

# CMA-N

**Combined Maintenance Activity-North**

## **MANEUVER AREA TRAINING EQUIPMENT SITE (MATES / CMA-N)**

**CAMP RIPLEY, MINNESOTA**



## **CUSTOMER SUPPORT MANUAL**

**"MEETING CUSTOMER NEEDS, WITH DEPENDABLE EQUIPMENT"**

**1 OCT 2014**

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DEPARTMENTS OF THE ARMY AND THE AIR FORCE  
HEADQUARTERS, MINNESOTA NATIONAL GUARD  
OFFICE OF THE ADJUTANT GENERAL  
20 WEST 12<sup>TH</sup> STREET  
SAINT PAUL, MN 55155-2004

NGMN-LOE

16 October 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Customer Support Manual

1. **QUALITY STATEMENT:** Per NGR 750-2, CMA-N is also known as a Maneuver Area Training Equipment Site (MATES). The term MATES is more familiar to our out of state customers, therefore MATES and CMA-N are used intermittently and reference the same facility. The Camp Ripley Maneuver Area Training Equipment Site (MATES) is a quality organization committed to customer satisfaction and continuous process improvement. We strive to employ the principles of Total Quality Management and the standards of ISO 9002. All of our employees are dedicated to realizing our *vision* of “**MEETING CUSTOMER NEEDS WITH DEPENDABLE EQUIPMENT**”.

2. **PURPOSE:** This Customer Support Manual is intended to serve as a single source document for units and agencies interested in employing the services or utilizing equipment of the MATES. All policies and procedures that customers should be aware of are contained herein.

3. **MISSION:** The mission of the MATES is to **receive, store, maintain, issue** and **report** select unit equipment items to meet customer needs for training and emergencies (State and Federal).

a. We **receive** equipment from contributing units in quantity and type as prescribed by NGR 750-2, dated 20 January 2006, Maneuver and Training Equipment Sites (MATES) and Unit Training Equipment Sites (UTES) and applicable state and division policies.

b. We **store** equipment in a secure manner under the provisions of AR 190-11, dated 15 November 2006, Physical Security of Arms, Ammunition and Explosives, AR 190-51, dated 30 September 1993, Security of Unclassified Army Property (Sensitive and Nonsensitive) and account for that equipment in accordance with AR 710-2, dated 28 March 2008, Supply Policy Below the National Level.

c. We **maintain** equipment in a fully mission capable status, based on TM standards, to the extent that at least minimum readiness reporting and critical training requirements are satisfied.

d. We **issue** equipment to both contributing and non-contributing units to satisfy their needs for training and state/federal emergencies based on procedures in our Customer Support Manual.

e. We **manage/report** equipment readiness of all unit equipment stored at the MATES.

f. **KEY TASKS:**

i. **Timely and Accurate reporting** of equipment is essential to our mission due to the pacing items in the MATES POOL or to meet the needs of the state for DOMOPS.

ii. **Cost effectiveness/economic:** In these constrained times, we must do more with less. Class IX management to include RX – see the internal SOP

iii. **Customer Service:** The MATES POOL is made up of unit/MTOE equipment. We are the caretakers and managers of their equipment. We owe it to them to ensure their equipment is maintained, and we owe it to our customers to meet their training and mission needs.

iv. **OR Rates:** Services and unscheduled maintenance will not allow us to fall below a OR rate of 90%.

v. **TAT (Turn-Around-Time)** See the CMA SOP for TAT time, but bottom line is that both supply, PC, and automotive need to do all they can in order to ensure the shortest time possible for TAT

4. **LOCATION:** The MATES is located in Bldg 17-1, Camp Ripley, which is located at the junction of Highways 371 and 115 in Little Falls, Minnesota. Camp Ripley is located 115 miles North of St. Paul/Minneapolis or 23 miles south of Brainerd, Minnesota. The MATES facility is located along Artillery Road just west of Bodey Road, which is near the northwest corner of the cantonment area. The mailing address is: Maneuver Area Training Equipment Site (MATES), 15000 Highway 115, Camp Ripley, Little Falls, MN 56345-4173.

5. **POINTS OF CONTACT:** Below are the primary points of contact for the MATES:

Title	Commercial	DSN
Superintendent	320-616-2658	871-2658
MATES Supervisor	320-616-3053	871-3053
Inspection Supervisor	320-616-3047	871-3047
Mechanic Leads	320-616-3051	871-3051
BII Warehouse Supervisor	320-616-3042	871-3042
Production Control Supervisor	320-616-6062	871-6062
FAX	320-632-7045	871-7045

6. **HOURS OF OPERATION:** The MATES normal duty hours (less federal holidays) are 0700-1630 Monday - Friday. Saturday and Sunday duty hours are normally 0700-1530, but may be adjusted to meet customer support requirements. Customers are requested to coordinate with the MATES Supervisor at least 24 hours in advance if adjustments are required.

7. **EQUIPMENT DENSITY AND AVAILABILITY:** The MATES stores and maintains over 800 major end items of equipment. Of those approximately 400 are tracked vehicles, 300 wheeled vehicles, 30 engineer equipment items, and 20 artillery pieces. All vehicles are maintained as complete weapon systems, with guns, radios, and basic issue items. As such, the MATES will

only issue complete weapon systems, and will not separately issue weapon system components such as weapons and radios for customer use. Because of unit turn-ins of access equipment and new fieldings, the MATES Pool is constantly changing. A sample summary of MATES Equipment & Issue/Turn-In Time at ANNEX A. All of this equipment is available for loan to meet your training needs.

**8. REQUESTING MATES EQUIPMENT:** All requests for MATES equipment must be submitted on NGB Form 156 (Annual Training Equipment Requirements). This form should be forwarded to arrive at the MATES not later than 90 days before the start of your training. This will allow ample time for the MATES to validate your request and confirm availability of requested equipment. Customers are encouraged to contact the MATES approximately 10 days before training to reconfirm availability of equipment, which may change due to unforeseen circumstances such as equipment damage, or non-availability of repair parts. Sample NGB Form 156 is provided at ANNEX B for your convenience. A units' approved Modified Table of Authorization (MTOE) is the base document authorizing units to request equipment items that fill them to "required" levels prescribed. Any request for equipment exceeding MTOE authorizations must have endorsement by higher headquarters (05 Command Level) justifying the need for such equipment. Units have rarely deployed under their MTOE equipment, therefore in order to meet the training needs of our customer, the MATES will not fill requests for equipment that exceeds MTOE authorizations without endorsement by higher headquarters. All equipment requiring external assets to move it to home station or any other location is for use at Camp Ripley (moving a tank to home station for long term use would require an O-6 approval). Use of equipment (such as Crew Serve Weapons or wheeled equipment) anywhere else other than CRTC will require an O-5 approval.

**9. DRAWING EQUIPMENT FROM MATES:**

a. Customers are encouraged to call the MATES 1-2 days before their scheduled draw of equipment. When possible appointment times will be provided, otherwise customers will be serviced on a first come - first serve basis.

b. Upon initial arrival at the MATES, customers should report to the Issue/Turn-in Desk for assistance. A diagram of the MATES facility is at ANNEX D.

c. Customers must submit prior to or upon their arrival a DA Form 1687 (Notice of Delegation of Authority - Receipt for Supplies) completed in accordance with DA PAM 710-2-1, dated 31 December 1997, Using Unit Supply System (Manual Procedures) and signed by their Commander. A current copy of Unit Assumption of Command memorandum must also accompany the DA Form 1687. For customer convenience, a sample DA Form 1687 is provided at ANNEX C.

d. A MATES representative will issue (-10) Operator (level) manuals, DA Form 5987-E (Motor Equipment Utilization Record and DA Form 5988-E (Equipment Inspection and Maintenance Worksheet) for the requested vehicles to customers. Customers will be responsible for accomplishing thorough pre-acceptance technical inspection of the vehicle based on (-10) Operator (level) manual standards before signing for the equipment. Both the customer and a MATES representative will record results of the technical inspection on a DA Form 5988-E, which will then be signed. The DA Form 5988-E will be duplicated; the customer will retain one copy while the MATES will retain the original. Customers will not be responsible for uncorrected shortcomings on the pre-acceptance DA Form 5988-E.

e. Authorized unit representative (DA Form 1687) will then sign for equipment on a preprinted DA Form 2062 (Hand Receipt / Annex Number) non-states Log Book Folder.

f. Customers may then proceed to the Basic Issue Item (BII) Warehouse (ANNEX D) to draw basic issue items. It will be mandatory that all customers draw at least the fire extinguisher, chock blocks, spill kits, drip pans, first aid kit, and padlock appropriate for each vehicle drawn from MATES.

g. Customers will review the DD2977Risk Management Worksheet prior to conducting operations within the CMA or while drawing of equipment. See Annex L.

**10. TURNING IN MATES EQUIPMENT:** Customers must coordinate their turn-in of equipment with the Issue/Turn-In office and the turn-in of BII with the BII warehouse at least two days prior to scheduled turn-in. Customers with small amounts of equipment will be provided detailed instructions on turn-in procedures and standards. Customers with significant amounts of equipment drawn (company-sized packages and larger) will coordinate a turn-in briefing to be provided by a MATES Supervisor NLT 24 hours prior to scheduled turn-in. Unit/organizational maintenance supervisors, armorers, and hand-receipt holders should attend briefing. Listed below are requirements that all customers must comply with concerning turning in MATES equipment:

a. All organizational level maintenance must be accomplished by using units before the turn-in of equipment. Any exceptions must be coordinated in advance with a MATES Supervisor. Customers should consider their organizational maintenance support capabilities when planning their training events using MATES equipment.

b. All equipment must be cleaned and serviced in accordance with after-operation checks outlined in the equipment technical manual. NO EXCEPTIONS WILL BE MADE. During cold weather training periods, contact MATES for washing instructions. Units are reminded that all air cleaners must be cleaned and serviced before turn-in.

c. Each equipment item will have a completed DA Form 2404 / DA Form 5988-E with all faults noted / repair parts required (by NSN) upon turn-in.

d. All vehicle-installed property must be present on the vehicles upon turn-in.

e. Company-sized and larger customers will designate an OIC/NCOIC to coordinate turn-in.

f. All vehicles will be fueled before turn-in (see paragraph 12).

g. Any needed Army Oil Analysis Program (AOAP) samples are the responsibility of the customer and should be taken and turned in to MATES Inspectors at time of turn-in.

h. Petroleum, Oil and Lubricants (POL), tools, and cleaning equipment is the responsibility of the customer.

i. Vehicle operators or someone familiar with vehicle use must be present at time of turn-in.

j. Customers that use the vehicle wash rack, and surrounding area to the north of the MATES facility, must ensure those areas are policed and cleaned after use. Wash rack is normally accessible 1 May through 30 September. Units requiring use during other training periods should schedule access through Facilities Management Office, Public Works, telephone extension 7410 or 1-800-657-3668.

k. All radio equipment will be drawn from the BII Warehouse. Radio equipment will be turned in to the BII Warehouse in the same configuration, as drawn. Water hoses must not be used to clean interiors of vehicles containing radios.

l. The vehicle DA Form 2404 and DA Form 5988-E will be used to record radio equipment deficiencies or shortcomings and brought to the attention of the MATES turn-in inspector.

m. BII will be turned in to the BII warehouse. All BII will be cleaned before turn-in. All cleaning of BII should be accomplished at unit locations. All BII will be returned in the same configuration as issued. Hand receipt holders must be present at time of turn-in.

n. All weapons will be thoroughly cleaned and serviced before turn-in! Firing pins and bolts will be tagged with their associated weapons number.

o. Howitzer gun tubes will be cleaned using a bore-cleaning machine available to units at Camp Ripley Weapons Cleaning Facility, building 10-152. Use of facility should be requested by unit on ATS Form 23 (Request for Utilization of Camp Ripley) or by contacting Camp Ripley Operations. Questions can be directed to telephone extension 7460. Available machines ensure that bore cleaning is accomplished quickly, effectively and in an environmentally safe manner.

p. All collimators and alignment devices for M109A6 Howitzers must be turned in to the tritium room located in the vicinity of the BII warehouse. This room has an exterior entrance that must be used to prevent contamination in the event that any collimator or alignment device is leaking tritium. Collimators and alignment devices MUST NOT be brought directly into the BII warehouse or other areas of the MATES.

q. Upon equipment turn-in, DD Form 1970 / DA Form 5987E (Motor Equipment Utilization Record) will reflect current miles/hours and fluids added during training use.

r. Unit will update DA Form 2408-4 (Weapon Record Data) as required for weapon tubes that have been fired (Tanks, Howitzers, and Mortars). This will be accomplished by the unit through AEPS, now found at the TACOM-Unique Logistics Support Applications (TULSA). A copy of the 2408-4 will be attached to the turn-in documents and the hard copy will be maintained with the history folder of that piece of equipment. Again, it is a unit responsibility (Master Gunner) to update TULSA.

**11. REPAIR OF MATES EQUIPMENT:** MATES customers are expected to maintain the equipment they draw (within their organic capabilities) and return it in like-issued condition or better. While in the possession of customers, equipment scheduled services that become due are the responsibilities of the customer. Equipment repairs required at time of turn-in will be charged to customers based on the MATES Customer Cost Matrix at ANNEX G. Customers should use their normal supply channels to acquire repair parts. If parts are not available through normal supply channels, customers may then present those requisitions to MATES



Production Control (ANNEX D) and receive parts, if stocked. Controlled exchange of parts on MATES vehicles requires a memorandum from the first O5 in the unit's chain of command and will be in compliance with AR 750-1 paragraph 4-9 'Controlled Exchange'. The MATES only maintains demand supported SSL and limited consumables. All requirements for repair parts must be processed through your supporting FMS first. See Annex K for flow chart.

**12. FUELING OF MATES VEHICLES:** Customers will top-off vehicles with fuel before turn-in. In the case of M1A1 tanks, only the rear tank will be filled before turn-in. The MATES lot will not be utilized for unit refueling operations. The MATES does not furnish fuel to customers units. All fuel requirements must be coordinated through the Camp Ripley Operations. Questions can be directed to telephone extension 3001.

**13. FISCAL POLICIES AND PROCEDURES:** The loan/lease process is regulated by AR 700-131. Most customers, other than MNARNG units/activities, are required to provide a fund citation to cover various costs related to the use of equipment, services, or facilities. All requests from outside MNARNG should be sent or forwarded to the Joint Operations Center (JOC) for initial consolidation and determination of the type of agency the request is coming from. Requests are routed through an internal process to verify eligibility, determine costs associated, and obtain necessary approvals. Initial requests should be forwarded six months in advance in order to establish loan agreements, Memorandums of Agreement (MOA) and/or Interservice/Intraservice Support Agreement (ISSAs) as necessary. MOAs may be developed between units and the MATES/UTES, through the State Surface Maintenance (SMM) office, to cover recurring usage.

a. Army or other DOD organizations do not require a loan/lease agreements but must provide a fund citation for expenses based on the following criteria:

(1) Unless the request is from a currently contributing organization, out of state ARNG units will be charged the fully burdened labor rate for the time required for issue and turn-in of the assigned MATES equipment. They will also be charged for repair parts and labor at the fully burdened labor rate for required repairs based on the Maintenance Allocation Chart allowable times. These and all other funding requirements will be included in the MOA as applicable and coordinated with the MATES and owning unit's State TAG or designated representative.

(2) Other DOD organizations will be charged ARNG OPTEMPO mileage/hour rates, fully burdened hourly labor rates for issue and turn-in, fully burdened hourly labor rates for repair of equipment, and current FEDLOG replacement parts costs or as agreed by the MOA between the drawing unit and owning state or loan agreements as applicable.

b. Non-DOD Federal- requires a loan/lease agreement.

c. Civil Authorities- require a loan/lease agreement, surety bond, and vehicular insurance.

d. Civilian Authorities- requires a loan/lease agreement, surety bond, and vehicular insurance.

e. Commercial Corporations- requires a loan/lease agreement, surety bond, and vehicular insurance.

f. Fund citations are normally submitted on a DA Form 2544 (Intra-Army Order for Reimbursable Services) or a DD Form 448 (Military Interdepartmental Purchase Request) and should be submitted to the JFMN-J8C-B (Budget Branch). A sample DD Form 448 is shown at ANNEX E. Fund citations must be provided before receiving equipment or support. To assist customers in determining what costs they will be responsible for, issue/turn-in times are provided in the MATES Equipment Issue & Turn-In Time at ANNEX A. Contact the MATES Supervisor for the current Fully Burdened Labor Rate.

#### 14. RESPONSIBILITIES:

a. MATES assumes responsibility for:

(1) Maintaining pool equipment to Fully Mission Capable (FMC) status to the extent resourcing allows.

(2) Ensuring dependable equipment is available to meet customer needs for training and emergency use.

(3) Within 30 days of receiving NGB Form 156, providing the customer with a response on equipment availability.

(4) Providing contributing units with timely equipment status for readiness reporting requirements.

b. MATES customers assume responsibility for:

(1) Requesting equipment not less than 90 days in advance by submitting a properly completed NGB Form 156.

(2) Coordinating with the MATES 10 days prior to issue to reconfirm availability of equipment and 1-2 days prior to issue to schedule their issue time.

(3) Complying with all equipment turn-in requirements identified in paragraph 10.

(4) Ensuring that only properly trained and licensed personnel operate MATES equipment in a safe manner.

15. **ACCIDENT REPORTING/DAMAGED EQUIPMENT:** All accidents occurring on Camp Ripley must be reported to Camp Ripley Directorate of Public Safety at 320-632-7375/7339.

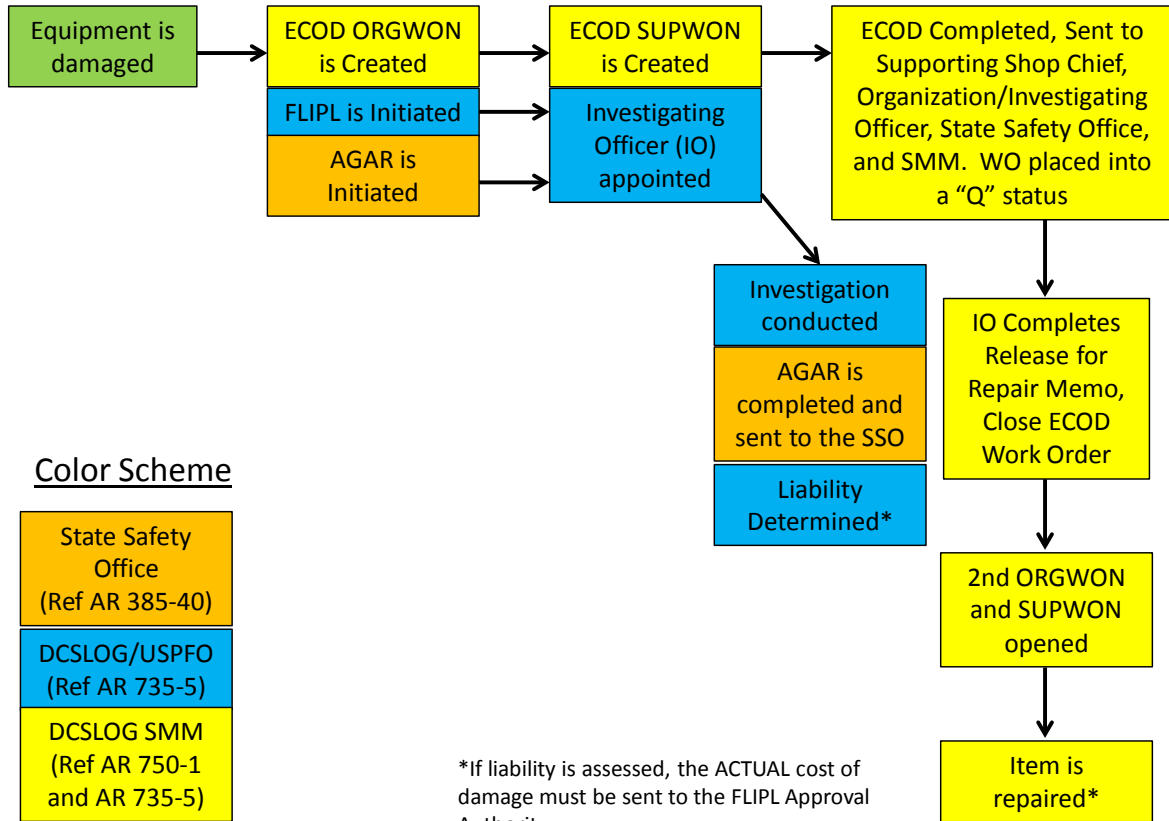
a. Any accident, which involves MATES equipment, must also be immediately reported to the MATES Supervisor. An accident is any event, which results in operator injury, damage to MATES equipment, or damage to other property by MATES equipment. See Figure 1 for clarification and process. Procedures are also addressed in the DCSLOG Policy 13-09 Damaged Property Process dated 15 March 2013.

(1) Concurrently, property adjustment procedures will be implemented to collect costs for repair of damaged MATES equipment. Production Control Section will prepare a DA Form 2407-E (Work Request) to job order the equipment to the CMA for an estimated cost of damage (DA Form 2404). Upon completion of the Estimated Cost of Damage, the Work Request and

Estimated Cost of Damage will be returned to the Customer/Appointing Authority for adjustment procedures.

Figure 1

### Flow Chart Depicting Damaged Equipment Management and Procedures



(2) Adjustment procedures and collection of costs will be IAW AR 735-5, dated 28 February 2005, Policies and Procedures for Property Accountability and/or MATES Fiscal Policies and Procedures (see paragraph 13). Final reconciliation for damaged equipment is expected to be accomplished within 30 days.

**16. RECONCILING LOST EQUIPMENT:** MATES equipment shortages at time of turn-in will be the responsibility of the customer. MN ARNG unit customers will take appropriate action as prescribed by AR 735-5. All other customers will be held liable for reimbursement based on FEDLOG cost of item(s) lost. In special circumstance, arrangements may be made with customer units to reconcile shortages through replacement-in-kind. Customers will reconcile all shortages within 30 days.

**17. VISITS AND TOURS:**

a. Commanders of units who contribute equipment to the MATES pool are required to conduct an annual visit to the MATES. These visits must be documented by memorandum to satisfy the requirement. A sample memorandum is provided at ANNEX J for your convenience. The purpose of this visit is to determine if the equipment contributed to the MATES pool is being adequately maintained and the condition of the equipment is being accurately reported for readiness reporting purposes. Commanders are encouraged to accomplish these visits in conjunction with their scheduled training events at Camp Ripley. Early coordination should be accomplished with a MATES Supervisor.

b. Tours of the MATES facility are available to all of our customers or any agency of group that has such interest. Again, early coordination is requested to ensure MATES personnel are available and prepared to host the tour. All tour requests should be submitted through the Camp Ripley Army National Guard Training Site, ATTN: Joint Visitors Bureau (JVB).

**18. CONTRIBUTION AND REMOVAL OF POOL EQUIPMENT:** National Guard Regulation 750-2 prescribes quantity and type of equipment that contributing units must position in the MATES pool. When units receive new or additional equipment based on fieldings or authorization document changes they should review NGR 750-2 to determine quantities that should be positioned at the MATES. In some instances, units may wish to retain additional items at home station for training purposes. In other instances, units may wish to contribute items in excess of quantities prescribed by NGR 750-2 due to a lack of storage space or maintenance capability. If so, they must request authority to deviate from the provisions of NGR 750-2. To contribute or remove equipment from the MATES equipment pool units should forward a request in format provided in ANNEX F through command channels and the SMM to the MATES Supervisor. **If the contribution is in regards to the DTU dated 4 June 2013 and the Maintenance Strategy Plan, this requirement is waived.**

Upon approval of request, MATES will contact unit to coordinate date for equipment contribution or removal. Hand receipts, annexes, SAMS-E (Standard Army Maintenance System Enhanced) equipment transfer diskette (with service records), FMS Form 1, AOAP (DA Forms 2408-20, DA Form 5991-E) and DA Form 2408-9 (Equipment Control Record) will be updated upon completion of action. Change documents, DA FORM 3161, will be used along with Hand Receipts to add or remove equipment from the MATES pool. Equipment contributed to the pool must be received as a complete system, to include weapons, radios, COEI and BII. Information entered on request must be accurate to insure equipment data is properly entered into SAMS-E. This will prevent future problems with readiness reporting data that must be provided back to the contributing unit.

19. **MATES AUTOMATION:** MATES operates with the SAMS-E. MATES' equipment issued to customers will be dispatched to them through SAMS-E. MN ARNG units should not attempt to load MATES equipment into their SAMS-E because this will cause significant problems with the Army Materiel Status System (AMSS) reporting feature of SAMS-E. This will require MN ARNG units to manipulate SAMS-E in order to requisition repair parts for MATES vehicles on a FILL/KILL basis. It is recommended that units add a Work Order into their SAMS1-E Maintenance File. This can be accomplished by going to the SAMS1-E Support Box, go to "Maintenance" and then "WO Maintenance" and then "Create". Enter the Work Order Data and then go to "Equipment tab" enter the Admin number, NSN, Serial number etc., and then go to the "Task tab", enter in the task to be done, and then go to "Parts tab" and order your parts and then go to "Man hour/costing tab" enter your projected man hours to complete the task and then go to the "History tab" to ensure the equipment is reporting the correct status. You **MUST KNOW** if the equipment is dead lined /not dead lined before you create the Work Order. By adding a Work Order all parts required for MATES equipment can be requisitioned electronically against that Work Order (admin number). Units **MUST NOT** enter an EIC for "generic" admin number as that would result in the corruption of AMSS data.

20. **EQUIPMENT READINESS REPORTING:** The MATES is committed to maintaining all equipment Fully Mission Capable (FMC), at or above minimum readiness reporting levels, insofar as resources provide, for contributing units. The MATES will provide equipment status to contributing units in a timely manner to meet readiness-reporting requirements. If the status of MATES equipment could potentially drop the unit below acceptable readiness reporting levels, customers are encouraged to contact the MATES Production Control Supervisor.

21. **MATES CUSTOMERS IN DIRECT SUPPORT TO THE MN ARNG:** MATES customers (individuals or units) who are providing support to the MN ARNG or one of its major commands will normally be provided MATES equipment at no cost. The major commands receiving such support should serve as "host" to those individuals/units and request, draw, and turn-in equipment that may be required. This eliminates the need for the supporting element to submit the NGB Form 156, DA Form 1687, and fiscal documentation normally needed by the MATES before releasing equipment to non-MN ARNG customers.

22. **RESTRICTED USE OF MATES EQUIPMENT:** Non-contributing customers that draw equipment from MATES are restricted to use of that equipment within the confines of Camp Ripley. Non-contributing customers may not draw MATES equipment for use off-post unless specifically authorized by higher headquarters (06 Command Level) justifying the need, and routed through the Surface Maintenance Manager (SMM) for concurrence.

23. **ADDITIONAL SERVICES/EQUIPMENT AVAILABLE:**

a. **Fuel Recycler:** The MATES has a trailer mounted fuel recycling unit that is capable of cleaning and filtering diesel fuel, JP4, and JP8. It removes water, biological and particulate contamination at or below one micron, at a rate of 40 gallons per minute. This unit is available for short-term, on-post use by MATES customers. Request for use will be directed to a MATES Supervisor for emergency use or included on customer NGB Form 156 for anticipated use. Please indicate type of fuel to be filtered, responsible individual, proposed location for filtering, and date/time required when requesting use. Responsible individual will receive operating instructions and training when signing for the equipment. **ONLY** those individuals that receive training from MATES will be allowed to operate the fuel recycler.

**b. Use of Maintenance Bays:** Refer to the CMA SOP for the requests of use of bays. Requests may be submitted through the MN Sharepoint at : <http://ngmns2010/J4/Maintenance/CMA/cmfacilitiesrequest/default.aspx> Request for use of MATES maintenance bays for IDT or AT use should be made 30 days in advance. Request should identify the number of bays required, purpose, special requirements (i.e. tools, SSL, consumables, etc.), access needs to other areas (i.e. latrines, break room, conference room, etc.), and the NCOIC/OIC that will be responsible during the period of use. A memorandum, SUBJECT: Request Use of MATES Maintenance Bays is provided at ANNEX H for your convenience may be used for outstate units without access to the MN Sharepoint and should be emailed to the MATES Asst Superintendent.

**c. Repair Parts / CUSTOMERS ACQUIRING PARTS FROM CMA SSL:** The MATES is only authorized to stock demand supported items in their SSL and maintains consumables only to meet the operational needs of the MATES. The MATES is authorized to maintain a shop stock or bench stock. Customer units are expected to have their own organizational maintenance support and consumables/SSL to support issued MATES equipment. If units are drawing MATES vehicles and do not have organizational maintenance support capabilities, they should identify that in the remarks block of their NGB Form 156 and/or FORSCOM Form 156-1-R. Repair parts for MATES vehicles must be requested through the MATES Production Control Section by all customers except MN ARNG units and units that are using specific equipment items that their state has contributed to the MATES equipment pool. Repair parts requests processed through the MATES on a DA Form 2765-1 will be on a FILL/KILL basis. Recoverable repair parts will be a "one for one" exchange. If the part is stocked, it will be issued to requesting unit. If part is not stocked, identify parts required on DA Form 2404 at time of turn-in to the MATES and Production Control Section will process requisition. Customers should use their normal supply channels to acquire repair parts. If parts are not available through normal supply channels, customers may then present those requisitions to CMA Supply and receive parts, if stocked. Controlled exchange of parts on MATES vehicles requires a memorandum from the first O5 in the unit's chain of command and will be in compliance with AR 750-1 paragraph 4-9 'Controlled Exchange'. The CMA only maintains demand supported SSL and limited consumables. All requirements for repair parts must be processed through your supporting FMS first. After acquiring part from CMA, Customer must capture demand in their Organizational SAMS-1e system. Repair parts costs will be assessed in accordance with MATES Customer Cost Matrix, ANNEX G.

#### **1. NON RECOVERABLE PARTS FOR MAINTENANCE:**

Requestor will submit in writing (via Email utilizing FMS Form 3) through their Supervisor, a request to order Class IX parts to the CMA Supply Supervisor, to include quantity and purpose of item. Supply Supervisor will review and order utilizing Offline Supply Transaction process in SAMS-1e.

#### **2. RECOVERABLE PARTS FOR MAINTENANCE:**

- a. Identify that part Customer requires is Recoverable and is on hand at CMA
- b. Notify Supply Supervisor verbally x3044 of part needed and at that time alert if Recoverable item request is for initial issue or if Customer has item to exchange for turn in.
- c. CMA Supply Supervisor will alert PC Hub that WO for Part only will be created by Customer.
- d. Customer will then create an Organizational WON and Evacuate to CMA. During

ordering process, recoverable item notification will appear. Supply personnel will select appropriate Commanders Statement, pull item from Shop Stock and apply to Work Order.

e. After confirmation that Work Order is accepted into CMA, Customer will deliver unserviceable Recoverable item for turn in to Supply as coordinated- CMA North is preferred, but coordination with customer on a case by case basis will occur to accommodate customer and for expediency. One for one trade will occur, and Supply will coordinate with PC Hub for closure of CMA Work Order.

**3. REBUILD LIST ITEMS FOR MAINTENANCE:** For supported units/ customer/ FMSs requesting parts that are on the Rebuild program: items on the CMA rebuild list are sole source. To receive these items, follow procedures below. If CMA does not have item on hand, CMA Supply Supervisor will provide Customer and SMM an email of non-availability, authorizing purchase through supply system.

(1) Unit/customer is encouraged to research item needed to ensure it is on the list (located on SharePoint), as it may change, and to also call Supply section to verify on hand quantities are available at x3044 or x3046..

(2) From the customer's Organizational SAMS-1e computer, WO will be created to repair item using appropriate NSN. All Rebuild items will be added to the MMDF by State Maintenance Office. Customer is to Evacuate WO to CMA. They will be notified when paperwork has been processed and that their Rebuild part can be picked up in Supply. Customers MUST bring old part to Supply at the time of issue unless prior arrangements with Supply Supervisor or Shop Superintendent were made. Part will be issued to customer and WO passed down to Organization SAMS-1e that initiated. Supply will proceed with steps 6-8 b(4) above.

**4. SSL (RECOVERABLE AND NON) AND POL FOR UPCOMING TRAINING:** Requestor will submit in writing (via Email utilizing FMS Form 3) through their Supervisor, a request to order Class IX parts to the CMA Supply Supervisor, to include quantity and purpose of item. Supply Supervisor will review and order utilizing Offline Supply Transaction process in SAMS-1e. If it is determined that during training your unit will be a regular customer of the CMA due to Maintenance issues, the Maintenance Supervisor will schedule with the CMA Supply Supervisor a drop off and pick up time for you to request parts and pick them up, if stocked.

**5. UNIT SUPPLY SERGEANT SUPPORTED BY FMS 9 CLASS IX REQUESTS:** Requestor will submit in writing (via Email utilizing FMS Form 3) through their Supervisor, a request to order Class IX parts to the CMA Supply Supervisor, to include quantity and purpose of item. Supply Supervisor will review and order utilizing Offline Supply Transaction process in SAMS-1e.

d. **Equipment for Cold Weather Operations:** Camp Ripley has been designated by Chief, National Guard Bureau as the premier Cold Weather Training Site in the continental United States. As such, Camp Ripley MATES has special equipment to meet your cold weather training needs, including the "Bubble top" plexi-glass enclosures for M113 family of vehicles. The Supply Division of the Camp Ripley Training Support Unit can meet all of your unit's individual cold weather clothing and equipment needs.

e. **Controlled Humidity Preservation:** Camp Ripley MATES was one of the first in the nation to test implement the Controlled Humidity Preservation (CHP) Program. Maintaining constant humidity diminishes deterioration of the equipment and its components and thus sustains its "ready" condition. This program offers three types of controlled humidity preservation: Long Term Preservation (LTP), Modified Long Term Preservation (MLTP), and

Operational Preservation (OP). The MATES reviews their Controlled Humidity Preservation Program annually and offers opportunities for contributing units to participate in this program based on available space.

(1) LTP equipment is placed in sealed buildings that are equipped with humidity control units maintaining the humidity level at 40% relative humidity. Equipment is placed in these buildings with the intent that they will not be removed for extended periods of time (up to five years). During that period of time, significant cost avoidance is realized with reduced maintenance man-hours and maintenance repair parts costs.

(2) Equipment placed in MLTP receives similar protection and cost avoidance but may be removed during annual training periods if the equipment is critical to unit training requirements.

(3) Tracked vehicles may be placed in OP. OP vehicles have special fittings attached that allow humidity control units to constantly pump conditioned air into the internal compartments of the vehicle when not in use. This form of preservation allows units to use the vehicles whenever they need them while offering protection for high cost engine and electrical components.

**f. Maintenance Training Opportunities:** Due to the volume and variety of equipment maintained at the MATES, unique opportunities exist for customer units to seek hands-on maintenance training opportunities for their organizational level maintenance personnel. Training opportunities can be coordinated where units draw additional equipment with existing faults or services due for their personnel to train on or they can send personnel to the MATES for training under a qualified MATES mechanic. Units interested in such training opportunities should discuss their training needs with a MATES Supervisor.

**g. Recycling:** The MATES actively supports the Camp Ripley recycling effort and asks all customers to do the same while at this facility.

**24. CUSTOMER SATISFACTION:** The MATES is committed to meeting customer needs and providing quality service. To enable us to better understand our customers' needs and expectations we ask all of our customers to complete a Camp Ripley Customer Satisfaction Survey (ANNEX I). Completed surveys may be turned in to any MATES Supervisor or mailed to the MATES, ATTN: Inspection Supervisor.

Printed by MORAN,PHILIP,PAUL,1138449374  
**MORAN,PHILIP,PAUL,1138449374**

**PHILIP P. MORAN**  
LTC, LG, MNARNG  
MATES Supervisor

**DISTRIBUTION:**

JFMN-J4O-M

ARIMS

MATES Issue/Turn In

**ANNEX A; MATES EQUIPMENT & ISSUE/TURN-IN TIME**



NOMENCLATURE	LIN	AUTOMOTIVE TURN IN TECH. INSP. MANHOURS	ISSUE/ TURN IN COUNTER MANHOURS	PRODUCTION CONTROL MANHOURS	BII ISSUE/ TURN MANHOURS
OE-254 , ANTENNA	A79381	NA	NA	NA	1
M27A2, BORE SIGHTING EQUIP,WPN	B90494	NA	NA	NA	0.5
M992A2,CATV,	C10908	1.5	0.25	0.25	2
M1064, CARRIER,MORTOR,120mm	C10990	1.5	0.25	0.25	2
M973A1,CARRIER CGO TRACKED,1.5T	C11280	1	0.25	0.25	1
M981, CARRIER,PERSONNEL,FULL TRACK	C12155	1.5	0.25	0.25	2
M113A3,CARRIER, PERSONNEL	C18234	1.25	0.25	0.25	2
LRT110, CRANE, WHL MTD71/2T	C36151	1	0.25	0.25	0.5
M577A2, CARRIER, CMD POST	D11538	1.5	0.25	0.25	2
M2A2, BRADLEY FIGHTING VEH	F40375	2.25	0.25	0.25	2.5
M3A2, FIGHTING VEH HI SURV, CFV	F60530	2.25	0.25	0.25	2.5
GEN 3KW,SKID MTD	G18358	0.5	0.25	0.25	0.5
M116A2 PU-798,10KW,DIESEL GEN, TRL	G42170	0.75	0.25	0.25	0.5
130G, GRADER, ROAD	G74783	1	0.25	0.25	0.5
PU-805B 60KW, GEN	G78306	0.75	0.25	0.25	0.5
M109A6, HOWITZER, MED SELF PROPELL	H57642	2.25	0.25	0.25	3
M60A1,AR VEHL LAUNCH BRDG, AVLB	L43664	1.75	0.25	0.25	3
LIGHT SET,25 OUTLET	L63994	NA	NA	NA	2
MW24C, LOADER, SCOOP	L76556	1	0.25	0.25	0.5
M2 MG, MACHINE GUN, HB FL	L91975	NA	NA	NA	1.5
M249MG, LMG, 5.56ML M09009	M09009	NA	NA	NA	1.5
MK93, 40MM, MACHINE GUN MOUNT	M12647	NA	NA	NA	1
MK64, MOD 9, MACHINE GUN MOUNT	M74823	NA	NA	NA	1
M3 TRIPODM MTD TYPE, MG.50	M75577	NA	NA	NA	0.5
AN/PVS - 14, NIGHT VISION DEVICE	M79678	NA	NA	NA	NA
MK19, MG GRENADE	M92362	NA	NA	NA	2
M240C, 7.62MM MACHINE GUN	M92420	NA	NA	NA	2
M240B, 7.62MM MACHINE GUN	M92841	NA	NA	NA	2
AN/PVS - 7B, NIGHT VISION GOGGLE	N05482	NA	NA	NA	NA
A\N MJQ-40B GEN	P42126	NA	NA	NA	NA
AN/GRA 39B, RADIO SET.CONTROL GRP	Q78282	NA	NA	NA	NA
RT - 1523E MANPACK	R30343	NA	NA	NA	1
M88A1,RECOVERY VEH MED FT	R50681	2.25	0.25	0.25	3
M88A2,RECOVERY VEHICLE (HERCULES)	R50885	2.25	0.25	0.25	3
M870,SEMI-TRLR,LOW BED,40T	S70594	0.75	0.25	0.25	1
M966, TRK,UTIL,1 1/4 T	T05096	0.75	0.25	0.25	1

M1097R1, TRUCK UTILITY	T07679	0.75	0.25	0.25	1
M1A1,TANK, COMBAT,FT,	T13168	2.75	0.25	0.25	2.5
M1151A1, TRUCK UTILITY	T34704	1	0.25	0.25	1.5
M997,TRK AMB 1 1/4 T,4LTR,HMMWV	T38844	0.75	0.25	0.25	1
M977, TRUCK CARGO	T39518	1.25	0.25	0.25	1
M985, TRUCK, CARGO, HEMITT	T39586	1.25	0.25	0.25	2
M1074, TRK CGO, HEAVY PLS	T41067	1.5	0.25	0.25	2
M989A1, TRAILER CARGO	T45465	0.75	0.25	0.25	NA
RTFL, FORK LIFT 6000LB VR	T48944	1	0.25	0.25	0.5
M4K, TRUCK, FORK LIFT, 4000LB	T49255	0.75	0.25	0.25	0.5
M1165A1, TRUCK UTILITY	T56383	0.75	0.25	0.25	1
M977W/W,TRUCK CARGO	T57278	1.25	0.25	0.25	1
M1078A1, TRK, CARGO, LMTV	T60081	1	0.25	0.25	1
M1078A1W/W TRK CGO UTILITY	T60149	1	0.25	0.25	1
M998,TRK,CGO,11/4T,HMMWV,WRADIO	T61494	0.75	0.25	0.25	2
M1037, TRK UTILITY, SHELТ	T61494	0.75	0.25	0.25	1
M1038, TRK, UTILITY, 1 1/4 T	T61562	0.75	0.25	0.25	1
M1083A1, TRK CARGO	T61908	1	0.25	0.25	1
M1074P1, TRUCK PALLETIZED LOAD	T82696	1.5	0.25	0.25	2
M978,TRK,TANK,HEMITT,2500GAL	T87243	1.25	0.25	0.25	2.5
M916,TRK, TRACTOR	T91656	1	0.25	0.25	1
M1026W/W / M1025, TRK, HMMWV,TURTLB	T92242	0.75	0.25	0.25	1
M1082, TRAILER, FLAT BED	T96564	0.75	0.25	0.25	NA
D7GW/R, TRACTOR W/ ROPS	W76816	1.25	0.25	0.25	0.5
D7GW/R, TRACTOR, FT. LS, W ROPS	W83529	1.25	0.25	0.25	0.5
M101A1, TRAILER,CARGO	W95537	0.5	0.25	0.25	NA
M105A2,TRAILER, CARGO,1.5T	W95811	0.5	0.25	0.25	NA
M149A2,TRAILER, WATER, TANK	W98825	0.5	0.25	0.25	NA
M923,TRK, CGO,5T, DROP SIDE	X40794	0.75	0.25	0.25	1
M817, TRUCK, CARGO,5T DUMP	X43708	0.75	0.25	0.25	1
M1117, ARMORED SECURITY VEHICLE	A93374	1	0.25	0.25	1.5
MORTAR, 120 MM, M121	M68405	NA	NA	NA	1.5
MORTAR, 120 MM, W SUBCALIBER KIT, M303	M68258	NA	NA	NA	0.5
COM SE AN/VYK-128 9V03	C18378	NA	NA	NA	0.5
RADIO SETS- 87A, 87D, 87F, 88A, 89D, 89F, 90A, 90D, 90F, 91F, 92A, 92F,		NA	NA	NA	1
<b>AUTOMOTIVE TURN IN TECH. INSP. MANHOURS- MANHOURS EXPENDED FOR A TECHNICAL INSPECTION DURING THE EQUIPMENT TURN IN PROCEDURE</b>					

NGMN-LOE

SUBJECT: Customer Support Manual

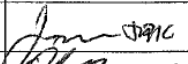



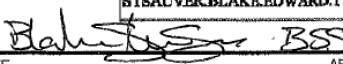
<b>ISSUE/ TURN IN COUNTER MANHOURS-</b> MANHOURS EXPENDED FOR THE SCHEDULING AND HAND RECEIPT PREPARATION AND TURN IN DOCUMENTATION					
<b>PRODUCTION CONTROL MANHOURS-</b> MANHOURS EXPENDED FOR EQUIPMENT DISPATCHING AND CLOSING OUT DISPATCHES UPON EQUIPMENT RETURN					
<b>BII ISSUE/ TURN IN MANHOURS-</b> MANHOURS EXPENDED BY BII FOR STAGING,ISSUING AND RETURNING BII ISSUED ITEMS					

ANNEX B; NGB Form 156

<b>ARMY NATIONAL GUARD MATES/UTES TRAINING EQUIPMENT REQUIREMENTS</b> <small>The proponent agency is ARNG-ILS. The prescribing directive is NG PAM 750.2</small>		2. Estimated ID/AT Strength OFF WO EN		Authorized Strength OFF WO EN		6. CON Request <input type="checkbox"/> Yes <input type="checkbox"/> No <small>(if yes, indicate Units)</small>		7. AT Site Location					
3. UIC		5. Orig. RQR? <input type="checkbox"/> Yes <input type="checkbox"/> No <small>(if no, enter superseded list)</small>		8. Miles to Site		9. Date Prepared		10. Scheduled Training Dates From: _____ To: _____					
1. Preparing Unit Name, Address, and Contact Telephone Number		4. TOE/MTOE/TDA/MEEL											
<i>INSTR: Requirements for administrative type vehicles, aircraft, ammunition, POL, expendable supplies, camp and station property, training aids, and visual equipment will not be requested on this form.</i>													
<b>Prepared by Unit Only</b>					<b>Prepared by TAG Only</b>								
12.	13.	14.	15.	16.	17.	18.	19.	20.	21.	22.	23.	24.	25.
Item No.	13. LIN	14. Nomenclature and NSN	15. Total Home Auth.	16. On Hand Home Station Rqmt.	17. AT Home Station Rqmt.	18. Qty/Avail for AT From:	19. Short for AT	20. To Fill Shortages Approved by TAG	21. Qty/Avail for AT from:	22. Short for AT	23. Other Units	24. a. State O/H Only b. Only Prov	25. Remarks
						a. Home Station b. Trng Site c. MATES / UTES d. Other Units			a. Trng Site b. MATES / UTES c. Other Units			a. a. b. b.	
<p style="font-size: 48px; opacity: 0.5;">DRAFT</p>													
26. Signature of Unit Commander		Click to sign		Date		29. Signature of TAG (if applicable)		Click to sign		Date			
27. Signature of Training Site Representative (if applicable)		Click to sign		Date		30. Reviewed by ARNG-ILS-L (MEEL for pre-mob training only) (if applicable)		Click to sign		Date			
28. Signature of MATES/UTES Supervisor		Click to sign		Date		31. Reviewed by First Army G-3 Rep (mobilization only)		Click to sign		Date			
32. Source code - (1-Unit Cdt); (2-TAG); (3 - MATES/UTES); (4-Training Installation); (5-ARNG ILS-L) (6- First Army G3 Rep)										Page 1 of		Pages	

(ANNUAL TRAINING EQUIPMENT REQUIREMENTS)

**ANNEX C; Notice of Delegation of Authority – Receipt for Supplies**

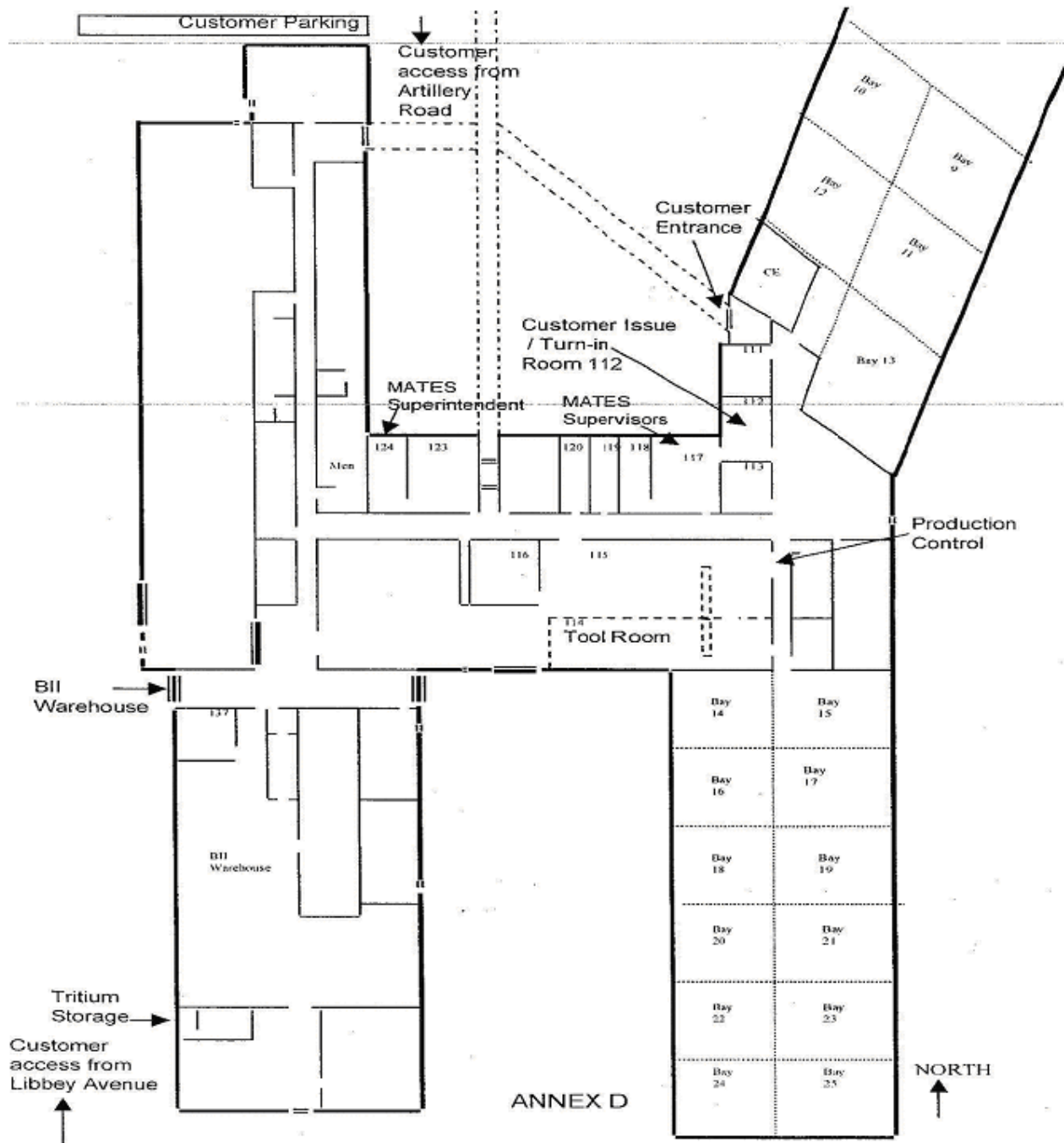
NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES <small>For use of this form, see DA PAM 710-2-1. The proponent agency is DCS, G-4.</small>					DATE
AUTHORIZED REPRESENTATIVE(S)					18 SEP 2014
ORGANIZATION RECEIVING SUPPLIES 849 MAC 682ND EN BN			LOCATION 614 N Hyw 71, Willmar, MN 56201		
LAST NAME-FIRST NAME-MIDDLE INITIAL			AUTHORITY		SIGNATURE AND INITIALS
			REQ	REC	
KIPKA JAMIE D			YES	YES	 KIPKA JAMIE DUANE.1137791
RAMIREZ ADAM J			YES	YES	 RAMIREZ ADAM JOSEPH.1282351
KRUMWIEDE JACOB A			YES	YES	 KRUMWIEDE JACOB ADAM.1370220
PETERSON CHELSEA F			YES	YES	 PETERSON CHELSEA FRANCES.1362180
AUTHORIZATION BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER					
THE UNDERSIGNED HEREBY <input checked="" type="checkbox"/> DELEGATES TO <input type="checkbox"/> WITHDRAWS FROM THE PERSON(S) LISTED ABOVE, THE AUTHORITY TO: Request/Receive Class IX, Job Orders, Calibration, COMSEC, Pool Equipment and BII from the CMA.					
REMARKS SUPERSEDES PREVIOUS 1687 TO CMA					
I ASSUME FULL RESPONSIBILITY					
UNIT IDENTIFICATION CODE WX00AA			DODAC/ACCOUNT NUMBER W81BFA		
LAST NAME-FIRST NAME-MIDDLE INITIAL		GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE
ST. SAUVER BLAKE E		O-3	651-282-4096	17 SEP 2015	 STSAUVER BLAKE EDWARD.11472850

DA FORM 1687, MAY 2009

PREVIOUS EDITIONS ARE OBSOLETE

APD PE V1.00ES

**ANNEX D; MATES FACILITY DIAGRAM**



**ANNEX E; Sample DD Form 448**

NGMN-LOE  
SUBJECT: Customer Support Manual

AUG-27-2004 08:42

P.01/01

MILITARY INTERDEPARTMENTAL PURCHASE REQUEST				1. PAGE 1 OF 1 PAGES	
2. FSC		3. CONTROL SYMBOL NO.		4. DATE PREPARED	
				1 May 1998	
7. TO: USPFO-MN, ATTN: Budget Office 15000 Highway 115 Camp Ripley Little Falls, MN 56345-4173 DSN 871-7369 COMM (320) 632-7369				5. MIPR NUMBER Entered by requesting agency.	
8. FROM: (Agency, name, telephone number of originator) HQ, 90th Command ATTN: CW5 Johnson 123 Mainstreet, Anywhere 12345 DSN 987-6543				6. AMEND NO.	
9. ITEMS <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT INCLUDED IN THE INTERSERVICE SUPPLY SUPPORT PROGRAM AND REQUIRED INTERSERVICE SCREENING <input type="checkbox"/> HAS <input type="checkbox"/> HAS NOT BEEN ACCOMPLISHED.					
ITEM NO.	DESCRIPTION (Federal stock number, nomenclature, specification and/or drawing No., etc.)	QTY	UNIT	ESTIMATED UNIT PRICE	ESTIMATED TOTAL PRICE
a	b	c	d	e	f
1	MATES support to 1/123rd FA during the period 13-29 Jul 98 to include the Equipment Issue / Turn-in fees (may be itemized using costs from ANNEX A).  Repair Parts (estimated figure should be entered, unit / agency will only be billed for parts required).  Organizational / Direct Support Maintenance (estimated figure should be entered if unit / agency does not have organic maintenance support capability. Unit / agency will only be billed for maintenance man-hours required to return equipment to condition it was issued in).				
10. SEE ATTACHED PAGES FOR DELIVERY SCHEDULES, PRESERVATION AND PACKAGING INSTRUCTIONS, SHIPPING INSTRUCTIONS AND INSTRUCTIONS FOR DISTRIBUTION OF CONTRACTS AND RELATED DOCUMENTS.					11. GRAND TOTAL
12. TRANSPORTATION ALLOTMENT (Used if FOB Contractor's plant)			13. MAIL INVOICES TO (Payment will be made by)		
			PAY OFFICE DODAAD		
14. FUNDS FOR PROCUREMENT ARE PROPERLY CHARGEABLE TO THE ALLOTMENTS SET FORTH BELOW, THE AVAILABLE BALANCES OF WHICH ARE SUFFICIENT TO COVER THE ESTIMATED TOTAL PRICE.					
ACRN	APPROPRIATION	LIMIT/SUBHEAD	SUPPLEMENTAL ACCOUNTING CLASSIFICATION	ACCTG STA DODAAD	AMOUNT
			Completed by Authorizing Officer of requesting unit / agency		
15. AUTHORIZING OFFICER (Type name and title)			16. SIGNATURE		17. DATE

DD Form 448, JUN 72 (EG)

PREVIOUS EDITION IS OBSOLETE.

ANNEX E

TOTAL P.01

MILITARY INTERDEPARTMENTAL PURCHASE REQUEST

NGMN-LOE  
SUBJECT: Customer Support Manual

**ANNEX F-1; Sample memorandum  
Contribution or Removal of MATES Pool Equipment**

Office Symbol (750)

(Date)

MEMORANDUM THRU Directorate of Logistics, ATTN: SMM, 15000 Highway 115,  
Camp Ripley, Little Falls, MN 56345-4173

FOR MATES Supervisor, Building 17-1, 15000 Highway 115, Camp Ripley, Little  
Falls, MN 56345-4173

SUBJECT: Contribution or Removal of MATES Pool Equipment

Request the following equipment be accepted into or released from the MATES:

AUTH LIN   SUB LIN   ERC   NOMENCLATURE   ADM/SER#   JUSTIFICATION

- Justification codes:
- A. Prescribed by NGR 750-2
  - B. Not required for IDT and unit lacks storage space
  - C. Not required for IDT and unit lacks maintenance capability
  - D. Required for turn-in/transfer as directed by DOL
  - E. Required for long-term IDT us by unit

AUTHORITY LINE:

(Signature Block)

**ANNEX F-1**

**ANNEX F-2; Sample memorandum**



NGMN-LOE  
SUBJECT: Customer Support Manual

**Approval/Disapproval for Contribution or Removal of MATES Pool Equipment**

JFMN-JO4-MM (750)

(Date)

MEMORANDUM THRU Directorate of Logistics, ATTN: SMM, 15000 Highway 115, Camp Ripley, Little Falls, MN 56345-4173

FOR Commander,

SUBJECT: Approval/Disapproval for Contribution or Removal of MATES Pool Equipment

1. Your request to contribute/remove MATES pool equipment has been approved / disapproved. Reason \_\_\_\_\_ ,
2. A MATES supervisor will contact you to coordinate a convenient time to accomplish this transaction.
3. If equipment is to be contributed to the MATES, please insure that:
  - a. The equipment is complete, to include all BII.
  - b. Shortage annex has been prepared for the item, as required.
  - c. The equipment item is to 10/20 standard or existing faults have been identified on DA Form 2404.
  - d. All components are present to make item a complete, reportable system, if appropriate.
  - e. DA Form 2408-9 (Equipment Control Record), DA Form 2408-20 (Oil Analysis Log), DA Form 5991-E (Oil Analysis Register), and SAMS-E Equipment Transfer Diskette should accompany each equipment item.

(Signature Block)

CF:  
Production Control  
Shop Office  
BII Warehouse

ANNEX F-2  
ANNEX G

MATES CUSTOMER COST MATRIX

	Issue/Turn-in Fees	Repair Parts	DLRs	Maintenance Labor Costs	Damaged/Lost Equipment
Description					
	Issue/turn-in fees are assessed based on average man-hour costs incurred by MATES to issue and receive back different pieces of equipment.	Repair parts costs are based on FED-LOG cost of parts needed to return equipment to condition it was issued in based on the pre-acceptance and turn-in technical inspections	Initial cost of DLRs will be based on FED-LOG cost unless credit amount is known or negotiated. Credit will be returned to customer if full FED-LOG cost was not charged.	Maintenance labor costs are based on actual (if compl) repair time or MAC allowance for repair and the NGB Cost Mapping Labor Rate. Customer will return equip in like - issued condition.	Damaged equipment costs will be based on the DA Form 2404, Estimated Cost of Repair. Lost equipment costs will be based on FED-LOG price.
Customer:					
ARNG (contributor) includes all MN ARNG units.	Not assessed Issue/Turn-in fees.	Contributing units expected to repair vehicle when in use, with PLL and DSU stocked repair parts. MATES will order non-stocked parts.	Required to pay cost of DLRs for equipment used for training. MN ARNG exempt.	Not required to pay maintenance labor costs.	Must reconcile lost or damaged equipment.
ARNG (non-contributor)	Not assessed Issue/Turn-in fees.	Required to pay for parts needed to return equipment to condition it was issued in.	Required to pay costs for DLRs.	Not required to pay maintenance labor costs.	Must reconcile lost or damaged equipment.
NON-ARNG	Required to pay Issue/Turn-in fees.	Required to pay for parts needed to return equipment to condition it was issued in.	Required to pay costs for DLRs.	Required to pay maintenance labor costs. USAR/AA at reimbursable rate - others at full-cost rate.	Must reconcile lost or damaged equipment.

NGMN-LOE  
SUBJECT: Customer Support Manual

## ANNEX H

NGMN-LOE  
SUBJECT: Customer Support Manual

Office Symbol (700)

(Date)

MEMORANDUM THRU Directorate of Logistics, ATTN: SMM, 1500 Highway 115,  
Camp Ripley, Little Falls, MN 56345-4173

FOR MATES, 15000 Highway 115, Camp Ripley Little Falls, MN 56345-4173

SUBJECT: Request Use of MATES Maintenance Bays

Request the use of MATES maintenance bays for the period indicated. The following information is provided:

Period Requested; date and time:

POC/Phone #:

NCOIC/OIC:

# Bays Required: \_\_\_\_\_ # Personnel to be Trained: \_\_\_\_\_

Access required to: \_\_\_ Break Room \_\_\_ Conference Room \_\_\_ Gate Key

\_\_\_ BII equipment for training \_\_\_ TV/VCR \_\_\_ Bench Stock

\_\_\_ Tire Machine \_\_\_ Wash Bay

\_\_\_ Special tools/equipment \_\_\_\_\_

Description of training to be conducted: \_\_\_\_\_

OIC/NCOIC will assume full responsibility for discipline, security, safety and policing of areas/equipment used.

___ Approved ___ Disapproved
_____
MATES Supv Signature/Date
Exceptions:

(Signature Block)

## ANNEX H

### CAMP RIPLEY MATES CUSTOMER SATISFACTION SURVEY

NGMN-LOE

SUBJECT: Customer Support Manual

Please take a moment to let us know how we can serve you better in the future. Your opinions are very important to us. Thank you for coming to the Camp Ripley MATES, we look forward to serving you again.

<b>SERVICE</b>	<b>HIGH</b>				<b>LOW</b>
Friendly	5	4	3	2	1
Professional	5	4	3	2	1
Prompt	5	4	3	2	1
Convenient	5	4	3	2	1
<b>EQUIPMENT</b>					
Dependable	5	4	3	2	1
Safe to Operate	5	4	3	2	1
<b>CUSTOMER SATISFACTION</b>					
Request Process	5	4	3	2	1
Drawing Equipment	5	4	3	2	1
Turning in Equipment	5	4	3	2	1
Overall Support	5	4	3	2	1

What I liked best about the MATES: \_\_\_\_\_

---

What I would change at the MATES: \_\_\_\_\_

---

Date(s) you received support from the Camp Ripley MATES: \_\_\_\_\_

---

Additional Comments: \_\_\_\_\_

Name: (optional) \_\_\_\_\_

Unit: \_\_\_\_\_

Telephone: \_\_\_\_\_

Please return to the MATES Inspection supervisor by mailing this survey to:

Inspection Supervisor

Maneuver Area Training Equipment Site (MATES)

15000 Highway 115, Camp Ripley, Little Falls, MN 56345-4173

ANNEX I

NGMN-LOE  
SUBJECT: Customer Support Manual

Office Symbol (750-2)

(Date)

MEMORANDUM FOR (MATES/UTES Supervisor)

SUBJECT: Commander's Annual (Visit to MATES/UTES) (Evaluation of MATES/UTES Equipment Usage)

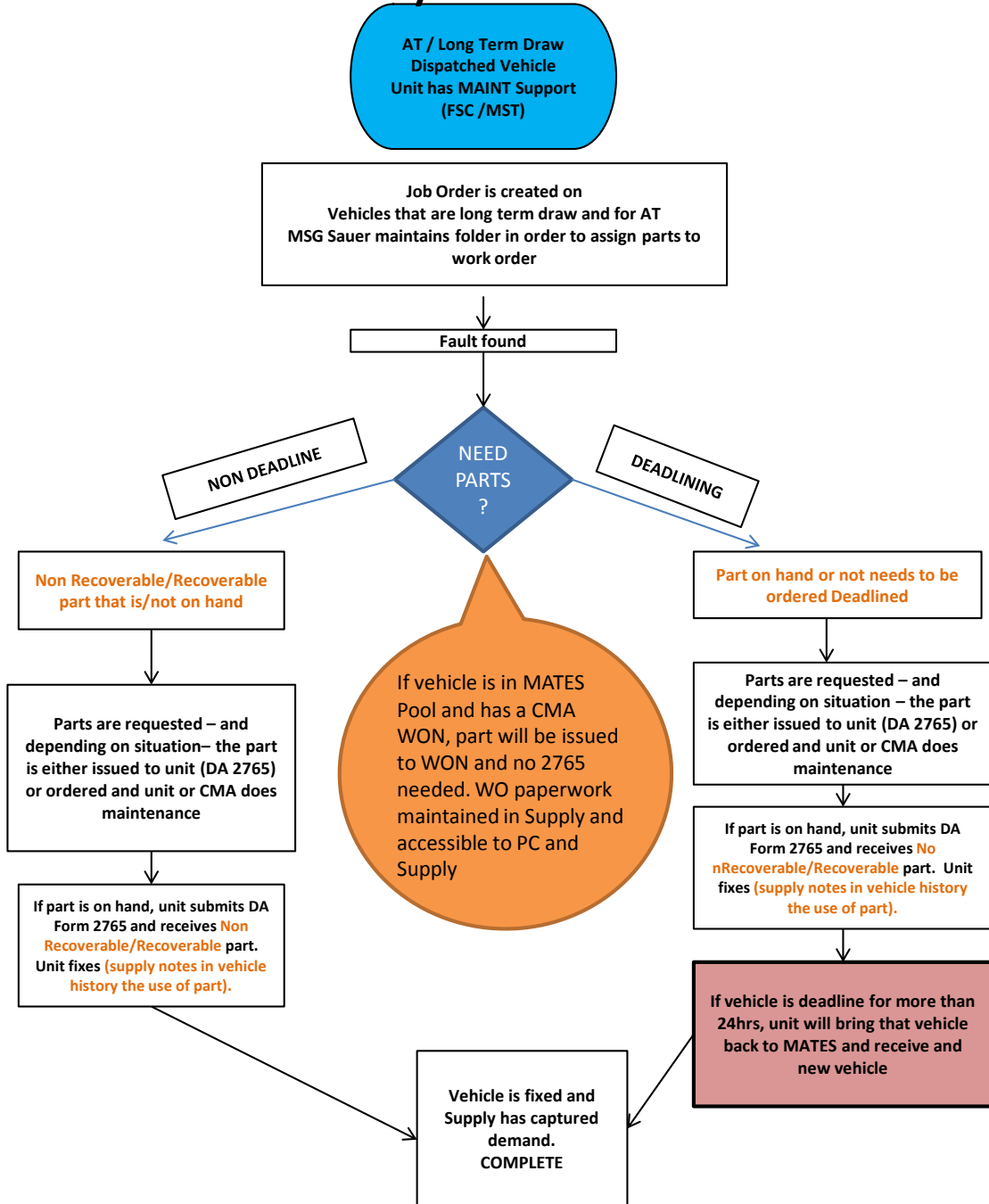
1. Visit/Usage of MATES/UTES equipment during \_\_\_\_\_ (Date) \_\_\_\_\_  
For \_\_\_\_\_ (Unit) \_\_\_\_\_.
2. The MATES/UTES equipment was satisfactory/unsatisfactory. (Use reverse side for additional comments).
3. Did my unit make proper coordination in advance? YES/NO
4. During the visit, the withdrawal of equipment from MATES/UTES in the event of mobilization was discussed.
5. Was technical, advisory, or instructional support requested from MATES/UTES? Was there adequate manpower support from MATES/UTES?
6. Were logistics and repair parts support requested? Was logistics and repair parts support adequate?
7. Was DA Form 5988E/2404 turned in for each vehicle listing the deficiencies and shortcomings?
8. Is ULLS-G data for unit equipment stationed at the MATES/UTES correct? YES/NO
9. Suggestions for improving MATES/UTES operations.

(Signature Block)

ANNEX J

Annex K

# Long Term Dispatch/issue Maintenance/Work-order Flow



## ANNEX K

ANNEXK L

DELIBERATE RISK ASSESSMENT WORKSHEET					
<b>1. MISSION/TASK DESCRIPTION</b> Operations within the CMA				<b>2. DATE (DD/MM/YYYY)</b> 08/05/2014	
<b>3. PREPARED BY</b>					
<b>a. Name (Last, First, Middle Initial)</b> Moran, Philip, P		<b>b. Rank/Grade</b> LTC		<b>c. Duty Title/Position</b> CMA-N Supervisor	
<b>d. Unit</b> CMA-N		<b>e. Work Email</b> philip.p.moran.mil@mail.mil		<b>f. Telephone (DSN/Commercial (Include Area Code))</b> 320-616-3053	
<b>g. UIC/CIN (as required)</b>		<b>h. Training Support/Lesson Plan or OPORD (as required)</b>		<b>i. Signature of Preparer</b> 	
Five steps of Risk Management: (1) Identify the hazards (2) Assess the hazards (3) Develop controls & make decisions (4) Implement controls (5) Supervise and evaluate (Step numbers not equal to numbered items on form)					
4. SUBTASK/SUBSTEP OF MISSION/TASK	5. HAZARD	6. INITIAL RISK LEVEL	7. CONTROL	8. HOW TO IMPLEMENT/ WHO WILL IMPLEMENT	9. RESIDUAL RISK LEVEL
Operations of Equipment (Wheel & Track) within the CMA	Speed	M <input type="button" value="v"/>	SOP, At no time will operators exceed 5 mph within the motor pool or any CHP bldg	How: Observation / Supervision Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
	Driving during dusk/reduced visibility	M <input type="button" value="v"/>	Lighted motor pool, ground guides	How: Ground guides Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
	Driving while fatigued or drowsy	M <input type="button" value="v"/>	Drivers have 6 hrs sleep prior to operation.	How: Supervise, rest stops Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
	Cell phone use (texting, surfing, talking)	M <input type="button" value="v"/>	NONE while walking/driving. If use is required - stop vehicle and dismount	How: No use. Period Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
	Driving in Motor Pool	M <input type="button" value="v"/>	Track Vehicles require a ground guide and helmet. Seat belts will be worn by all occupants. DRIVERS MUST BE LICENSED	How: Supervision, SOP, CRMW, state law Who: Supervisors, 1st Line Leaders	L <input type="button" value="v"/>
Additional entries for items 5 through 9 are provided on page 2.					
<b>10. OVERALL RESIDUAL RISK LEVEL (All controls implemented):</b> <input type="checkbox"/> EXTREMELY HIGH <input type="checkbox"/> HIGH <input checked="" type="checkbox"/> MEDIUM <input type="checkbox"/> LOW					
<b>11. OVERALL SUPERVISION PLAN AND RECOMMENDED COURSE OF ACTION</b> Everyone is a safety person. Publication(s) (SOP, posting on Sharepoint, posted on safety board) and communication of risks are key, then it is up to the commanders, leaders, and Soldiers to implement. The excuse of 'I didn't know' does not relieve a commander or supervisor from knowing and doing the right thing. This Risk Assessment Worksheet does NOT supersede any unit SOP or CRM, but is meant to be an additional tool for employees, Soldiers and Commanders.					
<b>12. APPROVAL OR DISAPPROVAL OF MISSION OR TASK</b> <input type="checkbox"/> APPROVE <input type="checkbox"/> DISAPPROVE					
<b>a. Name (Last, First, Middle Initial)</b>		<b>b. Rank/Grade</b>		<b>c. Duty Title/Position</b>	
				<b>d. Signature of Approval Authority</b> 	
<b>e. Additional Guidance:</b>					



ANNEX L

DELIBERATE RISK ASSESSMENT WORKSHEET					
4. SUBTASK/SUBSTEP OF MISSION/TASK	5. HAZARD	6. INITIAL RISK LEVEL	7. CONTROL	8. HOW TO IMPLEMENT/ WHO WILL IMPLEMENT	9. RESIDUAL RISK LEVEL
Operations within the CHP Buildings	Exhaust fumes - Carbon Monoxide poisoning - long term health affects	H <input type="button" value="v"/>	New Exhaust fans currently being installed. Open doors. Limited time in building while vehicles are running. Respirators	How: Contracts, supervision Who: Supervisor's, 1st Line Leaders	M <input type="button" value="v"/>
	Close quarters driving	H <input type="button" value="v"/>	Don't put yourself in a pinch point. Always have an escape route Licensed drivers Ground Guides (front AND rear)	How: Train and supervise Who: Supervisor's, 1st Line Leaders	M <input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>
Operations within Bays	Falls (elevated platforms and work areas) slips, trips and falls, icy conditions	M <input type="button" value="v"/>	Three points of contact, training, use of stairs and elevated platforms, harnesses	How: Supervision, Training Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
	Use of tools and equipment	M <input type="button" value="v"/>	PPE (safety glasses, hearing protection, steel toe boots) Trained operators	How: Training, supervise Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
	HAZMAT (oils, fuels)	M <input type="button" value="v"/>	Trained Personnel Know where MSDs are locate	How: Training, supervise Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>
GSA / NTV usage	Distractions	M <input type="button" value="v"/>	No cell phone use, where seat belts, don't drive after taking medications, don't eat while driving, don't mess with temp, radio, power controls etc	How: CRM - supervise Who: Supervisor's, 1st Line Leaders	L <input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>
		<input type="button" value="v"/>		How: Who:	<input type="button" value="v"/>

NGMN-LOE  
SUBJECT: Customer Support Manual

ANNEX L