

# LOGISTICS READINESS CENTER

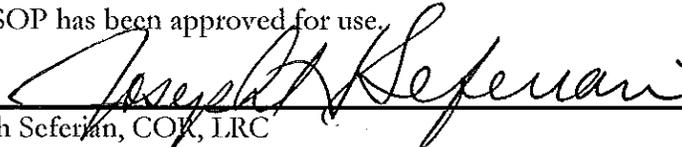
## Sustainment Automation Support Management Office (SASMO)

### External SOP

Bldg 2411 Room 111  
Freedom Hall  
Main Post  
Fort Benning, Georgia 31905

Effective Date: 15 May 2014

This SOP has been approved for use.

  
\_\_\_\_\_  
Joseph Seferian, COX, LRC

13 May 2014  
\_\_\_\_\_  
date

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## 1.0 PURPOSE

This external SOP contains procedures for obtaining software and maintenance support from the Fort Benning Logistics Readiness Center (LRC), Sustainment Automation Support Management Office (SASMO) for Logistics Information Systems (LIS) located on Fort Benning, GA.

## 2.0 SCOPE

The guidance set forth in this SOP applies to all units within the Fort Benning LRC SASMO area of operation. This SOP contains procedures for obtaining software and maintenance support from the SASMO for LIS located on Fort Benning, GA. The SASMO provides ASC/LRC customers with LIS support. If units/activities not within ASC/LRC wish to receive support from this office, they must first get prior written approval from the LRC Director.

## 3.0 GENERAL INFORMATION

### 3.1 LIS SUPPORTED

The SASMO provides support for the following LIS systems:

- Standard Army Retail Supply System Level 1 (SARSS-1 and SARSS-2)
- Standard Army Maintenance System Enhances (SAMS-1E and SAMS-2E)
- Property Book Unit Supply Enhanced (PBUSE)
- Fuels Managers Defense (FMD)
- Standard Army Ammunition Systems-Modernization (SAAS-Mod)
- Combat Service Support Automated Information Systems Interface (CAISI)
- Combat Service Support Very Small Aperture Terminal (CSS VSAT)
- Transportation Coordinator Automated Information Management System (TC-AIMS)
- Integrated Computerized Deployment System (ICODES)
- Unit Level Logistics Support Aviation Enhance (ULLS-AE)
- Assessment Management System (AMS)
- Point-of-Sale (POS) Automated Headcount

### 3.2 LOCATION

Freedom Hall, Building 2411, Room 111.

### 3.3 PHONE NUMBERS

- SASMO Help Desk                      706-545-2822 (DSN 385)
- SASMO Supervisor                      706-545-0148 (DSN 385)

### 3.4 HOURS OF OPERATION

The SASMO normal hours of operation are Monday - Friday, 0800-1630. Support outside normal duty hours can be coordinated with the SASMO with minimal advance notice. High Priority Requests for LIS support during non-duty hours will be directed to the Supervisor, who can be contacted at 706-545-0148.

The SASMO will always have someone available during Army Materiel Status System (AMSS) reporting for assistance as required on the 16<sup>th</sup> day of the month, regardless of the day of the week.

### 3.5 RESTRICTED AREA

The SASMO office area has controlled access to customers unless requested by SASMO staff to enter the area to aid in LIS troubleshooting.

### 3.6 SECURITY/ACCOUNTABILITY

Customers must have a completed signature card and DA Form 2407 in order to drop off or pick up equipment from the SASMO.

## 4.0 RESPONSIBILITIES

### 4.1 SASMO

4.1.1 **SASMO Supervisor:** Responsible for management oversight of the SASMO. Responsible for coordinating support between requesting units and SASMO. Manages the operation and maintenance of all sustainment automation systems. Provides management oversight over the SASMO maintenance shop and manages the training and deployment readiness of the SASMO. Provides technical support on operating systems, networking, communications, command and control, and new systems. Coordinates with the G6 for LIS data communications connectivity for logistics automation systems. Advises Commanders on the employment of LIS within their respective units. Consolidates and reports total LIS equipment requirements for Installation fielding and life cycle replacement.

4.1.2 **SASMO Computer Op 4 (Lead):** Coordinates with customers and supervises software support operations to include Software Change Packages (SCPs), Interim Change Packages (ICPs), and troubleshooting software problems. Responsible for maintaining property accountability of all SASMO property including Operational Readiness Float systems. Maintains the accuracy of the production control system. Supervises quality control and implementation of shop policies to include overall utilization of available personnel skills to accomplish the assigned maintenance support mission. Executes the dispatch of contact and technical assistance teams. The Computer Op 4 (Lead) is responsible for training SASMO personnel and performs as the SASMO Supervisor in his absence.

### 4.1.3 Other SASMO Personnel

Provides software support operations to include Software Change Packages (SCPs), Interim Change Packages (ICPs), and troubleshooting software problems. Responsible for direct support on all platforms of LIS.

## 4.2 SUBORDINATE UNITS

### 4.2.1 Unit Commanders

- Notify SASMO of any downtimes.
- Ensure all LIS operators and LIS operator supervisors are trained and certified on their assigned LIS system.
- Commanders must provide the SASMO a density list of LIS equipment requiring support by serial number within 30 days after the change of command, or whenever significant changes are made to the number or type of LIS systems operating in their unit. (See 4.2.5 – Sample LIS Density List by Serial Number memo).

- Commanders must ensure soldiers make any scheduled appointments with the SASMO or ensure the appointment is cancelled so it can be reallocated.
- Commanders must report any unresolved LIS problems to the SASMO Supervisor as soon as possible.
- Commanders must ensure proper AMSS reporting of LIS equipment IAW DA PAM 750-8.
- Perform daily backups.
- Notify SASMO of any LIS computer moves.

#### 4.2.2 **G6**

- Cross-coordinates with SASMO to ensure logistical data connectivity when no SASMO is present.
- Assist LIS operators in troubleshooting connectivity problems when LIS systems are attached to non-VSAT networks and notifies the SASMO.

#### 4.2.3 **LIS Operator Supervisors**

- Ensure operators receive functional training and are following proper procedures outlined in the end user's manual.
- Ensure operators are performing Preventative Maintenance Checks and Services on LIS equipment. The PMCS checklist can be found for each specific LIS in the End User Manual (EUM) or can be obtained from the SASMO.
- Perform initial assistance to operators and validate LIS problems.

#### 4.2.4 **Operators**

- Perform Preventative Maintenance Checks and Services IAW the end user manuals.
- Follow procedures outlined in section 4.3 after identifying a problem.
- Properly set up LIS Systems. Operators will ensure all LIS hardware equipment has a surge protector and/or are on an UNINTERRUPTED Power Supply (UPS) if no other battery backup is in place.
- Maintain backup databases and system files. Operators must ensure timely and accurate data back ups are made to enable restoration of information in the event of system data corruption. Operational procedures for performing backups are contained in each LIS end user's manual under the sections covering file maintenance.
- Deliver non-operational LIS systems to the SASMO and make all scheduled appointments. If unable to make a scheduled appointment, the SASMO should be notified immediately so the appointment can be rescheduled and the technician can be made available to assist other customers. Failure to notify the SASMO will result in notification of the chain of command.

## 4.2.5 Sample LIS density list by serial number

DEPARTMENT OF THE ARMY  
Maintenance Section, 406<sup>th</sup> ARMY FIELD SUPPORT BRIGADE  
FORT BENNING, GEORGIA 31905

(Office Symbol)

(Date)

MEMORANDUM FOR Fort Benning I.R.C, SASMO

SUBJECT: LIS Density List

1. Maintenance Section, 406<sup>th</sup> Army Field support Brigade has the following LIS systems:

SAMS-E	Serial Numbers
Laptop	
Printer	

PBUSE	Serial Numbers
Laptop	
Printer	

Other LIS	Serial Numbers
Laptop	
Printer	

2. POC for this memorandum is the undersigned at ###-####.

JOHN B. DOE  
CPT, FA  
Commanding

DISTRIBUTION:  
SASMO

### 4.3 TROUBLE SHOOTING, TECHNICAL ASSISTANCE, AND MAINTENANCE PROCEDURES

#### 4.3.1 Trouble Shooting:

- Upon encountering a system malfunction, LIS operators will follow published trouble shooting procedures in applicable Operator/End User technical manuals prior to requesting assistance from the SASMO.
- Formulate a description of the problem isolated to one of four categories: hardware, system software, functional, or network.
- Hardware problems will normally display error messages on the screen.
- System software problems may be divided into two parts: Operating System (OS) and LIS application software.
- Functional problems arise when the operator is not following proper procedures and causes problems such as ghost files.
- Network problems occur when the computer is unable to connect to the internet or is unable to blast via SFIP.

#### 4.3.2 Requesting Technical Assistance: In order to assist SASMO Technicians:

- Gather any input or output that the system in use produced at the time of the failure.
- Capture any error messages displayed by either writing them down or pressing the <Print Screen> key.
- Ensure all system cables are attached and secure; ensure the system is powered correctly.
- Attempt to recreate the problem.
- Try to determine the problem category – hardware, software, functional, or network.
- Consult the trouble shooting table in the end user's manual, which is accessible via the LIS application. Attempt to solve the problem following suggestions from the trouble shooting table.
- If you are unable to solve the problem, contact your supervisor for assistance. Your supervisor will validate the problem and either recommends other solutions or direct contact with the SASMO for assistance.

#### 4.3.3 Opening a Support Ticket (work order).

- All support requests will be annotated on a 3/1 SASMO support ticket. Operators have two options for how they can open a support ticket: they can either (a) call an issue in via VSAT or landline phone and SASMO personnel will fill out the form and open the support ticket for them or (b) the operator can drop off a completed work order request form at our office. SASMO personnel will assign priority. The operator will allow at least one business day after opening a support ticket before inquiring about the status of it. Below is an example of a completed support ticket request form.

JOB #: (SASMO) 6YGYA 00069		<b>FORT BENNING, GEORGIA DOL</b>		Customer Support Line 706-545-2822	
<b>SASMO SUPPORT TICKET</b>					
<b>ADMIN DATA SECTION:</b>		Person requesting service will fill out this section.		UIC/DODAAC: <input type="text"/>	
Date :	<input type="text" value="2013-02-25"/>	STAMIS:	<input type="text" value="SARSS"/>		
Unit:	<input type="text" value="SARSS-2 A/C"/>	Operating System:	<input type="text" value="Windows 7"/>		
Address:	<input type="text" value="6881 IVY RD"/>	Support:	<input type="text" value="Logon"/>		
Bldg #:	<input type="text" value="9057"/>	Serial #:	<input type="text"/>		
POC:	<input type="text" value="KIM"/>	Phone #:	<input type="text" value="706-545-"/>		
Email:	<input type="text" value="kim@us.army.mil"/>				
Fault Description:	<input type="text" value="Unable to log in to SARSS-2 A/C, Still having an issue for Marla DelValle her IP: 150.226.224.97, timesout."/>				
<input type="button" value="Submit by Email"/>					
<b>SASMO SECTION:</b>					
IP:	<input type="text"/>	SASMO will fill out this section.		Host Name:	<input type="text"/>
MAC:	<input type="text"/>	Support:	<input type="text"/>		
Date Started:	<input type="text"/>	Date Completed:	<input type="text"/>		
Priority :	<input type="text"/>				
Corrective Action:	<input type="text"/>				
<b>COMPLETED WORK SECTION (Do not sign until work is completed):</b>					
Customer's Name:	<input type="text"/>	Signature Field	<input type="text"/>		
Comments:	<input type="text"/>				
Form revised on : 10 JANUARY 2013 <input type="button" value="Submit Completed"/>					

4.3.4 Turning in equipment for repair

- Any items that need to be turned in for repair or requiring SASMO to take possession of it, will be annotated on a DA Form 2407. The form must include a description of the problem, POC, phone number, user names, and/or passwords required to access the LIS system. Operators should also bring any applicable data backups. DA Form 2407 (green sheet) must be filled out as follows:
  - 1b-Unit Name
  - 3b-Section
  - 3c-Phone (must be a landline, cell phone is ok as a secondary means only)

- 8-Model (manufacturer name) (Dell, Lexmark, etc)
  - 9-System Type (SAMS-1E, PBUSE, etc)
  - 11-Serial number
  - 24-Problem/symptoms (needs to be as detailed as possible)
  - 34a-submitted by (print and sign)
  - 34b-date submitted
  - 35a-accepted by.(SASMO personnel accepting equipment will sign here)
- Upon arriving at SASMO office, personnel will trouble shoot the LIS system and validate the fault. Based on that assessment, a determination will be made as to whether or not an Operational Readiness Float needs to be issued. In most cases, repairs can be completed quickly and no float issue is required. If the SASMO is unable to correct the fault within 24 hours, the SASMO NCOIC/OIC will make the decision to issue an operational float to the operator using DA Form 2062.

#### 4.4 SERVICE PROVIDED

- 4.4.1 Hardware trouble shooting and repairs. The SASMO provides hardware trouble shooting and repairs for all logistics LIS computers. The SASMO will coordinate for the repair or replacement of LIS internal CPU components for LIS computers not covered by warranty. The procedures for warranty repair work are further explained in this document.
- 4.4.2 Software trouble shooting and repairs. The SASMO provides trouble shooting and repair for all support LIS software.
- 4.4.3 Operational readiness floats. The SASMO maintains a small number of operational readiness float systems. The SASMO will use a DA Form 2062 to temporarily provide a float system to a customer until their LIS system is either repaired or replaced. For most LIS systems, float systems will temporarily be signed out for software and hardware repair problems that can not be completed within one business day.
- 4.4.4 Warranty repair. The SASMO maintains a database of standard issue LIS hard warranty information. If a non mission capable component is covered by warranty, the SASMO will initiate and coordinate a warranty repair. A float system will be issued to the unit until the warranty item is either repaired or replaced by the contractor. When the warranty part is received by the SASMO, the repaired or replaced warranty part will be swapped out for the float system. This procedure is necessary to comply with the terms of the warranty contract. The contractor maintains a database, by serial number, of which components were provided for which computer system.
- 4.4.5 Equipment Pick Up. Once equipment is repaired, the unit will be notified that the equipment is ready for pick up. Customers must inspect/test their equipment for requested work completion per DA Form 2407. The customer will physically verify the serial number prior to leaving the SASMO office. The customer's signature in block 38a of DA Form 2407 will include the rank and last name printed above the signature.
- Failing to pick up equipment. When a customer fails to pick up equipment within 24 hours, the SASMO will make a second call to the CDR/1SG to provide notification that the equipment must be picked up within 24 hours. If necessary, a third notification will be made by the SASMO OIC/NCOIC to the unit Battalion Commander. No further equipment will be accepted from the unit for repair by the SASMO until all repaired equipment has been picked up.

- Presentation of DA Form 2407. Equipment will be released upon presentation of the receipt copy of the DA Form 2407.
- Lost copy of DA Form 2407. In the event that the customer's (green) copy of the DA Form 2407 is lost, the unit representative will submit a missing hand receipt statement. The unit commander must sign the statement before the equipment can be released (See 4.4.6 below.)

#### 4.4.6 Sample Missing Hand Receipt/Lost Green Copy Statement

DEPARTMENT OF THE ARMY  
Maintenance Section, 406<sup>th</sup> ARMY FIELD SUPPORT BRIGADE  
FORT BENNING, GEORGIA 31905

(Office Symbol)

(Date)

MEMORANDUM FOR Commander, Maintenance Section, 406<sup>th</sup> AFSB LRC  
ATTN: SASMO, 406<sup>th</sup> AFSB DOL, FORT BENNING, GEORGIA 31905

SUBJECT: Lost Green Copy Statement

1. Having lost copy number 1 (green copy) of DA Form 2407, I request the SASMO release the following LIS equipment to SPC Joe Snuff:
  - a. Printed Name
  - b. SSN
  - c. Work Order Number
  - d. Equipment Nomenclature
  - e. Serial Number
2. I release the SASMO from accountability responsibility and realize that if I find the lost "Green Copy" I am required to destroy it.
3. Point of contact is the undersigned at DSN XXX-XXXX.

JOHN B. DOE  
CPT, IN  
Commanding

- 4.4.7 Damages to LIS for other than fair wear and tear. If the SASMO determines that damage to a LIS system is the result of other than fair wear and tear (FWT) IAW AR 735-5, the following steps must be initiated:
- The company commander will investigate the damage and provide a statement signed by the battalion commander (Report of Survey Appointing Authority) indicating the cause of damage, that the equipment is no longer required for the investigation, and that it is released for repairs (See 4.4.8 Sample Release Statement).
  - Two work requests (DA Form 2407) and a copy of the cause of damage statement will be submitted to the SASMO shop office. One DA Form DA 2407 will request Estimate Cost of Damage (ECOD); the second will request repair per ECOD.
  - Once the ECOD is received, the unit responsible for the damage will be required to MIPR the repair costs to the Forward Repair Activity so the equipment can be restored to its original condition. This must be done as soon as possible, and within 30 days of receiving the ECOD report.
- 4.4.8 **Sample Release Statement** - To provide an example release statement to customers in the event there is a question about damage to a system being due to fair wear and tear.

DEPARTMENT OF THE ARMY  
Maintenance Section, 406<sup>th</sup> ARMY FIELD SUPPORT BRIGADE  
FORT BENNING, GEORGIA 31905

(Office Symbol)

(Date)

MEMORANDUM FOR SASMO, 406<sup>th</sup> AFSB LRC, Fort Benning, Georgia 31905

SUBJECT: Release for Repair

1. I have reviewed the facts and circumstances surrounding the damages to (nomenclature, model, and serial number). Damage (is) (is not) considered in my judgment to be due to fair wear and tear. An investigation IAW AR 705-10 (has) (has not) been initiated. The investigating officer's name is \_\_\_\_\_ and can be reached at xxx-xxxx.
2. The above item is no longer needed for the investigation.
3. An estimated cost of damage and the actual cost of damage is required IAW AR 735-11.

JOHN B. DOE  
CPT, IN  
Commanding

JOHN B. DOES  
LTC, IN  
Commanding

## 4.5 PRIORITY OF SUPPORT

Unless other wise directed by Commander, 406th AFSB LRC due to a change in operational conditions, the priority of support will be given to units in the following order of precedence by LIS, from highest to lowest priority. Conflicts within a LIS category are resolved by applying the problem description order of precedence.

### 4.5.1 Order of Priority Based on LIS

- Standard Army Retail Supply System (SARSS)
  - Non mission capable computers
  - Software change packages (SCP)/Interim change packages (ICP)
  - Deployable units
  - Partially non mission capable computers that have critical functions impaired
  - Units deploying on training missions
  - Partially non mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs
- Standard Army Maintenance System – Enhanced (SAMS-E)
  - Non mission capable computers
  - Software change packages (SCP)/Interim change packages (ICP)
  - Deployable units
  - Partially non mission capable computers that have critical functions impaired
  - Units deploying on training missions
  - Partially non mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs
- Virtual Satellite Access Technology / Client Access to Integrated Services and Information (VSAT/CAISI)
  - Non-mission capable computers
  - Partially non-mission capable computers that have critical functions impaired
  - Partially non-mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
- Property Book Unit System – Enhanced (PBUSE)
  - Non-mission capable computers
  - Software Change Packages (SCP) / Interim Change Packages (ICP)
  - Partially non-mission capable computers that have critical functions impaired
  - Partially non-mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs
- Standard Army Ammunition system – Modernization (SAAS-MOD)

- Non-mission capable computers
- Software Change Packages (SCP) / Interim Change Packages (ICP)
- Partially non-mission capable computers that have critical functions impaired
- Partially non-mission capable computers that do not have critical functions impaired
- Scheduled preventive maintenance; example, annual cleanings
- Installation of additional, authorized peripherals; example, external CD-ROMs
- Force Management Division (FMD)
  - Non-mission capable computers
  - Software Change Packages (SCP) / Interim Change Packages (ICP)
  - Partially non-mission capable computers that have critical functions impaired
  - Partially non-mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs
- Point of Sales (POS)
  - Non-mission capable computers
  - Software Change Packages (SCP) / Interim Change Packages (ICP)
  - Partially non-mission capable computers that have critical functions impaired
  - Partially non-mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs
- Unit Level Logistics System – Aviation Enhanced (ULLS-(AE))
  - Non-mission capable computers
  - Software Change Packages (SCP) / Interim Change Packages (ICP)
  - Partially non-mission capable computers that have critical functions impaired
  - Partially non-mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs
- Transportation Coordinator – Automated Information for Movement System (TC-AIMS)
  - Non-mission capable computers
  - Software Change Packages (SCP) / Interim Change Packages (ICP)
  - Partially non-mission capable computers that have critical functions impaired
  - Partially non-mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs
- Integrated Computerized Deployment System (ICODES)
  - Non-mission capable computers

- Software Change Packages (SCP) / Interim Change Packages (ICP)
- Partially non-mission capable computers that have critical functions impaired
- Partially non-mission capable computers that do not have critical functions impaired
- Scheduled preventive maintenance; example, annual cleanings
- Installation of additional, authorized peripherals; example, external CD-ROMs
- Automated Manifest System (AMS)
  - Non-mission capable computers
  - Software Change Packages (SCP) / Interim Change Packages (ICP)
  - Partially non-mission capable computers that have critical functions impaired
  - Partially non-mission capable computers that do not have critical functions impaired
  - Scheduled preventive maintenance; example, annual cleanings
  - Installation of additional, authorized peripherals; example, external CD-ROMs

## 5.0 POINT OF CONTACT

Point of contact for this SOP is the SASMO Supervisor at 706-545-0148.

**\*\*End of SOP\*\***