

**Army Regulation 210-130**

**Installations**

# **Laundry and Dry Cleaning Operations**

**Headquarters  
Department of the Army  
Washington, DC  
22 February 2005**

**UNCLASSIFIED**

# ***SUMMARY of CHANGE***

AR 210-130

Laundry and Dry Cleaning Operations

This rapid action revision dated 22 February 2005--

- o Changes proponent from Deputy Chief of Staff, G-4 to Assistant Chief of Staff for Installation Management (proponent and exception authority paragraph).
- o Assigns responsibilities to Headquarters, Installation Management Agency (para 1-4).
- o Makes administrative and editorial changes (throughout).

This revision dated 15 March 2002--

- o Establishes policy requiring major Army command (MACOM)/installation commanders to provide adequate laundry and dry-cleaning (L&DC) services to soldiers and other authorized patrons (para 1-4).
- o Describes Army privatization policy for the L&DC Program (para 1-5).
- o Assigns responsibility for execution of the L&DC Program to the soldier and the Biological Chemical Command (SBCCOM) (para 1-4).
- o Requires commanders to establish and adjust prices to adequately recover costs for all reimbursable work including selected payroll-deduction service, individual-piece-rate service, and cash-per-bundle service (para 1-4).
- o Covers operation of installation L&DC facilities (chap 4).
- o Redefines category and priority of service (para 2-5).
- o Defines reporting requirements (chap 8).
- o Identifies laundry and dry cleaning as a chapter 137, title 10, United States Code requirement (para 2-2).
- o Establishes funding guidance (para 2-6).
- o Deletes all procedures and includes them in DA PAM 210-9.

## Installations

# Laundry and Dry Cleaning Operations

---

By Order of the Secretary of the Army:

PETER J. SCHOOMAKER  
*General, United States Army*  
*Chief of Staff*

Official:



SANDRA R. RILEY  
*Administrative Assistant to the*  
*Secretary of the Army*

**History.** This publication is a rapid action revision. The portions affected by this rapid action revision are listed in the summary of change.

**Summary.** This regulation identifies controlling law, prescribes policies, and establishes responsibilities for Army laundry and dry cleaning operations. It incorporates contractor operations, types of services, and priorities of those services.

**Applicability.** This regulation applies to the Active Army, the Army National Guard of the United States, and the U.S. Army Reserve. During mobilization, the

Assistant Chief of Staff for Installation Management may modify chapters and policies contained in this regulation.

**Proponent and exception authority.** The proponent of this regulation is the Assistant Chief of Staff for Installation Management. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or a direct reporting unit or field operating agency of the proponent agency in the grade of colonel or the civilian equivalent. Activities may request a waiver to this regulation by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific guidance.

**Army management control process.** This regulation contains management control provisions in accordance with AR

11–2 but does not identify key management controls that must be evaluated.

**Supplementation.** Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from Assistant Chief of Staff for Installation Management (DAIM–ZA), 600 Army Pentagon, Washington, DC 20310–0600.

**Suggested improvements.** Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Assistant Chief of Staff for Installation Management (DAIM–MD), 600 Army Pentagon, Washington, DC 20310–0600.

**Distribution.** This publication is available in electronic media only and is intended for command levels A, B, C, D, and E for the Active Army, Army National Guard of the United States, and the U.S. Army Reserve.

---

## Contents (Listed by paragraph and page number)

### Chapter 1

#### General, page 1

Purpose • 1–1, page 1

References • 1–2, page 1

Explanation of abbreviations and terms • 1–3, page 1

Responsibilities • 1–4, page 1

Privatization • 1–5, page 2

### Chapter 2

#### Activity Options and Descriptions, page 2

Types of operations providing laundry and dry cleaning service • 2–1, page 2

Categories of service provided, who provides it, and what is included in each • 2–2, page 2

Use of the laundry and dry cleaning facilities and priority of service • 2–3, page 3

---

\*This regulation supersedes AR 210–130, dated 15 March 2002.

## **Contents—Continued**

Service to special groups • 2-4, *page 3*  
Priority of service • 2-5, *page 3*  
Funding for laundry and dry cleaning services • 2-6, *page 4*

### **Chapter 3**

**Equipment, Supplies, and Facilities**, *page 4*  
Adding or removing machinery • 3-1, *page 4*  
Excess equipment disposal • 3-2, *page 4*  
Repairing and maintaining equipment • 3-3, *page 4*  
Furnishing utilities • 3-4, *page 4*  
Construction, expansion, or reactivation of facilities • 3-5, *page 5*

### **Chapter 4**

**Operations Within Laundry and Dry Cleaning Facilities**, *page 5*  
Handling complaints for loss or damage to property • 4-1, *page 5*  
Settling claims • 4-2, *page 5*  
Inventory management • 4-3, *page 5*  
Disposition of overages (Government-owned and Government-operated facility) • 4-4, *page 5*  
Co-mingling of medical and nonmedical laundry items • 4-5, *page 5*  
Transportation procedures • 4-6, *page 5*

### **Chapter 5**

**Payroll Deduction for Laundry Service**, *page 5*  
General • 5-1, *page 5*  
Payroll deduction—authorized personnel • 5-2, *page 6*

### **Chapter 6**

**Individual Piece Rate Service**, *page 6*  
General • 6-1, *page 6*  
Requirements for 1-day service • 6-2, *page 6*  
Pickup and delivery restrictions • 6-3, *page 6*  
Authorized patrons • 6-4, *page 6*  
Processing procedures for individual piece rate bundles • 6-5, *page 6*  
Unclaimed bundles • 6-6, *page 7*  
Shipment of undeliverable bundles • 6-7, *page 7*  
Prices • 6-8, *page 7*

### **Chapter 7**

**Cash Per Bundle Service**, *page 7*  
General • 7-1, *page 7*  
When available at contractor-owned and contractor-operated facilities • 7-2, *page 7*  
Unclaimed bundles • 7-3, *page 8*  
Workload accountability • 7-4, *page 8*

### **Chapter 8**

**Reporting Requirements**, *page 8*  
General • 8-1, *page 8*  
Responsibility for preparation of laundry and dry cleaning report and reporting requirements • 8-2, *page 8*  
Contractor reporting requirements • 8-3, *page 8*  
Contract surveillance • 8-4, *page 8*

### **Chapter 9**

**Service Provided by Commercial Contract or Interservice Support Agreement**, *page 8*  
General • 9-1, *page 8*  
Funds • 9-2, *page 8*

**Contents—Continued**

**Appendix A.** References, *page 10*

**Glossary**



## **Chapter 1**

### **General**

#### **1-1. Purpose**

This regulation establishes policy and responsibilities for the Army's Installation Laundry and Dry Cleaning (L&DC) Operations, which furnishes services to authorized patrons and agencies. For the purpose of this regulation, the term Government refers to the U.S. Federal Government.

#### **1-2. References**

Required and related publications and prescribed and referenced forms are listed in appendix A.

#### **1-3. Explanation of abbreviations and terms**

Abbreviations and special terms used in this regulation are explained in the glossary.

#### **1-4. Responsibilities**

- a.* Assistant Chief of Staff for Installation Management (ACSIM) will—
  - (1) Exercise Army staff supervision over the Army installation L&DC operations.
  - (2) Formulate Army-wide policy for the Army installation L&DC operations.
  - (3) Coordinate Army installation L&DC matters with executive and legislative branches of the Government, Department of Defense (DOD), the Army Staff, and other military and Government agencies.
  - (4) Review and approve all supplements, pamphlets, and waivers relating to the Army installation L&DC operations.
  - (5) Provide representation on committees, boards, panels, and other groups where issues affect Army installation L&DC operations policy.
  - (6) Act as the final approval authority on all privatization actions.
  - (7) Provide guidance to Headquarters, U.S. Army Installation Management Agency (HQ IMA) on implementing the privatization process.
- b.* Headquarters, U.S. Army Installation Management Agency will—
  - (1) Manage the Army installation L&DC operations.
  - (2) Advise IMA regional offices on the type and quantity of L&DC equipment to be installed in Army facilities.
  - (3) Assist the ACSIM in carrying out actions referenced in this regulation.
  - (4) Receive request for waiver and make final recommendation to ACSIM.
- c.* The director, Installation Management Agency regional office will—
  - (1) Coordinate with executive and legislative branches of the Government on the justification for funding this service.
  - (2) Provide ACSIM funding guidance for preparation of the program objective memorandum (POM).
  - (3) Provide funding to MACOMs for establishing this service.
  - (4) Formulate and publish instructions within established policy relating to the Army L&DC operations.
  - (5) Review requirements for closure of Army installation L&DC facilities in the continental United States (CONUS) and overseas, when requested by commanders.
  - (6) Visit Army installation L&DC operations participants biennially.
  - (7) Assist installations in developing contingency plans for mobilization, disaster, or default of the current contractor to ensure uninterrupted service.
- d.* Installation commanders and/or area support group commanders will—
  - (1) Ensure that subordinate installations provide adequate L&DC services to authorized patrons.
  - (2) Distribute funds and manpower requirements for the Army L&DC operations to installations under their control.
  - (3) Evaluate Government-owned and Government-operated (GOGO) L&DC facilities for suitability for privatization.
  - (4) Review audits and make requests for waiver from privatization and forward recommendations to HQ IMA for concurrence.
  - (5) Review audits and make recommendations to the installation and notify HQ IMA of changes or corrective action.
  - (6) Establish and publish procedures for individual piece rate (IPR), cash per bundle (CPB), and organizational reimbursable. Ensure that prices for reimbursable L&DC services (IPR, CPB, organizational reimbursable and 1-time payroll deduction (PRD)) are adequate to recover cost of the operation.
  - (7) Provide L&DC quarterly reports to IMA regional office.
- e.* Installation commanders and area support group commanders will—
  - (1) Provide L&DC service to authorized patrons as identified in this regulation.
  - (2) Manage and operate Army installation L&DC operations as prescribed in this regulation.

- (3) Ensure compliance with the Occupational Safety and Health Act.
- (4) Assist installation in executing requirements shown in paragraph 1–4c, above.
- (5) Ensure that resources (funding and personnel) are provided to accomplish the L&DC mission.
- (6) Establish prices for IPR, CPB, bulk organizational reimbursable, and PRD (basic combat training, advanced individual training (AIT), one–station unit training (OSUT), Reserve Officers’ Training Corps (ROTC), Warrant Officer Course (WOC), and Officer Candidate School (OCS) trainees) sufficient to recover all costs of operations.
- (7) Develop contingency plans for emergency situations such as facility outage or mobilization requirements. Consider use of interservice or interdepartmental support agreements and commercial contracts to accomplish the mission.
- (8) Perform reconciliation of payroll deduction rosters with the Finance and Accounting Office to ensure the amount of collections equal reimbursements.
- (9) Ensure that L&DC operations comply with applicable Federal, state, interstate, or local environmental statutes or regulations. This will be in coordination with the supporting Staff Judge Advocate.

## **1–5. Privatization**

*a. Background.* According to the Secretary of Defense guidance on reinventing, reengineering, and downsizing the Government, DOD will initiate a privatization or outsourcing program for the Army L&DC operations. The ACSIM has directed all CONUS installation garrison L&DC support be privatized not later than the end of Fiscal Year (FY) 2002. Outside continental United States (OCONUS) commands were directed to review their L&DC operations to determine if privatization is feasible. Headquarters, Department of the Army has delegated executive agency to U.S. Army Soldier and Biological Chemical Command (SBCCOM) (Clothing and Services Office) to deal with all matters related to L&DC operations worldwide. Beginning in FY 2002, no Base Operations E account dollars will be allocated for equipment upgrades and overhead costs. Base Operations E account dollars will only be allocated to support laundering and dry cleaning of TA–50, medical and nonmedical laundry items, and other specialty requirements as outlined in this regulation, paragraph 2–2a. The OCONUS Base Operations E accounts still requiring funding for equipment upgrades and physical plant overhead costs must be fully justified in future POM submissions, beginning in FY 2002.

*b. Privatization.* Effective FY 2002, CONUS installation L&DC support was privatized. MACOMs receiving a waiver from the Army are required to review efficiencies every 5 years and resubmit their requests for waiver. The OCONUS facilities must determine the most cost effective means of providing support and notify the ACSIM of the decision to privatize or remain GOGO or Government–owned and contractor–operated (GOCO). Notification must be in the form of a request for exception to policy, and justification will include a cost analysis supporting the GOGO or GOCO operation.

*c. Waivers.* All requests for exception to policy will be signed by a general officer and staffed through appropriate command to ACSIM for consideration. The ACSIM will review documentation and provide a recommendation for approval or disapproval to HQ IMA. The HQ IMA will provide the IMA regional office the decision within 90 days.

## **Chapter 2 Activity Options and Descriptions**

### **2–1. Types of operations providing laundry and dry cleaning service**

*a.* The types of operations that will provide L&DC service are—

- (1) GOGO.
- (2) GOCO.
- (3) Contractor–owned and contractor–operated (COCO).
- (4) Mobile field units.

*b.* Due to the difference in physical makeup of all L&DC services and the mix of work received, procedures and forms may be modified for local use. All procedures must ensure that accounting for pieces is completely accurate. Facilities using DA Form 2707 (Dry Cleaning List), DA Form 2741 (Laundry List), DA Form 4202 (Laundry Sales Ticket), DA Form 2886 (Laundry List for Military Personnel), and DA Form 3137 (Abstract of Enlisted and Organizational Laundry and Dry Cleaning) should refer to DA PAM 210–9.

### **2–2. Categories of service provided, who provides it, and what is included in each**

*a.* Nonreimbursable services funded by the Army Budget Office and provided by operations shown in paragraph 2–1, above. Mobile field units will provide this service only in overseas areas on maneuvers, field exercises, and on rare occasions to supplement Government–operated laundry facilities in an emergency when the use of commercial services is impractical. Items considered to be nonreimbursable are—

- (1) Organizational clothing issued without charge to military personnel.



- (2) Organizational equipment such as sheets, pillowcases, mattress covers, and blankets.
  - (3) Medical treatment facility (MTF) laundry as defined in AR 40–61 by The Surgeon General.
  - (4) Clothing and other personal items physically in the possession of individual patients when they are admitted to an Army MTF. A medical officer or other qualified representative of the MTF must decide if these articles are a menace to health and sanitation because of possible contamination of the articles. Such items will be handled under procedures for handling contaminated hospital linens. This exception for personal clothing applies only to initial laundering or dry cleaning.
  - (5) Clothing of deceased military personnel.
  - (6) Military clothing worn by personnel assigned to special details such as presidential inaugurations and military funerals. Special details, which meet criterion for laundry service without charge, will be at installation commander's discretion.
  - (7) Towels, uniforms, and table linens used in troop issue subsistence activities and essential mess facilities.
  - (8) Personal clothing left by soldiers due to emergency deployment. These items will be laundered as organizational clothing and returned to the unit for safe keeping pending return of the soldier.
  - (9) Clothing of prisoners confined at military confinement facilities.
  - (10) Clothing of applicants for enlistment held under observation.
  - (11) Articles requiring renovation for return to stock.
  - (12) Bed linens in Government–furnished quarters used by civilian firefighters during their tour of duty.
  - (13) Items being made ready to turn in to property disposal or other activities designated to receive, maintain, and store Government property.
- b.* Reimbursable service, which is paid by the customer and is optional, can be provided by GOGO, GOCO, and COCO operations. When accomplished at a GOGO or GOCO facility, priority of service is defined in paragraph 2–3. All costs for this type of service must be fully recovered. If a contractor offers IPR, the contractor provides a bid price in the contract. This price will include taxes, if imposed by the state. This payment will be considered payment in full for services rendered to the customer.

### **2–3. Use of the laundry and dry cleaning facilities and priority of service**

The following categories of personnel are considered authorized patrons. These categories are listed in order of priority of service—

- a.* Active duty personnel and their authorized family members. Family members must present a valid identification card or a copy of the sponsor's leave and earnings statement and valid photo identification.
- b.* Reserve Component (RC) personnel and their authorized family members, on presentation of a valid identification card.
- c.* Retired military personnel and their authorized family members, on presentation of a valid identification card.
- d.* Government civilian employees and their family members as specified in paragraph 2–4.
- e.* Foreign national military personnel as specified in paragraph 2–4.
- f.* Authorized contractor personnel as indicated in paragraph 2–2.

### **2–4. Service to special groups**

- a.* Service to civilian or contract employees is authorized at rates charged other authorized patrons, as follows:
  - (1) At overseas stations as approved by the overseas commander under existing DOD policy.
  - (2) As provided for hospitals in AR 40–61.
- b.* Service to foreign national military personnel is authorized at rates charged other authorized patrons, as follows:
  - (1) Within the 50 states, authorized foreign military personnel are those persons of foreign nationality with military status pursuing authorized training in the United States and under written orders of The Army Adjutant General. These personnel may include students and observers.
  - (2) In overseas commands, authorized foreign military personnel are defined as persons of foreign nationality who are—
    - (a)* Pursuing, individually, authorized training or are on duty with the U.S. Army under written orders issued by the proper U.S. military authority.
    - (b)* Performing duty with the Departments of the Navy or Air Force when the U.S. Army is furnishing service to the applicable Navy or Air Force organization.
    - (c)* Performing duty with the U.S. Army as assigned members of military units.
- c.* Service to U.S. Air Force and Navy agencies will be provided under terms of an Interservice Support Agreement (ISSA). Prices charged for services must ensure that the cost of providing the service is recovered.

### **2–5. Priority of service**

When the capacity of a plant is taxed to the extent that it cannot furnish adequate service because of a labor scarcity, inadequate facilities or resources, or other reasons, priorities for MTF or hospital service will be as shown in paragraph

2–5a through h, below. Service for lower priority patrons will be curtailed or discontinued progressively as needed to ensure service to Army personnel and MTFs.

- a. Bundle and piece rate work for military personnel and property of all MTFs.
- b. Army–owned property (such as sheets, pillowcases, mattress covers, blankets, and field clothing).
- c. Military garments worn by RC personnel while performing active duty.
- d. Bundle and piece rate work for personnel of other DOD agencies.
- e. Government property for other DOD agencies, including RCs.
- f. Service to RC soldiers, retired military personnel and their family members.
- g. Civilian clothing.
- h. Service to Government agencies outside DOD.

## **2–6. Funding for laundry and dry cleaning services**

- a. Congress provides operations and maintenance funds for Army L&DC services.
- b. The ACSIM manages data collection and execution for the POM. The funding justified and approved through the POM process pays for L&DC contracts; procurement, installation, repair, and maintenance of equipment and utilities; personnel pay; and all other costs incidental to Army installation L&DC operations. Additionally, at Army–owned and –operated facilities, payment for damaged or lost items will be made from the installation’s L&DC services account.
- c. The Army’s L&DC operations must recover all costs for reimbursable services provided to patrons for individual piece rate L&DC. The cost per piece will be at a rate calculated to recover the total cost of processing. Appropriated funds will not be used to subsidize or otherwise defray cost of laundry services provided to authorized patrons. Earnings for 1–time PRD basic trainee, AIT, OCS, OSUT, WOC, and ROTC services will be handled as funded reimbursements.

## **Chapter 3 Equipment, Supplies, and Facilities**

### **3–1. Adding or removing machinery**

The purchase of equipment and supplies applies only to installations and area support groups that have received a waiver for operation of an Army–owned facility. Items required for emergency acquisition as determined by the installation commanders and approved by ACSIM may be excluded from Defense Logistics Agency assignment and purchased locally. Procurement actions must include the requirement for the contractor to remove old equipment and install new equipment.

### **3–2. Excess equipment disposal**

Excess machinery and equipment will be disposed of according to policy contained in AR 725–50. Serviceable items will be reported through the IMA regional office to HQ IMA for redistribution and disposition instructions.

### **3–3. Repairing and maintaining equipment**

a. In GOGO facilities, the facility manager is responsible for repair and maintenance of Army installed L&DC equipment.

b. In GOCO facilities, the contractor is responsible for maintenance of equipment.

(1) The contractor will acquire repair parts; however, the Government will reserve the right to authorize procurement of parts if the Government pays the cost. The contractor will keep records on each piece of equipment to track repair costs, record equipment downtime, and survey scheduled maintenance.

(2) A suitable preventive maintenance program will be part of the overall maintenance program. The preventive maintenance program will include lubrication and inspection schedules agreed upon between the contracting officer and the contractor. A written maintenance and/or preventive maintenance program will be required as part of the contractor’s bid proposal.

c. In COCO facilities, the contractor is responsible for repair and maintenance of equipment.

### **3–4. Furnishing utilities**

Utilities will be coordinated with the facility engineer and according to AR 420–49. In a GOCO facility where a boiler plant is provided for sole use of the laundry facility, contracting for the operation of that boiler plant will be considered. Laundry and boiler plant operations will be included in the same contract package when feasible.

### **3-5. Construction, expansion, or reactivation of facilities**

No new facilities will be built or expanded. ACSIM approval is required for reactivation of all facilities.

## **Chapter 4**

### **Operations Within Laundry and Dry Cleaning Facilities**

#### **4-1. Handling complaints for loss or damage to property**

When property is lost or damaged while in possession, custody, or control of an Army laundry and dry cleaning facility, the patron will make a complaint to the manager and/or contracting officer's representative of the program as soon as possible. The complaint will be made within 3 working days after discovery. Such complaint must be accompanied by the applicable laundry or dry cleaning list. If the list were lost or destroyed with the property, facility records will be used to substantiate the complaint. Immediate action by the complainant will hasten disposition of the complaint and settlement of any ensuing claim. On receipt of a complaint, the program manager will try to settle the complaint by repairing damaged items and replacing missing items with like items.

#### **4-2. Settling claims**

If repair or replacement cannot satisfactorily settle the complaint, the claimant will be referred to the nearest Army claims office where the complaint will be processed under AR 27-20. In COCO facilities, settlement of claims is the responsibility of the contractor. Requirements for claims settlement will be specifically addressed in the contract under provisions of the Federal Acquisition Regulation and will be clearly stated. Cost for claims settled will be borne by the contractor. For additional information, see DA PAM 210-9.

#### **4-3. Inventory management**

*a.* In GOGO facilities, the facility manager will conduct separate semiannual inventories of direct exchange (DX), IPR, and CPB work. The inventory will be signed and copies maintained with the facility's records. Individual piece rate inventory adjustments are processed per AR 735-5.

*b.* In GOCO facilities, when the contractor is provided a stock of items to be used for DX, the contractor will inventory these items on at least a semiannual basis.

*c.* In COCO facilities, when the contractor retains funds for IPR service as payment in full for services rendered, there is no requirement for contractor inventory.

*d.* For additional information, see DA PAM 210-9.

#### **4-4. Disposition of overages Government-owned and Government-operated facility)**

Overages of bulk (Government-owned) property will be turned in to the accountable officer. Procedures can be found in AR 710-2. Bundle or IPR and CPB (personal) property will be disposed as prescribed in paragraph 6-7, below.

#### **4-5. Co-mingling of medical and nonmedical laundry items**

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

#### **4-6. Transportation procedures**

Transportation is not a function of the installation laundry and dry cleaning facility. In COCO facilities, pickup and delivery will be included in the contract.

## **Chapter 5**

### **Payroll Deduction for Laundry Service**

#### **5-1. General**

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

*b.* Training and Doctrine Command will establish procedures for payroll deduction and publish them as a supplement to this regulation.

*c.* When this service is made available at contractor-operated facilities, the price established for the service will include the contract bid price plus other associated overhead costs.

## **5-2. Payroll deduction—authorized personnel**

Payroll deduction laundry service is authorized for the following personnel:

- a.* Basic trainees undergoing training at basic training centers.
- b.* Soldiers undergoing OSUT.
- c.* AIT.
- d.* Officer candidates (Fort Benning) and WOCs (Fort Rucker).
- e.* ROTC.

## **Chapter 6 Individual Piece Rate Service**

### **6-1. General**

- a.* Policy in this chapter will apply equally to laundry and dry cleaning services, except as otherwise specified.
- b.* Limits on the number and type of items that may be submitted and turnaround time for service will depend on facilities and resources available at the installation. Officials responsible for furnishing laundry and dry cleaning service will determine limits. In this way, adequate resources will be available to provide all authorized personnel and agencies with equal and timely service.
- c.* To offset cost of Government nonreimbursable work in privatized (GOCO or COCO) facilities, the installation commander may authorize the contractor to solicit and service additional customers provided such activity does not affect government service.
- d.* Articles for which the common unit is a pair, such as socks and gloves, will be counted as one piece.
- e.* Hanger service for outer garments will be made available.
- f.* If circumstances warrant, uniform items may be accepted for press only.

### **6-2. Requirements for 1-day service**

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

### **6-3. Pickup and delivery restrictions**

Door-to-door pickup and delivery service for individual piece rate service to patrons is not a function of the laundry facility. Local procedures relating to delivery for individual piece rate service will be completely separate from laundry facility operations.

### **6-4. Authorized patrons**

Authorized patrons are as follows:

- a.* All persons and agencies listed in paragraph 2-3, above. All persons are required to make reimbursements for service rendered.
- b.* Army-operated or Army-affiliated activities reimbursed for services when reimbursement is by direct payment either from surcharge funds, industrial funds, or through nonappropriated funds. Activities falling within the categories covered in this paragraph include but are not limited to the following:
  - (1) Commissary stores.
  - (2) Hostess houses.
  - (3) Army welfare functions such as recreational housing.

### **6-5. Processing procedures for individual piece rate bundles**

- a.* Laundry and dry cleaning bundles to be processed as IPR will not be submitted through unit supply channels.
- b.* Laundry and dry cleaning bundles will be accompanied by a DA Form 2076 (Abstract of Laundry and Dry Cleaning Organizational Work), DA Form 2741, DA Form 4202, DA Form 2707, or DA Form 4203 (Dry Cleaning Ticket), as appropriate. Under directions on these forms, patrons must ensure that they print in the proper spaces and columns when completing their part of the forms. Contractors may use local variations of these forms; all others must use their own automated version of these forms..
- c.* Laundry and dry cleaning bundles, accompanied by applicable forms, will be delivered to a collection point operated by the installation L&DC facility.
- d.* Laundry and dry cleaning bundles will be segregated into lots identified in numerical sequence. These lots will be processed through the facility in the normal manner.

## **6-6. Unclaimed bundles**

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

*a.* Bundles that cannot be returned to the owner after 90 days will be disposed of per DOD 4160.2I-M and AR 700-84.

*b.* Organizational items will be removed and returned to the unit to which the person was assigned. The contractor will bill the Government at the existing contract rate for like items. The contractor will not be reimbursed by the Government for processing these items (include as a specific contract provision).

*c.* The contractor will maintain a record of all bundles disposed of including one copy of the L&DC list that accompanied the unclaimed bundle.

*d.* Provisions for disposing of unclaimed bundles by a contractor must be specifically addressed as a contract requirement.

## **6-7. Shipment of undeliverable bundles**

When a bundle of L&DC cannot be returned to a person before departure from a station, the bundle will be processed as follows:

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

*b.* If processed for an IPR or CPB patron, the facility will hold the bundle until payment is made or for a maximum of 90 days. If payment is made, the facility manager will send the bundle to the transportation officer for shipment to the person concerned.

## **6-8. Prices**

The installation commander will establish prices for all IPR L&DC service for in-house-operated facilities. Prices will recover overall operating costs of providing the service. Laundry and dry cleaning facility managers will continually monitor operating costs to ensure that prices result in enough revenue to offset cost. A survey to ensure prices are adequate will be conducted semiannually, at a minimum.

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

*b.* Prices will be reviewed at least semiannually and adjusted as required. This action will ensure that the facility is not providing the service at a loss.

*c.* Full justification, including all cost data accumulations and methods used to determine adequate pricing, will be kept on file by the L&DC facility manager for audit by higher headquarters.

*d.* When this service is made available at contractor-operated facilities; the price established for the service will include the contract bid price plus associated costs. These associated costs will be referred to as overhead costs. The contractor will be required to charge the customer the per piece overhead cost for each piece processed. This provision will be included in the next on-the-street contract. This procedure may be adjusted to meet local restrictions. However, the cost of providing the service must be recovered.

*e.* Administrative service fee is authorized for checks with insufficient funds.

*f.* The installation will program and budget for civilian man-years utilized to operate in-house facilities.

## **Chapter 7 Cash Per Bundle Service**

### **7-1. General**

This service is available for L&DC items and at the discretion of the installation commander. Written instructions outlining the availability of CPB service will be prepared by the official responsible for furnishing laundry service, approved by the installation commander, and distributed to interested parties upon request. This service is not intended to take the place of individual piece rate service; it is offered as an additional service. Limits on number and type of items and finish of items (press, tumble dry, and so forth) will depend on facilities and resources available and will be determined by the installation commander.

### **7-2. When available at contractor-owned and contractor-operated facilities**

The price established for the service will include the contract bid price plus associated costs, and the contractor will be required to charge the customer the per bundle overhead charge for each bundle processed.

### **7-3. Unclaimed bundles**

Unclaimed bundles will be handled in accordance with paragraph 6-7, above.

### **7-4. Workload accountability**

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

## **Chapter 8 Reporting Requirements**

### **8-1. General**

A report must be submitted for each installation that operates a GOGO L&DC facility or obtains L&DC service from a GOCO facility or through COCO arrangement. This report is used to develop programs, review command operating programs, review and analyze program execution, determine productive efficiency, monitor prices charged for services rendered, and monitor cost of operation. DA Form 2689-R (Laundry and Dry Cleaning Operations) is no longer required; however, data shown in paragraph 8-2, below, is now required.

### **8-2. Responsibility for preparation of laundry and dry cleaning report and reporting requirements**

*a.* Laundry and dry cleaning services will be reported as part of the Installation Status Report, Part III (Installation Services) to ensure adequate funding is received from ACSIM. This report will be completed annually.

*b.* Additionally, commanders of all Army installations providing L&DC service will be responsible for ensuring a report is prepared containing the following:

- (1) Civilian pay and/or labor.
- (2) Cost of contract.
- (3) Number of pieces processed (reimbursable).
- (4) Number of pieces processed (nonreimbursable).
- (5) Total cost per piece.

*c.* Principal sources of data for preparing the L&DC Quarterly Report are installation reports developed under principles and procedures of the Army Command Management System. These installation reports will be used whenever possible. Provisions of the contract will specifically state the information that is required and not the method the contractor will use to accumulate that information. As a minimum, the data required to prepare the L&DC Quarterly Report must be made available by the contractor. The contractor will be allowed the flexibility to accumulate data through automated procedures.

### **8-3. Contractor reporting requirements**

Contractors providing L&DC services to Army installations must submit quarterly manpower reports to the Army by accessing the Contractor Manpower Reporting Application at <https://contractormanpower.us.army.mil>. Further information concerning this requirement can be obtained from this web site.

### **8-4. Contract surveillance**

The effectiveness of a contracted L&DC operation is dependent upon strong Government surveillance. An effective surveillance program ensures that the contractor executes the quality control program required by the contract. Surveillance will include maintenance, timeliness, meeting quality standards, and housekeeping. Random sampling, surveillance checklist, and customer complaints will be used as source data for surveillance planning.

## **Chapter 9 Service Provided by Commercial Contract or Interservice Support Agreement**

### **9-1. General**

When service cannot be furnished by in-house-operated Army installation L&DC cleaning facilities, all options will be evaluated under procedures prescribed in current Army Commercial Activity Program guidance. Documents to support the award decision will be kept in the files of the appropriate installation activity.

### **9-2. Funds**

Funds required for contract L&DC service will be obtained from laundry and dry cleaning funds made available to commanders. These funds will be made available under normal funding procedures. All items that are processed

without charge in GOGO facilities may be processed at Government expense under contract with commercial suppliers. These items may also be processed under ISSAs with other Government agencies.

## **Appendix A References**

### **Section I Required Publications**

#### **AR 27–20**

Claims. (Cited in para 4–2.)

#### **AR 40–61**

Medical Logistics Policies and Procedures. (Cited in para 2–2.)

#### **AR 420–49**

Utility Services. (Cited in para 3–4.)

#### **AR 700–84**

Issue and Sale of Personal Clothing. (Cited in para 6–6.)

#### **AR 725–50**

Requisition, Receipt, and Issue System. (Cited in para 3–2.)

#### **AR 735–5**

Policy and Procedures for Property Accountability. (Cited in para 4–3.)

#### **DA PAM 210–9**

Laundry and Dry Cleaning Operation Procedures. (Cited in paras 4–2 and 4–3.)

#### **DOD 4160.21M**

Defense Materiel Disposition Manual. (Cited in para 6–6.) Available at <http://www.dtic.mil/whs/directives>

### **Section II Related Publications**

A related publication is a source of additional information. The user does not have to read it to understand this publication. Army regulations and pamphlets are available on the Army Publishing Directorate's Web site at <http://www.apd.army.mil>. Department of Defense directives, instructions, and manuals, and United States codes can be accessed from the Army Home page at <http://www.army.mil>.

#### **AR 11–2**

Management Controls.

#### **AR 71–32**

Force Development and Documentation–Consolidated Policies.

#### **AR 710–2**

Inventory Management Supply Policy Below the National Level.

#### **OMB Circular A–76**

Performance of Commercial Activities. This publication may be obtained from the Office of Management and Budget, Executive Office Building, 17th Street and Pennsylvania Avenue NW, Washington, DC 20503.

#### **FAR**

Federal Acquisition Regulation. This regulation is available at Web site [www.arnet.gov](http://www.arnet.gov)

### **Section III Prescribed Forms**

Except where otherwise indicated below, the following forms are available as follows: DA forms are available on the Army Publishing Directorate's Web site at <http://www.apd.army.mil> and DD forms are available from the OSD Web site at <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>.



**DA Form 2076**

Abstract of Laundry and Dry Cleaning Organizational Work. (Prescribed in para 6-5b.)

**DA Form 2707**

Dry Cleaning List. (Prescribed in paras 2-1b and 6-5b.)

**DA Form 2741**

Laundry List (for piece rate patrons) (Prescribed in paras 2-1b and 6-5b.)

**DA Form 2886**

Laundry List for Military Personnel (Prescribed in paras 2-1b.)

**DA Form 3137**

Abstract of Enlisted and Organizational Laundry and Dry Cleaning (Prescribed in para 2-1b.)

**DA Form 4202**

Laundry Sales Ticket (Prescribed in paras 2-1b and 6-5b.)

**DA Form 4203**

Dry Cleaning Ticket (Prescribed in para 6-5b.)

**Section IV**

**Referenced Forms**

**DA Form 4697**

Department of the Army Report of Survey

**DD Form 1131**

Cash Collection Voucher

## **Glossary**

### **Section I Abbreviations**

#### **ACSIM**

Assistant Chief of Staff for Installation Management

#### **AIT**

advanced individual training

#### **COCO**

contractor-owned and contractor-operated

#### **CONUS**

continental United States

#### **CPB**

cash per bundle

#### **DA**

Department of the Army

#### **DOD**

Department of Defense

#### **DX**

direct exchange

#### **FY**

fiscal year

#### **GOCO**

Government-owned and contractor-operated

#### **GOGO**

Government-owned and Government-operated

#### **HQDA**

Headquarters, Department of the Army

#### **HQ IMA**

Headquarters, Installation Management Agency

#### **IPR**

individual piece rate

#### **ISSA**

Interservice Support Agreement

#### **L&DC**

laundry and dry cleaning

#### **MACOM**

major Army command

#### **MTF**

medical treatment facility

#### **OCONUS**

outside continental United States

**OCS**

Officer Candidate School

**OSUT**

one-station unit training

**POM**

program objective memorandum

**PRD**

payroll deduction

**RC**

Reserve Component

**ROTC**

Reserve Officers' Training Corps

**SBCCOM**

U.S. Army Soldier and Biological Chemical Command

**USAFAC**

United States Army Finance and Accounting Center

**WOC**

Warrant Officers' Course

**Section II****Terms****Authorized individual patrons**

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

**Bundle or piece rate work**

Items of soiled laundry received from individual patrons.

**Cash per bundle**

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

**Government**

U.S. Federal Government

**Medical laundry**

Any health care linen item that is laundered or dry cleaned. This includes, but is not limited to, sheets, pillow cases, towels, wash cloths, blankets, mattress pads, pajamas, drapes, wraps, laundry bags, curtains, gowns, surgical scrubs, tunics, pants, and surgical protective garments.

**Individual piece rate**

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

**Nonreimbursable service**

Processing of laundry and dry cleaning items without charge.

**Operating costs**

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

**Organizational clothing**

Items issued to military personnel without charge.

**Pickup point**

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

**Pieces**

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

**Priorities for service**

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

**Reimbursable service**

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

**Replacement issues-in-kind**

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

**Section III****Special Abbreviations and Terms**

This section contains no entries.

**UNCLASSIFIED**

**PIN 002259-000**