FACT SHEET

21 August 2006

SUBJECT: Service Order Procedures in the U.S. Army Garrison Darmstadt

1. Service orders are a simple way for garrison members to have work done in their quarters and work areas. The Director of Public Works (DPW) and Base Operation Services (BOS) GmbH offer the following service order information to assist customers in obtaining service.

2. What is a Service Order (SO)? SOs are low cost repairs (generally less than $750) to US Government facilities including family housing. BOS is responsible for these repairs in the USAG Darmstadt. There are three types of SOs: emergency, urgent and routine. Emergency work is an unexpected, serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to government facilities. BOS immediately responds to bona-fide emergencies any hour of the day or night; including holidays and weekends. Urgent work is that, which if not promptly accomplished, could deteriorate into an emergency situation or which is required to correct a condition affecting the immediate well-being of housing occupants or facility users. BOS responds to these no later than the next normal work day. Routine work is everything else - BOS normally has 30 days to complete these.

3. How do I request a SO? SOs can be requested by telephone, FAX or over the internet (http://www.darmstadt.army.mil/sites/local/, then select Directorates, then Public Works, then Service Orders, then submit a service order on-line). BOS operates a work reception desk during normal duty hours in Building 4105, Nathan Hale Depot. After duty hours, emergency requests are routed to a mobile telephone carried by the duty work receptionist who dispatches workers to handle emergencies. Contact information is as follows:

Emergency (24/7): DSN 115 (without prefix) or CIV 06151-137-115

Urgent & Routine:

Telephone – CIV 06151-915290/137-6181/137-6388 or DSN 344-6181/6388 or DSN 1689 (without prefix).

FAX – CIV 06151-915219

Internet – www.bosgmbh.com (follow the links for Darmstadt & Babenhausen)

4. What happens when I request a SO? During duty hours the receptionist will take your information and determine the type of SO: emergency, urgent or routine. The receptionist will give you a SO number and an appointment time. If the SO is an emergency you can expect a craftsman to arrive within one hour. It is important for you to provide a good contact number to the receptionist in case of any changes.

After duty hours, BOS only responds to bona-fide emergencies. The duty receptionist will again take your information and verify that you have an emergency. The receptionist will then dispatch the appropriate on-call personnel. You can expect the worker to arrive within two

hours. Note that after duty hours all normal work reception phone numbers are switched to an answering machine that also provides the emergency telephone numbers.

5. What are my responsibilities when requesting a SO? This is fairly simple—be at your quarters or the facility at the appointed time. If for some reason you cannot be there either have someone else available or call the reception desk to reschedule. If you have someone else representing you, it is critical that you ensure that person knows exactly what work you requested. Please note that BOS employees are not authorized to enter family housing unless there is someone 18 years or older at home. On completion of work, the BOS craftsman will ask you to sign his copy of the SO. This is to acknowledge that the craftsman was there and completed the work you requested. You are not expected to determine the quality of the work, only that the craftsman worked on that which you have requested. The form the craftsman asks you to sign may have spaces for time and materials so it may appear that you are being asked to sign a blank form. This is not the case as BOS uses bar-coding technology to track time and materials. The craftsman will also give you a pre-addressed customer comment card. We ask that you fairly evaluate the service rendered and either drop the card in the nearest APO box or give it back to the craftsman.

6. We sincerely hope this information helps you to understand SO procedures. If you have questions or concerns, please do not hesitate to call 06151-91 52 61.