



UNITED STATES MARINE CORPS

MARINE CORPS RECRUIT DEPOT/EASTERN RECRUITING REGION
PO BOX 19001
PARRIS ISLAND, SOUTH CAROLINA 29905-9001

Depo 4064.6K

LAUN

04 APR 2007

DEPOT ORDER 4064.6K

From: Commanding General
To: Distribution List

Subj: DEPOT LAUNDRY SERVICES

Encl: (1) Depot Laundry Schedule
(2) Instructions (NAVMC 10192)
(3) Laundry Combined Work Request/Receipt (NAVMC 10192)

1. Situation. To provide general information and procedural instructions on the services available within the Depot Laundry.

2. Cancellation. DepO 4064.6J.

3. Mission. The Depot Laundry is operated as a government-owned facility and primarily for the laundering of government property. Laundry service is also available to military personnel and non-appropriated funded activities. The primary goal of the Depot Laundry is to provide clean utilities for active duty personnel and recruits at the Marine Corps Recruit Depot Parris Island. In addition, the Depot Laundry provides service on blankets, field jackets, towels, gortex, sleeping bags, pillows, tablecloths, bedspreads, and curtains. White requirements are sheets, pillowcases, towels, mattress covers and tablecloths.

4. Execution

a. Coordinating Instructions

(1) Laundry Supervisor. The Depot Laundry Supervisor is responsible for:

(a) The overall management of the Laundry.

(b) Accepting and resolving complaints in a prompt and courteous manner.

(2) Organizational Services

(a) Unit responsibilities are as follows:

1. Commanding officers will detail a responsible officer for all matters pertaining to the laundry.

04 APR 2007

2. Commanding officers will designate one enlisted Marine as the unit laundry representative to assist the unit with handling and accounting for laundry services.

(b) The unit laundry representative will:

1. Arrange a schedule to coincide with the schedule of laundry services published in enclosure (1).

2. Arrange for transportation as necessary.

3. Prescribe procedures for receipt and delivery of organizational laundry to the Depot Laundry, ensuring that the security of the items and the quality of the finished work is preserved.

4. Ensure that recruit laundry is processed as prescribed in paragraph 2.

(c) Unit responsibilities for organizational property (sheets, pillowcases, blankets, and mattress covers) are as follows:

1. Prior to reporting to the Laundry, the unit laundry representative will prepare the Combined Work Request and Receipt Form (NAVMC Form 10192) in accordance with paragraph 9. This form is available through your battalion S-4 chief.

2. The unit laundry representative will collect and bundle all organizational property to be laundered. To ensure accurate counts, articles are to be bundled according to type, folded and stacked (with the single folded edge on one side), and tied with string. Organizational property is to be delivered as follows: sheets in bundles of 25, pillowcases in bundles of 50, blankets and mattress covers in bundles of 10.

3. A NAVMC Form 10192 will be prepared in triplicate to even exchange sheets, pillowcases, and blankets. A separate NAVMC Form 10192 will be prepared in triplicate for all other work, which is handled on a deferred basis.

(d) The unit laundry representative will report to the laundry issue section for an equal amount of clean linen, verify counts, and receipt for the same quantity as shown on the NAVMC Form 10192.

(e) All units will exchange linen in accordance with the schedule in enclosure (1).

(f) Cleaning of mattresses and carpets can be coordinated through the laundry supervisor; mattresses have the higher priority.

(g) The unit laundry representative may turn in rags in large laundry bags for cleaning during regularly scheduled recruit fluff laundry calls (enclosure 1). List the rags on a separate NAVMC Form 10192. Depot Laundry will weigh, launder, and return. Depot Laundry will not sort or count rags.

b. Concept of Operations

(1) Categories of Service. Depot Laundry provides the following services:

(a) Recruit Laundry. Utilities, socks, undershirts, briefs, towels, PT shorts, sweats, and wash cloths.

(b) Organizational Property Service. Sheets, pillowcases, blankets, and mattress covers.

(c) Service to Authorized Military Activities and other Government Agencies

1. U.S. Naval Hospital, Beaufort. Sheets, pillowcases, wraps, scrubs, and white coats.

2. Marine Corps Air Station, Beaufort. Sheets, pillowcases, field jackets, sleeping bags, Gortex, polypro, etc.

3. Service to other Government Agencies. Government owned property (e.g., Billeting: bedspreads, curtains, sheets, pillowcases, towels, washcloths, and bathmats).

(d) Mattress and Carpet Cleaning. Marine Corps Recruit Depot, Parris Island.

(e) Individual and Family Services. Personal clothing, organizational clothing, blankets, comforters, and coats.

(2) Recruit Laundry Service

(a) Method of Payment. A checkage will be made from each recruits' account for laundry services.

(b) Launderable Items. Recruits may turn in the following items:

- 7 Briefs or PT shorts
- 2 Utility trousers
- 7 Undershirts (green or white)
- 10 Pair green/white socks
- 1 Wash cloth
- 2 Hygienic towels (green or white)
- 1 Utility cover
- 2 Utility coats
- 2 Sweat Shirts
- 2 Sweat Pants

(c) Preparation of Laundry Bundles for Delivery to the Depot Laundry

1. Drill instructors will ensure that recruits mark each item of recruit clothing with their name, platoon number, and an identifying mark or number. Recruit supervisory personnel will ensure that no foreign matter (such as metal objects, fingernail clippers, shoelaces, pens, dirt/sand, etc.) is left in the clothing. Such items can damage the clothing or present a safety hazard to laundry and working party personnel while clothing is being processed. Recruit training supervisors must be especially vigilant during laundry calls immediately following "live fire" exercises. Recruit supervisory personnel will ensure that a proper police call for cleanliness of the Issuing/Receiving areas and the recruit head of the Laundry facility is completed prior to departing daily.

2. Recruit training supervisors will ensure recruits separate laundry items into the appropriate bundles, place them into mesh laundry bags, and sufficiently secure with a knot at the top portion of the mesh laundry bags. Do not use the laundry pins as they damage laundry equipment. Do not overstuff or cinch them in such a fashion as to pack the laundry tightly; there must be sufficient room in the bag to allow water and soap to circulate. Remove strings from bags so they do not hang freely. This will prevent tangles in washers and dryers. Loose strings that tangle bags during processing will be cut off in order to get an accurate count on bags after processing. If bundles are not packaged properly or contain items not listed below, the entire platoon's laundry will be returned and will require rescheduling. The following items can be turned in by

04 APR 2007

the recruits but must be split between two (2) mesh bags. The items will be distributed as follows between the two mesh bags:

1st Mesh Bag

7 Briefs or PT shorts
5 Pairs green/white socks (loose)
1 Wash cloth
1 Hygienic towel (green or white)

2nd Mesh Bag

7 Undershirts (green or white)
5 Pairs green/white socks (loose)
1 Hygienic towel (green or white)
1 Utility cover

3. Platoon drill instructor's will list the total number of mesh clothing bags on separate NAVMC Form 10192s. List coat and trouser counts on one form, sweats on another form, and mesh laundry bags on another form. In the block "Grand Total Price" of the NAVMC Form 10192, the platoon drill instructor will annotate the platoon's onboard strength and the number of bags turned in. Drill instructors need to sign as the officer requesting services including their rank. If the required paperwork is missing or not completed properly, the platoon's laundry will be turned away and will require rescheduling.

4. Recruit training supervisors will ensure recruits count mesh bags and place them in large bags for delivery to the Depot Laundry. Do not include empty mesh laundry bags. Recruit training supervisors will also ensure large bags are tagged properly with platoon information. Fill out all NAVMC Form 10192s in triplicate prior to arrival at the Depot Laundry. If paperwork is missing or not completed properly, the platoon's laundry will be turned away and will require rescheduling.

5. Place recruit utility trousers, utility coats and sweats in separate large bags. Do not place the trousers, utility coats, and sweats in individual recruit mesh bags. Recruit training supervisors will also ensure large bags are tagged properly with platoon information. Utilities and sweats will be laundered as bulk cleaning and fluff tumble dry items, and then returned to the unit for distribution to the recruits.

6. Do not turn in other items requiring bulk cleaning, such as field jackets, long johns, and poly pro items, with regular laundry. These items are to be processed as a special run in accordance with paragraph 8.e.

04 APR 2007

7. Keep platoon laundry items together and stacked neatly in the staging area to ensure all bundles are processed and returned expeditiously while maintaining unit integrity.

(d) Delivery and Pick-up of Recruit Laundry

1. Recruit training battalions are responsible for delivery, pick-up, and internal distribution of recruit laundry.

2. Upon delivery to the Depot Laundry, the unit laundry representative will oversee the unloading of the laundry from the truck by the recruits into laundry baskets. Laundry personnel will oversee, count and receipt for the laundry on the NAVMC Form 10192. If discrepancies are found in the counts, laundry personnel and the unit laundry representative will validate discrepancies in the laundry's count versus the count listed on the NAVMC Form 10192. If necessary, the unit laundry representative will initial the NAVMC Form 10192.

3. The unit laundry representative will verify the completed laundry count prior to acknowledging receipt on the NAVMC Form 10192 and bag and tag for delivery back to the battalion. NAVMC Form 10192 must be signed by the unit laundry representative before removing the items from the laundry.

4. Battalions are required to adhere to the scheduled laundry calls (enclosure 1) at all times, i.e., grass week, firing week, A-line, BWT week, crucible week, etc. During weeks containing Federal holidays, the laundry schedule will be adjusted to accommodate the laundry workload. The battalion commanders will be provided ample notification by the Depot Laundry Supervisor of the laundry schedule changes.

(e) Nonscheduled Laundry Service. With the exception of infected laundry, Depot Laundry will process non-scheduled recruit laundry within five working days. Coordinate arrangements for expedited recruit service with the Depot Laundry Supervisor.

1. Contaminated laundry (e.g., lice) will be listed on a separate NAVMC Form 10192, separate from other laundry, and placed in plastic garbage bags (e.g., sheets and pillowcases together in one bag, blankets in another bag). The Depot Laundry Supervisor will be notified of the volume of contaminated laundry as soon as possible and will schedule a

04 APR 2007

special laundry call to allow ample processing time during normal working hours. Recruits from the unit with contaminated laundry will load the laundry into waiting machines using proper safety precautions (plastic gloves). These items will not be counted or verified by laundry personnel but counts need to be verified by unit personnel prior to delivery to the laundry facility.

2. The unit laundry representative may turn in polypro laundry for those platoons on grass week, firing week, A-line, BWT week, and crucible week. List the polypro on a separate NAVMC Form 10192. The Depot Laundry Supervisor will be notified of the volume of bags of polypro items as soon as possible and will schedule a special laundry call to allow ample processing time during normal working hours. These items will be counted, laundered, verified, and returned within the scheduled time and will be charged to bucket issue.

3. During inclement weather, the unit laundry representative may turn in soiled recruit clothing for a special laundry run. Excessively sandy or muddy clothing will be turned away. The items will be listed on a separate NAVMC Form 10192 in accordance with paragraph 8.c. The Depot Laundry Supervisor will be notified of the volume of soiled laundry as soon as possible and will schedule a special laundry call to allow ample processing time during normal working hours. These items will be counted, laundered, verified, and returned within the scheduled time

(3) Laundering and Dry Cleaning of Organizational Clothing

(a) Selected enlisted personnel have been issued items of organizational clothing that may be dry cleaned or laundered at government expense. These clothing items have been stamped by Depot Property Control specifically to identify them as organizational clothing property.

(b) Procedures for turning in organizational clothing for dry cleaning/laundrying at government expense are as follows:

1. Individuals may submit bundles containing the clothing for a single person and the clothing must be stamped with a special mark to identify it as organizational clothing. Bundles containing articles for more than one person will be returned without laundering or dry cleaning.

04 APR 2007

2. Individuals will deliver their clothing to the call desk, Depot Laundry, between 0730 and 1600, Monday through Friday. The individual must present his/her valid military identification card to the call desk attendant when not in uniform. The call desk attendant will then complete an organizational laundry and/or dry-cleaning ticket, as appropriate.

3. Clothing will be returned upon presentation of the customer's receipt. In case of a lost receipt, the individual must present identification and acknowledge receipt of clothing items by signing the lost ticket log.

(4) Service to Authorized Military Activities and other Government Agencies

(a) Laundry services provided for the U.S. Naval Hospital, Beaufort are reimbursable services.

(b) Military activities are authorized charge account privileges. Charges will be billed monthly with payments due prior to the 20th of the upcoming month.

(c) The Depot Marine Corps Community Service Department (MCCS) is also authorized to use the services provided by the Depot Laundry.

(5) Mattress and Carpet Cleaning

(a) Laundry personnel will clean mattresses of the battalions on the Depot by the graduation schedule. Mattresses for the graduating series will be cleaned on Monday and Tuesday following graduation. The graduating series will arrange the mattress cleaning with the laundry cleaning personnel. Battalions will provide a working party with a minimum of six recruits. All other requirements will be done by appointment. The battalion S-4s may make arrangements by calling the Depot Laundry office during regular operating hours.

(b) Laundry personnel will clean carpets on the Depot by appointment. Arrangements may be made by calling the Depot Laundry office during regular operating hours.

(6) Individual Laundry Service

(a) Individual laundry service is available to Depot personnel (active duty, retired, and civilian) for personal clothing, uniforms, blankets, comforters, etc. A list of launderable items is available at the call desk.

(b) The call desk receives and returns individual laundry. Laundry service requires three workdays from time of turn-in. Hours of operation are 0730-1600 Monday through Friday.

(c) For cash and carry service, the customer will complete a cash laundry ticket (NAVMC Form 10824) available at the call desk and will receive a cash laundry ticket receipt from the attendant. The laundry will be returned to the customer upon presentation of a receipt and payment for services performed.

(7) Special Service

(a) Special laundry service will be provided to personnel in the following categories at no additional charge:

1. Personnel of the guard.
2. Personnel of the band.
3. Staff drivers.

(b) Special service is normally available to other personnel as long as the normal work flow of the laundry will not be interrupted.

(8) Unclaimed Laundry

(a) The Depot Laundry Supervisor shall make every effort to return unclaimed laundry to the rightful owner.

(b) Laundry remaining unclaimed after a three-month period will be removed from the laundry call desk and placed in storage for safekeeping for a period of three months. Laundry remaining unclaimed after a total of six months will be reported to the Director, Supply and Services (Dir, SAS), for disposition instructions.

(c) Upon authorization from the Dir, SAS, unclaimed laundry will be opened and those articles considered suitable as replacements for damaged or missing items will be posted on a

Marine Corps Stock Record and Inventory Control Card (NAVMC Form 708) and used for replacement issues. This form is available through the supply system.

(d) Government-owned property remaining unclaimed after a period of six months will be reported to the Depot Property Control Officer so that responsible officers may be notified. If government property is retained in the laundry, the Depot Laundry Supervisor will request that the Depot Property Control Officer debit the laundry supervisor's property account. Under no circumstances will unclaimed government property be used to replace damaged or missing items.

(10) Priority of Services. The order of priority for providing services is:

- (a) Recruit clothing.
- (b) Marine Corps-owned property.
- (c) Government property of other government agencies.
- (d) Personal laundry.

(11) Complaints. To ensure that satisfactory product quality is maintained, a customer complaint system is established. When the customer perceives that the laundry product is of unsatisfactory quality, missing, or damaged, a customer complaint form should be submitted. The laundry supervisor will maintain customer complaint forms and a customer complaint receipt box in full view near the laundry's call desk and receiving counter for customer use. Responses shall be provided on all complaint forms submitted with a monthly summary provided to the Regional Contracting Officer (RCO). Procedurally, claims are resolved as follows:

(a) Claims for damaged articles shall be made prior to the removal of such articles from the Depot Laundry.

(b) Claims will be filed, in person, at the laundry office. Claims may be settled by reimbursement, repair, or replacement with a like item. The customer may refuse replacement, in which case cash reimbursement (less depreciation) is authorized. Claims for items in laundry bags will be processed after the owner provides a list of items that were in

04 APR 2007

the bag. The Depot Laundry Supervisor determines the quantity of missing, damaged, or lost items for which the laundry is ultimately responsible.

(c) Claims for lost or damaged uniform articles owned by recruits shall be settled by replacement-in-kind with serviceable items. Claims for other articles owned by recruits may be resolved by cash reimbursement.

(d) The Director, Property Control Division is the only person authorized to honor a claim. If the patron is not satisfied with the decision regarding a claim, the patron may present the issue to the AC/S, Supply and Services.

(12) Interactive Customer Evaluation (ICE). In an effort to improve customer service at MCRD Parris Island a customer service program called ICE has been implemented. ICE is a website designed to provide customers with the tools to submit valuable input and feedback to service providers. Laundry customers are encouraged to utilize this website for complaints or appreciation for the service provided by the Depot Laundry. The ICE website is <http://ice.disa.mil>. By using the website comment card, direct feedback is provided to the service providers. If you have an idea, a complaint or would like to make a suggestion/comment about the service you received, fill in the comment section. Also, direct feedback from the service provider can be requested if desired by filling in your name, phone number, and e-mail address.

5. Administration and Logistics. Recommendations for changes or modifications to this Order will be provided to the Depot Laundry Manager through the AC/S, G-4.

6. Command and Signal

a. Command. This Order is applicable to personnel assigned to Marine Corps Recruit Depot, Parris Island.

b. Signal. This Order is effective the date signed.



W. P. LEEK
Chief of Staff

DISTRIBUTION: A

DEPOT LAUNDRY SCHEDULE

Monday

0630 2ndRTBn, Recruit fluff and sweats
0730 1stRTBn, Organizational Property
0900 4thRTBn, Organization Property
1300 Billeting
1300 Depot Food Service, MCRD PISC
1315 Bucket Issue
1330 3rdRTBn, Blankets and mattress covers

Tuesday

0630 4thRTBn, Recruit fluff
0730 3rdRTBn, Recruit fluff and sweats
0915 BOQ, MCAS
1000 HQSVCBn/MCAS, Organizational Property
1300 Billeting
1245 MAG-31/2dFSSG/MWSS-273, Organizational Property
1315 Bucket Issue

Wednesday

0630 1stRTBn, Recruit fluff and sweats
0730 2ndRTBn, Organizational Property
0900 Support Battalions (MRP,PCP,EHP) Recruit
fluff/Organizational Property
1000 RSP/Medfluff
1015 DAB Organizational Property/RCU
1300 Billeting
1300 Bucket Issue
1330 1stRTBn, (Blankets & mattress covers)
1400 CSSD-23, MCAS

Thursday

0630 2ndDRTBn, Recruit fluff
0730 3rdRTBn, Recruit fluff, Organizational Property

ENCLOSURE (1)

04 APR 2007

Thursday (CONTINUED)

1300 Billeting
1400 RCU
1415 MAG-31, MCAS, Organizational Property

Friday

0630 4thRTBn, Recruit fluff and sweats
0730 1stRTBn, Recruit fluff
0900 Support Battalions (MRP,PCP,EHP)Recruit fluff, sweats
0915 BOQ, MCAS
1300 Billeting
1300 Bucket Issue
1330 2ndRTBn, Blankets and mattress covers

NOTE: (1) Naval Hospital, Beaufort, may turn in laundry daily.
(2) Holiday schedules will be published as required.

ENCLOSURE (1)

04 APR 2007

INSTRUCTIONS - NAVMC 10192

1. Instructions for Completing the Combined Work Request and Receipt Form (NAVMC Form 10192). The following instructions will be used for completing the NAVMC Form 10192:

a. Customer

(1) Prepare an original and two copies of the NAVMC Form 10192, listing the quantity of items to be laundered in the "in" column. Blank spaces may be used to list items not shown on the form. The form will be signed by the unit laundry representative, and all copies delivered to the Depot Laundry.

(2) Sheets and pillowcases will be listed on the same NAVMC Form 10192. Mattress covers and blankets will both be listed on an additional NAVMC Form 10192.

b. Depot Laundry

(1) Receiving Clerk

(a) Stamp the three copies of the work request "original", "duplicate", and "triplicate", respectively.

(b) Stamp date received on all copies.

(c) Verify the "in" count as submitted by the customer. A soft red lead pencil will be used to check items in. In case of error, line through the original number with red ink and write the new figure to the side. The new figure must be initialed by the customer.

(d) After verification, sign all copies in the "received by" block and assign a request number in the "request number" block. Return the "duplicate" to the customer and place the "original" on file for use when issuing the finished product.

(e) Turn the "triplicate" copy in to the Depot Laundry Supervisor at the end of the receiving day. "Triplicate" copies are filed with accounting records after appropriate billing has been determined. Originals are maintained in a separate file showing issue dates and receiving signatures.

ENCLOSURE (2)

04 APR 2007

(2) Issuing Clerk

(a) Clothing items are returned once the customer presents the "duplicate" copy of the work request.

(b) The issuing clerk will verify that the work is completed.

(c) The issuing clerk will take the original work request from the suspense file and accomplish the following:

1. Stamp "completed" on original and duplicate copies.
2. Stamp the date immediately after "completed" on both copies.
3. In the "issued by" block, sign both copies.
4. In the receipt portion, the unit laundry representative will sign both copies and indicate rank and date.

(d) The issuing clerk will ensure that the unit laundry representative signs the issuing log and indicates the type of items received.

ENCLOSURE (2)

DepO 4064.6K

04 APR 2007

LAUNDRY COMBINED WORK REQUEST/RECEIPT (NAVMC 10192)

Form can be retrieved through Formflow from the Tecom East Drive
(s drive)

ENCLOSURE (3)