement. This report is used to—

(1) Develop programs.

(2) Review command operating programs.

(3) Review and analyze program execution.

(4) Determine productive efficiency.

(5) Monitor prices charged for services rendered.

(6) Monitor cost of operation.

9–2. Who prepares the report

Commanders of Army installations that operate a laundry and dry cleaning facility in-house or under GOCO arrangements or receive laundry and dry cleaning support under COCO arrangements see that the report (DA Form 2689–R) is prepared.

9–3. Frequency, due date, routing, and authentication

a. The installation commander prepares the report to cover the quarters ending 31 December, 31 March, 30 June, and 30 September. The report will be sent without an Letter of Transmittal (LOT) no later than the 15th calendar day after the close of the quarter.

b. The report will be sent by priority mail directly to Commander, United States Army Troop Support Command (TROSCOM), Project Office for Clothing and Services, ATTN: AMSTR–PK, Fort Lee, VA23801–6400. A copy of the report also will be furnished to the major command staff activity having jurisdiction over the operation of the Army installation laundry and dry cleaning facility.

c. Responsibility for authentication of the report will not be delegated below the DOL or equivalent office when DIO activity does not exist.

9–4. Sources of data

Principal sources of data for preparing the Laundry and Dry cleaning Quarterly Operations Report are installation reports developed under principles and procedures of the Army Command Management System. These installation reports will be used whenever possible.

9–5. Instructions for completing DA Form 2689–R

Instructions for completing DA Form 2689–R are as follows:

a. Line 1. (Delete words: JUMPS ARMY)

(1) *Line 1a.* Total number of pieces processed for all patrons who are provided PRD service.

(2) *Line 1c.* Dollar amount paid to the contractor by the Government for PRD service (around all money figures to nearest dollar).

(3) *Line 1e.* Total amount paid by enrollees for PRD service. Total amount to be deducted each month from enrollees pay should be reported during the month member enrolls and deduction is made. Amount to be entered on form should be cumulative for three months of quarter.

(4) *Line 1b, 1d, and 1f.* Leave blank.

b. Line 2. (Delete words: PRD MANUAL PAYROLL) No reported information required on line 2.

c. Line 3.

(1) *Line 3a.* Total number of laundry pieces processed for all patrons who are provided service on a cash per bundle basis.

(2) *Line 3b.* Total number of dry cleaning pieces processed for all patrons who are provided service on a cash per bundle basis.

(3) *Line 3c.* Dollar amount paid to the contractor by the Government. This amount is based on pieces identified in the contract. When contractor is permitted to retain funds collected for cash per bundle service, amount retained will be entered.

(4) *Line 3d.* Leave blank.

(5) *Line 3e.* Total amount collected from patrons.

(6) *Line 3f.* Leave blank.

d. Line 4.

(1) *Line 4a and b.* Total number of pieces processed for authorized patrons provided service on a piece rate basis.

(2) *Line 4c and d.* Dollar amount paid to the contractor by the Government. The mount is based on prices identified in the contract. When the contractor is permitted to retain funds collected for piece rate service from the customer, the count retained will be entered.

(3) *Line 4e and f.* Total reimbursements deposited with the FAO, for pieces processed on a piece rate basis.

e. Line 5.

(1) *Line 5a and b.* Total number of pieces of bulk (Government-owned property) work processed for Air Force, Navy, Army National Guard (ARNG), and other authorized agencies. (Examples of this work are sheets, pillowcases, mattress covers, blankets, and cooks'whites.)

(2) *Line 5c and d.* Dollar amount paid to the contractor by the Government, based on prices stated in the contract.

(3) *Line 5e and f.* Total reimbursement rounded to the nearest dollar.

f. Line 6.

(1) *Line 6a and b.* Total number of pieces of bulk (Army-owned property) work processed for Army agencies, including United States Army Reserve (USAR) and Reserve Officers' Training Corps (ROTC). (Examples of this work are sheets, pillowcases, mattress covers, blankets, and cooks' whites.)

(2) *Line 6c and d.* Dollar amount paid to the contractor by the Government, based on prices stated in the contract.

(3) *Line 6e and f.* Leave blank.

g. Line 7.

(1) *Line 7a and b.* Sum of lines 1 through 6.

(2) *Line 7c and d.* Dollar amount paid to the contractor by the Government.

(3) *Line 7e and f.* Leave blank.

h. Line 8. Dollar amount paid to the contractor for laundry and dry cleaning support. Amount excludes transportation, utilities, spare parts, and funds retained for individual piece rate or cash per bundle work. Prompt pay discounts will be deducted from amounts reflected.

i. Line 9. Dollar amount paid to the contractor for transportation required by the contract. When transportation costs are not identified separately, but are included in the amount shown in line 8, state this information in the remarks section of the report and include the words "See remarks" in this block.

j. Line 10. Amount retained by contractors when they are permitted to retain funds collected for IPR and cash per bundle service.

k. Line 11. Total of lines 8, 9, and 10.

l. Lines 12, 13, and 14.

(1) Total cost, to the nearest dollar, for U.S.military personnel, U.S. civilian personnel, and foreign national personnel.Do not include severance or lump-sum leave payments; these should be included in line 19.

(2) In line 13, insert the cost of labor relative to a contracted facility (contracting officer's representative (COR)personnel) or all employees assigned to a Government-operated facility.

m. Line 15. Cost of Government-furnished consumable supplies.

n. Line 16. Cost of nonconsumable supplies that are the responsibility of the Government.

o. Line 17. Cost of repair parts that are the responsibility of the Government.

p. Line 18. Total cost to the Government for utilities furnished.

q. Line 19. Costs such as repair of equipment by a commercial contractor; and other funded costs such as TDY, Government contributions for civil service retirement and for the Federal Insurance Contributions Act, employees' life and health insurance premiums, and severance and lump-sum leave payments.

r. Line 20. Sum of lines 11 through 19.

s. Line 21.

(1) For contracted facilities, sum of line 20 minus lines 11, 12, and 18.

(2) For in-house facilities, sum of line 20 minus lines 12 and 18.

t. Line 22. Line 20e and f divided by line 7a and b.

u. Line 23.

(1) *Line 23a and b.* Total manhours worked by all employees assigned to the COR staff.

(2) *Line 23c and d.* Total manhours worked during the quarter by all employees assigned to the Government-operated laundry and dry cleaning facility. (Exclude annual, sick, and military leave, and leave without pay.)

v. Line 24.

(1) *Line 24a and b.* Total manhours paid during the quarter to all employees assigned to the COR staff. (Manhours paid include all types of leave taken.)

(2) *Line 24c and d.* Total manhours worked during the quarter to all employees assigned to the Government-operated laundry and dry cleaning facility. (Include leave of all types.)

w. Line 25a through d. Total days the facility is operated.

x. Lines 26, 27, 28, and 29. Average time (number of days) needed to service organizations, hospitals, onetime PRD patrons, and IPR patrons. This time is from when the work is received by the facility until the work is ready for pickup. To preclude unnecessary maintenance of records, complete these items on the last working day of each month. Give number of days shown on laundry rosters and organizational lists for work ready to be picked up on the last day of each month. Divide the sum of the 3 months by three. Round entries to nearest whole or half day, as applicable. On line 28, delete PRD; add ONETIME PRD.

y. Line 30. Average Pieces Per PRD Bundle.

z. Line 31. Contractor's name and address.

aa. Line 32. Type of contract. (An example is "GOCO/firm fixed.")

ab. Line 33. Bid price for current contract year.

ac. Line 34. Dates of current contract period.

ad. Line 35. Total pieces and cost of laundry and dry cleaning processed by commercial contract (COCO only).

ae. Remarks. Attach a separate page for information explaining all circumstances that affect any of the data submitted in the report. This information will include, but will not be limited to the following:

(1) Bid price per onetime IPR deduction and cash per bundle as required under contractual arrangement.

(2) Contractor's discount percentages.

(3) Equipment removed or installed in the facility since the previous report (include description and serial number of items).

(4) Organizational work prices processed that require special handling.

Appendix A
References

Section I
Required Publications

AR 5–16
Army supplement to Defense Regional Interservice Support (DRIS)Regulation. (Cited in para 7–1.)

AR 27–20
Claims. (Cited in para 2–14.)

AR 37–103
Disbursing Operations for FAO. (Cited in para 8–4.)

AR 40–2
Army Medical Treatment Facilities: General Administration.(Cited in para 2–7.)

AR 210–17
Inactivation of Installation. (Cited in para 1–6.)

AR 210–50
Housing Management. (Cited in para 2–7.)

AR 420–49
Heating, Energy Selection and Fuel Storage, Distribution and Dispensing Systems. (Cited in para 2–4.)

AR 700–84
Issue and Sale of Personal Clothing. (Cited in para 4–8.)

AR 725–50
Requisitioninq, Receipt, and Issue System. (Cited in para 2–1.)

AR 735–5
Policy and Procedures for Property Accountability. (Cited in para 5–4.)

FAR
Federal Acquisition Regulation (Misc Pub 28–24). (Cited in para 7–1.)

FM 10–280
Field Laundry, Clothing Exchange and Bath Operations. (Cited in para 6–1.)

Section II
Related Publications

A related publication is merely a source of additional information. The user does not have to read it to understand this publication.

AR 11–2
Internal Control Systems

AR 37–100–Series
Account/Code Structure.

AR 71–13
The Department of the Army Equipment Authorization and Usage Program.

AR 415–35
Minor Construction.

AR 710–2
Supply Management Below the Wholesale Level

OMB Circular A–76
Performance of Commercial Activities. (This publication may be obtained from the Office of Management and Budget, Executive Office Building, 17th Street and Pennsylvania Avenue NW, WASH DC 20503.)

Section III
Prescribed Forms

DA Form 1974
Laundry List (Medical Treatment Facility and Organization).(Prescribed in para 8–1.)

DA Form 2076
Abstract of Laundry and Dry cleaning Organizational Work. (Prescribed in para 8–1.)

DA Form 2689–R
Laundry and Dry cleaning Operations (Government-owned, Government-operated). (Prescribed in chap 9.)

DA Form 2707
Dry cleaning List. (Prescribed in para 4–5.)

DA Form 2741
Laundry List (For Piece-Rate Patrons). (Prescribed in para 4–5.)

DA Form 2886
Laundry List for Military Personnel. (Prescribed in para 8–1.)

DA Form 3078
Personal Clothing Request. (Prescribed in para 2–14.)

DA Form 3136
Roster and Statement. (Prescribed in para 5–1.)

DA Form 3136–1
Trainee Laundry Roster and Statement Payroll Deduction. (Prescribed in para 8–1.)

DA Form 3137
Abstract of Enlisted and Organizational Laundry and Dry cleaning.(Prescribed in para 8–1.)

DA Form 3799
Laundry Payroll Deduction/Discontinuance Authorization (Laundry Service). (Prescribed in para 3–3.)

DA Form 3996
Abstract of Laundry Work Accomplished for Individual Patrons.(Prescribed in para 8–5.)

DA Form 4202
Laundry Sales Ticket. (Prescribed in para 4–5.)

DA Form 4203
Dry cleaning Ticket. (Prescribed in para 4–5.)

Section IV
Referenced Forms

DA Form 2765
Request for Issue or Turn-in

DA Form 3991
Daily Activity Report to Central Post Fund

DA Form 4697
Department of the Army Report of Survey

DD Form 1131
Cash Collection Voucher

Glossary

Section I
Abbreviations

AIT
Advanced Individual Training

ATCOM
United States Army Aviation Troop Command

BCE
base level commercial equipment

COCO
contractor-owned, contractor-operated

COE
Chief of Engineers

CONUS
continental United States

COR
contracting officer's representative

DA
Department of the Army

DCSLOG
Deputy Chief of Staff for Logistics

DIS
Directorate of Installation Support

DOL
director of logistics

DOD
Department of Defense

DX
direct exchange

ETS
expiration of terms of service

FAO
Finance and Accounting Office

FAR
Federal Acquisition Regulation

GOCO
Government-owned, contractor-operated

GOGO
Government-owned, Government-operated

HQ
headquarters

HQDA
Headquarters, Department of the Army

IPR
individual piece rate

ISSA
Interservice Support Agreement

JTR
Joint Travel Regulation

LOT
Letter Of Transmittal

MACOM
major Army command

MTF
medical treatment facility

NAF
nonappropriated fund

NCO
noncommissioned officer

OCS
Officer Candidate School

OSUT
one station unit training

OPA
other procurement, Army

OSHA
Occupational Safety and Health Act

PCS
permanent change of station

PRD
payroll deduction

QAE
quality assurance evaluator

RC
Reserve Component

RECBASS
Reception Battalion Automated Support System

ROTC
Reserve Officers' Training Corps

SSN
social security number

TDA
table of distribution and allowances

TDY
temporary duty

TISA
troop issue subsistence activity

TOE
table of organization and equipment

USAFAC
United States Army Finance and Accounting Center

USMA
United States Military Academy

WOC
Warrant Officers' Course

Section II
Terms

Authorized individual patrons
Persons legally entitled to use Army installation laundry and dry cleaning facility and required to make reimbursement for services received.

Bulk or organizational work
Government-owned items of laundry received and returned to units in volume. (Examples of these items are hospital work, central issue facility work, and barracks' sheets and pillowcases.)

Bundle or piece rate work
Items of soiled laundry received from individual patrons.

Call office
A predesignated area where customers deliver and pick up individual bundles.

Cash per bundle
Laundry and dry cleaning service provided on a bundle basis when the charge per bundle is collected in advance or as the bundle is turned in.

Change fund
Amount of money (in small denominations) used to make change.

Driver-user concept
Person acting as primary driver of vehicle while performing other functions, such as loading and unloading.

Fair wear and tear
Government items that become unserviceable due to normal use and not due to any negligence.

Fluff-dry variety
Washed items finished by final drying in heated drying tumbler.

Individual piece rate
Laundry and dry cleaning service provided on cash-and-carry basis to authorized individual patrons.

Monthly roster
Manually prepared or machine-prepared list of names of individuals authorized to take part in PRD Program.

Nonreimbursable service
Processing of laundry and dry cleaning items without charge.

One-day special
Individual piece rate laundry or dry cleaning received and processed during normal 8-hour workday period.

Onetime PRD service
Laundry service provided for a specific period of time (normally weeks) when a onetime pay deduction is made for the entire period. Example: $5 per week for 5 weeks, $25 onetime deduction made from soldier's pay. Service offered basic/advanced individual trainees and OCS only.

Operating cost
All costs associated with providing laundry and dry cleaning support to include: fee paid contractor, civilian labor, utilities, supplies and repair parts. Transportation cost is not chargeable to the E account and should not be considered an operating cost.

Organizational clothing
Items issued to military personnel without charge.

Pickup point
A predesignated area where individual customers or units deliver and pick up laundry and dry cleaning.

Pieces
Portion of soiled or clean laundry consisting of one item or unit.

Priorities for service
Precedence for receiving and processing work from different units and individuals.

Reimbursable service
Processing of laundry and dry cleaning items belonging to organizations or individuals for which reimbursement is required.

Replacement issues-in-kind
Providing customer a like item as replacement for item lost or damaged while in custody of the laundry.

72-hour service
Individual or organizational items received, processed, and ready for pickup or delivery within 3 in-plant workdays.
This section contains no entries.

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RESERVED

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LAUNDRY AND DRY CLEANING OPERATIONS Government Operated -- Contracted Operated For use of this form, see AR 210-130; proponent agency is DCSLOG	REPORT PERIOD QTR.	FY	*REQUIREMENT CONTROL SYMBOL CSGLE-1649(R3)*

TO:	FROM:

SECTION A—WORKLOAD AND DOLLARS

	PIECES		CONTRACT COST		REVENUE *(In House)*	
	LAUNDRY *(a)*	DRY CLEANING *(b)*	LAUNDRY *(c)*	DRY CLEANING *(d)*	LAUNDRY *(e)*	DRY CLEANING *(f)*
1. PRD JUMPS ARMY						
2. PRD MANUAL PAYROLL						
3. CASH PER BUNDLE MILITARY						
4. INDIVIDUAL PIECE RATE						
5. GOVT WORK REIMBURSABLE						
6. GOVT WORK NON-REIMBURSABLE						
7. TOTALS						

SECTION B—OPERATING COST	LAUNDRY	DRY CLEANING
8. FEE PAID CONTRACTOR		
9. TRANSPORTATION COST PAID CONTRACTOR		
10. FUNDS RETAINED BY CONTRACTOR FOR IPR CASH PER BUNDLE SERVICE		
11. TOTAL AMOUNT COLLECTED BY CONTRACTOR		
12. MILITARY LABOR		
13. CIVILIAN LABOR		
14. FOREIGN NATIONALS LABOR		
15. CONSUMABLE SUPPLIES		
16. NON-CONSUMABLE SUPPLIES		
17. REPAIR PARTS		
18. UTILITIES		
19. OTHER COST		
20. TOTAL OPERATING COST		
21. TOTAL COST CHARGED TO E ACCOUNT		
22. COST PER PIECE		

SECTION C—MAN HOURS WORKED—PAID

CONTRACTOR OPERATED	LAUNDRY *(a)*	DRY CLEANING *(b)*	GOVERNMENT OPERATED	LAUNDRY *(c)*	DRY CLEANING *(d)*
23. COR STAFF WORKED			EMPLOYEE WORKED		
24. COR STAFF PAID			EMPLOYEE PAID		
25. TOTAL DAYS OF OPERATION			TOTAL DAYS OF OPERATION		

SECTION D—SERVICE TIME	LAUNDRY	DRY CLEANING
26. AVG NUMBER OF DAYS TO SERVICE ORGANIZATION BULK WORK		
27. AVG NUMBER OF DAYS TO SERVICE HOSPITAL		
28. AVG NUMBER OF DAYS TO SERVICE PRD		
29. AVG NUMBER OF DAYS TO SERVICE INDIVIDUAL PIECE RATE		
30. AVG PIECES PER PRD BUNDLE		

SECTION E—CONTRACT DATA

31. CONTRACTOR *(Name & Address)*	32. TYPE OF CONTRACT	33. CONTRACT BID PRICE	34. CONTRACT PERIOD *(Current Dates)*

SECTION F—COMMERCIAL CONTRACT

	LAUNDRY		DRY CLEANING	
35. TOTALS *(Processed by Commercial Contract) (COCO Only)*	*a.* PIECES	*b.* COST	*c.* PIECES	*d.* COST

PREPARED BY *(Signature)* REVIEWED AND APPROVED BY *(Signature)* DATE

DA FORM 2689-R, OCT 84 REPLACES EDITION OF MAR 81 AND DA FORM 2689-1R, MAR 81, WHICH ARE OBSOLETE

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