CHAPTER 1
SUPPLY ORGANIZATION AND ADMINISTRATION

The basic organization of the Department of the Navy (DON) is very important to its new members. The organizational structure helps you understand the reasons for certain policies and procedures in the Navy. The Basic Military Requirements training manual provides the organizational breakdown and applicable explanations. It also includes the basic organizational elements of shipboard and aircraft squadron organization.

In the daily operations of the Navy, we use more than two million kinds of supplies. Sometimes a customer may need a unique item. There are usually many different Navy units throughout the world that use the same kind of items. The Navy Supply System exists because of the widespread need for the same items. The Navy Supply System is part of the larger Federal Supply System that manages more than four million different items. Knowing the function of the Navy Supply System organization will help you understand how your job relates in managing these items. Also, you will learn how your job links to other commands, bureaus or offices in the Federal Supply System. For example, when ordering material, you must know the procedures for getting items. You must also know who wrote the requisitioning procedures and where they fit in the supply organization.

When submitting requisitions, you must know where to send the requisitions for material required for stock or by customers. You must also know what section of the organization processes the requisitions and follow-ups. This is the same as knowing the point of contact. Having a point of contact will make your job easier.

LEARNING OBJECTIVES

When you have completed this chapter, you will be able to do the following:

1. Describe the organization of the Navy Supply System.
2. Describe the role of an inventory manager.
3. Identify the functions of the inventory control points.
5. Describe the functions of supply in Fleet Commands.
6. Describe the functions and organization of the supply department; including those of supply departments ashore, or afloat with or without a supply corps officer.
7. Describe the procedures for correspondence and describe the standards for writing standard letters, memoranda and messages.
8. Describe the general and administrative duties of Logistics Specialist in the Navy.
9. Describe the categories of classified information.
10. Describe the types of security clearances.
11. Describe the procedures for handling various classes of classified information.
12. Describe the importance of providing good customer service to all individuals and the affects you will have on the image of your office, your rating, your command and the Navy as a whole.
THE NAVY SUPPLY SYSTEM

As the Navy Supply System has evolved, the organization for supply management has similarly evolved. The organization has developed to respond to the changing working requirements. The management part of the Navy Supply System organization consists of the Assistant Secretary of the Navy (Research, Development and Acquisition). This office is responsible for supervising the Navy-wide policy in production, procurement, supply and disposal of material. The Chief of Naval Operations (CNO) is responsible for planning and determining material support needs of operating forces. This includes equipment, weapons or weapons systems, material, supplies, facilities, maintenance and support services.

The CNO commands all activities known as the Systems Commands. The systems commands are as follows:

- Naval Air Systems Command (NAVAIR)
- Space and Naval Warfare Systems Command (SPAWAR)
- Naval Facilities Engineering Command (NAVFA)
- Naval Sea Systems Command (NAVSEA).

**Naval Supply System Command (NAVSUP)**

The Commander, Naval Supply Systems Command (COMNAVSUP) is responsible for providing material support to the Navy and Marine Corps.
The Naval Supply Systems Command (NAVSUPSYSCOM) provides supply-management policies and methods to activities of the Navy and Marine Corps. This command is also known as NAVSUP and is the top level of the Naval Supply System. (*Figure 1-2*) illustrates Naval Supply Systems Command organization.
Inventory Control Points

Navy inventory managers are those organizational elements responsible for managing assigned groups of material. The primary function of an inventory manager is to assure proper balance between supply and demand. Navy inventory managers can be broadly classified into two groups. The first group includes Navy commands whose principal mission is program management of weapons systems and major items. These commands manage limited numbers of items for which acquisition and continued control are essential to accomplishing their mission. These commands are the Hardware Systems Commands, Project Offices, Navy Training Systems Center and the Military Sealift Command. The second group includes the inventory control points under the Naval Supply Systems Command. These are the Naval Supply Systems Command Weapon Systems Support – Philadelphia, PA NAVSUP WSS-PHIL [formerly Aviation Supply Office (ASO)] and Naval Supply Systems Command Weapon Systems Support – Mechanicsburg, PA NAVSUP WSS-MECH [formerly Navy Ship’s Parts Control Center (SPCC)]. The following paragraphs provide information concerning these inventory control points.
Each inventory control point (ICP) manages one or more types of material, which are held in a distribution system composed of stock points. The ICPs provide the material required by stock points, based on transaction reports submitted by the stock point. The ICPs stock management responsibilities to the supply system are summarized as follows:

- Position material at various stock points
- Retain inventory control of material through an extensive stock reporting system
- Provide technical assistance and cataloging services to the supply system and to its customers.


The NAVSUP WSS-PHIL is the inventory control point (ICP) that manages aircraft equipment and spare parts. It also manages photographic, meteorological, catapult and arresting gear equipment and associated spare parts. NAVSUP WSS-PHIL is under the administrative command of NAVSUP and the technical direction of the Naval Air Systems Command (NAVAIR). In providing administrative command over NAVSUP WSS-PHIL, NAVSUP provides command guidance and policy and the Navy Working Capital fund (NWCF) for buying consumable aeronautical material. In exercising technical direction of NAVSUP WSS-PHIL, NAVAIR provides technical information for aeronautical items. NAVAIR also provides NAVSUP WSS-PHIL with data for new weapons systems and funds for buying repairable items. *(Figure 1-3)* illustrates the NAVSUP WSS organization. This chapter describes the divisions of the NAVSUP WSS organization that you should be familiar with. This information will make your job easier.
Figure 1-3 — NAVSUP WSS Organization

The Commanding Officer of NAVSUP WSS is responsible for accomplishing the mission of the command.

The Executive Officer is the direct representative of the Commanding Officer in maintaining the general efficiency of NAVSUP WSS.

The Special Assistants provide advisory assistance to the command level of NAVSUP WSS.

The Branch Naval Inventory Control Point performs programs support and inventory management for assigned weapons systems and equipment. These include consumable and repairable catapult and arresting gear material.

The Operations Directorate ensures the general effectiveness of the divisions under its control. There are three divisions under the Operations Directorate that perform as item managers. The following paragraphs describe these divisions.

The Strike Fighter division, under the Operations Directorate, manages material in support of fighter and attack aircraft in the Navy.
The Antisubmarine Warfare (ASW), Electronics and Trainer division serves as item manager for different types of material. It manages items needed to support aircraft involved in ASW, electronics and training missions. It also provides support for communication and navigation parts.

The Power Plant, Helicopter and Support Equipment (SE) division is responsible for managing engines, SE and helicopter items in the Navy.

As item managers, these divisions are responsible for maintaining stock of particular aeronautical material in the Navy. Some of their functions include the following:

- Preparing the material requisitions to document the initial requirements as determined by provisioning
- Reviewing the supply demand information to learn the item requirements in the supply system. NAVSUP WSS uses this information in considering replenishment of stock
- Controlling the distribution and redistribution of NAVSUP WSS managed items
- Processing all requisitions and requests for status that require manual processing
- Controlling the repair and rework of NAVSUP WSS managed aeronautical items.

Another division under the Operations Directorate is the Customer Operations division. The Customer Advocate branch under the Customer Operations division serves as the connecting link between NAVSUP WSS and its customers. This branch performs the following functions:

- Maintains data about the specific logistics and operating environment of the supported unit
- Coordinates, monitors and controls the development, maintenance and distribution of Aviation Consolidated Allowance List (AVCAL) and Shore Consolidated Allowance list (SHORCAL) from allowance list
- Prepares the tailored Aircraft Equipment Configuration List (AECL) for review by supported unit
- Monitors accuracy and updates the AECL when appropriate
- Verifies, updates and maintains file data of supported unit allowances
- Monitors and confirms customer requirements
- Assesses system capabilities and enhancements to improve the support process and overall readiness of intermediate maintenance activities.

There are three site support sections under the Customer Advocate branch in NAVSUP WSS. These sections perform the functions of the Customer Advocate branch in support of different sites:

- Site support section 1 performs the functions for assigned afloat units
- Section 2 performs the functions for assigned Marine Air Group (MAG) and selected shore stations
- Section 3 performs the functions for assigned shore stations.

The Requisition Control Center (RCC) of the Customer Operations division performs the following functions:

- Receives and processes all requisitions and requisition-related documents received by mail or message
- Reviews and prepares for processing all mechanically oriented material requests
Edits material requests and related documents for correct format
Ensures quick delivery of material required to fill customer requisitions
Furnishes status to inquiring activities
Processes requirements for part numbered material and provide analysis services for unidentified material requests.
Performs item research data interpretation and selective item review tasks.

Under the RCC, the Requisition Process Control section performs the following functions:
Receives, sorts and processes requisitions received by mail or message
Furnishes scheduled and special messenger service throughout NAVSUP WSS on material requests document matters
Routes and delivers lower priority requisitions to other areas when such documents require manual processing
Monitors, controls and prepares reports on all material requests and related documents that the branch is processing.

The Part Number Requisition section of the Requisition Control Center performs the following functions:
Provides analysis services for invalid, unidentified, or non-stock numbered (non-NSN) requisitions and inquiries
Conducts reviews for established source codes, assigned stock number, approved alternate, or replacement items
Recommends onetime procurement of non-NSN items
Updates the document status file and provides status on requisitions.

The Requisition Processing section performs the following functions:
Maintains records of all completed documents (other than those retained on the document status file)
Processes follow-up requests submitted by requiring activities
Furnishes priority “HOT-LINE” service to customers.

The Expediting Services unit performs the following functions:
Pursues actions necessary to locate and provide material to fill requisitions for stock numbered material
Identifies impending shortages in the supply system (wholesale) material and acts to avoid or reduce them
Interfaces with NAVSUP WSS Customer Advocates to provide status on expected material availability for customer requirements.

The Programs Management section performs the following functions:
Executes the Material Obligation Validation (MOV) Program
Develops and reviews changes to requisition processing procedures.
The Inventory Control Point (ICP)/Systems Support Center of NAVSUP WSS Customer Operations perform the following functions:

- Computes remaining outfitting retail material requirements
- Manages the execution of funds that finance increases to retail supply levels
- Maintains the currency of aviation depot-level repairable (AVDLR) items wear out and survival data
- Sets and monitors inventory levels of NAVSUP WSS consumable items at selected operating activities
- Ensures the timely provision of government-furnished equipment (GFE) to meet weapons systems production schedules.

The Industrial Support Center of NAVSUP WSS Customer Operations is responsible for coordinating workload projections with depot customers. It negotiates viable repair schedules of AVDLR to provide maximum fleet support. It also checks repair schedule change proposals and revises organic and commercial rework schedules.

The Integrated Logistics Support (ILS) division provides a complete range of technical functions associated with provisioning of aeronautical requirements. This division serves as liaison between NAVSUP WSS and other activities on technically oriented matters. Its responsibilities include determining the technical characteristics of material for stock. The ILS division has four branches: The ILS branch, Provisioning branch, Cataloging branch and Technical Policy and Analysis branch.

The ILS branch processes Support Material List (SML) of items with assigned stock number or Temporary Navy Item Control Number (T-NICN).

The Provisioning branch of ILS performs several functions for getting the material or stock. Included in the item selection functions are the following responsibilities:

- Assigns Source, Maintenance and Recoverability (SM&R) codes according to applicable instructions
- Determines demilitarization code
- Assigns items for inclusion to the Aircraft Requirements Register (ARR).

The Cataloging branch of ILS is responsible for item identification/classification and National Stock Number (NSN) assignment. This branch assigns the Federal Supply Class (FSC) to all new items added in the database. It also gets the Commercial and Government Entity (CAGE) code for each item of supply. It prepares item description packages for submission to the Defense Logistics Services Center (DLSC), who assigns the NSN for the items. This branch also maintains NAVSUP WSS cataloging data, such as additions, deletions and changes.

The NSN assignment functions of the Cataloging branch include processing requests for emergency NSN and NATO stock numbers. It maintains the system for tracking the requests and provides status to customers. This branch operates the Maximum Interchange of the Latest Logistical Information Essential (MILLIE) status file for NAVSUP WSS customers.

The Technical Policy and Analysis Branch serves as point of contact for policy and procedures concerning technical information. Some of this branch's functions include developing and
implementing policy and procedures for the DoD Demilitarization Program within NAVSUP WSS. It is also responsible for identifying consumable and field-level repairable (FLR) items.

This branch also develops and implements NAVSUP WSS policies and procedures for the material management of inter-service used repairable items. It acts as inter-service supply support coordinator (ISSC) for NAVAIR. It also acts as stock coordinator for NAVAIR-managed inventories. It is responsible for reviewing items managed by NAVAIR annually to identify those items that may be transferred to an inventory control point.

The Naval Publications and Forms Directorate of NAVSUP WSS is responsible for the inventory management of Navy forms and publications. It is responsible for determining requirements, processing requisitions, cataloging and distributing forms and publications. It performs the initial distribution of publications to activities listed in the Standard Navy Distribution List (SNDL). The Naval Publications and Forms Directorate have three divisions:

- The COG-I Support division
- Physical Distribution division
- Systems Integrity division.

The COG-I Support division has three branches:

- The Publications and Directives branch
- Forms branch
- Customer Service branch.

The Publications and Directives branch is responsible for cataloging Navy publications and directives. It coordinates with the assigned sponsors of each publication and directive before printing of material. The Forms branch manages and controls stock funded Navy forms. The Customer Service branch receives and processes requisitions from requiring activities.


The NAVSUP WSS-MECH is the ICP for ship equipment and spare parts. It is responsible for distributing change notices and processing Quality Deficient Reports (QDRs). NAVSUP WSS-MECH is also responsible for distributing the naval logistics library (NLL). Some items under management by NAVSUP WSS-MECH are common to aviation maintenance. These items include depot-level repairable (DLR) electronic material. When ordering or shipping items managed by NAVSUP WSS-MECH, you must follow the processing procedure set by NAVSUP WSS-MECH.

**Inventory Managers**

Navy inventory managers have primary responsibility for the managing assigned groups or categories of items of supply. The primary function of a Navy inventory manager is to provide effective and efficient support to the fleet and shore (field) activities of the Navy. Navy inventory managers include systems commands, project managers, bureaus, offices (including Military Sealift Command) and ICPs under the command of NAVSUP.

Inventory managers, under the command of NAVSUP, exercise primary inventory control responsibility for the various items of supply used by the Navy Inventory control responsibility actions include:
- Determining material and money requirements
- Initiating procurement and disposal material
- The positioning and repositioning of material.

Navy inventory managers participate directly in the various Department of Defense and Defense Logistics Agency inter-servicing and cataloging programs.

All materials used by the Navy are considered as items of supply and will be managed by an ICP. Excluded are those items assigned to a single agency or military service inventory manager for supporting retail stock or end-use requirements of the military services.

Navy inventory managers other than the ICPs include systems commands, project managers or offices of the Navy Department. A systems command, project manager or office is assigned responsibility for a basic Navy program that requires the development, use and management of material. Their interest in material is only in their programs and is as broad as the program itself.

**Fleet Logistic Centers**

The Fleet Logistic Center (FLC) replaced the Naval Supply Center (NSC) and Depot (NSD) organizations. The FLCs are echelon 3 commands and report to COMNAVSUPSYSCOM. The FLCs provide various logistics support to the fleet, shore activities and overseas bases.

**General Information**

The FLCs are known as stock points. They manage consumer end-use material by determining inventory levels, procuring, receiving, storing, issuing and shipping material to customers. There are three FLCs located outside the Continental U.S. (CONUS). These FLCs also manage and store the intermediate level and Navy wholesale inventory for Navy ICPs that directly support the fleet. Upon receipt of requisitions, FLCs will either issue the material or refer the requisition to the cognizant ICP. The stock points submit transaction reports on material issue, transfer or survey of wholesale stock to the ICP. The ICP uses this report to keep track of the inventory level and to determine when to buy additional material. The FLCs also operate Service Mart (SERVMART) as a retail outlet for high usage, consumable items. Customers can use the SERVMART on a walk-in basis and buy material with a money value only document. Refer to NAVSUP P-485 for additional information about FLCs.

The following activities are representative stock points:
- FLC, San Diego (Lead FLC)
- FLC, Norfolk
- FLC, Pearl Harbor
- FLC, Puget Sound
- FLC, Jacksonville
- FLC, Yokosuka
- FLC, Sigonella

Although very few Logistics Specialist have the opportunity to work in FLCs, you must understand the basic organization. They are the first line of support to overseas bases and aircraft carriers. They provide the bulk of aviation and general supplies. They are your point of contact for material and service requirements.
The following paragraphs describe the part of a FLC organization that you should be familiar with:

**Department Providing Customer Service**

To an LS, the most important parts of an FLC organization are the ones that provide services to customers. The following paragraphs discuss the FLC departments.

The Inventory Control Department maintains stock levels and stock records. It processes and provides the status on supply documents that are not processed through the automatic data processing system. The Requirements division determines the stock material requirements and the channels of getting the material for stock. The Customer Services division is the initial point of contact for the fleet and shore customers on material and service requirements. It maintains customer service information and procedures for requisitioning, follow-up and cancellation, including turn-in of repairable items.

The FLCs with regional contracting functions are responsible for centralized buying and other purchase-related functions assigned by NAVSUPSYSCOM. When assigned, the Purchase Department or Contracting Department processes the request for purchase for the FLC. It reviews purchase requests and determines the method of purchase for the material or service. It is also responsible for providing professional contracting guidance to afloat units when requested by the cognizant fleet or type commander. Material bought from purchase are those not available in the supply system. The method of getting these materials from civilian vendors is commonly known as “open purchase”. The contracting department makes contracts for material and services from authorized civilian vendors and contractors. The NAVSUPINST 4200.81 (series) through 4200.86 (series) provides contracting guidance and instructions to all contracting activities.

The Material Department maintains and operates storage facilities. It stores stock material and issues material when requested by the customer. Its packing and preservation division preserves, packs, and marks material for shipment.

The Fuel Department conducts the receiving, issuing and inventory operations of fuels. Its responsibilities include local deliveries of fuels to other naval activities within the area.

**Supply Department**

Most Logistics Specialist fill billets in the Supply department, either ashore or on ship. The basic functions and responsibilities of the supply department both ashore or afloat are the same. Basic functions include warehousing, distribution and control of material required by the activity. The NAVSUP P-485, Naval Supply Procedures, Volume 1 and Volume 3, describe supply procedures afloat and ashore, respectively. Refer to these publications for additional information on the topics discussed in this chapter.

**Ashore**

The Navy supply department of an ashore activity is an integral part of the organization. The purpose of a supply department is to provide warehousing, control stock and distribute material in support of the activity. It also provides administrative functions not provided by the activity. When authorized by NAVSUP, the supply department provides enlisted dining facility services in their area. The following paragraphs describe the responsibilities of each level of the supply department.

**SUPPLY OFFICER AND ASSISTANT SUPPLY OFFICER (ASHORE).** The supply officer is responsible for all supply functions of the activity. The assistant supply officer is responsible for
maintaining the general efficiency of the work of the department. The Assistant Supply Officer performs the duties of the Supply Officer during the supply officer’s absence.

**PLANNING DIVISION.** The Planning division performs planning functions not performed by higher authority. Some of the functions of the planning division are as follows:

- Develops procedures for the preparation and administration of the supply department’s budget
- Estimates and recommends allocations of funds within the supply department
- Reviews and analyzes usage of funds to ensure maximum economy in such payments
- Prepares and maintains structural and organizational charts and recommends their changes
- Coordinates remedial action needed to correct discrepancies as a result of official inspections
- Analyzes operating procedures, including equipment and internal forms
- Ensures that operating procedures are followed and requests for deviations processed.

**ADMINISTRATIVE DIVISION.** This division performs personnel and office services functions for the supply department. The Administrative division is made up of the Personnel branch and Services branch. The Personnel branch performs personnel functions and maintains assigned civilian personnel records. The Services branch provides mail, central files, office supplies and other related common services to parts of the supply department.

**TECHNICAL DIVISION.** The Technical division maintains a current technical library on Navy material required by the mission of the activity. It also distributes technical information and screens command and inventory manager bulletins. When needed, it helps in identifying material or items on requisitions. At naval air activities, a Technical division is established only when considered necessary. If not established, technical research may be performed in other sections of the department as appropriate.

**INVENTORY DIVISION.** The Inventory division conducts inventories according to established schedules and requests. It reconciles the stock records and money value differences between the actual physical count and stock record balances. The Inventory division consists of the Count branch and the Audit branch. The Count branch performs the following functions:

- Conducts physical count and recount, when necessary, on all inventories
- Controls receipt, issue and transfer documents not processed before inventory cut-off date
- Tallies receipts and issues made during the inventory period. Uses tally result as source data in reconciling quantities in stock records and count cards
- The Audit branch reconciles inventory count with stock records.

**CONTROL DIVISION.** The Control division processes procurements, receipts and issue documents. It maintains the stock records and serves as liaison between the supply department and supported activities. There are three branches in the Control division. They are the Issue, Stock and Receipt Control branches.

**MATERIAL DIVISION.** This division is responsible for receiving, storing and issuing material. The following paragraphs describe the branches under the Material division.

The Traffic branch of the Material division is responsible for receiving and inspecting incoming material for shipment. The packing and preservation of material for shipment are done in this division.
It arranges shipment and delivery of material, including contact with commercial carriers concerning the shipment of material.

The Receiving branch of the Material division plans and directs the operations necessary to receive and control incoming material. The three sections that make up the Receiving branch are the Receipt Processing section, Receiving Operations section and Returned Material section.

The Receipt Processing section sets up and maintains the requisitions and order files for receipts from redistribution sources. This section also maintains the open order files for receipts from purchases.

The Receiving Operations section receives, checks and inspects (when required) all incoming material. This section segregates material for trans-shipment or for storage and performs investigation of overages, shortages, damaged and rejected material. It also maintains advance and completed government bill of lading files and carrier's freight bill files.

The Returned Material section receives checks and identifies returned material. It arranges for the inspection of material, as necessary and the disposition of material to stock, other activities or to DRMO.

**STORAGE BRANCH.** This branch receives and stores material until requested. It maintains proper storage and care of material, including fuel and lubricants. It issues materials and operates various types of material handling equipment.

**LABOR AND EQUIPMENT BRANCH.** This branch maintains a residual labor and equipment pool. It determines and furnishes requirements for material handling equipment. It also furnishes laborers, high lift truck operators and other ungraded personnel not permanently assigned to the part of supply using them. This branch also gets and distributes transportation and weight handling equipment when public works does not provide them.

**SHOP STORES BRANCH.** When established, this branch controls and operates shop stores according to current directives. It provides personnel for storage, counter service, record keeping and stock control functions. It works together with the department served in setting the range and depth of needed stock items in shop stores. When other commands set up this store and the stock is part of the store’s account of the supporting command, it is considered a ready supply store. The organization concept of a ready supply store is the same as a shop store.

**FUEL BRANCH.** When authorized by NAVSUP, supply may set up a Fuel branch when it is required by workload and scope of operations. This branch receives stores and issues fuels. At activities with limited storage capacity, the Fuel branch also may determine requirements and schedule deliveries of fuels.

**FOOD SERVICE DIVISION.** The supply department may set up this division when authorized by NAVSUP. This division is also known as the enlisted dining facility (EDF). The organization of a Food Service division largely depends on the size, physical layout, facilities of the station and number of personnel subsisting in the facility. The Food Service division operates the enlisted dining facility. It also performs administrative functions, such as maintaining records and submitting returns.

**AVIATION SUPPORT DIVISION.** This division is also known as the supply support center (SSC). It is responsible for providing supply support for assigned organizational and intermediate maintenance activities (OMA and IMA). The Aviation Support division (ASD) is the single point of contact for maintenance activities requiring direct supply support. It is where Material Control places requirements for material and equipment needed to support maintenance of weapons systems.
Material Control places these requirements by submitting requisitions to ASD. In later chapter of this training manual, we describe ASD responsibilities and functions in detail.

**Afloat**

Afloat supply functions are categorized into material support and service functions. Material support functions relate to operational and maintenance requirements, while service functions relate to operating service facilities.

The organization of the supply department afloat varies according to the mission, physical characteristics and complement of the ship. As a LS, you will most likely be assigned to an aircraft carrier (CVN), an amphibious assault ship (LHA/LHD), or other various ship platforms. (*Figures 1-4, 1-5 and 1-6*) of this chapter provide an example of a supply department organization afloat.
Figure 1-4 — Typical afloat supply organization of a large fleet unit
Figure 1-5 — Typical afloat supply organization of a small fleet unit without supply corps officer

As a member of the supply department aboard ship, you will be dealing with personnel in other divisions. To perform your duties effectively, you must be familiar with the different divisions. During weekends and after normal working hours, only the duty section staffs the supply department. The duty section consists of personnel from other divisions of the supply department. With few people in the duty section, all its members have to participate to accomplish any major task. You must know all the members and where they work, because you may have to contact everyone for a muster or meeting.
You may become part of different working party evolutions aboard ship or pier side. The underway replenishment (UNREP) or vertical replenishment (VERTREP) evolutions consist mostly of supply personnel from different divisions. In separating material, you must know how to differentiate items for ship’s store, stock, or direct turnover (DTO). You must be able to segregate stock items for general stores, clothing, subsistence, and aviation stores. After segregating the items, it might be your job to tell each division responsible for the material to pick it up. The following paragraphs will help you familiarize yourself with the supply organization aboard ship.

SUPPLY OFFICER AND ASSISTANT SUPPLY OFFICER (AFLOAT). The supply officer (SUPPO) is the senior supply corps officer on board the ship and is the head of the supply department. The supply officer is responsible to the Commanding Officer for the performance and administration of all supply functions.

The assistant supply officer (ASUPPO) is also the primary assistant on aircraft carriers. The primary responsibility of the ASUPPO is to ensure the proper administration of the department and the training of supply personnel. Exercises general supervision over the Supply Quality Assurance (SQA) and Maintenance and Material Management /Damage Control divisions. The ASUPPO acts as supply officer during the period when the supply officer is absent.

Principal Assistants

The Principal Assistant for Logistics (PAL), when assigned, is responsible for the Stock Control, Aviation Support and Material division. These responsibilities include shipping and receiving sections if they are not part of the Material division.

The Principal Assistant for Services (PAS/SERVO), when assigned, is responsible for the services divisions: Food Service, Retail Operations, Disbursing, Hotel Services, MWR and CPO Mess. The services officer is primarily responsible for the accuracy of financial reports generated by each division. The services officer also functions as the administrative assistant to the supply officer in these areas.

Supply Divisions

Listed in the following paragraphs are titles, respective duties and responsibilities of supply divisions and officers. The set titles and job assignments for divisions like S-1, S-8 and so on, may vary from ship to ship. You should familiarize yourself with the organizational structure in your command to make your job easier.

- **General Stores (S-1 Division):**

  The stock control officer is directly responsible to the SUPPO for proper administration of the Stock Control division. On aircraft carriers, the stock control officer works under the PAL. On most ships, Stock Control is one of the sections that make up the S-1 division.

  The customer service section of stock control division on aircraft carriers is responsible for supervising customer service personnel in providing necessary support to supply department customers. Some of the services include technical research, open purchase and bearer pick-up. Customer Service is a section of the S-1 division on some other type of ships.

  The postal operations branch of the customer service section is responsible for all postal functions.

  General. The general stores component procures, receives, stores, expends and accounts for consumable, equipage, repair parts and other material and maintains required records. It also prepares correspondence, reports and returns; and performs required obligation recording.
Stock Control. Stock control functions include determining requirements, preparing requisitions, processing receipt and expenditure documents and maintaining related files and records. It also performs financial accounting for material, maintains related files and records; maintains material catalogs, allowance lists and technical publications and prepares related correspondence, reports and returns.

Stowage. Stowage functions include the receipt, stowage, inventory and issue of material; the maintenance of related files, as required and the cleanliness and upkeep of assigned storage spaces.

- **Foodservice (S-2 Division):**

The food service officer (FSO) is responsible for the food service units that operate all phases of the enlisted dining facility. The FSO is in charge of the S-2 division. The FSO also conducts authorized issues, sales and transfers of food items.

General. The foodservice component operates all phases of the enlisted dining facility and makes authorized issues, sales and transfers of food items.

Records and Returns. Records and returns functions include determining of requirements, preparing requisitions, processing receipt and expenditure documents, conducting inventories and maintaining related files and records. It also accounts for food items and prepares related correspondence, reports and returns.

Food Storage. Food storage functions include the receipt, storage and issue of all food stocks, the maintenance of related records and the cleanliness and upkeep of assigned spaces.

Food Preparation and Service. Food preparation and service functions include the preparation and service of food in the enlisted dining facility, operation of food preparation equipment and cleanliness and upkeep of assigned spaces.

- **Ship’s Store and Retail Clothing (S-3 Division):**

The sales officer is responsible for the ship’s store, retail clothing stores, laundry service and barber shop. These stores and service units make up the S-3 division. It is responsible for requisitioning, receiving, storing and selling of ship’s store and clothing items. On aircraft carriers, S-3 is designated as the Retail Operations Division responsible for the operation and administration of the ship’s retail outlet activities. As such, the Retail Operations Officer is responsible for providing a source of low cost, high quality merchandise to the crew in addition to generating revenue for the ship’s Morale, Welfare and Recreation Fund.

- **Disbursing (S-4 Division):**

The disbursing officer (DISBO) is responsible for the disbursement and accountability of public funds of which entrusted and the management and execution of the at-sea Navy Cash program.

General. The disbursing component collects and disburses all public funds aboard ship and performs all afloat pay and allowance functions.

Public Vouchers. Public voucher functions include the preparation and verification of public vouchers as required.

Financial Returns. Financial return functions include payments and collections of all public funds and preparation of reports and financial returns.

- **Wardroom Mess (S-5 Division):**

The wardroom mess officer is responsible for the operation of the officer’s dining and berthing areas. The Wardroom Mess division (S-5) buys, receives, stores, issues and accounts for the foods and
material needed. It is responsible for preparing and serving food for the officers. It is also responsible for the maintenance and cleanliness of officer berthing areas (also known as staterooms). On aircraft carriers, S-5 is designated as the Hotel Services Division responsible for providing hotel management services for ship’s company and AIRWING officers and Chief Petty Officers (CPOs) in addition to laundry and barber services for all ship’s company/AIRWING enlisted, CPOs and officers.

General. The wardroom mess component procures, receives, stores, issues and accounts for foodservice and other stores.

Records. The records section maintains records on all stores belonging to the wardroom mess.

Foodservice. The function of foodservice is to prepare and serve food.

Operating Space. The wardroom mess is responsible for cleaning and maintaining spaces assigned to the wardroom.

- **Aviation Stores (S-6 Division):**

  The aviation support officer (ASO) is directly responsible to the PAL for the proper administration of the ASD. The ASD (S-6) is also known as the Aviation Stores division on some ships. Its basic functions include receiving, storing and issuing material in support of aviation maintenance.

  General. When an aviation stores division is established, it performs all functions related to procurement, receipt, stowage and issue of aviation material.

  Records and Reports. Records and reports include accounting for all aviation material.

  The Repairables Management Branch (RMB / S-6A) manages all AVDLRs, DLRs and FLRs with a Material Control Code (MCC) of H, E, X, G, Q, or D.

- **Morale, Welfare and Recreation – MWR (S-7 Division):**

  On aircraft carriers, the MWR Officer is responsible for developing and conducting programs and services designed to maintain and improve the morale of the ship’s crew and their dependents. The MWR Officer reports to the Services Officer.

- **Material Division (S-8 Division):**

  The material officer is responsible for receipt, stowage, issue and inventory of repair parts and consumable items. Also responsible for material handling during onload and offload including UNREP evolutions. The Material Officer reports to the PAL.

- **Hazardous Material Control (S-9 Division):**

  HAZMAT control is responsible for the proper receipt, stowage, issue, inventory and accountability of all hazardous material used onboard the ship. On aircraft carriers, Hazmat Control Division (S-8A) falls under Material Division.

- **Supply Quality Assurance (S-10 Division):**

  The Supply Quality Assurance (SQA) officer is responsible for determining supply department performance. The SQA officer does this by directing SQA personnel in conducting audits, random samplings and analyzing reports.

  The supply quality assurance is responsible to ensure effective inventory, financial and personnel management is achieved and applied toward increased material readiness for each supply division.
Chief Petty Officer (CPO) Mess (S-11 Division):
The CPO mess caterer is responsible for hotel management and food service operations of the CPO mess. Usually temporarily assigned duty personnel from outside supply department fulfill this billet. The CPO mess caterer reports to the Services Officer, administratively and technically.

Supply Maintenance and Material Management (3M) / Damage Control (DC) – (S-13 or SDC Division):
The S-13/SDC officer assigned on aircraft carriers reports directly to the Assistant Supply Officer and is responsible for damage control and maintenance upkeep of all supply department equipment.

Ships without Supply Corps Officer
The designated supply officer of a ship is responsible to the Commanding Officer for the proper performance of the following:

- Economical and efficient operation of the supply department
- Procurement, receipt, stowage (when applicable), issuing and accounting for equipage, repair parts, repairables and consumable required to support the ship
- Return of unserviceable repairables to the designated repair facility
- Operation and upkeep of equipment assigned to the supply department and the cleanliness and upkeep of assigned supply department spaces
- Training and supervision of personnel assigned to the supply department
- Certification for payment of lawful bills; when designated as fund cashier, the Supply Officer will also be responsible for the disbursement of government funds and proper accounting thereof
- Operation and supervision of the enlisted dining facility, including the procurement, preparation and service of food
- Operation and supervision of the ship’s store except when the ship’s store officer is designated in writing, to be other than the supply officer
- Performance of such other collateral duties as are assigned by the Commanding Officer.

Your duties as a Logistics Specialist will be much the same regardless of the type of ship in which you serve. The procedures set forth in this book apply to both ships supply department organization, unless an exception is noted. In these instances, both procedures will be given.

Other Activities Involved with Supply
The following text list those activities that have logistic or financial responsibilities and provide supply support to other activities. The support provided by these activities includes procurement, management and accounting of aviation and general material related to the duties of the LS.

Fleet Supply Officer
The Fleet Supply Officer serves as an advisor to the Fleet Commander concerning logistics and transportation matters. The Atlantic Fleet Supply Officer heads a division of staff personnel in the Commander, U.S. Fleet Forces (COMUSFF) Headquarters. The Pacific Fleet Supply Officer heads a division of Commander, Pacific Fleet (COMPACFLT) Headquarters staff. The United States Naval
Forces Europe Fleet Supply Officer heads the Commander, United States Naval Forces Europe (COMUSNAVEUR) Headquarters staff.

**Air Type Commander Supply Staff**

Ships of a fleet are grouped by types and assigned to type commanders (TYCOM) for administration. Certain TYCOMs have primary logistics responsibilities that extend beyond their own type organization. Commander, Naval Air Forces (COMNAVAIRFOR) acts as logistics agent for aviation support to aircraft carriers, squadrons and air stations. Some of the specific functions delegated to COMNAVAIRFOR are as follows:

- Provides planning information to support bases about aircraft deployments
- Issues aviation supply outfitting directives
- Controls the distribution of critical aviation materials
- Sets up supply procedures, stock levels and requisitioning channels for aeronautical material for fleet ships and bases
- Implements aviation supply policy and procedures directed by higher authority
- Conduct “Supply Management Assist/Inspection” (SMA/SMI) and Training Assist Visits (TAV) of supply departments on a routine basis.

Supply officers on the staff of type commanders perform the following functions:

- Keep the type commander advised of supply requirements
- Ensure compliance with Navy Department and fleet supply directives
- Make recommendations about supply policies, procedures and conditions of readiness affecting ships to TYCOM.

The Aviation Material Office is an agent of COMNAVAIRFOR for fleet rationing of aeronautical material. Fleet rationing control (FLEET CONTROL) is the process established for materials that have limited availability in the fleet. The Consolidated Fleet Controlled Material List (CFCML) is a comprehensive listing of all fleet controlled material. The Aviation Material Office and COMNAVAIRFOR distribute the CFCML semiannually. The CFCML shows the respective type commander or the agent’s code for items under their control. The listing is in national item identification number (NIIN) sequence and distributed to all activities.

**Defense Finance and Accounting Service**

The Defense Finance and Accounting Service (DFAS) was formerly called the Fleet Accounting and Disbursing Center (FAADC). DFAS is located in Norfolk, Virginia. Their duties include performing operating budget accounting for COMNAVAIRFOR activities. Type commanders authorize the use of funds by issuing operating targets (OPTARs) to ships, squadrons and other activities under their control. If you work in the accounting section of your activity, you will be involved in managing these funds. You may perform some of the accounting functions for your command. These functions involve maintaining OPTAR accounting records and submitting required reports to DFAS.

The DFAS accounts for the money value of material purchased with TYCOM funds and placed aboard ships. The material is placed on ships to support the aviation units. The transactions involving these items are recorded and reported. The LS assigned the accounting responsibility in stock control keeps records and submits the required reports to DFAS.
The message address DFAS-CL NORFOLK VA refers to Defense Finance and Accounting Service—Cleveland Center, Norfolk, Virginia.

Defense Logistics Agency

The Defense Logistics Agency (DLA) is a supply support organization. It is responsible for managing and controlling items commonly used by all military services. The DLA manages about 60 percent of the line items in the integrated Navy supply system. These are items identified by a 9 in the first position of the cognizance symbol, except for the DLA. The DLA headquarters is located in Cameron Station, Alexandria, Virginia. The role of the DLA headquarters in the DLA supply system is in comparison with the role of NAVSUPSYSCOM in the Navy supply system. (Figure 1-6) illustrates the defense logistics agency supply system.

There are six DLA primary level field activities. Each activity is responsible for certain types of material.

**DLA Troop Support**, Philadelphia, Pennsylvania, formerly known as Defense Personnel Support Center and Defense Support Center. It is responsible for food items, medical supplies and clothing, general and industrial supplies and supports U.S. humanitarian and disaster relief efforts.

**DLA Energy**, Fort Belvoir, Virginia, formerly known as Defense Fuel Supply Center and Defense Energy Support Center. It is responsible for providing contracting support and management of all petroleum and bulk petroleum-based fuels, additives and other energy products and services including jet fuels, distillates, residual fuels, natural gas and electricity.

![Figure 1-6 — The Defense Logistics Agency Supply System](image-url)
DLA Aviation, Richmond, Virginia, formerly known as Defense Supply Center Richmond. It is responsible for air, aviation and space support. Items include airframe/aerospace products; packaged petroleum, oils and lubricants; chemicals; batteries; instruments and gauges; metalworking machines and primary supply source for repair parts and operating items.

DLA Land and Maritime, Columbus, Ohio, formerly Defense Supply Center Columbus. It is responsible for land and sea support. It manages twenty-five Federal Supply Groups and more than 200 Federal Supply Classes.

DLA Distribution New Cumberland, Pennsylvania (DDC). DLA Distribution is a combat support agency and the Defense Logistics Agency’s Lead Center for Distribution. DDC’s 26 sites around the world are responsible for the receipt, storage, issue, packing, preservation and transportation of more than 4 million items.

DLA Disposition Services Battle Creek, Michigan, formerly Defense Reutilization and Marketing Service (DRMS). Its mission is to provide the DoD's best value services and deliver great performance to their customers for the reuse, transfer, donation, sale or disposal of excess/surplus property.

DLA Aviation and DLA Land and Maritime perform the same functions for the defense supply system as ICP performs for the Navy supply system. The only exception is that DLA Energy has no responsibility for inventory control.

The defense depots (DD) perform material distribution functions within the defense supply system. The DD is a storage point for DLA material. The responsible DLA activity controls the issuance of material from a DD. The DD issues material based on the requisitions received and processed centrally by the DLA activity. The DD cannot accept requisitions directly and issues material only when directed by the DLA activity.

Operation of the DLA supply system—(Figure 1-6) depicts the operation of the DLA supply system in filling a material requirement requisition submitted by an afloat customer:

- USS John Paul Jones submits a requisition for cognizance symbol 9B material to FLC Norfolk
- FLC Norfolk, issues the material from DLA stocks
- FLC Norfolk, reports the issue transaction to DLA Land and Maritime

In the foregoing example, it should be understood that although requisitioned from and supplied by a Navy stock point, the material issued was owned and managed by DLA Land and Maritime.

Integrated Navy Supply System

(Figure 1-7) depicts the operation of the Integrated Navy Supply System. The following items correspond to the numbered lines in the illustration:

1. USS John Paul Jones requisitions cognizance symbol 9B material from FLC San Diego.
Figure 1-7 — The Integrated Navy Supply System

2. FLC San Diego, a Navy retail stock point, after screening its stock and determining that the requested material is not carried, refers the requisition to DLA Land and Maritime, the cognizant inventory manager.

3. DLA Land and Maritime, after researching its master records and determining that the material is available at FLC Puget Sound, (a specialized support point), refers the requisition to FLC Norfolk.

4. FLC Puget Sound, issues the material to USS John Paul Jones.

5. FLC Puget Sound, makes an issue transaction report to DLA Land and Maritime.

6. DLA Land and Maritime, after applying the issue report to its master record, ascertains that stock of the item at FLC Puget Sound is below the required Level and issues a contract to the ABC Corporation for additional stocks of the item.

7. The ABC Corporation ships the material to FLC Puget Sound.

8. FLC Puget Sound, makes a receipt transaction report to DLA Land and Maritime.

9. General Services Administration (GSA)
The General Services Administration (GSA) provides common use items to the Navy. These items include paints, hand tools, paper materials and cleaning gear. The Management List-Navy (ML-N) lists the Navy interest items as cognizance symbol 9Q. These items are available at Navy stock points.

**ADMINISTRATION**

The Logistics Specialist (LS) is a general rating. General ratings involve broad occupational fields of related duties and functions. As an LS, you will provide supply support from fleet operations to aviation maintenance personnel. To provide support, you must know the functions and responsibilities of your activity and the procedures that apply to each task. This chapter provides the direction and information you will need to do the administrative tasks and provide customer service. Upon completion of this chapter, you will be able to describe the following LS requirements:

- Duties and responsibilities of the LSs
- Purpose of publications and catalogs used by LSs
- General security rules that apply to supply department spaces
- Practices and procedures needed to provide quality customer relations.

**General Duties and Responsibilities**

General LS duties and responsibilities are as follows:

- Submitting requisitions
- Conducting technical research
- Receiving, identifying, stowing and expending material
- Performing financial accounting in support of aviation maintenance
- Performing administrative and clerical duties
- Picking up and delivering material
- Preparing supply documents
- Packing of material for shipment
- Operating pre-expended bins.

These duties are further explained in later chapters of this manual.

**Tour of Duty**

The following paragraphs contain information on typical duties to which you may be assigned.

**Supply Department Ashore**

When assigned to the supply department of a naval air station, you could be in the administrative division, material division, control division, or aviation support division. Some of the functions you will be expected to perform in various divisions are as follows:

**Administrative Division.** You will prepare various forms of correspondence.

**Material Division.** You could be assigned to any branch within the material division.
In the traffic branch, you will be involved in the following duties:

- Material receipt
- Inspection and verification
- Segregating and forwarding material to destinations
- Receipt document processing
- Discrepancy reporting
- Material handling equipment operation (when working in the receiving section).

When assigned to the delivery section of the traffic branch, you will be responsible for the local delivery of material. In the shipping section, you will be involved in making arrangements for shipment and delivery of material to carriers, including preparation of shipment documents and labels.

When assigned to storage branch, you will be involved in the receipt, stowage and issuance of material by using available labor saving devices and material handling equipment.

Control Division. When assigned to this division, you will be involved in the following tasks:

- Processing procurement
- Receipt
- Issue documents
- Maintaining stock records
- Customer service.

Aviation Support Division (ASD). When assigned to ASD, you will be involved in the following tasks:

- Processing requisitions
- Receipt
- Stowage and issuance of material
- Stock inventory
- Material delivery
- Other functions outlined in the Naval Aviation Maintenance Program (NAMP), COMNAVAIRFORINST 4790.2 (series).

Supply Department Afloat

During sea duty, you could be assigned to an aircraft carrier or amphibious assault ship. You may be assigned to the aviation stores division, storage branch, receiving branch, stock control section or shipping section.

When assigned to the aviation stores division, you will be expected to use the applicable allowance lists, initial outfitting lists and other supply publications to perform technical research. You will also follow the operating procedures from supply instructions and manuals. For more information, refer to the Naval Aviation Maintenance Program (NAMP), COMNAVAIRFORINST 4790.2 (series) and the Supply Operations Manual (SOM), COMNAVAIRFORINST 4440.2 (series).
When assigned to the storage branch, you will be expected to receive, stow, conduct inventories and issue stock material.

When assigned to the receiving branch, you will receive, check and inspect or coordinate inspection of incoming material. You will also segregate stock and direct turn-over (DTO) material, notify the applicable division to pick up material and send copy of proof of delivery to stock control.

When assigned to the stock control section, you will be involved in posting expenditures and receipts, stock replenishment, inventories, file maintenance and stock reconciliation.

When assigned to the shipping section, you will be expected to pack, mark and label material for shipment; arrange shipments with the carrier; prepare transportation and shipment documents; and institute tracers on shipments. Refer to the Transportation of Material, NAVSUPINST 4600.86 and the Defense Transportation Regulation (DTR) 4500.9-R Part II, Cargo Movement, for transportation of property.

**Squadron or AIMD**

When attached to a squadron or AIMD, you will be assigned to material control. You will be expected to perform the following functions:

- Submit requisitions
- Receive and forward material
- Maintain logs, records and files
- Perform aircraft inventories
- Prepare associated documents
- Maintain inventory of IMRL
- Expedite high priority requisitions.

**Miscellaneous Billets**

In staff and other support billets, you will perform supply support and administrative functions and serve as liaison to other commands.

**CORRESPONDENCE**

One of your most important tasks as an LS is the preparation of correspondence. You will be expected to produce properly formatted letters with no errors quickly and efficiently.

Official correspondence in the Navy includes all recorded communications sent or received by a person in the Navy in the execution of the duties of his office. Supply departments, both ashore and afloat, originate and receive a large quantity of correspondence. Some of the more common types are: directives outlining supply policies and procedures, naval letters requesting and furnishing procedural information and authority and letters and memorandums assigning duties and individual responsibilities.

Senior petty officers or officers of the supply department normally draft outgoing correspondence. The LS3 or LS2 is primarily concerned with typing and format. Some correspondence originated by the supply department is of a recurring nature and relatively standard in content. The LS3 and LS2, using file copies of previous correspondence as a guide, may draft correspondence of this nature.
The format and procedural requirements of official correspondence samples are found in the *Department of the Navy Correspondence Manual, SECNAVINST 5216.5 (series)*. Slight variations from these formats may be practiced at different commands. When assigned to a billet requiring the preparation of correspondence, it is necessary to consult local command instructions outlining the details pertaining to the preparation of correspondence. You should consult local command instructions for preparing official correspondence.

Within the Navy, you use a standard letter format when corresponding with certain government agencies, especially those within the Department of Defense (DoD). When corresponding to other persons and to civilian organizations, you prepare letters according to a business format.

**Standard Letters**

Instructions for typing standard letters are contained in the *Navy Correspondence Manual, SECNAVINST 5216.5 (series)*. It is important to follow these instructions exactly. Uniformity is essential to an accurate and expeditious flow. See *(Figure 1-8)* for an example of a standard letter.

**Stationery**

The first page of a standard letter contains the letterhead (name and address) of the activity printed on bond paper. The second and succeeding pages of a letter are typed on plain white bond paper of the same size and quality as the letterhead paper.

**Copies**

Copies of naval correspondence are made on copying machines, if they are available. If not, copies for each via addressee and Copy to addressee are made on white carbon flimsy. The command file copy is made on yellow carbon flimsy. Other colors of flimsy paper may be used for internal routing, such as a daily read board.
Multiple-address Letters

A multiple-address letter is addressed to two or more activities individually identified in the To block or as a group in the Distribution block. It is typed in the usual manner of a standard letter except that the titles are listed in the To block in seniority order.

Each addressee must receive a letterhead copy with a signature. It can be an original copy or a photocopy. See (Figure 1-9) for an example of a multiple-address letter.
From: Commanding Officer, Naval Education Management Support Activity, Pensacola
To: Officer in Charge, Personnel Support Activity Detachment, Naval Training Center, Orlando
Officer in Charge, Personnel Support Activity Detachment, Recruit Training Command, Orlando
Subj: FY 1993 OPTAR FUNDS TRANSFER
Ref: (a) OIC NTC ltr 7000 PSD 12, of 4 Apr 92
(b) PHONCON PERSUPPDET RTC Orlando PNC NETPMSA Pensacola (Code 41) Mr. Frederick J. Smith

1. As requested by reference (a), and concurred with by reference (b), authority is granted to realign funds from PERSUPPDET RTC Orlando to PERSUPPDET NTC Orlando to cover PERSUPPDET NTC costs incurred by increasing supply levels to a 6-month level for both detachments.

2. Forward one copy of all requisitions and receipt documents to NETPMSA Pensacola, Code 42.

R. L. Brown
By direction

Figure 1-9 — An example of a multiple-address letter
Joint Letters

The joint letter (Figure 1-10) is a variation of the standard letter where two or more commands wish to issue information that establishes an agreement or discusses a matter of mutual concern. When you type a joint letter, refer to the Navy Correspondence Manual, SECNAVINST 5216.5 (series).

Figure 1-10 — An example of a joint letter
ENDORSEMENT

An endorsement is a brief form of correspondence used by via addressees to approve, disapprove, or comment on the contents of a letter or earlier endorsements. An endorsement can be done on the letter page or a new page. Refer to the Navy Correspondence Manual, SECNAVINST 5216.5 (series) for examples.

Memorandum

A memorandum provides an informal means of correspondence within an activity or between activities on routine business. There are four types of memorandum formats. The printed memorandum form is the most informal and is used among individuals and offices of the same activity. The plain paper memorandum is used within the activity and is no more formal than the printed memorandum, but it provides more flexibility when there are multiple addressees. The letterhead memorandum provides more formality. When direct liaison is authorized and the matter is routine, a memorandum (on letterhead paper) may be sent outside the activity. The memorandum for is the most formal memorandum. It may be used in writing to senior officials, such as the Secretary of Defense and the Secretary of the Navy. Because the memorandum for lacks a from block, the signer's title is typed below the name.

Business Letters

The business letter is used to correspond with agencies or individuals outside the Department of the Navy who are unfamiliar with the standard letter. It also may be used for official correspondence between individuals within the Department of the Navy when the occasion calls for a personal approach.

Messages

Messages are the quickest form of written communications in the Navy. Our telecommunications system is designed to get time-sensitive or critical information to addressees rapidly for effective use of information.

Messages are prepared on a computerized message format program, to be sent by electrical telecommunications.

Types of Directives

A directive prescribes or establishes policy, organization, conduct, methods or procedures. It requires action or sets forth information essential to the effective administration or operation of activities concerned. It may also contain authority or information that must be issued formally. The types of directives used in the Directive Issuance System are instructions, notices and change transmittals.

Instructions are directives that contain information of a continuing nature or require continuing action. An instruction has a continuing reference value and is effective until the originator cancels or supersedes it.

Notices are directives of a one-time nature or contain information or require action applicable for a brief period only. A notice has the same force and effect as an instruction, but it does not have permanent value. Therefore, it contains provisions for its own cancellation. When the exact length of time a notice is to remain in effect cannot be determined at the time of issuance, the specific date for record purposes is set far enough in the future to allow all necessary use of the notice.
A change transmittal is the medium used to transmit changes to an instruction or, under extenuating circumstances, a notice. Each transmittal describes the nature of the change and gives directions for making them. Directives are identified by designation information. Using "SECNAVINST 5215.1" as an example, "SECNAV" is the issuing authority, "INST" is the type of directive, "5215" is the subject identification number, "1" is the consecutive numbering for instructions by the directive control point. The consecutive numbers assigned to instructions, which are later canceled, are not reused. The period (.) is used to separate the subject identification and consecutive numbering. When a change is made, the change transmittal number and its date are shown on the page(s) that contain(s) the change; for example, "SECNAVINST 5215.1, Change Transmittal 1, 26 Jan 2010." A revised instruction will retain all the designation information with the addition of a suffix capital letter (the first revision“A,” the second “B,” etc.) immediately following the consecutive number. Each change transmittal is identified in the designation line of the transmittal by the same number as the directive it changes (in the case of notices, the date), plus an assigned change transmittal number added to the identification; for example, “SECNAVINST 5215.2, Change Transmittal 1.”

You will use different instructions and notices when performing your daily tasks. They are issued by various commands, bureaus, ships, stations and operating forces. Headquarters, Naval Air Systems Command, issues many of the directives used in aircraft maintenance. They are known as NAVAIR instructions or notices. The directives issued by Chief of Naval Operations are known as OPNAV instructions or notices. Refer to Department of the Navy Directives Issuance System, SECNAVINST 5215.1 (series), for more information.

**Classified Material Control**

To protect the interests of the United States, certain information cannot be available to other countries. This information is given a classification that determines how much protection it needs.

**Responsibilities**

The Chief of Naval Operations (CNO) is responsible to the Secretary of the Navy (SECNAV) for all policies related to the maintenance of the security of all classified information within the Naval Establishment. The Department of the Navy Information Security Program (ISP) Instruction, SECNAVINST 5510.36 (series), known as the Information Security Program, is the source of the Navy’s security program.

From SECNAV, to the CNO, to your Commanding Officer, to your command security manager and to you, responsibilities and procedures are laid down and specified to protect classified information.

Do not let information fall into the wrong hands through careless talk or improper handling and safeguarding of written information.

**Categories of Classified Information**

Information is classified in three categories, each category requiring its own level of protection. These categories are Top Secret, Secret and Confidential.

**Top Secret**

Top Secret is the designation applied only to information or material the unauthorized disclosure of which could reasonably be expected to cause exceptionally grave damage to the national security. Examples of exceptionally grave damage include armed hostilities against the United States or its allies; disruption of foreign relations vitally affecting the national security; the compromise of vital
national defense plans or complex cryptologic and communication intelligence systems; and the disclosure of scientific or technological developments vital to national security.

**Secret**

Secret is the designation applied only to information or material the unauthorized disclosure of which could reasonably be expected to cause serious damage to national security. Examples of serious damage include disruption of foreign relations significantly affecting the national security; significant impairment of a program or policy directly related to national security; revelation of significant military plans or intelligence operations; and the compromise of significant scientific or technological developments relating to national security.

**Confidential**

Confidential is the designation applied to information or material the unauthorized disclosure of which could reasonably be expected to cause identifiable damage to national security. Examples of identifiable damage include the compromise of information that indicates strength of ground, air and naval forces in the United States and overseas areas; disclosure of technical information used for training, maintenance and inspection of classified munitions of war; revelation of performance characteristics, test data, design and production data of munitions of war.

**Security Clearances**

A security clearance is a determination made that an individual is eligible for access to classified information up to a specific level. However, it is not an authorization for access to that information. It is important to separate the two terms, clearance and access. Clearance is determined after one of several types of personal investigations is completed. Access is granted when an individual has a need to know information up to a specific level.

Clearances are either final or interim. Final clearances are granted when all investigation requirements have been met and are favorable. Interim clearances are granted, not to exceed 6 months, when it is established that any delay would be harmful to the national interest and a personal investigation request has been submitted.

**Marking Classified Material**

When it is determined that information or material should be assigned a classification, such information must be conspicuously marked as described in the following paragraphs.

All original copies of letters, office memorandums, messages and other documents that are typed, printed, or written in longhand must be conspicuously marked with the appropriate classification at the top and bottom of each page. The markings must be placed in a position where they will not become covered in assembly, removal, or trimming. When the reverse sides of pages are used, they must be similarly marked with the classification.

All reproductions or copies of classified material, regardless of form, must bear clear, legible classification markings in the same manner as the originals. Not all copy equipment reproduces colors of ink or marginal images; therefore, personnel engaged in marking copies must make sure the reproduced copies are marked or stamped with the classification on all copies in the same position and size required for the originals.

The manner of marking classified equipment, products, or substance depends on the nature of the material. Normally, stamping, etching, or attaching a classification plate should mark the assigned classification. When it is not possible, the container must be appropriately marked. When the article
or container cannot be marked, written notification of the assigned classification must be furnished to the consignee of the material.

The lettering of the classification stamp or mark must be all capitals and in red color and, when practical, must be larger in size than the type size of the text.

**Custodial Precautions**

Classified material is not removed from the physical confines of a command without the knowledge and approval of the Commanding Officer or an authorized representative. When classified material is removed, a complete list is prepared, signed by the individual removing the material and appropriately filed until the material is returned.

**Care During Working Hours**

Each person in the Navy must take every precaution to prevent deliberate or casual access to classified information by unauthorized persons. The precautions that must be followed are described in the following paragraphs.

When classified documents are removed from stowage for working purposes, they must be kept under constant surveillance or face down or covered when not in use.

Drafts, carbon sheets, carbon paper, typewriter ribbons, plates, stencils, stenographic notes, worksheets and similar items containing classified information are either destroyed by the person responsible for the preparation after they have served their purpose or are given the same classification and safeguarding in the same manner as the classified material produced from them.

The addressee opens classified material, upon receipt, or the persons specifically authorized by the addressee in writing to open material of the grade involved. If for any reason a space must be vacated during working hours, any classified material therein must be stowed according to stowage instructions for the classification involved.

**Care After Working Hours**

A system of security checks at the close of each working day must be instituted to make sure classified material held by a command is properly protected. Custodians of classified material are required to make an inspection that guarantees the following precautions have been fulfilled:

- All classified material is stowed in the prescribed manner
- Burn bags are properly stowed or destroyed
- Classified shorthand notes, carbon paper, typewriter ribbons, rough drafts and similar papers are properly stowed or destroyed. As a matter of routine during the day, such items must be placed in burn bags immediately after they have served their purpose
- Identification of the individual responsible for the contents of each container of classified material must be readily available. The individual so identified is contacted in the event a container of classified material is found open and unattended.

**Care of Working Spaces**

The necessary safeguards must be afforded to buildings and areas in which classified information is kept. Precautions must also be taken to minimize any danger or inadvertent disclosure of classified material in conversation. You must not discuss classified information in public places.
Stowage Procedures

Classified material must be stowed in the manner prescribed in chapter 10 of the Department of the Navy Information Security Program (ISP) Instruction, SECNAVINST 5510.36 (series). This publication outlines the physical security standards and requirements that serve as a uniform guide for determining the type and degree of protection for classified material. These standards and requirements are designed to provide for flexibility as well as adequacy in the physical security program.

Keys for padlocks used to protect classified material must be given the same protection as the material they protect. It is essential that combinations are known or keys are accessible only to those persons whose official duties demand access to the container involved. The combination or key to the security container must be changed at the time received, at the time any person having knowledge of it transfers from the organizational unit, at any time there is a reason to believe it has been compromised, or in any case not less than every 12 months. That lock must of the same classification as the material in the container secure any document showing the combination to a lock. Records of combinations must be sealed in an envelope and kept by the security manager, duty officer, or other personnel designated by the Commanding Officer.

When combination numbers are selected, multiples of 5 (ascending or descending) or personal data such as birth dates and social security numbers should not be used.

Records Disposal

An LS should be able to determine what records should be held in the files for a period of time or what records should be destroyed or transferred for preservation.

Record disposal techniques must keep pace with increased production and dissemination techniques. Temporary records must be identified, scheduled and regularly destroyed and permanent records must be identified and marked for preservation. The United States Criminal Code (appendix B) provides for fines and penalties including imprisonment for unlawful and willful destruction or removal of government records. Department of the Navy Information Security Program (ISP) Instruction, SECNAVINST 5510.36 (series) provides for the destruction of classified matter. This and other regulations for safeguarding security information must be followed at all times in applying the provisions outlined in the Navy and Marine Corps Records Disposition Manual, SECNAVINST 5212.5 (series).

Transferring Classified Material

Matter classified as Top Secret must be transmitted as prescribed by the Department of the Navy Information Security Program (ISP) Instruction, SECNAV 5510.36 (series). Only Secret and lesser-classified material may be sent via mail as prescribed by the Department of the Navy Official Mail Management Instruction, OPNAVINST 5218.7 (series). All classified material must remain under U.S. custody and control at all times.

Any of the means approved for the transmission of Top Secret material prescribed in chapter 9 of the Department of the Navy Information Security Program (ISP) Instruction SECNAVINST 5510.36 (series) may be used.

Registered mail is used for the transmission of all Secret material, NATO Confidential and all other Confidential material mailed to an FPO/APO address.
Certified mail may be used for the transmission of Confidential (other than NATO) material addressed to contractor facilities cleared for access to classified information under the DoD Industrial Security Program or to any non-DoD agency of the executive branch.

Regular First-Class Mail or priority mail should be used for the transmission of Confidential (other than NATO Confidential) material addressed to DoD activities located anywhere in the United States and its territories.

**Turn-In of Classified Material**

Turn-in of classified material is handled according to the [Department of the Navy Information Security Program (ISP) Instruction, SECNAVINST 5510.36 (series)](https://example.com). Personnel handling classified items for turn-in must be cleared to handle classified material up to the level of the material being turned in. Top Secret and Secret material is turned in under a continuous chain of receipts. Receipts for Confidential material may be required at the discretion of the transmitter. Receipts for hand-delivered material are obtained on the No. 1 copy of the DD Form 1348-1, which is returned to the activity and filed in the expenditure invoice file.

When classified material is mailed or shipped, the special packaging, addressing shipment and receipt procedures contained in the [Department of the Navy Information Security Program (ISP) Instruction, SECNAVINST 5510.36 (series), chapter 9](https://example.com), must be followed. In such cases, the No. 5 or 6 copy of the DD Form 1348-1 is stamped or annotated with the phrase Consignee sign and return this copy. When the receipted copy is returned, it is filed (with the retained original) in the expenditure invoice file.

**Routing and Handling Official Correspondence**

The fact that official correspondence is produced implies that the information is being requested or furnished. Unless this information is disseminated accurately, the work to produce it has accomplished very little. Correspondence requesting a report does not produce the report unless the person responsible for its preparation receives the request.

The responsibility for the dissemination and handling of official correspondence is assigned to a specific organizational component of the supply department. An LS3 or LS2 in many instances is assigned to this component and in smaller departments and aboard ship may even be the component head.

**Incoming Correspondence**

Official correspondence received by the supply department may become a permanent record of the department. The routing required between the receipt and the filing of correspondence depends on the type of information furnished and/or the action required. Local procedures usually prescribe a standard routing for all incoming correspondence. This is in addition to the routing to those individuals or organizational components primarily concerned with the communication.

A route sheet similar to (Figure 1-11) may be used to ensure the proper routing of correspondence requiring action. This should be prepared in duplicate with the original attached to the correspondence being routed and the copy being retained by the correspondence stock. As the correspondence progresses through the routing indicated, action is taken and the responsible individuals initial the routing sheet. When the routing is complete, the correspondence with the original route sheet is returned to the correspondence LS for filing.
The routing scheme may be placed on the correspondence itself if it is in the nature of information. This may be accomplished by the use of a rubber stamp (Figure 1-12).
Outgoing Correspondence

Outgoing correspondence is usually handled by the correspondence component of the organization. They use a rough draft prepared by the originator. The completed letter is presented to the appropriate official for signature.

The correspondence file that accompanies the letter to be signed is arranged according to the instructions of the signing official.

Once signed, the correspondence is dated with the date on which it is signed. File copies are removed for filing and the correspondence forwarded to the addressee(s).

Tickler File

Another responsibility assigned to the correspondence LS is the maintenance of the system used to ensure a timely response to incoming correspondence. It may also be used to ensure the preparation of required reports. A tickler file is established simply as a reminder that some action is required prior to a certain date. The method most suitable for local conditions, considering size of operations and the amount of correspondence handled, should be used. The methods described in the following paragraphs are frequently used.

The retained copies of the route sheet may be used as a reminder for replies or reports of a one-time nature. They should be maintained by the date that the reply or report is due and retained until the required action is completed. If sending correspondence is required, enough time should be allowed to ensure its receipt by to the recipient on or before the due date.

For reports or actions of a more permanent or continuing nature, file folders may be used. These may be numbered from 1 to 31, corresponding to the days of the month. Notes listing action required, data required, background information and reference data are filed in the folders according to due date. The folder for the current day is pulled each morning and re-filed in the back of the file after the contents are noted and after it is determined that the required action has been taken. When it is found that the required action has not been taken, the correspondence LS should follow up with the responsible personnel.
Filing Correspondence

The Department of the Navy Standard Subject Identification Codes (SSIC) Manual, SECNAV Manual M-5210.2, provides a single, standard subject system for classifying correspondence for filing. Subject throughout the Department of the Navy uses this system for standardized numbering of Navy and Marine Corps documents. The SSIC Manual, SECNAV Manual M-5210.2 contains a list of standard subject identification numbers and a list of name-title subject identification codes. Except at activities with an exceptionally large volume of correspondence, subject identification numbers normally establishes files. However, name-title codes or a combination of both may establish files.

Standard Subject Identification Numbers

For the purpose of identification and filing, standard subject identification numbers classify Navy correspondence and directives under 13 major series groups. These major series groups are further subdivided by use of the last three digits in the major series.

The 13 major subject groups are subdivided into primary, secondary and sometimes tertiary breakdowns.

(Figure 1-13) is an example of an identifying symbol assigned to an instruction issued by the Office of the Secretary of the Navy.

![Figure 1-13 — Example of an identifying symbol assigned to an instruction](image)

Consecutive numbers are assigned to instructions having the same subject identification number to show the order of issuance. For example, the subject number of contract financing is 7810. An originating office would assign numbers to the first, second and third instructions which it issues on contract financing as follows: 7810.1, 7810.2 and 7810.3, respectively. The number 7810.1A indicates the first revision of the instruction 7810.1.

Notices are not assigned consecutive numbers when they are of a one-time nature or of brief duration. The subject identification number assigned as the file number of a letter is not assigned a consecutive number. The security classification of Confidential or Secret instructions and notices is indicated by prefixing the subject number by “C” for Confidential and by “S” for Secret.

Name-Title Subject Identification Codes

Name-title codes (alphabetic or alphanumeric codes) are provided for names and titles frequently used by the Department of the Navy. These codes may be used for classifying and filing documents by name or organizational designation except that they are not to be used in assigning subject numbers to directives. Included are symbols for fleet organizations, the United States Government,
foreign governments, commercial enterprises and firms; classes of personnel; types of Naval Activities; and official symbols for classes and types of aircraft, vessels and guided missiles.

The first letter of the name or title code designates the larger organizational group and the second or third letter designates a further breakdown of the larger group. For example, “NA” designates naval air stations. The “N” is for the Naval Shore Establishment and the “A” for air stations. An Arabic numeral added to the letter symbol further subdivides the code. For example: FF—Fleets, Forces, Types, Areas and Sea Frontiers. FF1—U.S. Fleet, FF3—U.S. Task Fleets.

**Filing Arrangement**

File arrangement within any office depends upon the mission of the office and on the volume of its official correspondence. Normally, general correspondence is stored in metal file cabinets. This includes letter and memorandums received or originated by the office.

Folders are used to keep correspondence orderly in the files. Standard file folders are available in two sizes, letter size (9 x 11-3/4 inches) and legal size (9 x 14-3/4 inches). The total number of folders and the appropriate primary, secondary or tertiary subject identification numbers, or the name-title symbols, to be used are determined by the volume of written matter in each category to be filed. There may be no need to establish folders on some major series groups, while others may require several folders broken down to primary, secondary, or tertiary numbers. The subject identification numbers or name-title symbols should be printed on each folder.

The subject identification number placed on the correspondence by the originator assists in determining the correct folder in which to file the correspondence. This number, however, may not be appropriate for the particular office concerned, thereby requiring reclassifying. The proper method of classifying a document for the purpose of selecting the appropriate file is to read it carefully and analyze it, considering the following factors:

- The most important, definite, or concrete subject mentioned
- The purpose or general significance of the document
- The manner in which users of the files request similar documents
- The subject identification code under which previous documents of a similar nature are filed.

Directives are not placed in the general correspondence files except when copies of instructions and notices are attached to or interfiled in such files when needed to complete a record or document. Instructions are filed in standard three-ring binders and are arranged as follows:

- In numerical order of subject identification number
- By the originating office within each subject identification number
- By consecutive number (suffix number) for each originating office.

Notices are usually not filed because of their brief duration. Should recipients believe it necessary to file a notice temporarily, it may be interfiled with instructions.

Messages are filed by the data/time group number. Normally, two files are maintained with one containing incoming messages and the other outgoing messages.

**Disposition of Correspondence and Records**

Retention of obsolete and inactive correspondence and records is costly. Such correspondence and records should be destroyed or transferred in accordance with approved record disposal instructions.
If this is not performed periodically, the volume of file space required becomes excessive and the files become unwieldy, thus inefficient. Law, which requires authorization, governs the destruction of records by proper authority. The authority for destruction of Navy records is contained in SECNAVINST 5215.5 (series), Disposal of Navy and Marine Corps Records.

The provisions of the Disposal of Navy and Marine Corps Records, SECNAVINST 5215.5 (series) are normally amplified by the issuance of local instructions outlining the procedures as they apply locally. The LS3 or LS2 should become familiar with these instructions. However, you should not take it upon yourself to determine the proper destruction or transfer of records not clearly defined in these instructions. This is the responsibility of senior petty officers, chiefs, or commissioned officers.

Local Disposition

Not all material in the files has a record characteristic. In fact, most printed matter found in the supply department general files fall in the category of non-record material. This includes documents that are copies of those filed in the ship’s office or station administrative department or material accumulated in the process of producing records, but which never acquire a record characteristic themselves.

The Disposal of Navy and Marine Corps Records SECNAVINST 5212.5 (part II for shore stations and part III for ships) contains the retention standard for naval records. Record materials are listed by broad subject and the retention period is furnished. Non-record material may be destroyed locally as soon as it has served its purpose. Record material may be destroyed upon completion of the retention period.

Unclassified record or non-record materials authorized for destruction may be placed in wastebaskets and disposed of in the normal manner for trash. Classified matter authorized for destruction should be destroyed by burning in the presence of two designated witnesses. All persons witnessing the destruction of classified material must have security clearances at least as high as the category of material being destroyed. Classified matter may also be destroyed by pulping, provided destruction of the classified material is complete and reconstruction impossible.

Transfer to Federal Records Centers

Federal Records Centers have been established by the General Services Administration in various locations throughout the United States. Activities are authorized to transfer records to Federal Records Centers under certain conditions, including the following:

- When the records are specifically designated in SECNAVINST 5215.5 for periodic transfer
- When the records are designated in SECNAVINST 5212.5 for permanent or indefinite retention and they have served the activity’s immediate reference needs
- When the retention period of records of a disestablished activity has not expired and the records are not required either by the cognizant bureau or office or by an activity assuming responsibility for functions of the disestablished activity
- When records have a retention period of more than 4 years
- When records are inactive and are not required for local operating purposes, provided it is determined the transfer can affect that savings.

Security of Supply Department Spaces

Security procedures for supply department spaces afloat and ashore are the same. The supervisors are responsible for identifying the requirements for the functions of their organizational elements and
for seeing that personnel under their supervision are familiar with the security requirements for their particular assignments. On-the-job training is an essential part of command security education. All hands are responsible for ensuring that security is maintained at all times. This section explains the general security rules and requirements that apply to the supply department spaces.

**General Supply Security Rules**

The general supply security rules are as follows:

- Materials in store will always be kept under lock and key except when the bulk of such material makes stowage under lock and key impractical
- Supply spaces will be kept locked when not attended by authorized personnel
- Responsibility for the security of spaces will rest with the individual in charge of each space
- Permission for entry of persons ordinarily not authorized to have access to supply spaces will be obtained from the supply officer or delegated assistant
- No supply space will be secured in such a manner that access by use of ordinary damage control equipment is impeded in an emergency
- Keys to supply space padlocks will not be taken from the ship/building when the custodian goes ashore or secures from work. The keys must be returned to the key locker
- A key log will be maintained to identify the holders of keys removed from the key locker
- Combinations to locks will not be recorded in writing unless otherwise prescribed by higher authority
- All key padlocks will be 1 1/2-inch pin tumble type, with dead bolt either brass or bronze. The locks will be keyed individually and furnished with two master keys for each group and two grand master keys for each set
- All keyless padlocks will be the three-combination, manipulation-resistance Type 8077A
- Combinations on keyless padlocks will be changed at least every 6 months.

**Padlocks and Master Keys**

Supply department spaces are assigned to space groupings. You will be involved with Group I spaces, which consist of general stores, including storerooms, special lockers and related spaces, except when other security requirements are set by competent authority. Navy stock account and special accounting class 207 material stowage are included in this group. The security administration for this group is as follows:

- An original and duplicate key that is different from the keys to other spaces will open each lock
- The original key will be drawn from the key locker at the beginning of the day and will remain in the possession of the person in charge of the space during working hours

- The key will be returned in the key locker in the supply office at the end of the working day
- Duplicate keys will be kept in the duplicate key locker in the supply office or in the supply officer’s safe
A master key, which will open all locks in group I, will be in the custody of the Supply Officer. A duplicate master key may be placed in the custody of an officer or petty officer designated in writing by the supply officer.

A grand master key will be kept in the custody of the supply officer. The Supply Officer may authorize the duplicate master key to be passed among duty supply officers provided that strict accountability is maintained.

**Office Spaces**

The supply department office spaces are to be kept locked when not open for business. Distribution of keys to supply department offices will be at the discretion of the supply officer.

**Key Lockers**

The original keys to the key locker will be kept in the possession of the supply officer. Duplicate keys will be passed among duty supply officers or duty supply petty officers as authorized by the supply officer. Keys maintained in the key lockers must have an identification marking to be used for inventory of keys. A complete key inventory is usually accomplished during turnover of shifts or before securing from work. The results of the inventory are logged in the pass down log or the duty section logbook, with the date and time the inventory was accomplished and the name of the person who conducted the inventory. Any discrepancy to the key inventory must be reported to the duty supply officer and petty officer and must be corrected right away.

**CUSTOMER SERVICE**

LS is one of several ratings in the Navy that is primarily involved with providing services directly to personnel. This section identifies the skills and attitudes you will need to provide good customer service. Refer to *Navy Customer Service Manual (NAVEDTRA 14056)* for more information.

**Customer Service as it Applies to the LS Community**

As an LS working in a support activity, you will deal with many customers every day. You must follow the proper procedures to maintain control and accountability in providing the needed requirements of these customers. But, there may be times when the customers feel that the service or treatment provided was unsatisfactory. Did you correct the deficiency or continue working? How would you feel if you were the customer and received the same service from the supporting activity? You will probably understand the situation better than the customer because you are familiar with the supply procedures. A customer can still be given good service even though it is impossible to provide the desired results. People may ask for things or services to which they are not entitled and you are not authorized to approve or grant. In such cases, *service* refers to the quality of service rather than whether or not you complied with all of the customer’s wishes. Providing quality service, either directly or indirectly to personnel and to the Navy, is the responsibility of everyone in the Navy.

**Customer**

The term *customer* is a familiar word. Everyone becomes a customer at some time. You provide services to customers, but become a customer when you require the services of the personnel office, disbursing office, career counselor’s office and so forth. In this section, we refer to customers as anyone for whom a service is provided.

**Contact Point**
The “contact point” is, very simply, the physical location to which a customer goes to obtain a service. Some examples of contact points are as follows:

- Requisition control unit
- Technical research unit
- Document control unit
- Awaiting parts unit
- Rotatable / Velocity pool unit
- Pre-expended bin
- Maintenance support package
- Stock control office
- HAZMAT minimization center
- Shipping and Receiving.

These are some of the contact points that are manned by LSs who provide direct services to customers. Personnel go to these contact points to obtain services, advice and answers to questions. These points are important because the services they provide are important. However, the quality of these services is determined by the individual LSs providing them—YOU ARE ONE OF THOSE LSs.

**Appearance**

The first thing the customer notices and uses in forming an impression are the appearance of the LS and the area of the contact point. An LS with a neat and correct appearance brings respect from the customers. No one is expected to look neat and fresh at the end of a hard day, but everyone should start that way in the beginning of the shift.

Appearance does not necessarily affect performance, but it does indicate your attitude and pride to the customer. The appearance of the contact point also reveals the attitude of the LS toward the job he/she is assigned to do. A neat, business-like, efficient working space implies that the LSs working there are efficient and business like.

**Cooperation**

The mission of the division can only be accomplished when all individual tasks are completed. We can relate a division composed of smaller units to a manufactory composed of several assembly lines putting together small parts to build a product. Whenever there is a vacant spot in the assembly line, production process is slowed down and the product cannot be completed. This applies to you because supply is a large organization and requires everyone’s cooperation to accomplish its mission. Cooperation smoothes a lot of rough spots. Being cooperative doesn’t mean taking over other people’s jobs. It means working with other members of the team for the purpose of improving individual performance and overall efficiency.

Cooperation is necessary when training a new member of the organization. You can show the new member the mechanics of the job and let him/her do the job while you watch. But, a much better performance from the new member can be achieved if you explain the job thoroughly and provide references for any questions. Maintaining orderliness at the point of contact requires cooperation from everyone. Your cooperation is required to respond to the customer’s needs.
Assisting the LS's Customer

Helping a customer is a very easy task. Normally, it only takes a minute of your time. Helping does not necessarily mean doing everything to satisfy the customer's needs. You may not be authorized to perform some functions that are usually performed by others. You can provide assistance to the customer in the following ways:

- Identify the kind of help needed
- Perform the required service
- Refer the customer to the applicable point of contact if others perform the required service.
  You can also make a phone call to the applicable point of contact so that the customer will be expected.

SERVICE. Service is the work performed by the LS that contributes to the welfare of others. As a member of a support activity, you are the most important link between supply and your customers. The service you provide has a direct effect on readiness and effectiveness of the organization.

When the service provided to the customer is bad, its can have a lasting negative effect on the individual customer. It can cause the customer to feel resentment and frustration toward the organization and the person who provided the service.

On the other hand, good service builds good attitudes, promotes morale and gains the trust of the customers. It is common for a customer to contact the same LS that provided good service in the past. That LS is viewed as being capable, interested, knowledgeable, and most of all, trustworthy.

COURTESY. Regulations do not require courtesy beyond formal military courtesy. Common courtesy goes beyond what we are required to do. It is a voluntary expression of respect or consideration to another’s rights or feelings. It is being polite and helpful when talking to someone on the telephone; opening the door for someone heavily laden with packages; and treating the customer as a person and their problems as important.

EVALUATION. Appropriate responses at the contact point require both ability and willingness on the part of the LS making the response. It is true that routine tasks do not present the same motivating challenge offered by the spectacular ones, but the overall results maybe just as important. Perhaps what is needed is a companion for the “can do” ability—a “will do” determination. The checklist shown in table 1-1 provides a means of evaluating the LS's performance. It is not intended to be used as a test with a numerical score and a PASS/FAIL grade, but as an inventory to determine what abilities and traits the LS now possesses and to point out the areas that need improvement.
Table 1-1 — Self-Evaluation Checklist

<table>
<thead>
<tr>
<th>Are you here:</th>
<th>Or do you need—</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Some Improvement</td>
</tr>
<tr>
<td>Presents good personal appearance</td>
<td>Careless about appearance</td>
</tr>
<tr>
<td>Excellence knowledge of rating</td>
<td>Poor knowledge of rating</td>
</tr>
<tr>
<td>Good work organization</td>
<td>Poor work organization</td>
</tr>
<tr>
<td>Office/personnel records in top condition</td>
<td>Office/personnel records sloppy</td>
</tr>
<tr>
<td>Knows the sources of correct information</td>
<td>Always has to ask someone else</td>
</tr>
<tr>
<td>Good command of English (written and oral)</td>
<td>Poor choice and use of words</td>
</tr>
<tr>
<td>Accepts responsibility</td>
<td>Avoids responsibility</td>
</tr>
<tr>
<td>Considerate of co-workers</td>
<td>After me, they come first</td>
</tr>
<tr>
<td>Pleasant, outgoing, friendly</td>
<td>Surlly, argumentative, sarcastic</td>
</tr>
<tr>
<td>Treats each customer as an individual</td>
<td>They're just service numbers</td>
</tr>
<tr>
<td>Gives customers only correct information</td>
<td>Takes good care of friends</td>
</tr>
<tr>
<td>Considerate of customer's time</td>
<td>Give them an answer and get rid of them</td>
</tr>
<tr>
<td>Considerate of customer's time</td>
<td>Only considerate of own time</td>
</tr>
<tr>
<td>Genuine interest in customer's problems</td>
<td>Resents problems; they cause work</td>
</tr>
<tr>
<td>Goes the extra step to ensure customer satisfaction</td>
<td>I do my work</td>
</tr>
</tbody>
</table>

Attitude

The impressions formed by the customer are the result of other evidence. The customer forms a mental picture of you from the message that was unconsciously communicated. The customer will try to visualize what kind of person you are and how you view the job, the rating, the Navy and the customer and his/her problems. The messages received by the customer consist of positive or negative attitudes. And soon, the customer knows how you feel. Attitudes will do just that and quickly. Customers can sense your attitude from your speech and manner.

The attitude we show toward the customer is closely related to the attitude toward our job. These attitudes are usually reflected in the work habits we developed without really being aware of them. Even though we may not be aware of these habits, the CUSTOMER IS AWARE OF THEM.
It is not enough just to exhibit a positive attitude towards our job and customers. We must also consider the customer's needs. You should refrain from using the following types of comments:

- Everybody knows that.
- You came all the way up here for that?
- You didn't know?
- You were supposed to be here yesterday.
- We'll get to it.

These types of comments indicate to the customer that his/her request is not important and that you have better ways to occupy your time. Most often, you will end up helping the customer anyway. In this case, the statement "If you can’t say anything good, don’t say anything at all" pertains.

There are several factors that often stand between you and the customer. These factors often complicate the customer’s problem and your effort to provide a solution. You must be able to analyze the customer in order to serve them. The customer who is emotionally upset may have difficulty in stating a problem accurately or completely. Significant information may be omitted; opinion may have been confused with fact; or there may be a feeling that the information you want is too personal. Usually, it will help to first determine the cause of the customer’s emotional upset and sort it out. Ask the customer some leading questions to find out the cause of the problem. A customer who is allowed to “blow off steam” (within reason) may then become apologetic and ready to accept the help. A calm, confident manner is the best approach. When you do not respond with anger or rudeness to a customer’s emotional outburst, you have taken the first step toward solving the customer’s problem, whatever its nature.

Frequently, a customer’s problem will be stated in terms of results desired. It is then up to you to identify the nature or cause of the problem and provide a satisfactory solution. You must be familiar with all areas of your rating in order to identify specific problems. You must also know where to look to find the answers. You should keep the contact as impersonal as possible and concentrate on the problem.

**Common Errors**

There are times when you will make mistakes at the contact point while handling a customer’s needs. These mistakes are normally a result of your negative attitude toward the customer, the customer’s problem, the Navy or your job. This section describes these mistakes.

Leaping to a conclusion means that, in your opinion, you already have enough facts upon which to base a judgment. As a result, you may ignore additional information provided by the customer. This tendency is often caused by a lack of concern for the customer and the desire to end the contact as quickly as possible. This may also occur because you have a better knowledge of the supply field than your customer. You may assume that you know the customer's needs before they are completely expressed. Jumping to conclusions often leads to misunderstandings. As a result, you may not provide correct service to the customer.

Negative personal reactions may also occur towards the customer. You may exhibit adverse reactions to the person as a result of his/her appearance, speech, or attitude. Because of these reactions, you may be unable to provide the quality service that the customer needs or deserves. Attitude is probably the easiest cause of adverse reaction to identify. When the customer is overbearing, cynical, or a smart aleck, it is difficult to maintain a professional manner. But you have to be professional to overcome the negative attitude and provide the needed service. Personal reactions
may be mild and caused by unconcern or lack of interest, but can be deadly to customer satisfaction. Everyone possesses a feeling of self-worth. If you deny this worth by showing a lack of concern or interest, the customer may show the same attitudes toward the department and supply personnel as a defense. Your attitude toward the customer must not be influenced by opinions formed as a result of the customer’s previous acts or attitudes.

Stereotyping is forming a standardized oversimplified mental picture of members of a group. A fixed or general pattern is attributed to all members of the group, disregarding individual distinguishing qualities or characteristics. This implies that the person is no different from anybody else in the same group or category. This in itself is bad enough. But it is even more offensive when the person is placed in a category that you regard as “inferior,” and then reflect this opinion by your attitude. Language barriers result in unsatisfactory service to the customer. In a previous section of this chapter, we described the meaning of communication. It involves a sender and a receiver and a message that is understood by both. The interference (lack of understanding or distraction) that garbles the message becomes a barrier between the sender and receiver. In this case, the receiver should ask for a repeat or explanation. Misunderstood information may be worse than no information. It can result in disappointment, frustration, missed opportunities, or improper actions by the receiver. Following are some causes of interference that the LS should know:

- The customer was vague about the particulars of the problem
- The LS used unfamiliar terms, acronyms, or slang
- Because the LS understood the subject so well, it was not explained as thoroughly as it should have been
- The LS’s attitude inferred that the customer and the problem are not important
- Other problems were bothering the customer
- The customer felt rushed
- The customer lacked the confidence in the LSs ability to provide correct information.

Since you serve as the single point of contact to provide supply support and services, the customers have no other place to go for answers. You should ensure that the customer understands the message. Language barriers also exist with the contact-point representative. Wherever the barriers exist, you should make a conscious effort to eliminate them or to compensate for them. To compensate, you should speak slowly and give listener time to follow and interpret what was said or to ask questions. There are several types of language barriers that interfere with communications. Some are cultural, some are physical, some are habit and some are intended to confuse. Cultural and physical barriers are the most difficult for the speaker to overcome. An individual for who English is a second language often has difficulty with pronunciation, meaning and sentence structure. Speech impediments also cause misunderstandings. Some speech habits that interfere with understanding are slurred pronunciation, running words together, speaking too fast, exaggerated drawl or brogue and profanity. When a customer with one of these speech defects comes for service, concentrate on WHAT is being said not HOW it is said. This will reduce distractions to a minimum.

The inability to differentiate between routine and priority will keep you from fulfilling responsibilities to customers. Routines or procedures will enable you to do jobs easier, faster and more accurately. Thus, they are the methods used to achieve the contact point goal, service to customers. If routines are allowed to become the goals, the effectiveness of the contact point will suffer. In the LS billet, routines are to serve people, not people to serve routines.
PUBLICATIONS

The publications you will use can be divided into two types: procedural and technical. Law governs operations. Procedural manuals have been developed to assist Navy personnel in performing their jobs. Efficient procedures have been developed that save time and limit mistakes. They also make communications between commands clearer and easier to understand. When you transfer from one ship to another, this uniformity makes it easier to transition into the new assignment.

Technical publications are necessary because of the wide range of material required to keep the Navy operating. You will use technical publications primarily to identify material.

The publications needed by ships and stations vary, but most supply departments use those described below.

Navy Regulations

Navy Regulations defines the duties, responsibilities, authority and relationships of the various bureaus, commands, offices and individual officer billets. The bureaus, commands and offices issue publications that spell out the details of compliance with Navy Regulations. These publications may expand and supplement Navy Regulations. There can be no conflict between Navy Regulations and any other publication issued in the Navy since any conflicting wording or regulation in the latter is automatically cancelled.

Standard Organization and Regulations of the U.S. Navy

*Standard Organization and Regulations of the U.S. Navy (SORN), OPNAVINST 3120.32 (series)*, promulgates regulations and guidance governing the conduct of all members of the U.S. Navy.

Organization Manuals

In addition to the publications above, your ship also prepares manuals for use of personnel in the performance of their duties.

The *Ship’s Organization and Regulations Manual (SORM)* is issued by the CO and outlines the military organization of the ship. It lists the duties and responsibilities of the various departments and divisions of the ship. It shows the personnel allowances of the departments and the billets assigned to the emergency bills (e.g., general quarters, abandon ship, fire).

*Supply Department Organization Manual* is prepared by the supply officer to cover the responsibilities of the supply department. It may contain any or all of the following subject areas:

- Organization of the department into divisions
- Professional duties and responsibilities of personnel
- Machinery operating instructions and safety precautions
- The flow of work and authority within the department.

You should read and become familiar with the supply department manual. It will give you a better understanding of the specific responsibilities of your department and division. It will also help you do a better job.
NAVCOMPT Manuals

The Comptroller of the Navy (NAVCOMPT) issues publications pertaining to accounting, financial management and military pay and allowances. The publications that you will use are discussed below.

NAVCOMPT Manual, Vol. 2, *Accounting Classifications*, contains terminology, authorization, availability, structure and other information regarding appropriations, funds and accounts. Chapter 5 contains alphabetical and numerical lists of unit identification codes (UIC). These are used to identify all activities in the Navy. This chapter may be filed in a separate binder. This manual will help you determine the classification of operating and maintenance costs.


Department of the Navy Staff Offices (NAVSO) Publications

NAVSO Publication 3013 (P-3013), *Financial Management of Resources* contains accounting procedures for operating budget, operating target (OPTAR), inventory and property and cost accounting for the Operating Forces and designated ashore activities. As a manual of the Navy accounting system, it establishes the methods and procedures for the Operating Forces and designated ashore activities in accounting for and reporting of receipts and expenditures of Navy resources.

NAVSO Publication 3073 (P-3073), *Afloat OPTAR Recordkeeper’s Guide* is published to help personnel assigned to OPTAR record-keeping duties. It is a highly detailed and illustrated coverage of the OPTAR record keeper’s actions in recording requisitions and advance adjustments, preparing OPTAR document transmittals and OPTAR reports and processing the various OPTAR holder transaction listings.

Naval Supply Systems Command Publications

This section describes some of the manuals and publications that are published by NAVSUP.

Naval Supply Systems Command Manual

The Naval Supply Systems Command Manual is issued for the information and guidance of all persons in the Department of the Navy. It is designed to standardized supply procedures. The procedures in the NAVSUP Manual are mandatory unless otherwise stated. The paragraph numbering system of the NAVSUP Manual, shown in *(Figure 1-14)*, consists of a five-digit paragraph number and its subparagraph designators. The following is a breakdown of such a number.
Explaination—In the paragraph number cited in the example the first digit designates the volume which in this case is volume I; the second digit indicates the chapter of that volume, which in this case is chapter 1; the third, fourth and fifth digits indicate the paragraph of chapter 1 of volume 1, which in this case is paragraph 063. The next four digits are subparagraphs of the basic paragraph. They are discussed in the following paragraphs.

Supply Ashore, Volume II
This volume contains basic supply principles and procedures for supply activities ashore. These procedures include the following:

- Requisitioning and local procurement
- Material Receipt
- Management at field supply points
- Material Expenditure
- Supply System Management
- Storage and Material Handling.

NAVSUP Publications
NAVSUP issues many publications that deal with the different facets of supply. This section discusses some of the publications that are of particular interest to the LS. These publications are also available on CD-ROM (compact disk-read only memory) cataloged as Naval Logistics Library Users Guide (NLL), NAVSUP P-600

NAVSUP publications are sometimes referred to in four different ways. For example, the NAVSUP Publication 485, Naval Supply Procedures may be referred to in various publications and directives one of the following ways:

- NAVSUP Publication 485
- NAVSUP Pub 485
- NAVSUP P-485
- NAVSUP 485.
When referencing NAVSUP publications in correspondence, messages, etc., they should be written as “NAVSUP Publication 485.”

**Joint Service Manual for Storage and Materials Handling, NAVSUP P-572**

The *Joint Service Manual for Storage and Materials Handling (NAVSUP P-572)* consolidates the detailed technical information available to the military services on storage and materials-handling operations. It includes information on the receipt, stowage, issue and care of supplies (except for preservation, packaging and packing).

**MILSTRIP/MILSTRAP Desk Guide (NAVSUP P-409)**

The *MILSTRIP/MILSTRAP Desk Guide, NAVSUP P-409*, is a handy reference for personnel who originate and process MILSTRIP/MILSTRAP documents. This booklet contains common definitions, coding structures and abbreviated code definitions used on a daily basis. Blank space is provided for entering commonly used routing identifier, fund, project and locally assigned codes.

**Supply Afloat Packaging Procedures (NAVSUP P-484)**

This publication provides a simple do-it-yourself guide for naval supply activities that have limited packaging facilities. These basic packaging techniques will protect material being transferred and retrograde shipments of repairables.

**Naval Supply Procedures (NAVSUP P-485)**

This publication establishes policies for the operation and management of afloat and ashore supply departments and activities operating under these procedures. It is designed to assist supply personnel in the performance of their assigned duties and help them in understanding and performing the individual tasks associated with afloat and ashore supply operations.

Although this publication is designed primarily for non-automated (i.e., manual supply procedures) ships, much of the information and policy that it contains applies to all afloat and ashore supply departments.

The procedures contained in the NAVSUP P-485 are the minimum needed to achieve acceptable supply management. They are mandatory unless stated as being optional. It includes the procedures outlined in *NAVSUP Manual*, Volumes II, as they apply to particular situations.

NAVSUP P-485 contains three volumes, listed below:

- Volume I, Afloat Supply (chapter 1-9)
- Volume II, Appendices (appendix 1-34)
- Volume III, Ashore Supply.

Paragraph numbers in this publication consist of a four-digit number and subparagraph designators. *(Figure 1-15)* is a breakdown of NAVSUP P-485, paragraph number 5127-7d (4)(a).
Food Service Management (NAVSUP P-486)
This publication establishes policies for the operation and management of Navy enlisted dining facilities afloat and ashore. It is designed to assist food service personnel in understanding and performing the individual tasks associated with enlisted dining facility operations.

Ship’s Store Afloat (NAVSUP P-487)
This publication establishes policies for the operation and management of ship’s store afloat. These include procurement, material receipt, custody and stowage; material expenditure; stock records and inventory control.

Naval Logistics Library (NLL), (NAVSUP P-600)
This publication is issued on CD-ROM, is specifically designed by the Navy Supply Information Systems Activity (NAVSISA), formerly Fleet Material Support Office (FMSO) to make logistics information more accessible to a broad range of personal computer users. The two types of data found in the NLL are full text data (documents such as publications, manuals and instructions) and structured data (fixed format records). The NLL is published biannually in September and March. All changes and rewrites will be included in each release to ensure availability of the most current information. The data included in the NLL are NAVSUP publications, NAVSUP P-4400, Afloat Shopping Guide, NAVSUP P-2003, Navy Forms and Publications and NAVSUP instructions.

Coordinated Shipboard Allowance List (COSAL)
Coordinated Shipboard Allowance List (COSAL) establishes equipage allowances for the ship and the storeroom allowance of repair parts for installed equipment. It covers all electronic, ordnance, electrical and mechanical equipment on board your ship. You must learn to use the COSAL since it is one of the most important publications used in identification of material and inventory management. It is a “technical” and “supply” management document designed to enable ships to achieve maximum operating capability for extended periods of time, independent of external logistics support.

Before we go any further, let's examine that opening paragraph and see what it means to you.

The COSAL is a technical document because it provides the:

- Nomenclature,
- Operating characteristics
- Technical manuals
• Specifications
• Parts lists
• Technical data for installed equipment and machinery
• Equipage and tools required to operate and maintain the ship and its equipment.

The COSAL is a supply management document because it tells the supply officer how much and what type of material to stock. It also tells the quantity of each item of equipage that must be carried aboard ship.

Computers have analyzed the failure frequency of parts used aboard ships and based on the equipment aboard your ship, have developed an allowance of repair parts that you should stock.

The key word in COSAL is COORDINATED. Computers assemble a list of the allowed parts from the hundreds of Allowance Parts List (APL)/Allowance Equipage List (AEL) into lists of repair parts to be stocked by the ship. These lists are prepared by the activities and cover the equipment supported by them. The preparation of these lists takes into account the following:

• Installed equipment on board
• Quantity of each item of that equipment
• Failure rate of parts
• Relative importance of these parts to the operation of the equipment.

Thus, the COSAL, aided by experience and advice from technical ratings, enables the supply officer to stock the items that should be carried to meet the requirements for repair parts.

Of course, the COSAL will not provide parts for every equipment breakdown. To do this, you would have to carry a complete set of spare equipment and machinery in the storeroom. This is impossible. In a later chapter of this rate training manual (RTM), we cover a system of reporting that will greatly improve the effectiveness of the COSAL, but the present COSAL is far superior to any system previously used to provide repair parts support for the equipment and machinery aboard ship.

The COSAL does not include the following:

• Ship’s store stocks
• Resale clothing
• Subsistence items
• Expendable ordnance
• Recreational equipment
• Hydrographic charts
• Medical material
• Printing equipment
• Bulk fuels and lubricants
• Repair parts for aircraft.

These items are covered by separate outfitting and load lists.

Flagship allowances are included in Hull, Mechanical, Equipage (HME) COSAL.
Keep in mind that you will use the COSAL for two main reasons:

(1) To identify repair parts

(2) To determine storeroom allowances.

This includes the material in your storeroom and the material requirements of maintenance personnel. There is much more information contained in the COSAL that you may use, depending upon the type of job you are assigned to do.

If you are assigned to the supply support center or repair parts storeroom, you must be able to use the COSAL. How well you are able to use it will depend on how well you understand the purpose and content of each part.

Refer to the COSAL Use and Maintenance Manual, NAVSUP WSSINST 4441.170 (series), for detailed instructions in its use.

NAVAIR Publications and Directives

Publications dealing primarily with the operation and maintenance of aircraft and related equipment within the Department of the Navy are issued by or under the direction of NAVAIR. NAVAIR publications that are important to the supply technical library are briefly described in the following paragraphs.

Naval Aeronautical Publications Index

The Naval Aeronautical Publications Index (NAPI) is issued in the following parts:

- Equipment Applicability List, NA 00-500A
- Avionics Change Cross-Reference, NA 00-500AV
- Aircraft Application List, NA 00-500B
- Directives Application List, NA 00-500C
- Microfilm Cartridge Cross-Reference, NA 00-500M
- Publications Distribution Index, NA 00-500P
- Support Equipment Cross-Reference, NA 00-500SE
- Airborne Weapons/Stores, Conventional/Nuclear, Check Lists/Stores Reliability Cards/Manual, NA 01-700

Allowance requirements registers (ARRs), allowance lists (ALs) and tables of basic allowances (TBAs) are approved by NAVAIR and published by NAVSUP WSS. Refer to table 1-2 for a list of common ARRs, ALs and TBAs.

Allowance Requirements Registers

The ARRs list material and equipment for the purpose indicated in the register. Material listed in the ARR is normally retained in supply department stocks until required for use. The various ARRs are used as guides in establishing an Aviation Consolidated Allowance List (AVCAL) for ships, air stations and marine air group (MAG). The AVCAL is a list of all items authorized to be carried in stock by these activities for support of aircraft and missiles.
Table 1-2 — List of Common ARR, AL, TBA

<table>
<thead>
<tr>
<th>SECTION</th>
<th>NAVAIR PUB NO.</th>
<th>CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (ARR)</td>
<td>00-35QA-1</td>
<td>General aeronautical and NSA material common to various types of aircraft</td>
</tr>
<tr>
<td>B (ARR)</td>
<td>00-35QB series</td>
<td>Repair parts (airframes, engines, accessories) peculiar to special types of aircraft</td>
</tr>
<tr>
<td>B(IS) (ARR)</td>
<td>00-35QBR series</td>
<td>Repair parts (airframes, engines, accessories, electronics) peculiar to specific target aircraft or drone helicopters</td>
</tr>
<tr>
<td>D (ARR)</td>
<td>00-35QD series</td>
<td>Repair parts and special tools for maintenance support of catapults on CVs</td>
</tr>
<tr>
<td>E (ARR)</td>
<td>00-35QE series</td>
<td>Repair parts and special tools for maintenance support of arresting and barrier gear on aircraft carriers</td>
</tr>
<tr>
<td>F (ARR, AL)</td>
<td>00-35QF series</td>
<td>Aircraft launching accessories and visual landing aids</td>
</tr>
<tr>
<td>G (AL)</td>
<td>0035QG-016 series</td>
<td>General support equipments and handtools required for O-1 and O-2 levels of aircraft maintenance</td>
</tr>
<tr>
<td>H (AL)</td>
<td>00-35QH series</td>
<td>Flight operational material such as flight clothing, parachutes, oxygen masks, inflatable life rafts and lift jackets, compasses, etc.</td>
</tr>
<tr>
<td>J (AL)</td>
<td>00-35QJ-1</td>
<td>Aircraft model spotting templates for use of Air Department personnel on CVs, LPHs, LHAAs, and LDPs in simulating deck spotting of aircraft for aircraft operations</td>
</tr>
<tr>
<td>L (AL)</td>
<td>00-35QL-22/23 series</td>
<td>Meteorological equipment, material, publications, and forms required by certain activities</td>
</tr>
<tr>
<td>L (ARR)</td>
<td>00-35QL-40/50/60 series</td>
<td>Repair parts and subassemblies required for maintenance of meteorological electronic equipment</td>
</tr>
<tr>
<td>N (ARR)</td>
<td>00-35QN series</td>
<td>Repair parts peculiar to specific models of turbojet and turboshaft aircraft engines</td>
</tr>
<tr>
<td>P (AL)</td>
<td>0035QP-1 through 11 series</td>
<td>Photographic equipments and materials required by certain activities</td>
</tr>
<tr>
<td>P (ARR)</td>
<td>00-35QP-20 series</td>
<td>Repair parts for the photographic components of the Integrated Operational Intelligence Center (IOIC), and for certain mobile photographic laboratories</td>
</tr>
<tr>
<td>P (ARR)</td>
<td>00-35QP-10 series</td>
<td>Repair parts for airborne photographic systems</td>
</tr>
<tr>
<td>R (ARR)</td>
<td>00-35QR-4</td>
<td>General electronic materials required for maintenance of various avionics equipment and systems</td>
</tr>
<tr>
<td>R (ARR)</td>
<td>00-35QR-6</td>
<td>Aeronautical electronic accessories common to designated aircraft classes</td>
</tr>
<tr>
<td>R (ARR)</td>
<td>00-35QR series</td>
<td>Repair parts, spare components, assemblies, and subassemblies peculiar to specific aeronautical electronic equipment</td>
</tr>
<tr>
<td>X (ARR)</td>
<td>00-35QX series</td>
<td>Repair parts, spare components, assemblies, and subassemblies peculiar to specific aircraft armament, fire control, instrument, or electrical systems</td>
</tr>
<tr>
<td>Z (ARR)</td>
<td>00-35QZ series</td>
<td>Repair parts for portable electric powerplants, precision measuring equipment, and ground support equipment (GSE)</td>
</tr>
<tr>
<td>(TBA)</td>
<td>00-35T series</td>
<td>Equipment and maintenance materials required to support the mission(s) of a specified aviation squadron or unit</td>
</tr>
</tbody>
</table>

Allowance Lists

The Allowance List (AL) contains material and equipment for the purposes indicated in each list. The ALs are used as guides in establishing the Individual Material Readiness Lists (IMRLs). The contents
of ALs include the equipment and material (both consumable and repairable) necessary to outfit and maintain units of the aeronautical organization. The ALs also identify items used with sufficient frequency to justify their issuance to all activities maintaining aircraft or equipment for which the lists are designed and information concerning NSN, nomenclature, interchangeability and superseded NSNs. The ALs provide detailed instructions for the application and use of each publication, as well as a table of logistic data showing the total weight and cube of all material contained in the list.

**Tables of Basic Allowances**

The TBAs are listings of equipment and material required for performance of specific missions. They contain both shop equipment and common supporting spare parts and include allowances of tools and material required for the use of such activities as fleet marine force (FMF) squadrons, guided missile activities and drone-type activities.

**Technical Manuals**

Technical manuals normally contain a listing of parts and drawings of the parts for identification purposes. The parts lists normally identify the manufacturer, manufacturer’s part number and NSN (if one is assigned).

The *Naval Ships Technical Manual (NSTM)* is usually kept in the engineering department as it pertains primarily to engineering matters. You will refer to it occasionally for technical data on the following:

- Material
- Preservation of supply spaces
- Safety precautions in stowing safe, semi-safe and dangerous materials.

**Illustrated Parts Breakdown**

An illustrated parts breakdown (IPB), also known as an illustrated maintenance parts list or illustrated parts catalog, is prepared by the manufacturer for each model aircraft, engine accessory, electronic equipment, or support equipment (SE). It is printed and issued by the authority of NAVAIR. The IPB is designed to allow supply and maintenance personnel to identify and requisition replacement parts for aircraft or equipment. All procurable assemblies with detailed parts are illustrated and listed in such a manner as to make possible quick identification of assemblies and their component parts. The items are arranged continuously in assembly breakdown order with the illustrations placed as near as possible to their appropriate listing.

**Technical Directives**

Supply personnel will often be required to prepare or process requisitions for component parts required for incorporation of technical directives (TDs). Therefore, it is necessary to understand the different types, titles, categories, arrangement and locations of applicable supply data included in them. A TD may direct that component parts or material be added, removed, changed, altered, relocated, or repositioned. NAVAIR has management responsibility for the configuration management program. This program was established to control and track modifications to aeronautical equipment using the TD system. Specific information concerning the TD program is in NAVAIRINST 5215.12 (series), Naval Air Systems Command Technical Directives System. Additional information concerning TD compliance at the O- and I- and D-levels, documentation procedures and reporting
requirements may be found in chapters 5 and 10 of the Naval Aviation Maintenance Program (NAMP), COMNAVAIRFORINST 4790.2 (series).

There are two types of TDs, formal and informal, which are distinguished by their method of dissemination. They are normally distributed as technical notes/orders, bulletins, or changes. There are three action categories of TDs: immediate, urgent and routine. These categories are important to the LS because they determine the priority on which the TD kits/parts may be requisitioned. These categories are as follows:

Immediate. This category is assigned to TDs when an uncorrected safety condition exists that could result in a fatal or serious injury to personnel, destruction to valuable property, or extensive damage. Compliance must be accomplished before returning aircraft or equipment to service. Kits/parts required in this category should be requisitioned using supply issue group I.

Urgent. This category is assigned to TDs when a potentially hazardous condition exists that, if uncorrected, could result in injury to personnel, damage to valuable property, or unacceptable reduction in operational efficiency. Although this category does not remove aircraft/equipment from service, it does have a date or specific time frame (for example, next phase inspection) assigned by which the TD must be accomplished. Kits/parts in this category should be ordered using supply issue group I or II, depending on the date assigned for completion.

Routine. This category is assigned to TDs when there are reliability, capability, or maintainability deficiencies that, if uncorrected, could become a hazard through prolonged use or have an adverse effect on the life or use of the affected equipment. This category does not have specific compliance dates assigned. Kits/parts in this category should be requisitioned using supply issue group III.

Instructions and Notices

Various instructions and notices issued by DoD, OPNAV, SECNAV, NAVSUP and NAVSUP WSS are covered in the following paragraphs.

Naval Aviation Maintenance Program

The Naval Aviation Maintenance Program (NAMP), COMNAVAIRFORINST 4790.2 (series), is sponsored and directed by the CNO and addresses CNO concepts, objectives, policies, programs, organizations and responsibilities as they apply to aviation maintenance for each level of command. It is comprised of 17 chapters and 7 appendices which include:

Chapter 5—Maintenance Control, Production Control and Maintenance/Material Control;

Chapter 9—Material Management

Chapter 10—Naval Aviation Maintenance Program Standard Operating Procedures (NAMPSOPs).

COMNAVAIRFORINST 4790.2 (series) is the basic instruction that outlines duties and responsibilities of a supervisor working in material control divisions of a squadron or an aircraft intermediate maintenance department (AIMD) or involved in SSC operations.

Uniform Material Movement and Issue Priority System

The Uniform Material Movement and Issue Priority System (UMMIPS), OPNAVINST 4614.1 (series), contains information concerning force activity designators (FADs), issue policy designators, requisition processing, delivery dating, mission essential material, abuses and policing of the priority system and expedited handling of critically needed items.
Navy Correspondence Manual

The Navy Correspondence Manual, SECNAVINST 5216.5 (series), as mentioned previously in this chapter, is the official guide for the preparation of naval correspondence.

Standard Subject Identification Codes


Maintenance of Publications and Instructions

The technical publications and instructions maintained by a technical library are only as good as the most current up-to-date issue. Your responsibility does not end after you make sure all publications you require are available. They must be kept current. The publications that you receive by automatic distribution will also be updated by automatic distribution of changes. Those publications that you obtain for one-time use only must be reviewed periodically to determine the effective dates. Two methods, changes and revisions update technical manuals and publications.

Change

A change to a manual or publication consists of a set of replacement change pages for the area of the manual affected by the change action. This approach provides both an economical and expedient method of issuing new or corrected material to the user. Upon issue, it is necessary for the recipient to remove the superseded pages and insert new material. This action is required for paper manuals only. When a change to a microfiche is required, the microfiche is usually reissued in its entirety.

Revision

Unlike a change, a revision constitutes a complete reissue or a replacement of a manual with all change information incorporated. Issue of a revision normally takes place when 60 percent or more of the document is affected by a single change or accumulated changes, or in the event manual use would be impaired because of change complexity.

SUMMARY

In this chapter, the organization of the Navy Supply System and the role of an inventory manager was described. The functions of the inventory control points and supply in Fleet Commands and the structure of the Fleet and Industrial Supply Centers were discussed. The functions and organization of the supply departments, afloat and ashore, including those with or without a supply corps officer was illustrated. Also, the procedures for correspondence and the standards for writing letters, memoranda, messages and other general and administrative duties of Logistics Specialist in the Navy was explained. The categories of classified information, types of security clearances and the procedures for handling various classes of classified information were discussed. In addition, Navy publications and the proper way of determining the correct publication to use for the purpose at hand were explained. Finally, this chapter discussed the importance of providing good customer service to all individuals and the effects it will have on the image of your office, your rating, your command and the Navy as a whole.
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