

**BY ORDER OF THE COMMANDER
WARNER ROBINS AIR LOGISTICS
COMPLEX**

**WARNER ROBINS AIR LOGISTICS
COMPLEX INSTRUCTION 21-108**

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Maintenance

TECHNICAL ORDER SYSTEM



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This instruction augments applicable provision of Air Force Sustainment Center Manual (AFSCMAN) 21-102, *Depot Maintenance Management*, and Technical Order (TO) 00-5-1, *Air Force Technical Order System*. It establishes policy, defines responsibilities, and provides procedures for use, control, and accountability of TOs within the Warner Robins Air Logistics Complex (WR-ALC). This instruction applies to all Complex personnel. Report errors, suggest revisions, and recommend corrective action about this publication to the office of primary responsibility (OPR) using the Department of the Air Force (DAF) Form 847, *Recommendation for Change of Publication*. This publication may be supplemented at any level, but all direct supplements must be routed to the OPR of this publication for coordination prior to certification and approval. Requests for waivers must come through the chain of command from the commander or civilian director of the maintenance group or staff office seeking relief from compliance. Waiver requests will be submitted using DAF Form 679, *Air Force Publication Compliance Item Waiver Request/Approval*, or via electronic mail (e-mail) or memorandum if the form is unavailable. Waiver requests must be submitted to the OPR; waiver authority has not been delegated. This publication is exempt from tiering pursuant to Department of the Air Force Instruction (DAFI) 90-160, *Publications and Forms Management*. Ensure that all records created as a result of processes prescribed in this instruction are maintained in accordance with (IAW) Air Force Instruction (AFI) 33-322, *Records Management and Information Governance Program*, and disposed of IAW the AF Records Information Management System Records Disposition Schedule located at https://www.my.af.mil/afirms/afirms/afirms/rds/rds_series.cfm. See **Attachment 1** for the glossary of references and supporting information.

SUMMARY OF CHANGES

This publication has been rewritten and needs to be completely reviewed. Major changes include changing the OPR to Jake Dickson, changing “Lead” to “Primary” to match current eTool policy terminology, removing 402d Software Engineering Group from instruction, adding 402d Commodities Maintenance Group (402 CMXG) checkout times, adding a “Return By” column to WR-ALC Form 18, and changing the approving official to Jon A. Eberlan.

1. Responsibilities.

1.1. **Lead Technical Order Distribution Office (TODO).** The Lead TODO for WR-ALC (hereinafter, ALC Lead TODO) resides in the Air Force Sustainment Center's (AFSC) sister organization, Air Force Life Cycle Management Center (AFLCMC). The Technical Order Management Branch (TOMB) (AFLCMC/LZPT) is the point of contact for electronic tool (eTool) and eTool Cabinet requirements to support digitized TOs. The ALC Lead TODO will:

1.1.1. Assist WR-ALC groups and squadrons on eTool and eTool cabinet requirements to support digitized TOs.

1.1.2. Ensure eTools are configured with current software to support TO maintenance documentation. **Note:** The TODO shall be the focal point between users and support sections, while the ALC Lead TODO will be the focal point between base small computers and system administrators for matters concerning digitized technical data, eTools, and eTool cabinets.

1.2. TODOs (for Groups or Squadrons) Will:

1.2.1. Establish file names for each operational library based on the actual name of the maintenance location (i.e., F-15 Engine, C-5 Pylon, C-130 Weapon System Support Center, F-15 Wing Shop, Life Support) or based on building number (i.e., 169-1, 169-2, 140-1, 140-2, etc.).

1.2.2. Maintain TO files and eTools IAW Air Force Policy Directive (AFPD) 63-1/20-1, DAFI 63-101/20-101, *Scientific and Technical Information (STINFO) Program*, and TO 00-5-1. Use of standard TO management system consisting of the Enhanced Technical Information Management System (ETIMS), Technical Ordering Authoring and Publishing, and Defense Logistics Agency TO Distribute and Print Services (TODPS) is mandatory, unless exempted by TO 00-5-1 and TO 00-5-3, *Methods and Procedures*, per DAFI 63-101/20-101.

1.2.2.1. Check Primary eTools synchronization status to the ETIMS repository daily (normal duty hours).

1.2.2.2. Check Client eTools sync status to the Primary eTool daily (normal duty hours).

1.2.3. Maintain a listing of all designated file monitors as provided by the production squadrons and support functions for each TO Library Satellite.

1.2.4. Post signs in each primary TO Library and TO Library Satellite identifying the responsible TODO and alternate by name and phone number.

1.2.5. Be responsible for posting TO change packages and supplements. All changes shall be posted within the posting time limits required by TO 00-5-1. Changes to TOs must be monitored and documented, ensuring no process is compromised. The TODO responsible for posting changes to TOs will publish and provide a list of changes to the appropriate production supervisor, planning, and engineering organizations. Changes to TOs may require changes to the work control document. The planning organization is responsible for reviewing the TO changes.

1.3. Production and Support Functions Utilizing TOs Will:

1.3.1. Manage a TO account, sub-account, or TO Library Satellite IAW TO 00-5-1.

1.3.2. Provide written notice to the TODO of one or more designated OPRs, either a production supervisor or technician thoroughly knowledgeable in TOs, to act as file monitor for each TO library satellite within each squadron to assist the TODO in determining technical data requirements and file locations.

1.4. File Monitors (refer to paragraph 1.2.3) Will:

1.4.1. Ensure the technical publications in the TO Library Satellite are labeled with the library number and book number, or alternate method if agreed upon by group.

1.4.2. Notify the TODO when the technical data on file in TO library satellite is no longer a requirement.

1.4.3. Ensure the TO library satellite inventory listing is accurate and posted.

2. Library Procedures.

2.1. TO Libraries.

2.1.1. The paper TOs shall be filed in any type of binder that will protect and facilitate the use of the TO. The binders shall be labeled to indicate contents. Additional markings may be used to indicate the specific file to which the TO is assigned.

2.1.2. Digital TO files (to include re-hosting digital files) shall be established and maintained IAW TO 00-5-1.

2.1.3. The TODO will maintain an eTool Daily Sync Log that will at a minimum track the Primary and Client eTools checked and status of the sync. If a Client eTool did not sync, the TODO will determine the root cause and the whereabouts of the eTool.

2.1.4. The TODO will resolve all Primary and Client eTool issues either by correcting the problem or submitting a ticket to computer support administrator (CSA) eTool IT support.

2.1.5. For software or hardware malfunctions, TODO shall submit a ticket to CSA eTool IT Support.

2.1.6. The TODO will maintain an eTool/eTool cabinet CSA ticket log that will at a minimum track the ticket submission date, eTool/eTool cabinet number, discrepancy, ticket number, and ticket status.

2.2. Scientific and Technical Information (STINFO) Check-Out Time Frames and Authorized Forms.

2.2.1. STINFO (i.e., paper TOs, commercial off-the-shelf [COTS], contractor intellectual property, computer program identification numbers [CPINs], eTools, process orders, compact discs [CDs]/digital versatile discs [DVDs], local work cards [LWCs], local job guides [LJGs], and local checklists [LCLs]) check-out times are as follows:

2.2.1.1. TODO personnel may have the technical data signed out as long as necessary to address concerns and/or post updates.

2.2.1.2. Personnel in the 402d Electronics Maintenance Group are allowed a 30-day check-out period.

- 2.2.1.3. Personnel in the 402d Aircraft Maintenance Group (402 AMXG) and 402d Commodities Maintenance Group (402 CMXG) are allowed a daily check-out period, with return at the end of the work shift. Personnel in 402 AMXG Expeditionary Depot Maintenance are allowed an extended check-out period when deployments or temporary duties apply; coordination with the TODO is required.
- 2.2.1.4. Personnel in the 402d Maintenance Support Group are allowed a weekly check-out period, with return following final shift at the end of the work week.
- 2.2.2. Authorized STINFO Check-out Procedures.
- 2.2.2.1. Air Force (AF) Form 614/614a, *Charge Out Record*, will be filed/kept at the satellite location. Only the two right-side columns will be used on the form; the two left-side columns will have an "X" for non-use. Ditto marks are prohibited. Employees will legibly sign-out the technical data and line-out the detail upon return to the TO Library Satellite.
- 2.2.2.2. The sign out log, WR-ALC Form 18, *WR-ALC Technical Order/Process Order Log* (reference **Attachment 1**), may also be used for this purpose. All blocks will be filled out. Ditto marks are prohibited.
- 2.2.3. Lost STINFO Reporting Procedures.
- 2.2.3.1. When STINFO is discovered and/or reported as lost, a thorough search will be accomplished.
- 2.2.3.2. If the STINFO is not located prior to the end of current work shift, the person who last signed out the item will initiate and submit the Air Force Materiel Command (AFMC) Form 310, *Lost/Found Item Report*.
- 2.2.3.2.1. In the event the STINFO was not signed out, the supervisor of the area where the item was assigned will initiate and submit the AFMC Form 310.
- 2.2.3.2.2. AFSCI 61-201 is AFSC's source of information on STINFO. The supervisor shall determine the criticality of the lost information and use his/her discretion whether to report further up the management chain and to their STINFO liaison.
- 2.2.3.3. Prior to requisitioning a replacement copy of the lost item, a copy of the fully coordinated AFMC Form 310, signed by the squadron commander/director or deputy, will be provided to the TODO.

2.3. Special Processes.

- 2.3.1. Air Force Technical Order (AFTO) Form 252, *Technical Order Publication Change Request*, (stamped) special handling (SH).
- 2.3.1.1. TODO personnel shall keep a record of distributed SH AFTO Form 252 control numbers in a database or other suitable tracking vehicle.
- 2.3.1.2. TODO personnel shall reproduce the required quantities and file the SH AFTO Form 252 in the back of affected TO in the same manner as routine supplements. If the TO is digital, a scanned copy of the SH AFTO Form 252, and attachments shall be posted to the local supplement folder on the Primary eTool.

- 2.3.1.3. The title page and contents of the affected TOs shall be annotated in pencil by TODO personnel in the same manner as supplements IAW TO 00-5-1.
- 2.3.1.4. The SH AFTO Form 252 shall be removed from affected TOs or eTOs when directed by the Single Manager TO Management Account (SMTOMA) or when indicated by a supersede notice on the title page of a subsequent increment. TODO personnel shall contact the SMTOMA for clarification when a supersede notice is absent or unclear.
- 2.3.2. AFMC Form 202, *Engineer Technical Assistance Request*. **Note:** “Extended use” (blanket) AFMC Forms 202 are those which have “N/A” in block 8 and a rescission date in block 23A. Only “extended use” AFMC Forms 202 shall be filed with TOs. “One-time use” AFMC Forms 202 are those written against a specific tail/serial numbered item as indicated in block 8 and shall not be filed with the TO.
- 2.3.2.1. TODO personnel will receive completed “extended use” (blanket) AFMC Forms 202 from the appropriate planning office.
- 2.3.2.2. Planning and/or TODO personnel will maintain access to the AutoTAR, the official 202 system of record.
- 2.3.2.3. TODO personnel shall reproduce the required quantities and file the AFMC Form 202 in the back of affected TO in the same manner as routine supplements. If the TO is digital, a scanned copy of the AFMC Form 202 and attachments shall be posted to the local supplement folder on the Primary eTool.
- 2.3.2.4. The title page of the affected TOs shall be annotated in pencil by TODO personnel in the same manner as supplements IAW TO 00-5-1.
- 2.3.2.5. The AFMC Form 202 shall be removed from affected TOs or eTOs when rescinded or when directed by the planning section.

3. Electronic Technical Orders (eTools). The following paragraphs contain guidance for maintenance personnel and support sections for the accountability, control, and use of eTools.

3.1. Access/Use of eTools.

- 3.1.1. Group TODOs must be used to effectively control the electronic technical data configuration. Workgroup managers shall monitor eTool configuration (operating system, virus checkers, etc.) IAW the 17-series (*Cyberspace*) AFIs.
- 3.1.2. eTools purchased and used for the purpose of viewing digital technical data and maintenance documentation must be accounted for as automated data processing equipment now known as information technology asset management (ITAM) IAW 17-series (*Cyberspace*) AFIs.
- 3.1.3. Licenses, certification, maintenance, and security of eTools (hardware and software) must also be IAW 17-series (*Cyberspace*) AFIs. Units must make maximum use of eTool warranties and ensure that only serviceable eTools with fully charged batteries, up-to-date system software, and current technical data are available for checkout.

3.1.4. eTools purchased by the major command (MAJCOM) for viewing digitized data and maintenance documentation must only be used for the intended purpose. Only MAJCOM authorized software required to directly support maintenance activities shall be loaded/installed on eTools. The primary purpose is to view digitized technical data. Lead commands will establish policy for use of eTools for purposes other than viewing digitized technical data and maintenance documentation.

3.1.5. An automated data processing equipment/equipment custodian account number account specifically designated for eTools shall be set up within each support section, if applicable. This is to account for eTools separately from other small computers within the group/squadron or support section.

3.2. eTools Must Be Controlled and Issued Using Procedures That Provide Accountability.

3.2.1. Ensure eTools are managed properly IAW the security classification.

3.2.2. eTools containing electronic TOs may be checked out from a system that allows a maintainer to use an access card or personal identification number to gain access to an eTool cabinet for self-checkout. The system will track when (date/time) the eTool was checked out, who checked it out, and when the eTool was returned.

3.2.3. During eTool check-out, maintainers will not log on to the eTool from within the eTool cabinet but will remove the eTool from the cabinet and log on to the eTool from the designated log on station. After logging on, ensure the eTool has synchronized (synced) within the last 7 calendar days. Users will not remove common access cards from the eTool prior to logging off eTool.

3.2.4. During eTool use, it is the maintainer's responsibility for security of the eTool to protect it from damage and theft while checked out.

3.2.5. Upon eTool check-in, it is the maintainer's responsibility to ensure:

3.2.5.1. The A/C adapter is plugged into the eTool.

3.2.5.2. The RJ-45 local area network cable is plugged into the eTool.

3.2.5.3. The user is logged out of the eTool operating system (i.e. Windows 11).

3.2.5.4. The power remains to enable the eTool battery to be recharged and to receive technical data updates.

3.2.6. eTool will be returned at the end of the work shift so the battery can recharge and eTool technical data updates can be received.

3.2.6.1. It is the maintainer's responsibility to ensure the eTool is returned to the eTool cabinet using the posted check-in procedures and that the eTool is NOT intentionally placed in or allowed to remain in the cabinet drawer in a checked-out status.

3.2.7. In the event an eTool cannot be returned due to an eTool cabinet malfunction, turn eTool in to immediate supervisor for holding and notify TODO by end of current work shift.

3.2.8. When an eTool is discovered or reported as lost, after a thorough search is completed and the eTool is not found, the person that last signed out the eTool will submit an AFMC Form 310 prior to end of the current work shift. Follow procedures IAW AFSCMAN 21-102, Chapter 10. In the event the lost eTool was not signed out, notify the supervisor of the area where the eTool was assigned and have him/her submit an AFMC Form 310 prior to end of the current work shift.

3.3. **Standard Visual Work Card (SVWC).** As the use of SVWCs is implemented within WR-ALC, the SVWCs fall under the same guidelines as TOs listed in [paragraph 2.2](#) and its subparagraphs.

JON A. EBERLAN
Brigadier General
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

DAFI 90-160, *Publications and Forms Management*, 14 April 2022

AFPD 63-1/20-1, *Integrated Life Cycle Management*, 7 August 2018

DAFI 63-101/20-101, *Integrated Life Cycle Management*, 16 February 2024

AFSCMAN 21-102, *Depot Maintenance Management*, 5 April 2021

AFSCI 61-201, *Scientific and Technical Information (STINFO) Program*, 25 October 2019

TO 00-5-1, *AF Technical Order System*, 30 August 2022

TO 00-5-3, *Methods and Procedures*, 29 November 2023

Prescribed Form

WR-ALC Form 18, *WR-ALC Technical Order/Process Order Log*

Adopted Forms

AF Form 614/614a, *Charge Out Record*

DAF Form 679, *Publication Compliance Item Waiver Request/Approval*

DAF Form 847, *Recommendation for Change of Publication*

AFMC Form 202, *Engineer Technical Assistance Request*

AFMC Form 310, *Lost/Found Item Report*

AFTO Form 252, *Technical Order Publication Change Request*

Abbreviations and Acronyms

402 AMXG—402d Aircraft Maintenance Group

402 CMXG—402d Commodities Maintenance Group

AF—Air Force

AFI—Air Force Instruction

AFLCMC—Air Force Life Cycle Management Center

AFLCMC/LZPT—Air Force Life Cycle Management Center Technical Order Home Office

AFMC—Air Force Materiel Command

AFPD—Air Force Policy Directive

AFSC—Air Force Sustainment Center

AFSCMAN—Air Force Sustainment Center Manual

AFTO—Air Force Technical Order
ALC—Air Logistics Complex
CD—Compact Disc
COTS—Commercial Off-the-Shelf
CPIN—Computer Program Identification Number
CSA—Computer Support Administrator
DAF—Department of the Air Force
DAFI—Department of the Air Force Instruction
DVD—Digital Versatile Disc
e-mail—Electronic Mail
eTool—Electronic Tool
IAW—In Accordance With
ITAM—Information Technology Asset Management
LCL—Local Checklist
LJG—Local Job Guide
LWC—Local Work Card
MAJCOM—Major Command
OPR—Office of Primary Responsibility
SH—Special Handling
SMTOMA—Single Manager Technical Order Management Account
STINFO—Scientific and Technical Information
SVWC—Standard Visual Work Card
TO—Technical Order
TODD—Technical Order Distribution Office
WR-ALC—Warner Robins Air Logistics Complex

Terms

AutoTAR—The official 202 system of record
Client eTool—An eTool that receives its eTO content via a file share, synchronization process with the cabinet Primary eTool
Primary eTool—An eTool configured to receive eTO content directly from the ETIMS Repository
SH Form 252—An AFTO Form 252 that has been stamped “Special Handling”