



Services

**LAUNDRY, DRY CLEANING, AND LINEN
EXCHANGE**

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This manual implements AFI 34-252, Laundry, Dry Cleaning, and Linen Exchange, by providing guidance and procedures for laundry, dry cleaning, and linen exchange operations. It also provides instructions for completing inventory control forms used in linen exchange, and prescribed production standards for laundry and dry cleaning plant production. It applies to all Air Force bases, regardless of the source for laundry and dry cleaning services.

This manual directs collecting and maintaining information subject to the Privacy Act of 1974, authorized by 10 U.S.C. 8013. Personnel operating laundry and dry cleaning operations collect personal identification data when receiving payment by personal check and when preparing DD Form 200, Financial Liability Investigation of Property Loss, and Standard Form 1034, Public Voucher for Purchases and Services Other than Personal. The requester shows and, upon request, gives the individual a Privacy Act Statement (PAS) for each form, format, or form letter used to collect personal data.

SUMMARY OF REVISIONS

This publication implements the realignment of Services combat support publications to AFPD 34-2.

Chapter 1

LAUNDRY AND DRY CLEANING SERVICES AND OPERATIONS

1.1. Authorized Organizational Customers. The following organizations are authorized use of Air Force laundry and dry cleaning facilities to clean government issued items (those items bought with appropriated funds that require laundering and dry cleaning):

1.1.1. Department of Defense (DoD) Organizations. This includes base hospitals, lodging, and Category A and B MWR activities.

1.1.2. Government agencies other than DoD.

1.2. Authorized Individual Customers. Appropriated funds may be used to provide personal laundry service to authorized individuals or activities on a reimbursable basis where the installation commander determines one of the following:

- There is no private enterprise service available within a reasonable commuting distance
- The cost of such service is prohibitive
- The mission of the organization would be impaired by not providing the service
- If approved by the installation commander, the following individuals/activities are authorized use of Air Force laundry and dry cleaning facilities:
 - Active duty and retired military personnel and their family members
 - Air Force Reserve and Air National Guard personnel when on active duty status and their family members
 - Government officials or military of foreign nations on official business at US military installations
 - US Government Civilian employees are authorized use of service in overseas locations. Local national employees subject to approval of the installation commander. Approval is granted only when considered necessary to meet sanitation or safety requirements, or where commercial services are not available to civilians working on base in isolated locations
 - Category C MWR activities
 - The Army and Air Force Exchange Service (AAFES)

1.3. Contingency/Wartime Operations. In the event of an emergency situation, natural disaster, or wartime situation, the installation commander may approve to increase or decrease the authorized organizational or individual customers.

1.4. Source of Service. Each DoD plant facility within 100 miles from the base must be contacted to get a written statement as to the availability of government services before taking action to contract services from a commercial source. The requesting base obtains commercial contract services through standard procurement channels if a DoD facility is unable or unavailable to furnish services. An approval letter from the laundry plant manager must be on file stating that the plant is unable to provide the services. Approval letters must be accomplished annually.

1.4.1. Duplication of Facilities. Installations are not authorized to establish or operate an on-base laundry plant at any location where a government-owned or operated plant is in existence. A "plant" is a facility with equipment for cleaning and finishing (pressing or ironing).

1.4.2. Changing the Source of Service from an Established Government Plant to a Commercial Source (or vice versa). Headquarters USAF, Director of Services (HQ USAF/ILV) approves, in advance, any change between sources. The requesting activity must submit justification (as outlined below) to HQ AFSVA/SVOSL, 10100 Reunion Place, Suite 401, San Antonio TX 78216-4138, when considered necessary and in the best interest of the government. The following information, at a minimum, is required justification:

- List problems caused by using the present source
- Tell what steps have been taken to resolve problems, and their results
- Explain how problems would be eliminated or alleviated if the proposed source is approved
- Give the service time, and describe the quality of workmanship provided by the present source
- Explain why the proposed source is expected to provide better service
- Show advantages and what cost and manpower savings will result from the proposed change
- Add any pertinent information to the request for change
- Include a statement from the gaining government facility on the adequacy of its physical plant facilities to process the increased workload, the availability of personnel, and the anticipated effect the increase will have on the efficiency and economy of the plant operation
- Include a statement from the losing activity describing its ability to adjust to the loss of workload, what effect the loss will have on the efficiency of the operation, and what prices will be charged to the remaining government and individual customers

1.4.3. Changing the Services Source from One Government Facility to Another Government Facility. HQ USAF/ILV coordination is required for any proposed change in source between two government facilities. The requesting activity submits justification containing the following to HQ AFSVA/SVOSL, 10100 Reunion Place, Suite 401, San Antonio TX 78216-4138:

- Comments from the gaining activity on its ability to process the increased workload, the availability of personnel, and the anticipated effect the increase will have on the efficiency and economy of the plant operation
- Comments from the losing activity as to its ability to adjust to the loss of workload, what effect the loss will have on the efficiency of the operation, and what prices will be charged remaining government and individual customers

1.4.4. Changing the Service Source from One Commercial Facility to Another Commercial Facility. A change of source between commercial facilities does not require higher approval if:

- All DoD laundry plant facilities within 100 miles have been contacted, if applicable

1.4.5. Executing a Contract for Commercial Services. The installation or activity executes a contract for service through the installation contracting office. One copy of the contract with an abstract of all bids will be kept on file.

1.4.6. Use of Contract Service:

1.4.6.1. A contract is made with a commercial laundry and dry cleaning facility, if warranted, to process government property and other articles authorized to be cleaned with appropriated funds. Individual laundry and dry cleaning workloads must not be included in a statement of work for the purpose of conducting a cost comparison study between an in-service (government-owned) facility and a commercial company. An agreement may be negotiated with a contractor to provide individual service when individual laundry and dry cleaning service is not available through an AAFES concessionaire. Payment for individual laundry and dry cleaning service is made by the individual directly to the contractor. The government assumes no liability associated with the cleaning of personal articles.

1.4.6.2. The Air Force may contract a commercial firm to operate an in-service facility to provide laundry and dry cleaning service for government-owned items. This would be a government-owned, contractor-operated (GOCO) laundry and dry cleaning plant.

1.4.6.3. A GOCO laundry and dry cleaning plant provides services to individuals only if there is no cost to the government. A service charge equal to the cost of the contract administration, utilities, supplies, etc., furnished by the government and associated with the individual work, must be levied. The full amount of this service charge is collected and deposited, without deduction, into a reimbursable operational and maintenance (O&M) account. When the operation is to be GOCO, the individual work is not included in the cost comparison (but can be a separate part of the contract) since that indicates the government is responsible for the performance of the individual work. The agreement with the contractor will clearly state the government does not assume any liability associated with the contract cleaning of personal articles.

1.5. Construction and Improvement of Fixed Facilities. All projects to construct, replace, or reactivate a laundry and dry cleaning facility require the Assistant Secretary of the Air Force for Manpower, Reserve Affairs, Installation, and Environment certification (SAF/MI). See paragraph 2.7 for references on environmental concerns.

1.5.1. Laundry and dry cleaning operations follow normal base budgeting and financial procedures for equipment replacement and facility repair or improvement.

1.6. Production Equipment. The requesting activity submits a written budget through normal budget channels. Once approved, the plant manager has approval to replace, relocate, rearrange, remove, or dispose of any Federal Supply Class 3510 equipment items and other items peculiar to laundry and dry cleaning operations.

1.6.1. Plant Equipment. Only equipment required to process current and foreseeable workload demands will be retained in a plant.

1.6.2. Current Requirements. TA 534 describes the requirements for obtaining laundry plant equipment.

1.6.3. Standby Requirements. Laundry plants retain sufficient standby equipment to provide a war-time or emergency support capability only if approved by the installation commander. Before requests for retention are submitted, alternative sources for providing services must be considered (such as using multiple shift operations and augmenting services from commercial or other government facilities).

1.6.4. Funding of Equipment. Equipment costing \$25,000 and under is funded with base O&M funds. Items that exceed \$25,000 require 3080 funding. All these requirements must be identified separately to the Services resource manager and to the base comptroller for inclusion in the base O&M budget.

1.7. Installation and Removal of Equipment. The base civil engineer (BCE) squadron installs and removes fixed equipment and related accessories (except for new equipment construction) plant personnel cannot install or remove. Regardless of equipment installation method, an AF Form 332, Base Civil Engineer Work Request, is submitted to the BCE. The date, exact location and type of utilities required are shown on, or attached to, the AF Form 332. The BCE takes action to have the work done by contract while providing technical supervision over the contract work if they cannot complete the installation or removal within a reasonable time.

1.8. Payment by Personal Check. All personal checks accepted as payment from individuals listed in paragraph 1.2 must meet the following requirements:

- Checks must be made out for the exact amount of laundry and dry cleaning charges
- Checks must not be post-dated
- Checks must be made payable to the defense finance and accounting service (DFAS)
- The laundry and dry cleaning plant manager (or authorized representative) must approve all checks
- The following must be recorded on the check: the customer's name, rank or grade, social security number (SSAN), organization, address, and work telephone number

1.8.1. The plant manager must immediately contact the writer of a dishonored check, by the most practical means, and request the check be redeemed within three workdays; a returned check fee, established by accounting and finance, will also be collected.

1.9. Abandoned Personal Articles. Clothing and articles of an individual left unclaimed are handled as follows:

1.9.1. The plant manager will ensure all customers are informed that any articles remaining in the plant or pickup station over 90 days are removed from the shelf and given to the airmen's attic or other similar organization for redistribution. If the clothing or articles are government issued items, they are returned to the member's organization or base supply.

1.10. Service:

1.10.1. Organizational Service. Provide bulk or bundle service to the organizations listed in paragraph 1.1. Bulk service is one for one exchange; the item brought in for cleaning might not be the same item returned. Bundle service is provided to those organizations where the same item brought in for cleaning must be the same item returned to the activity.

1.10.2. Individual Piece Rate (IPR) Service. Provide individual piece rate service on a reimbursable basis to those individuals or activities authorized in paragraph 1.2.

1.10.3. Dry Cleaning Service. Dry cleaning service is provided to all authorized customers, organizational or individual, if offered as an augmented capability of the laundry.

1.10.3.1. The installation commander or plant manager may impose other restrictions to ensure acceptable support to organizations and military personnel.

1.10.3.2. Charges for dry cleaning services are made on an individual item basis.

1.10.4. Rug and Upholstery Cleaning. Rug and upholstery cleaning is considered a specialty service that requires special equipment, supplies, and knowledge. An Air Force plant provides this service to authorized organizations and individuals with approval by the installation commander.

1.10.4.1. This service is provided to individuals only if the plant workload does not interfere with timely laundry and dry cleaning support to government organizations.

1.10.4.2. Rugs and upholstery are processed at the risk of authorized customers because materials, dyes, and construction of rugs and upholstery are often unknown, and of nonstandard quality.

1.10.4.3. Charges for cleaning rugs and upholstery are based on a unit or item rate or per square foot cleaned, as determined locally.

1.11. Individual Articles Authorized To Be Cleaned With Appropriated Funds. Organizational items and special or distinctive clothing or equipment issued to individuals (military or civilian) are properly chargeable to the organizational rate service category.

1.12. Service Prices:

1.12.1. Pricing Policy: The laundry plant manager establishes organizational and individual piece rate schedules for laundry services provided. Item pricing (pricing by weight) can be used for laundry organizational rate service. Dry cleaning rate schedules consist of organizational and individual piece rates. Reimbursable accounts must be established with the installation financial management office for over-the-counter sales to individuals and activities listed in paragraph 1.2. Full reimbursement is required with collections returned directly to the base O&M account only for those expenses funded by O&M. Asset use charges such as depreciation are returned to the Treasury as miscellaneous receipts.

1.12.2. The primary objective of a GOCO laundry and dry cleaning plant is to price services so that they recoup all operating costs for the year through reimbursements and direct charges to O&M. Plant managers set service prices within each service category to ensure revenues are sufficient to recover the cost of the service in each category (that is, pricing must be established and maintained so that each category is self-supporting; one category of service must not subsidize another).

1.12.3. Rates or prices must be established to cover costs each fiscal year. These rates and prices are set so all estimated operating expenses incurred for the fiscal year are recovered through sales or charges to the base O&M account. The plant manager strives to minimize overall gains or losses to the activity. Accumulated operating results are planned so the approved operating budget projection is reached at year end.

1.12.4. Prices are set or changed based on an annual cost analysis to cover all applicable costs (see paragraph 1.13). Bases or commands are not authorized to establish, approve, disapprove, or adjust prices by plant or by category of service or in any way that conflicts with paragraph 1.12.2.

1.12.5. Operating Program and Price Adjustments. The plant manager considers all known and predictable variations of labor and other operating costs, base population, customer preference, type of services and workloads, and other pertinent factors before submitting any projection on revenues,

expenses, and pieces. A thorough analysis is made of all pertinent elements so service prices are current and costs are recovered throughout the fiscal year. Any unforeseen variation or unpredictable fluctuation may create an unfavorable imbalance between revenues, expenses, and piece workloads. Plant managers must:

- Ensure the work force is flexible to permit timely adjustments for processing known and unforeseen fluctuations in workloads. The use of intermittent and part-time employees is authorized.
- Conduct a critical review of employee use and productivity. Identify employees who, after the usual training and indoctrination, are unable or unwilling to maintain a reasonable level of productivity. Initiate action to terminate employment if remedial training efforts fail.
- Eliminate the use of overtime and premium pay except for critical periods.
- Review supply ordering procedures, determine and maintain realistic inventory levels, establish proper storage and issue methods, and eliminate overuse and waste.
- Actively solicit replacement for lost or reduced workloads to maintain plant efficiency and maximum use of labor hours.

1.13. Making a Cost Analysis. An annual cost analysis is prepared to ensure expenses are charged correctly to each category of service and to acquire a basis for establishing prices. DoD 7220.9-M, Part II, Chapter 26, Addendum 1, Determining Reimbursements for Non-Industrial Funded Activities, 18 Sep 89, lists all the cost elements that must be used in determining prices for a non-industrial (O&M) funded operation for different categories of customers.

1.14. Claims Against Laundry and Dry Cleaning Facilities:

1.14.1. Filing a Claim Against a Laundry and Dry Cleaning Facility. A claim against a laundry plant should be filed not later than 10 days after the customer receives the sales ticket on which the claim is based or is notified the articles have been lost, damaged, or destroyed. The plant manager may extend the time limitation only if the delay is due to circumstances beyond the control of the claimant. The sales ticket is presented at the time the claim is registered. The plant manager must do the following:

- Establish procedures to ensure all complaints and valid claims are given prompt, orderly, and diplomatic consideration. Although it is difficult to establish an adjustment system that provides for all circumstances, the procedure must provide an impartial basis for agreement and for an equitable and satisfactory adjustment.
- Provide assistance to the customer filing the claim.
- Not accept a claim if the article was processed elsewhere, in any manner, after the facility returned it to the customer.

1.14.2. Settling an Undisputed Claim Against an Air Force Laundry Facility. After determining that a claim is valid, the plant manager must take adjustment action as follows:

- If the claim involves government-owned property, the claim may be adjusted by repair, or by replacement from plant overages. For government-owned property issued to individuals noted in paragraph 1.11 that cannot be satisfactorily repaired or replaced, issue a letter stating the loss. This will allow the member to be reissued another garment through their organization. The organization may charge the laundry O&M account for reimbursement of the garment. If the garment requires stripes, patches, etc., the base or organization will have an

established program where these items will be O&M funded. Again the organization or base may charge the laundry O&M account for reimbursement for this cost.

- If the claim involves nongovernment property, it is adjusted by repair, replacement, or cash payment. If cash payment is elected, the customer receives an amount mutually agreed upon as fair value, based on original purchase price, with depreciation through fair wear and tear. The plant accountant prepares and forwards a Standard Form 1030, Public Voucher for Purchases and Services Other than Personal, to the base accounting and finance office with a supporting certificate (original and three copies). The certificate contains the name of the claimant, list of articles involved in the claim and the fair value of each. It also includes the following statement: “We certify the listed articles received by the Air Force laundry and dry cleaning plant at (plant location) on (date) were lost, damaged, or destroyed while in the custody of the plant and that said articles cannot be located, repaired satisfactorily, or replaced from overages.” The plant accountant keeps a copy of the certificate in suspense until he or she receives an annotated copy of the processed Standard Form 1030.

1.14.3. Settling any Disputed Claim Against an Air Force Laundry Facility. If the property is government-owned, furnish the necessary affidavit for a DD Form 200, Report of Survey. For property that is not government-owned, refer them to the base claims officer for settlement.

Chapter 2

OPERATION OF AIR FORCE FIXED LAUNDRY AND DRY CLEANING PLANTS

2.1. Quality Control. Proper cleaning requires all soil and traces of washroom products or dry cleaning odor be removed from the fabrics. Enough starch is used to give an article adequate body to satisfy the customer's desires. Tumble work will be dry, soft, and without excessive wrinkles. Missing buttons are replaced and small rips and tears mended.

2.2. Production Records and Standards. See Attachment 2.

2.2.1. Daily Records of Production. Air Force laundry and dry cleaning plants keep daily records of production accomplished in each department.

2.2.1.1. Plant managers review production records daily.

2.2.1.2. Supervisors display unit and department production records in prominent locations in the plant as an incentive for increased production.

2.2.1.3. Production standards are established for actual operator time spent on production plus normal break and clean-up time.

2.2.1.4. Point values are assigned to each unit of measure as a means of determining an employee's efficiency, regardless of changing work assignments.

2.2.1.5. Employees are expected to maintain a standard of 100 points per hour, which equals 100 percent efficiency in relation to the point value assigned to units per operator hour.

2.2.2. Maintaining a High Production Rate. Low production may result from lack of training, inoperative equipment, improper placement of personnel, or ineffective layout in work areas. Managers ensure a high production rate by:

- Keeping an even flow of work through each department
- Holding the amount of work in process to a minimum, consistent with accepted production methods and controls
- Ensuring that personnel are adequately trained and properly placed
- Providing a laundry and dry cleaning facility layout that is consistent with efficient production

2.2.3. Preventing Production Lags. Management is expected to determine the cause for low productivity and take necessary corrective action. A slight change in the work area layout, for example, or a change in the location of supplies or equipment can reduce production time. In other instances, the solution may be additional training in the proper use and care of machinery and the improvement of working techniques.

2.2.4. Continuous Training Program:

2.2.4.1. The plant manager will establish and document an objective and continuing training program necessary to help ensure desired production and quality standards are maintained. The safe and proper use of machines and equipment by all production personnel must be explained, demonstrated, enforced, and documented in personnel folders.

2.2.4.2. Employees will follow the established sequence of operation for each job. In this manner, job methods are standardized and employee training simplified.

2.3. Work Flow Through the Laundry and Dry Cleaning Plant. The movement of all lots through the laundry and dry cleaning plant must be carefully supervised to avoid delays, confusion, and loss of articles, and ensure established delivery schedules are met.

2.4. Laundry and Dry Cleaning Plant Equipment Requirements, Maintenance, and Repair. Laundry and dry cleaning plant equipment requirements, maintenance, and repair are listed in Attachment 3.

2.5. Tailor Shop Operations. The repair and alterations function is an important and integral part of a laundry and dry cleaning operation.

2.5.1. The tailor shop repairs all minor rips and tears. Open seams are tacked to prevent further damage and broken or missing buttons replaced. These types of sewing and mending are usually accomplished as a part of the overall services and without an additional charge to customers.

2.5.2. Other major or more difficult repairs, replacements, and alterations are accomplished if within the capability of the personnel and equipment. The customers are charged an additional fee in keeping with the level of difficulty and the cost of the task.

2.6. Housekeeping Responsibility. Housekeeping is the responsibility of all plant personnel. Custodial personnel will perform overall janitorial duties and maintain the cleanliness of restrooms, offices, stockrooms, etc. Equipment operators will keep their equipment free of lint and dirt, and their immediate work areas clean and orderly.

2.7. Fire, Safety, and Environmental Rules. The laundry manager develops and enforces the plant safety code. All supervisors instruct employees in safe work practices and fire prevention. Laundry and dry cleaning facilities must have air, water, and hazardous waste construction and operation permits, where applicable, and ensure pollution prevention measures are carried out to protect human health and the environment. Refer to compliance policies in AFI 32-7040, Air Quality Compliance; AFI 32-7041, Water Quality Compliance; AFI 32-7042, Solid and Hazardous Waste Compliance; and AFI 32-7080, Pollution Prevention Program. Due to the potentially hazardous nature of laundry and dry cleaning processes, facilities must incorporate pollution prevention practices.

2.8. Laundry & Dry Cleaning Plant Inspection Checklists. Laundry and dry cleaning plant inspection checklists are listed at Attachment 4.

Chapter 3

LINEN EXCHANGE SYSTEM

3.1. Linen Exchange Service. The base linen exchange provides the base exchange point for all items authorized in paragraph 3.2. At bases with a DoD laundry plant, the Air Force organizations normally turn in items directly to the base linen exchange. The laundry plant then collects from and returns to the linen exchange point. The linen exchange section may run more than one point of exchange, if necessary, to provide quality service.

3.2. Authorized Items. The following items are authorized to be washed or dry cleaned at the expense of Air Force appropriated funds:

- Government-property linens and items, such as sheets, pillow cases, blankets, towels, mattress covers, comforters, and others, bought with appropriated funds and issued to or used by organizations, activities, and individuals (linens on nonappropriated fund accounts may be cleaned only at the expense of nonappropriated funds)
- Government rugs, upholstery, and drapes
- Organizational items and special or distinctive clothing or equipment issued to military or DoD civilian personnel
- Shop wiping towels, cloths, and rags (Cost analysis should be made first to decide which is less expensive, cleaning or buying new shop wiping towels, cloths, and rags)
- Air Force-owned stocks that need renovation
- Authorized uniform items that need water-repellent treatment
- Clothing of prisoners kept at a base in a non-pay status
- Clothing required for burial of deceased active duty
- All soiled personal clothing items (serviceable items only) of deceased active duty or declared missing, must be washed or dry cleaned, as needed, before they are sent to the next of kin. The commander (or the summary court officer) of the deceased or missing person must sign the following certificate for payment from local O&M appropriations:

I certify that the items listed are the personal items of (name, grade, and social security number), who is deceased or missing, and that the cleaning costs should be paid from appropriated funds.

- Uniforms soiled as a result of honor guard duty. A letter authorizing cleaning, signed by the honor guard commander, must be kept on file in linen exchange for all honor guard members desiring this service
- Uniforms of military training instructors. A letter authorizing cleaning, signed by the instructor's commander, must be kept on file in linen exchange for all instructors desiring this service

3.3. Contingency/Wartime Operations. In the event of an emergency situation, natural disaster or war-time situation, the Services commander through the installation commander can approve to expand the authorized customers or items the linen exchange branch can process.

3.4. Salvage of Linen Items. Sprinkle uneconomical repairable linens with a distinctive dye. Dyed linens are issued to organizations (transportation, field maintenance, etc.) that normally use wiping and

cleaning rags. Unserviceable linen is accounted for and issued intact (not torn into rags). Tearing items into rags is the responsibility of receiving organizations. Linen will be entered on the AF Form 2009-1, Manual Supply Accounting Record, in the unserviceable column, until dyed and issued to an organization.

3.4.1. When issuing rags to organizations, DD Form 1348-1, DoD Single Line Item Release/Receipt Document, will be used as follows:

- List stock number, nomenclature ("rags-sheets," "rags-blankets," etc.), quantity, and organization to which issue is being made.
- Assign a document number from the control register
- Obtain a signature from an authorized representative of the using organization
- Post quantity issued to AF Form 2009-1, showing the organization issued to in the transaction column
- File posted copy of DD Form 1348-1 in document file
- Turn in linen items no longer fit for their intended purpose and not suitable for conversion to rags to the local property disposal office or base supply, using locally established procedures. Ensure the turn-in document is properly vouchered and used to reduce the linen exchange account

3.5. Inventory. Maintain only enough items to meet scheduled exchanges, replenishment of worn out and damaged items, and a justifiable reserve for emergencies. Keep records of items released and returned using AF Form 904, Daily Linen Exchange Transactions. Instructions for completing the form are at Attachment 5.

3.5.1. Inventory Procedures. Perform a complete inventory semiannually, on the last work day of March and September. Prepare two copies of AF Form 905, Linen Exchange Inventory Report. Instructions for completing the form are at Attachment 6.

3.5.2. Set up a control register (AF Form 115a, Register of Control Numbers) to support posting to AF Form 2009-1. Keep supporting documents with the control register. On 1 October each year, voucher numbers in numerical sequence are assigned to all documents affecting linen exchange accountability.

3.5.3. AF Form 85, Inventory Adjustment Voucher, is certified by the linen exchange manager and approved by the Services squadron commander.

3.5.4. Use AF Form 2009-1 as the stock record for each line item. Use the entries on this form to document quantities on hand, on order, received, issued, inventoried, and adjusted.

WILLIAM P. HALLIN, Lt General, USAF
DCS/Installations and Logistics

Attachment 1

GLOSSARY OF REFERENCES, ABBREVIATIONS, ACRONYMS, AND TERMS

References

AFI 32-7040, Air Quality Compliance

AFI 32-7041, Water Quality Compliance

AFI 32-7042, Solid Hazardous Waste Compliance

AFI 32-7080, Pollution Prevention Program

AFI 34-252, Laundry, Dry Cleaning, and Linen Exchange

DoD 7220.9-M, Part II, Chapter 26, Addendum 1, Determining Reimbursements for Non-Industrial Funded Activities, 18 Sep 89

Abbreviations and Acronyms

AAFES—Army and Air Force Exchange Service

AF—Air Force

AFI—Air Force Instruction

AFMAN—Air Force Manual

BCE—Base Civil Engineer

BDU—Battle Dress Uniform

DFAS—Defense Finance and Accounting Service

DoD—Department of Defense

FM—Financial Management

GOCO—Government-Owned, Contractor-Operated

HQ AFSVA—Headquarters Air Force Services Agency

HQ AFSVA/SVOHL—Headquarters Air Force Services Agency Lodging and Laundry Branch

HQ USAF/ILV—Headquarters Air Force, Directorate of Services

MAJCOM—Major Air Command

O&M—Operations and Maintenance

OPR—Office of Primary Responsibility

PAS—Privacy Act Statement

SSAN—Social Security Account Number

TA—Table of Allowances

Terms

Bulk Service—Part of the organizational service. This service is considered a one for one exchange, the item brought in for cleaning might not be the same like item returned. Example, an organization turns in a dirty sleeping bag and gets a clean sleeping bag off the shelf.

Bundle Service—Part of the Organizational service. This service is provided where the item brought in for cleaning must be the same item returned to the organization. Example, an organization such as lodging turns in colored linen (e.g. blue sheet) and must receive the same color in return.

Dry Cleaning Service—Cleaning of the clothing or fabric with chemical solvents rather than water.

Individual Piece Rate Service—Service provided to authorized individuals or activities listed in paragraph 1.2. Service is provided only on a reimbursable basis.

Installation Commander—The individual responsible for all operations performed by an installation.

Nonappropriated Funds (NAF)—Funds generated from DoD military and civilian personnel and their dependents and used to augment funds appropriated by the Congress to provide a comprehensive, morale-building welfare, religious, educational, and recreational program, designed to improve the well-being of military and civilian personnel and their dependents.

Organizational Service—Service provided to those authorized organizations in paragraph 1.1. Service charges are to the organization's O&M account.

Plant—A facility with equipment for cleaning and finishing (pressing or ironing).

Plant Manager—The senior official charged with the responsibility to manage and operate the laundry and dry cleaning plant.

Reasonable Distance—The location of a DoD laundry plant facility not more than 100 miles one way from the base.

Tailor Shop—Function of the laundry and dry cleaning plant that repairs all minor rips and tears.

Quality Assurance Evaluator—Trained to monitor the commercial linen contract.

Attachment 2

**AIR FORCE FIXED LAUNDRY AND DRY CLEANING PLANTS
PRODUCTION STANDARDS**

Administrative Support

<u>Department</u>	<u>Unit of Measure</u>	<u>Standard</u>
Administrative support type labor includes all labor that is not directly involved in plant production	Hours	39 percent of total plant production hours equals 100 percent efficiency

Air Force Laundry Plant

<u>Department</u>	<u>Unit of Measure</u>	<u>Point Value</u>	<u>Units per Operator per Hour</u>
Marking, Listing, and Classifying:			
Permanent identification	Piece	1.33	75
Temporary identification	Piece	1.33	75
Tumble and Fold:			
Shop towels	Piece	0.40	250
Tumble only rags (6pcs/lb)	Piece	0.10	1000
All other items	Piece	1.00	100
Blouse, female dress uniform	Piece	6.67	15
Shirt, BDU	Piece	12.50	08
Shirt, medic	Piece	6.67	15
Coat, smock or frock	Piece	8.83	12
Coveralls	Piece	12.50	08
Trousers, civilian	Piece	8.33	12
Trousers, BDU	Piece	12.50	08

Shirt Pressing:

w/cabinet one- or two-operator unit (double buck back, bosom, yoke)

w/cabinet one- or two-operator unit (shirts w/epaulets) (double buck back, bosom, yoke)

Garment Pressing (one 53-inch and two mushroom units.) Garments listed below should never be finished on this unit. Exceptions are odd-type items, three-quarter and full-length coats, small and large shirts, and trousers. Ninety-eight percent of these garments should be finished on one of the highly productive cabinet units.

Gown, hospital	Piece	14.29	07
Uniform, nurse	Piece	8.33	12

Flatwork Ironing:

Sheets	Piece	0.60	60
Small pieces other than wrappers	Piece	1.20	120
Wrappers Large	Piece	0.30	30
Wrappers Small	Piece	0.60	60
Production Support	Hour	12% production support hours to total production hours equals 100% efficiency	

Washing and Extracting (combined labor):

Washer-extractors, 25, 50, and 100 lb.	Loads	25.00	4 loads
Washer-extractors, 200 and 400 lb	Loads	33.30	3 loads
Washer-extractors, 600 and 800 lb	Loads	50.00	2 loads
Rug and Upholstery	Sq. Ft.	00.50	200 Sq. Ft.

Air Force Dry Cleaning Plant

Marking and Checking:

Permanent identification	Piece	1.54	65
Temporary identification	Piece	1.33	75
Clean, Tumble, and Spot*	Piece	1.67	60

Assemble, Inspect, and Package	Piece	1.33	75
Production Support	Hour	10% production support hours to total production hours = 100% efficiency	
Trousers:			
BDU	Piece	16.67	06
Civilian	Piece	10.00	10

All items listed below will be processed through the steam tunnel prior to finishing:

Coat, uniform, suit, jacket:

w/steam-air finisher	Piece	12.50	08
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Overcoat, topcoat:

w/steam air finisher	Piece	16.67	06
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Shirts	Piece	8.33	12
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Raincoats	Piece	16.67	06
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Skirt:

To 8 pleats, permanent	Piece	16.67	06
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Over 8 pleats, permanent	Piece	25.00	04
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Plain	Piece	11.11	09
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Sweaters	Piece	2.86	35
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Dress:

Plain or w/permanent pleats	Piece	25.00	04
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To 8 pleats, non-permanent	Piece	60.00	01
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Over 8 pleats, non-permanent	Piece	90.00	01
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*Includes placing all garments on hangers and processing through the steam tunnel. NOTE: Do not process heat sensitive items (acrylic, etc.) through the steam tunnel. EXCEPTION: Trousers that will be placed on trouser trees or delivered to pressing units can be processed through the tunnel.

Attachment 3

LAUNDRY AND DRY CLEANING PLANT EQUIPMENT REQUIREMENTS, MAINTENANCE, AND REPAIR

A3.1. Equipment Requirements. Equipment Table of Allowance (TA) Document 534 covers equipment requirements for laundry and dry cleaning facilities. Item quantities will be held to the minimum essential for processing workloads. However, sufficient equipment will be maintained to meet peak-day volumes. These volumes may be as much as 25 percent above average. The types of equipment plant operations require are:

- Fixed-type equipment installed or affixed to the plant. This equipment includes presses, tumblers, extractors, washers, tanks, flatwork irons, slick rails and other equipment necessary to process articles through the laundry and dry cleaning plants
- Organizational support equipment not permanently affixed to the facility, but needed to support plant operations. This type of equipment is commonly called portable equipment and includes hand tools, canvas or plastic baskets, metal truck tubs, hand trucks, garment baggers, sewing machines, scales, hand irons, mixing tanks, and other items

A3.2. Maintenance and Repair. All maintenance and repair of equipment, within the capability and experience of laundry maintenance workers, is done at the laundry and dry cleaning plants. Other maintenance and repair is the responsibility of the base civil engineer. The laundry and dry cleaning manager:

- Establishes daily, weekly, and monthly preventive maintenance schedules, as outlined in applicable manufacturers' manuals, to ensure proper operation and long life of machinery. Detailed records are kept on those schedules
- Ensures parts and maintenance manuals furnished by the manufacturers are kept on file and are followed
- Ensures lubrications are accomplished as scheduled
- Ensures required adjustments and repairs are completed as rapidly as possible for minimum downtime
- Ensures jobs beyond the capacity of plant personnel are promptly referred to the base civil engineer
- Devises a washroom checklist for maintenance personnel. Preventive maintenance in the washroom is of the utmost importance. All controls, such as thermometers, water level gauges, valves, etc., are checked periodically for accuracy. The mechanic signs the checklist each month
- Records all equipment downtime on maintenance schedule records

A3.3. Maintenance Personnel:

- Periodically inspect, clean, lubricate, and adjust all equipment to keep in good operating condition
- Repair equipment within their capability and experience
- Conduct periodic checks of the washroom and ensure controls, such as thermometers, water level gauges, valves, etc., are accurate. Sign the monthly checklist to certify required checks have been accomplished

Attachment 4

OPERATION OF AIR FORCE FIXED LAUNDRY AND DRY CLEANING PLANTS

INSPECTION CHECKLIST

1. Check the O&M supplies budget. If variances exceed 5 percent of projection, ascertain reason and suggest corrective action be taken.

2. Is the plant, to the extent of its capacity and staffing capability, providing laundry and dry cleaning service to all Air Force and DoD activities within the area?

3. Do patrons sign a written waiver of claim liability before processing articles susceptible to damage (specialty articles, unusual items, fragile or problem fabrics, etc.)?

4. Does the manager have an ongoing, 5-year equipment replacement program?

5. Does the plant refrain from accepting and storing quantities of supplies in excess of normal requirement for the purpose of relieving base supply activity of storage and issue responsibility?

6. Does the manager exercise his or her responsibility for determining which supply items produce the desired quality of work (customer satisfaction)?

7. Are all individual customers notified up front that if their article(s) are not claimed after 90 days, they will be disposed?

8. Are the unclaimed articles properly disposed?

9. Is an accurate cost analysis used to establish prices in order to recoup operating costs?

10. Has a new and complete cost analysis been accomplished annually?

Marking Department (Laundry)

11. Are all garments properly marked?

12. Are items that require a written waiver of claim liability returned to the customer without charge?

13. Are proper procedures used to return valuables found in patrons' garments?

Washroom Department (Laundry)

14. Do washer operators ensure that lots are classified properly?

15. Are proper washing formulas used based on product manufacturer's recommendations?

16. Are required washroom supplies available (soaps, detergent, bleach, alkalies, etc.)?

17. Are proper water temperatures used for the various classifications of materials?

18. Is the washroom control test kit used at least monthly? Are more frequent checks made when deficiencies are noted?

19. Are machines operated at full capacity?

20. Is sufficient hot water available when needed?

21. Are 2 quarts of 1 percent bleach (or equivalent of dry bleach) used for 100 pounds of white work?

22. Do doors close easily?

23. Are safety devices working properly?

24. Are water-level gauges working properly?

25. Are temperature gauges working properly?

26. Are timers working properly?

27. Are thermostats working properly?

Tumbler Sections (Laundry)

28. Are tumblers loaded to rated capacities?
29. Is work dried according to recommended temperatures?
30. Are tumbler baskets free of objects lodged in the perforated holes that could damage garments or slow down drying time?
31. Are lint traps and filter screens cleaned daily?
32. Are woolens dried in temperatures not exceeding 130°F?
33. Do doors close properly?
34. Are safety devices working properly?
35. Are temperature gauges working properly?
36. Are thermostats working properly?

Finishing Department (Laundry)

37. Is the damp work covered properly when not in use?
38. Is work properly conditioned (limited drying) to expedite finishing?
39. Are press heads clean and free of starch buildup?
40. Are presses padded properly to preclude excessive broken buttons?
41. Do operators make the correct lays in proper sequence as required for each garment?

42. Are automatic timers working properly?

43. Is the head pressure adjusted properly?

Flatwork Department

44. Are employees that are assigned to adjust roll pressure to flatwork irons thoroughly knowledgeable of the operations of the machine?

45. Is roll pressure off and the speed control set for the lowest speed before clutch is engaged?

46. Is proper roll pressure applied? Sheet processing through the iron in a straight line, without rolling?

47. Is the chest surface kept clean and free of buildup?

48. Is the finger guard, which acts as a safety switch, in good working order (to determine whether finger guard is working properly, press guard to stop machines).

Dry Cleaning Department

49. Are all articles cleaned according to the following classifications: light colors, dark colors, silks, etc.?

50. Are there strong perk odors in and around cleaning equipment (cleaning machine, deodorizer, still, filter, etc.)?

51. Is there a vapor-leak detector available in-plant to the dry cleaning supervisor?

52. Is finished work free of odor (check for odors by smelling shoulder pads, etc.)?

Attachment 5

HOW TO COMPLETE AF FORM 904, DAILY LINEN EXCHANGE TRANSACTIONS

Nomenclature: Enter line item number and description as shown on laundry contract or laundry price list.

Price: Enter cleaning price as shown on laundry contract or laundry price list.

Beginning Inventory: Enter preceding month's ending balance at laundry and dry cleaning facilities.

Quantity:

a. **Released:** Enter quantity released to be cleaned. This figure must be supported by a company provided or government form for that day.

b. **Returned:** Enter quantity cleaned and returned. This figure must be supported by entry on company or government form.

c. **Balance:** Enter quantity at the laundry and dry cleaning facilities. Obtain this number by adding the previous day's balance to the current day's release, and then by subtracting the current day's return from the laundry and/or dry cleaning facilities.

Daily Transaction Entries: Entries need not be made for days for which there are no transactions. Date of entry must be recorded on top line above entry.

Month Total:

a. Add daily entries to obtain total quantity of items released to contractor of facility.

b. Add daily entries to obtain quantity returned by the contractor or facility.

c. Last day's balance at contractor or facility brought forward. This figure will be used as the beginning inventory for the following month.

Total Cost: Multiply the monthly total of each item returned by its cleaning price.

Remarks: Enter comments to clarify entries.

Grand Total Laundered and Dry Cleaned: Enter grand total of quantities returned on bottom line of form.

Grand Total Cost: Enter the monthly laundry cost by multiplying the price of the items times the total quantities of items cleaned and returned to the linen exchange for the month. Add figures in column to obtain grand total cleaning cost for the month. Enter the grand total cost on bottom line of form.

Attachment 6

HOW TO COMPLETE AF FORM 905, LINEN EXCHANGE INVENTORY REPORT

I. Inventory Data:

Most linen exchange items are listed. Use columns without headings for any other items in your inventory.

Line 1: Taken from line five of last report.

Line 2: Quantities received from base supply during last 6 months. Explain other receipts under Remarks.

Line 3: Quantities turned into property disposal office during last 6 months.

Line 4: Balance on hand shown on AF Form 2009-1. Line one, plus line two, minus line three, equals four.

Line 5: Actual count of quantities on hand plus quantities at laundry.

Line 6: Difference between lines four and five.

Line 7: Divide line six by line four, and show as a percentage.

Line 8: Current price shown in General Services Administration catalog (adjusted to pounds, if proper).

Line 9: Line six, multiplied by line eight.

II. Quantity Laundered or Dry Cleaned and Cost:

Line 10: Quantity of linen exchange items laundered and dry cleaned by month and 6 month total.

Line 11: Quantity of other items (for example, organizational clothing) laundered and dry-cleaned by month, and 6 month total.

Line 12: Total quantity processed by month and 6 month total.

Line 13: Total dollar cost of laundry and dry cleaning by month, and 6 month total.