

REFERENCES

- a. AR 700-138, Army Logistics Readiness and Stability
- b. AR 750-1, Army Materiel Maintenance Policies
- c. DAPAM 710-2-1, Using Unit Supply System
- d. DAPAM 738-750, The Army Maintenance Management System
- e. SB 700-20, Army Adopted/Other Items Selected for Authorization/
List of Reportable Items
- f. TM 11-7010-213-12, Tactical Army Combat Service Support
Computer System
- g. TM 38-L32-11, Functional Users Manual for Direct Support Unit
Standard Supply System
- h. AISM 18-L21-AHN-BUR-EM, Standard Army Maintenance System
(SAMS-1)
- i. AISM 18-L26-AHO-BUR-EM, Standard Army Maintenance
System
Level 2 (SAMS-2) End User Manual
- j. XVIII Abn Corps and Fort Bragg Regulation 700-1, Installation
Logistics Procedures
- k. 82D Abn Div Regulation 700-1-3, Division Supply Support
Operations
Procedures
- l. 82D Div Regulation 700-1-4, Division Maintenance Support
Operations
Procedures

31 September 1997

ATTENTION!!!

DUE TO THE CONSTANT CHANGING OF REGULATION (UPDATES), PORTIONS OF THIS SOP MAY BECOME INADEQUATE. IF THERE IS EVER SUCH A CASE, THE CURRENT REGULATION TAKES PRECEDENCE OVER THIS SOP.

ALL EXAMPLES CONTAINED IN THIS SOP PROVIDE ONLY A BASIC OUTLINE OF THE PROPER COMPLETION OF SUCH FORMS. IF THE REGULATION COVERING THE FORM CHANGES, THE REGULATION TAKES PRECEDENCE OVER THE SAMPLE IN THIS SOP.

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DEPARTMENT OF THE ARMY
Company F, 782D Main Support Battalion
Fort Bragg, North Carolina 28307-5100

September 1997

SUBJECT: Direct Support Maintenance External Standing Operating Procedures (ESOP)

1. PURPOSE: To describe standard procedures for direct support maintenance, to outline the mission, organization and capabilities of the 782D Main Support Battalion.

2. SCOPE: These procedures define the direct support/customer interface for direct support maintenance. The procedures and requirements in this SOP are mandatory.

3. GENERAL:

A. Mission: Foxtrot Company, 782D Main Support Battalion provides Direct Support Maintenance to divisional units for the 82D Airborne Division except medical and aircraft. Additionally, Foxtrot Company, 782D, Main Support Battalion provides Operational Readiness Float (ORF) support for selected items of material within the Division.

B. Functions:

(1) Direct Support (DS) Maintenance to supported units

(2) Technical Assistance

(3) Limited vehicle recovery when supported units are unable to self recover

(4) Operational Readiness Float support

(5) Provide personnel and equipment augmentation to Division components, i.e. Forward Support Battalions, Inspector General teams, 82D AVN BDE, Division HQ, and the four separate

Battalions.

C. Emergency Services:

1. Emergency services are coordinated through the DISCOM S-2/3.

to 2. Normal services are coordinated from the units organizational unit
its next higher unit. Any exceptions must be examined by the 782D
MSB Support Operations.

D. Changes to the SOP:

Changes to this SOP should be brought to the attention of the Shop Officer @ 2-9386. The Shop Officer will then forward all changes to Support Operations for review prior to distributing the changes to supported units.

4. RESPONSIBILITIES:

A. Commander, 782D Main Support Battalion:

Responsible for the DS Maintenance Mission for Divisional units

B. Commander, Company F, 782D Main Support Battalion:

Responsible for coordinating and supervising DS Maintenance for supported units.

C. Shop Officer, Company F, 782D Main Support Battalion:

Provide responsive DS Maintenance to all supported units.

5. SUPPORT ORGANIZATION:

A. Ground Maintenance Support:

to (1) Foxtrot Company provides back-up Direct Support Maintenance
the following Forward Support Battalions (FSB):

307th Forward Support Battalion

407th Forward Support Battalion

82D Forward Support Battalion

(2) General Support: (GS) The Directorate of Logistics (DOL) Material Maintenance Division (MMD) and the 58th LEM provide reinforcing DS and GS maintenance for the 782D Main Support Battalion.

6. Hours of Operation for F Company, 782D Main Support Battalion Shop Office:

A. Maintenance:

Monday	#0900-1130	1300-1700
Tuesday	0900-1130	1300-1700
Wednesday	#* Closed	1300-1700
Thursday	0900-1130	1300-1700
Friday	0900-1130	1300-1700

* denotes F Company Shops closed for Sergeant's Time Training
denotes F Company Shops accept only **02 Priority Pacing Items**.

B. Turn in of Equipment:

Monday	#0900-1130	1300-1500
Tuesday	0900-1130	1300-1500
Wednesday	#* Closed	1300-1500
Thursday	0900-1130	1300-1500
Friday	0900-1130	1300-1500

* denotes F Company Shops closed for Sergeant's Time Training
denotes F Company Shops accept only **02 Priority Pacing Items**.

(1) DSU shops must stop receiving equipment at 1500 in order to meet automated processing requirements and provide status disks to support operations.

(2) MONDAY MORNING IS BATTALION COMMAND MAINTENANCE TIME. SHOPS WILL OPERATE WITH REDUCED MANPOWER DURING THIS PERIOD. THE SHOP OFFICE WILL ONLY ACCEPT **02 PRIORITY PACING ITEMS** FROM APPROPRIATE UNITS.

(3) Pacing items will be received after 1000 hours, however, coordination **MUST** be made with the DSU Shop Officer or the Maintenance Control Sergeant @ 6-3228/6289.

C. Pick up of Equipment: Same as maintenance hours (See 6.A).

SECTION II

MAINTENANCE OPERATIONS

1. GENERAL:

A. This section establishes procedures and provides guidance on how DS Maintenance will be accomplished . It is designed as a quick reference on how to efficiently conduct business with F Company, 782D MSB. These procedures only cover the most common maintenance transactions. Contact the Shop Officer or Maintenance Control Sergeant (MCS) if further assistance is needed.

B. All questions, concerns or suggestions should be addressed to the Shop Officer or MCS @ 396-3228/6289. Unresolved issues should be forwarded to 782D Main Support Battalion Support Operations @ 432-9882/8210/5604/2571.

2. SIGNATURE CARD REQUIREMENTS:

- A. A current DA Form 1687 (Notice of Delegation of Authority- Receipt for Supplies) and assumption of command orders must be on file in the Shop Office. The signature card will be prepared IAW the current supply update and this SOP (SEE EXAMPLE A).
- B. Supported units will maintain a copy of all valid signature cards. These cards must be reviewed quarterly and updated annually or as required. If signature cards are incorrect, units will update them or they will not be able to submit work orders.
- C. Each small arms/sensitive items repair section must maintain signature cards on those personnel authorized to turn-in or pick up such items.

3. PREPARATION OF EQUIPMENT FOR 782d MSB ACCEPTANCE:

A. Equipment preparation standards:

- (1) End Items or components will be complete and reasonable clean.

(2) All organizational work that interferes with or hampers the 782D MSB's ability to repair or inspect equipment, and all organizational safety deadlines, will be REMOVED OR CORRECTED.

(3) Tool compartments will be left unlocked, clean and empty.

(4) Vehicles will have the following items removed:

a) Radios, antennas and mounts

b) BII

c) Falling Objects Protective Systems and Loader Buckets on
FLU 419.

d) It is recommended that units remove all other items which
subject to pilferage.

e) F Company, 782D MSB Shop Office assumes no
or liability for pilferable type times on vehicles or equipment.

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responsibility

4. ACCEPTANCE PROCEDURES

A. 782D MSB Shop Office SAMS-1 Clerk responsibilities

(1) Review all paperwork. Ensure 1687's are correct.

(2) Read the ULLS diskette and add the job orders to the SAMS-1 computer. Status of existing jobs will be written to the disk at the same time by the SAMS-1 clerk.

(3) Annotate the job order number on all copies of the work order.

(4) Annotate "Green Copy" on the receipt white copy DA Form 5990-E/5504.

(5) Start DA Form 3999-4 (Maintenance Work Request Envelope).

(6) Attach DA Form 5504-1 to account for parts and man hours.

(7) Return the entire job packet and ULLS diskette to the customer so

equipment can be inspected by the appropriate inspector.

B. Technical Inspection

- (1) An inspector will perform a technical inspection prior to the acceptance of the equipment for repairs.
- (2) Complete DA Form 2404 IAW the appropriate technical manual.
The supported unit will accompany the equipment until it is inspected by F Company, 782D MSB.

(3) Causes for Rejection:

- a) Equipment is too dirty for inspection.
- b) Vehicle has organizational deficiencies or shortcomings which hamper the inspectors ability to verify the fault of the equipment.
- c) Vehicle has organizational deficiencies which hamper the shops ability to repair the DS fault.
- d) Organizational safety faults exist that would endanger personnel or cause more damage to the vehicle.
- e) Ammunition is in the chamber of a weapon, in any compartment of a vehicle, or a combat vehicle is loaded
ammunition.
- f) For fuel tankers, failure to properly purge the tank of all fuel and vapors.

with

(4) Actions if Rejected:

- a) Shop Office: Annotate the reason for rejection on DA Form 2404 and return equipment for corrections to the supported units.
- b) Supported Unit: Maintain accountability of equipment not accepted, correct faults within 72 hours and resubmit with the original DA Form 2404.

(5) Special Considerations

- a) Bulk turn-in: Must be coordinated with the Shop Officer or Maintenance Control Sergeant.
- b) ALL ORGANIZATIONAL MAINTENANCE MUST BE COMPLETED PRIOR TO TURN-IN TO F COMPANY, 782D MSB.

C. Coordinating Instructions:

Organizational faults identified on components that will be replaced during DS repair will not be included in this inspection. However, no organizational fault will be corrected by F Company, 782D MSB unless it is corrected by the nature of the DS repair.

D. Acceptance: When equipment is accepted, the inspector will sign “received by/ accepted by” block of DA Form 5504/5990E and give the customer the receipt copy (“Green Copy of the DA Form 5504 or #1 white copy stamped “Green Copy” of the ULLS automated 5990E.

5. REPAIR PROCEDURES:

A. Small Arms:

(1) Supported Unit Responsibilities:

- a) Have unit representatives on DA Form 1687 accompany weapons to DSU.
- b) Bring DA Form 5504/5990E, DA Form 2404 and weapon to the Armament shop for inspection prior to the SAMS-1 clerk.
- c) Submit only one weapon per work order, unless the weapons are to be gauged. Then it is acceptable to have 10 like weapons on the same work order.
- d) Ensure serial number on the maintenance request is written correctly. No maintenance requests with serial number strike-overs will be accepted.
- e) Attempt to bring no more than ten weapons at a time to the DSU. This will allow other customers access to a limited number of armament repairers without wasting time waiting

in line.

- f) Large numbers of weapons may be job ordered to the armament shop prior coordination with the Armament Technician or Armament NCOIC.

(2) F Company, 782D MSB Responsibilities:

- a) Screen the maintenance request.
- b) Verify serial numbers for accuracy. Do not accept work requests with incorrect serial numbers or corrections made to serial numbers.
- c) Assign a work order number.
- d) Attempt to repair and return all weapons to the supported unit immediately.
- e) Inspect and repair no more than ten weapons per unit at a time if other units are waiting in line.
- f) Coordinate with units for bulk turn-in of jobs and scheduling annual gauging appointments.

B. Fabrications

- (1) Repair of Non- MTOE equipment of fabrication of non-standard items will not be performed except when approved by DMMC/G4 through MWO's.

- (2) Fabrications of standard items will be coordinated through the Shop Officer. Fabrication request will be submitted on DA Form 5504 work request.

C. Damaged Equipment

- (1) Investigation Responsibility:

- a) The owning unit commander is responsible for investigating equipment determined unserviceable by technical inspection

or otherwise known to be unserviceable through other than fair wear and tear.

Form

- b) The owning unit commander may request assistance in such determination by submitting suspect equipment on DA Form 5504.
- c) Relief from supply accountability can only be proved by the approving authority (NO substitutes- See AR 735-5).

(2) When willful misconduct is suspected:

damage

- a) The unit commander must request an estimated cost of (ECOD) on DA Form 5504.
- b) The unit commander will use the ECOD to prepare the DA Form 4697 Report Survey IAW AR 735-5.
- c) The approving authority may appoint a survey officer to further investigate the damages or he may subjectively recommend termination of the investigation based solely on his judgment that the damage occurred through neither willful misconduct or neglect.
- d) Repairs will begin only after the survey officer or the approving authority has submitted a release for repair statement to F Company, 782D.
- e) If an individual is held liable for damages, the owning unit must request that an actual cost of damage (ACOD) be performed in conjunction with the repair. An ACOD assists the survey officer in fixing the actual amount for which an individual will be held pecuniary liable.

(3) When no willful misconduct is suspected: the appointing authority must check block 17a and sign in block 20 of DA Form 4697.

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Note: A Copy of the 4697 or release for repairs statement is required by Company, 782D to repair the equipment.

6. READY FOR ISSUE (RFI) NOTIFICATION:

- A. The supported unit is responsible for checking on the status of equipment on a daily basis. Inquire by phone or personal visit to the shop office.
Notification by the 782D is a courtesy to the supporting unit.
- B. The telephone number of the customer to be called upon completion of repairs will be noted in the lower left hand corner of the DA Form 5504, "Remarks" block. This will be the number of the S4 of the Unit Maintenance Officer. The name and position of the person notified and the time and date of notification will be recorded by shop personnel.
- C. Units are required to pick up their equipment within 24 hours of notification
After 24 hours a second notification will be made. Units failing to pick up equipment will be reported to Support Operations. In addition, that unit will not be allowed to submit new job orders until RFI equipment is picked up.

7. PICKING UP EQUIPMENT

- A. Supported units will present the "Receipt Copy/Green Copy" and sign the picked up by block of DA Form 5504. If the "Receipt Copy" is lost, a statement will be signed.
- B. Supported units and 782D personnel will visually inspect the serial number of each piece of equipment to insure that it matches the serial number on the "Receipt Copy/Green" of the DA Form 5504.
- C. Units will ensure equipment is properly protected to preclude damage while being transported. The DSU will not release equipment if it will not be adequately protected against damage during transport.
- D. Contact the Shop Officer of MCS prior to signing for the equipment if not satisfied with the equipment condition.

8. EVACUATION TO GENERAL SUPPORT:

- A. F Company, 782D will determine the need and responsible for the evacuation. Units supported by F Company will not evacuate directly to Materiel Maintenance Division (MMD).
- B. **STATUS OF JOBS EVACUATED TO GS WILL BE PROVIDED BY F COMPANY 782D. UNITS ARE NOT AUTHORIZED TO MAKE**

**CONTACT WITH GS ELEMENTS TO OBTAIN STATUS OF JOBS OR
INFLUENCE PRIORITY OF REPAIR. F COMPANY, 782D
COORDINATES THROUGH SUPPORT OPERATIONS TO
RECOMMEND THE GS PRIORITY OF REPAIRS.**

9. RECOVERY AND EVACUATION ASSISTANCE:

- A. Units will exhaust all organic recovery means prior to requesting F Company 782D assistance.
- B. If assistance is required, contact F Company, 782D during duty hours at 6-3228 or the 782D MSB staff duty NCO after duty hours at 2-9882/2571.
- C. Provide the following information:
 - 1) Type of equipment to be recovered or evacuated
 - 2) Location of equipment
 - 3) Location of report
 - 4) Reporting time
 - 5) Name and telephone number of requester and POC for recovery
 - 6) Time of commitment
 - 7) Equipment Malfunction
 - 8) Special considerations or tools required

10. REQUEST FOR MAINTENANCE SUPPORT TEAMS:

- A. On Post in Excess of 48 Hours: Brigade requests requiring 48 hours or more will be coordinated through the unit. The unit must forward the request to DISCOM S-2/3 who will forward the request to 782D Support Operations for evaluation and approval NLT 10 working days prior to the requirement.
- B. Off Post in Excess of 48 Hours: Request for off-post training exercises will be submitted to Division G3 tasking by the unit S3.

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C. Any Request Not Exceeding 48 Hours: Request for exercises less than hours in duration will be written and submitted directly to DISCOM S-2/3 who will forward the request to the 782D MSB Support Operations Officer.

D. Request Format: Request will contain the following information:

- 1) Exercise length, location and type
- 2) Density of equipment
- 3) Organizational maintenance support to be deployed
- 4) POC and Telephone number
- 5) Method of deployment
- 6) Special Instructions

11. REQUEST FOR TECHNICAL ASSISTANCE:

A. General: Technical assistance is available to assist units with maintenance specific technical problems. Degree of assistance provided will depend upon the availability of personnel, the current shop workload, and other commitments.

B. Submitting Requests:

- (1) Requests must be submitted in writing to DISCOM S-2/3 NLT 10 days in advance of required date.
- (2) Request Format:
 - a) Date, time and location assistance is desired
 - b) Type of equipment for which assistance is needed
 - c) Reason for assistance
 - d) POC and Telephone number
 - e) In-brief and Out-brief date, time and location

(3) Coordinating Instructions:

- a) Requests will not be filled within 10 days of an ORS/IG inspection.
- b) Personnel responsible for areas which receive technical assistance must be present at all times.
- c) DS expertise is available to educate organizational personnel on how to inspect and repair their equipment. Request for this type of assistance will be submitted in writing to Support Operations.

12. DEFERRED MAINTENANCE

A. General:

- that
- (1) A deferred maintenance request is used when it is anticipated equipment may fail.
 - (2) Equipment on deferred maintenance will not be deadlined and no higher than 05 priority.
 - (3) When using deferred maintenance, a part which is known to be failing, can be ordered before that part completely fails and deadlines the equipment.
 - (4) Deferred maintenance determination can be made at either the request of the supported unit or as a result of a DS technical inspection.

B. When Deferred Job Orders Are Submitted:

- (1) F Company 782D Responsibilities:
 - a) Sign the "Accepted by", block of the DA Form 5504/5990E
 - b) Print "Owner will maintain custody of equipment."
 - c) Notify unit to return equipment to F Company, 782D upon receipt of parts.

d) Maintain the "Receipt Copy"

(2) The supported unit will maintain copies 2, 3 and 4 of the DA Form 5504 and be prepared to bring in the equipment when the parts are received.

13. MODIFICATION WORK ORDER PROCEDURES:

A. The DMMC Maintenance Management Section will serve as the control agency for all DA directed MWO's. Specific local procedures or directives will be published by the Division G-4 or DMMC.

B. Request for application of MWO's will follow standard job order procedures unless otherwise specified by division or DA directives.

SECTION III OPERATIONAL READINESS FLOAT

1. GENERAL

A. This section establishes policies and procedures for utilization and operation of the 82D Airborne Division Operational Readiness Float (ORF)

B. The ORF is established and maintained to extend the capability of F Company, 782D to respond to the material readiness requirements of customers. This is accomplished by providing units with serviceable replacements when their mission essential items of equipment are repairable at the DS level, but cannot be repaired within the limits prescribed in AR 710-2.

C. Candidates for ORF exchange can be identified by several different methods:

(1) Based on mission and readiness requirement, the unit commander can request ORF exchange for an item of equipment.

(2) Based on the estimated time of repair, repair parts availability and back log, F Company, 782D MSB Shop Officer can recommend an item for ORF exchange.

(3) An ORF exchange is recommended by the 782D MSB Support Operations. ORF cannot be used to replace a "Coded Out" item.

D. Due to the limited number of available float assets, the final decision to "float" will be made by DMMC or the DISCOM Commander. Each float candidate will be evaluated individually and the decision will be made as rapidly as possible to ensure maximum capability.

2. FLOAT PROCEDURES

A. Supported units may request an ORF from F Company, 782D Shop Officer any time during the repair process. After receiving the request, the Shop

Officer will verify asset availability. If assets are available, the Shop Officer will direct a technical inspection of the ORF candidate.

B. If shortages are noted during the technical inspection, the Shop Officer will notify the supported unit. The supported unit may make up the shortage prior to the transaction of F Company 782D will note the shortages (which will be annotated on the Technical Inspection Sheet.) Once the exchanges have been complete, the Shop Officer will notify the ORF accountable officer and direct the supported unit to them.

C. The customer will present the required documentation to the ORF Officer.

- one
- (1) Two 2765-1's (Request for Issue and Turn-in), one for issue and for turn in.
 - (2) DA Form 314 (Preventative Maintenance Schedule and Record) for the item of equipment. If the item is bulk listed on the DA Form 314, the form will not be exchanged.
 - (3) Any log book forms applicable to the item.
 - (4) Two DA Form 2408-9's (Equipment Control Record), one for shipping the unserviceable item to the ORF account and one showing receipt of the ORF item by the unit.
 - (5) DA Form 2407/5504 (#1 receipt copy), showing that the item is on valid maintenance request to the 782D MSB.

D. After review by the ORF Officer, the customer will take the DA Form 2765-1 to the TEAM SIX (DMMC) for assignment of a unit document number. Customer personnel making transactions with the DMMC Property must be authorized by valid DA Form 1687 on file with that organization.

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on
E. After returning copies of the DA Form 2765-1's to the ORF Officer for posting, the customer and an ORF representative will proceed to the when the unserviceable item is located, and make the following changes on the existing Maintenance Request.

- Form
- (1) Annotate ORF 782D and W36KOT in the customer unit name and UIC customer blocks, respectively in blocks 1a and 1c on DA Form 2407 and blocks 1a and 1b on DA Form 2407/5504.
 - (2) The shop clerk, shop section will make the same changes as described in E-1 to the remaining copies of the DA Form 2407/5504.
 - (3) The shop clerk will change the customer UIC in SAMS-1 to W36KOT.
 - (4) The shop clerk/section will write: Floated from UNIT on DATE in the remarks block of the DA Form 2407/5504.
 - (5) If the maintenance request has been logged in a shop section will change block c from the customer name to ORF or FLOAT.

F. The Customer then receives the serviceable item

1's
G. The Requesting unit commander will review and sign the DA Form 2765- Personnel authorized to conduct the unit's ORF transaction will accompany the ORF Officer to PBO for assignment of a unit document number and posting of the transaction to the ORF stock record account.

3. ORF LIMITATIONS AND CONSTRAINTS:

- A. ORF will not be hand receipted on a temporary loan basis.
- B. ORF Assets will not be issued to:
 - (1) Expand currently assigned missions or set up operational missions.
 - (2) Replace items that have been cannibalized during peace time.

- (3) Satisfy temporary loan requirements.
- (4) Set up a peace time pool of equipment to be held as assets to “reconstitute the force”.
- (5) Fill unit equipment shortages resulting from untimely supply system response.
- (6) Replaced uneconomical repairable equipment.