

**BY ORDER OF THE COMMANDER  
AVIANO AB (USAFE)**

**AIR FORCE MANUAL 23-110, VOLUME 2,  
PART 2, CHAPTER 11**



**AVIANO AIR BASE  
Supplement**

**9 JANUARY 2012**

**Materiel Management**

**CUSTOMER REQUIREMENTS**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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AFMAN 23-110, *USAF Supply Manual*, 1 April 2009 is supplemented as follows: This supplement identifies specific procedures, tasks, and guidelines related to the Customer Requirements function unique to Aviano Air Base, and implements local policies and directives related to this arena. It applies to all Air Force military, civilians, and contractor personnel, and organizations on Aviano AB and its geographically separated units. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Information Management System (AFRIMS) Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afrims/afrims/>.

**11.1.1.4. (Added)** Under the Asset Management System (AMS) for on-base issues/releases, all references cited in this chapter as “output documents printing on DD Form 1348-1A, *Issue Release/Receipt Document* or the Supply Asset Tracking System (SATS) label”, are intended to be “an AMS label will be created in lieu of the DD Form 1348-1A or SATS label”.

**11.2.1.1.3. (Added)** All indications of delivery timeframes in this chapter reference back to Table 11.1. (Added) Zone Deliveries, and Table 11.2. (Added) Time Definite Delivery Schedule. All delivery priorities will be staged into routes and delivered on set schedules. Customers requiring expedite service for verified emergencies will contact the Central Storage Element (CSE) at 632-7062 to have property pulled and delivered immediately.

**Table 11.1. (Added) Zone Deliveries**

<b>Zone 1</b>		<b>Zone 2</b>	
<b>Customer</b>	<b>BLDG/LOC</b>	<b>Customer</b>	<b>BLDG/LOC</b>
Electronic Warfare	M42	555 FS (Material Control)	Zulu 14
Lantern	M42	510 FS (Material Control)	1123
Avionics	M42	555 FS Life Support	1230
Propulsion	925	510 FS Life Support	1123
Phase	925	Armaments	1229
Sheet Metal	921	Munitions (Conventional Maint)	1270
Metals Tech	921	Fuel Barn	1163
PMEL	907	Air Force Repair Enhancement Program (AFREP) (Gold Flag)	1135
Survival	925	Disaster Prep	1037
NDI	925	CS (Biss, Wideband, Telephone Maintenance)	1442
Hydraulics	921	603 ACS Material Control	1342
Egress	921	603 ACS Veh Maintenance	1380
Wheel & Tire	921	31 FW HQ	1360
Electronic & Environmental	921	31 FW MPF	1403
OSS	904	CS (Radar Maintenance)	1307
Transit Alert	920	CES Material Control	430
Munitions (Trailer Maint)	14685	Munitions (Bomb Dump)	1568
Mobags	1459	Area 1 Customers	Area 1
Age	1173	Area 2 Customers	Area 2
Munitions (Weapons Maint)	1445		
CS (Radio, Navigation, Weather Maintenance)	1473		
SFS	1462		
POL	1014		

**Table 11.2. (Added) Time Definite Delivery Schedule**

PRIORITY	DESCRIPTION	DELIVERY STANDARDS
02	Part required by generating aircraft	Parts will be delivered within 30 minutes
03 and below	Includes Routine and Expedite	Parts will be delivered IAW the following:
MON-FRI: 0900/1100/1400/1730/1930/2130		

11.2.2.1. **NOTE:** The LRS/CC establishes that requests for supplies may be submitted on automated spreadsheets in lieu of AF Form 2005, *Issue/Turn-In Request*. The spreadsheet will contain the same information required on AF Form 2005: National Stock Number, Organization and Shop Code, Unit of Issue and Quantity, Priority and Urgency Justification Code, Requestor's Name and Telephone number, and any additional information necessary. Also if the request is a MICAP, the Work Order Number, Tail Number and Standard Reporting Designator, the Work Unit Code, and MAJCOM/Base Code "0D" are required, with a copy of the MICAP verification checklist, and Technical Order Number and excerpt.

11.2.2.1.1. **(Added)** All requests will be logged into monthly spreadsheets in the AF Form 2005 database. The creation time will correspond to the time each request is input to the database.

11.3.6.1.1. **(Added)** The Customer Service Liaison Element (CSLE) will conduct base level searches by processing inquiries with a blank system designator using the Enterprise Solution-Supply (ES-S) program.

11.3.6.2.1. Customers with non-aircraft Mission Capable (MICAP) conditions will contact CSLE personnel who will perform the required processes.

11.3.6.2.1.1. **(Added)** Customers with MICAP conditions identified during non-duty hours will contact the CSE for after hours support, and follow procedures prescribed in the **Aviano AB Instruction 23-104 After Hours Support**.

11.3.6.2.1.2. **(Added)** When Enterprise Solution-Supply (ES-S) is off-line, Discoverer Scripts will be used to check for interchangeable, bench stock, readiness spares packages, and supply point detail assets.

11.3.12. CSLE will process all Due-Out Cancellations (DOC). The Maintenance Support Liaison Element (MSLE) will contact CSE personnel to process required actions for MICAP cancellations during after hours, to include mandated holidays, wing down days, and family days. At no time will MSLE process MICAP cancellations.

11.3.12.3. **(Added)** All DOC requests from both on and off base customers will be submitted to the CSLE only via e-mail through 31LRS/[ONESTOP@Aviano.af.mil](mailto:ONESTOP@Aviano.af.mil), and will include a locally designed justification sheet signed by the customer. Documentation of all processed cancellation requests will be filed IAW the Records Disposition Schedule by CSLE.

SCOTT J. ZOBRIST, Brigadier General, USAF  
Commander

**Attachment 11A-2 (Added)****GLOSSARY OF REFERENCE AND SUPPORTING INFORMATION*****References***

Aviano AB Instruction 23-104 *After Hours Support*, 2 December 2010

Air Force Manual 23-110, *USAF Supply Manual*, 1 April 2009

**Adopted Forms**

AF Form 1297, *Temporary Issue Receipt*, 1 July 1987

AF Form 2005, *Issue/Turn-In Request*, 26 August 2008

DD Form 1348-1A, *Issue Release/Receipt Document*, July 1991

***Abbreviations and Acronyms***

**AFREP**—Air Force Repair Enhancement Program

**AMS**—Asset Management System

**BFMO**—Base Fuels Management Office

**CAMS**—Core Automated Maintenance System

**CIC**—Controlled Item Code

**CSLE**—Customer Support Liaison Element

**DC**—Documented Cargo

**DOC**—Due Out Cancellation

**EESOHMIS**—Enterprise Environmental Safety and Occupational Health Management Information System

**ERRC**—Expendability Recoverability Reparability Code

**ES-S**—Enterprise Solution-Supply

**FOB**—Found on Base

**GSU**—Geographically Separated Units

**HAZMAT**—Hazardous Materials

**HHT**—Hand Held Terminal

**IEX**—Issue Exception Code

**ISU**—Issue

**LRS**—Logistics Readiness Squadron

**MAJCOM**—Major Command

**MIC**—Mission Impact Code

**MICAP**—Mission Capable  
**MRSP**—Mobility Readiness Spares Packages  
**MSLE**—Maintenance Support Liaison Element  
**NSN**—National Stock Number  
**PMEL**—Precision Measurement Equipment Laboratory  
**RM**— Resource Management  
**SATS**—Supply Asset Tracking system  
**SRD**—Standard Reporting Designator  
**TEX**—Transaction Exception Code  
**TIN**—Turn-In  
**UND**—Urgency of Need  
**WUC**—Work Unit Code

**11B1.2.1. NOTE:** The LRS/CC option taken. Requests for supplies may be submitted on automated spreadsheets in lieu of AF Form 2005. The spreadsheet will contain same information required on AF Form 2005: National Stock Number, Organization and Shop Code, Unit of Issue and Quantity, Priority and Urgency Justification Code, Requestor's Name and Telephone number, and any additional information necessary. Also if the request is a MICAP, the Work Order Number, Tail Number and Standard Reporting Designator, the Work Unit Code, and MAJCOM/Base Code "0D" are required, along with a copy of the MICAP verification checklist, and Technical Order Number and excerpt.

**11B1.2.1.2.** The CSLE will use a spreadsheet as the control register to record all requests called in. It allows the flexibility to research customer requirements and retrieve delivery times, as well as produce historical reports.

**11B1.2.1.2.1. (Added)** The control register spreadsheet will be used as the source document. Pre-serialized AF Forms 2005 will only be made in one copy for documentation purposes. Cancellations will also be recorded in the control register spreadsheet. Cancellation or kill notices will not be forwarded to the customer.

**11B1.3.1. (Added)** All requests for non-Equipment Authorized In-use Detail items (activity code P) will be submitted to the CSLE, excluding individual equipment items which will be submitted to the Individual Equipment Element, and mobility items Expendability Recoverability Reparability Code (ERRC) NF1, use code A which will be submitted to the Equipment Accountability Element.

**Table 11B1. (Added) Serial Numbers assigned to Organizations.** The following serial numbers are assigned to the functions and/or activities indicated:

ACTIVITY CODE	SERIAL NUMBER	ACTIVITY
X	0001-0299	Customer Service
X	0300-0399	EESOHMIS /HAZMAT
X	0400-0499	After Hours Support
X	0500-0599	704 Munitions/MXS
X	0600-0659	Avionics
X	0660-0689	AFREP (ISU)
X	0690-0799	SFS
X	0800-0899	COMM
X	0900-0999	Unused
X	1000-1099	Unused
X	1100-1199	603 ACS
X	1200-1229	CES/CEOMA
X	1230-1249	Unused
X	1250-1269	Propulsion
X	1270-1299	Phase Doc
X	1300-1349	510 FS
X	1350-1399	555 FS
X	1400-1449	End of Year
X	1450-1499	AGE
X	1450-1550	FOB Assets
X	1551-9999	Unused
R	0001-0249	Unused
R	0250-0299	PMEL
R	0300-0464	EESOHMIS /HAZMAT
R	0465-0499	Ghedi
R	0500-0599	704 Munitions/MXS
R	0600-0659	Avionics

R	0660-0689	AFREP
R	0690-0799	SFS
R	0800-0899	COMM
R	0900-0999	Unused
R	1000-1099	Unused
R	1100-1199	603 ACS
R	1220-1229	CES/CEOMA
R	1230-1249	Unused
R	1250-1269	Propulsion
R	1270-1299	PHASE DOC
R	1300-1349	510 FS
R	1350-1399	555 FS
R	1400-1499	AGE
R	1500-1549	Unused
R	1550-1599	Phase
R	1600-1999	Customer Service
R	2000-2499	End of Year
R	4000-4014	FOB Assets
R	4015-9999	Unused
C	0001-0099	Receiving
C	0100-0119	Flight Service Center
C	0120-0129	603 ACS
C	0130-0199	Unused
C	0200-0299	MRSP
C	0300-0399	Inspection
C	0400-9999	Unused
J	0001-7999	Unused
J	8000-8049	Unused
J	8050-8099	Propulsions

J	8100-8199	LRS After Hour Support
J	8200-8299	510 FS
J	8300-8499	Customer Service
J	8500-8549	603 ACS
J	8550-8599	AGE
J	8600-8650	31 MXS Avionics
J	8651-8700	Phase Doc
J	8701-8800	555 FS
J	8801-9999	MRSP
P	0001-0099	Unused
P	0100-0449	Individual Equipment
P	0450-0649	CWDE
P	0650-0699	Unused
P	0700-0999	Customer Service (NF1)
P	1000-9999	Unused
Z	4000-4050	Flight Service Center Element (FSCE)-Condition Change
Z	8000-8899	Limited Inspection Duties- Condition Change
Z	9000-9899	Inspection-Condition Change
Z	9900-9999	Unused

**11B9.3.1. (Added)** The use of Transaction Exception Code/s (TEX) “D” is authorized for unserviceable issues to Air Force Repair Enhancement Program (AFREP) with the exception of ERRC XD\* items. Resource Management (RM) will be notified when these issues are processed to ensure all free issue cost data are captured and reported.

**Table 11B9.1. TEX and Explanations.** TEX %: The LRS/CC option is taken. Items with Mission Impact Code (MIC) 3, 4, or blank and ERRC XB3 or NF1 (with Issue Exception Code/s (IEX) E/6 or 3/K) may be offered for sale at a reduced price (in lieu of transfer to disposal) after 365 days in retention. ERRC XB3 or ERRC NF1 (with IEX E/6 or 3/K) items with MIC 1 or 2 assigned may be sold at a reduced price after 700 days in retention (i.e., 30 days before the full retention period is met). Budget codes 1 and 9 are the only budget codes allowed. The LRS/CC

option to determine the percentage of discount (from 01 up to a maximum of 99 percent off) is also taken. Only items on hand will be discounted and backordering at a reduced price is not allowed. To ensure only items approved by the LRS/CC are issued, RM shall review the Base Supply Surveillance Report (D20), part 11, Reduced Price Issues. Issue inputs not meeting the above conditions will produce a non-cumulative 001 reject. See **AFMAN 23-110, Volume 2, Part 2, Chapter 7** for corrective action.

**11B15.5.1.** Using a AMS hand held terminal (HHT), the Documented Cargo (DC) driver will scan the AMS label on the property to be delivered, prior to effecting the delivery. At destination, a receipt confirmation signature will be obtained by the driver inserting the customer's Smart Card into the HHT, and the customer entering their Personal Identification Number (PIN). If accepted, the asset will be released to the customer and the driver will be relieved of property responsibility. If PIN is not accepted, the driver will obtain customer information and signature on DD Form 1348-1A, AF Form 1297, *Temporary Issue Receipt*, or a locally developed hand receipt. Upon return to DC, the driver will generate an AMS label and affix it to the locally developed form, which will be forwarded to the CSLE.

**11B15.5.1.1.1. (Added)** To indicate asset movement from the applicable storage area to DC, the AMS label affixed to the bin location will be scanned, and DC will in turn acknowledge receipt and responsibility by scanning the property label.

**11B15.6.** DC will scan property label information into the Cargo Movement Operation System to clear the shipment suspense details.

**11B16.4.3.2.** I023 management notices will be forwarded to the requestor.

**Table 11B17.2. (Aviano) Note 2.** For proper assignment of these codes, see **AFMAN 23-110, Volume 2, Part 2, Chapter 10, Paragraph 10C4.9**, Hazardous Commodities. The Hazardous Materiel Element will monitor IEX 7, 8, and 9.

**Table 11B17.2. Note 5.c. (Added)** See Table 11B17.3 (Added).

**Table 11B17.3. (Added) Locally Assigned Issue Exception Codes P-Z.**

IEX	ENC	PHRASE	ECC	HOW TO ASSIGN	MONITOR	DELETE
R	R	*Bio-Engineering Approval Required	No	IAW Table 11B17.2. this Chapter	LGRMSH	Upon deletion of NSN
S	P	*Used Equipment	No	Assets require respirators, per Bioengineering	LGRMSP	Upon deletion of NSN
U	R	Assign Serviceable TIN by Customers	No	Per AFMAN 23-110, Table 13A2.1.	LGRMSS	As assets are issued and per LGRMSS direction
Y	R	*Precious Metals-	No	CIC "R" assets	LGRMSS	Upon deletion

		Notify Monitor				of NSN
Z	R	Do not Issue - Order through Equipment Accountability Element	No	Per MAJCOM	LGRMCE	As assets are issued and per LGRMCE direction

**11B18.9.7.3.4.** The LRS Commander has elected the Flight Service Center Element to maintain Part 2 of the Base Supply Surveillance Report (D20/NGV821).

**11B18.10.1.3.1.** The LRS Commander has elected to process UND B issue requests on a post-post basis while under inventory.

**11B18.11.1.2.3.1. (Added)** The Flight Service Center Element will process all requests and perform all monitoring functions to locally manufactured items.

**11B18.12.** The LRS Commander and Base Fuels Management Office (BFMO) have jointly determined it is more efficient to process issue and receipt transactions for liquid oxygen and nitrogen at BFMO.

**11B18.19.** The LRS/CC option taken. The LRS Commander will approve by signing each issue request for items with reduced prices prior to processing the transaction with TEX %.

**11B18.22.1.** The LRS/CC has optioned to use the Enterprise Environmental Safety and Occupational Health Management Information System in lieu of the Health Hazard Authorization listing. It will serve as the LRS Commander's authority to issue health hazard items. Authorizations are loaded into the database only after certification is obtained from Bioenvironmental Engineering Service.

**11C23.8.1. (Added)** The LRS/CC has determined the local time definite delivery standards to be those listed in Table 11.2. Time Definite Delivery Schedule (Added).

**11D9.3.** The LRS/CC and supported organization option is taken. The unit bench stock monitor may process routine bench stock replenishment requests as soon as the 50 percent or below level is reached.

**11D9.3.1. (Added)** CSLE will provide training to bench stock shop supervisors and monitors ensuring replenishment requests are processed using the Core Automated Maintenance System (CAMS) or ES-S terminals. It is an integrate part of the monthly Bench Stock Orientation Training class (Block IIA). If ES-S/CAMS are unavailable at a shop, routine fill requests can be sent to the CSLE e-mail address: 31LRS/ONESTOP@Aviano.af.mil.

**11D9.3.2. (Added)** The CSLE will also accept urgent bench stock call-in requests IAW AFMAN 23-110, Volume 2, Part 2, Chapter 11, Paragraph 11D.9.6, when ES-S or CAMS are not available.

**11D9.6.2.1.** Supported organizations may also submit priority requests to the CSLE during Phases 3 or 4 of the Post-Post/Degraded Operations process. They will be input accordingly.

**11D9.9.** DC will deliver all on-base bench stock assets and the bench stock monitors will bin them.

**11D10.2.** The LRS/CC and supported organizations concur to discontinue semiannual reviews.

**11D10.2.2. NOTE:** The LRS/CC and supported organization commander concur to discontinue semiannual reviews and agree to conduct them at least annually.

**11D10.2.2.4.1.1. (Added)** Bench stock reviews for Geographically Separated Units (GSU) will be conducted using the Organization Bench Stock Listing (S04/NGV811) which will be forwarded to the GSU by the CSLE through electronic mail or facsimile.