

Standard Operating Procedures (SOP) Number: ARPC/FM-002

FINANCIAL MANAGEMENT – ARPC/FM-002	
INDIVIDUAL RESERVIST (IR) CLOTHING REPLACEMENT PROCESS	
Last Updated Date: 20 May 15 [1 MAR 15 (Initial)]	Recurring Suspense Date: Annual
OPR: ARPC/FM	OPR Last Quarterly Review Date: Initial
OPR Phone: (DSN) 847-3069 (Comm) 720-847-3069	OPR Email: arpc_fmworkflow@us.af.mil
Expected Completion Timeline: <30 Business Days (from order to shipment to receipt)	
Responsibility Level Routing Chain: ARPC/FM>RIO CC/DO>RIO DET CC>Individual Reservist(IR)	
Authority: AFI 23-101, <i>Materiel Management, Uniforms</i> ; AFRCI 23-101, <i>Materiel Management, Uniforms</i> ; AFI 36-3014, <i>Clothing Allowances for Air Force Personnel</i> ; PIM 14-011, <i>KYLOC Implementation</i>	
Related Checklist(s) Number(s): N/A	
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Overview: Management of the Clothing Replacement Process for the Individual Reservist (IR) Population

Process Applies To: ARPC/FM, RIO Detachment Commanders (Det CC) & Clothing Monitors, Individual Reservists (IR)

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ARPC/FM-002 ATTACHMENT 1

CLOTHING REPLACEMENT – FAIR WEAR AND TEAR (FWT)

Overview: Management of Clothing Replacement – Fair Wear & Tear for the Individual Reservist (IR) Population

Note 1: A wet signature on the AF Form 656 can be in lieu of a digital signature when necessary (noted by ¹ in text)

Process Applies To: ARPC/FM, RIO Detachment Commanders (Det CC) & Clothing Monitors, Individual Reservists (IR)

Individual Reservist (IR)

Timeline: As needed IAW AFRCI 23-101

Step 1. IR requests to replace uniform clothing items under Fair Wear & Tear (FWT)

1. IR downloads AF Form 656, *Clothing Request and Receipt – Male/Female* (Attachment 5)
http://static.e-publishing.af.mil/production/1/af_a4_7/form/af656/af656.xfdl (ePubs)
2. IR completes the form and indicates which item(s) requested and the amount of each item desired
3. Use Attachment 2, *Unavailable Items*, for items appearing on Attachment 7, *Items Not Provided By KYLOC*

Step 2. IR submits request to Detachment Clothing Monitor for approval

1. IR will email the completed AF Form 656 (no SSAN required) to the applicable Det Org Box
 - a. Annotate DoD ID # in the SSAN field (DoD ID # is found on backside of CAC or your email certificate)
2. IR will indicate if the request is routine (10 days shipping) or urgent (3 days shipping)
 - a. Urgent requests require justification in writing – include in email this justification/reasoning
3. IR will include in the email:
 - a. Sizes of applicable item(s) listed on the AF Form 656
 - b. A physical mailing address to receive shipment (no PO Box delivery; APO only for OCONUS)
 - c. A duty-hours phone number

Step 3. IR receives packaged clothing items (after ARPC/FM POC placed order (see page 2))

1. Inspect packaged item(s) to ensure requested items and proper amounts are received
2. If the IR identifies any damaged, incorrect, or ill-fitting item(s), follow the guidance in Attachment 4, *Returns*, and view Attachment 8, *KYLOC Clothing Return Memo*

Step 4. Item(s) received is/are accurate, free of defects, and fit

1. IR will digitally sign¹ the AF Form 656 in ‘signature of member upon receipt of clothing’ (Attachment 5)
2. IR will then email the signed AF Form 656 to the ARPC/FM POC (or assigned Org Box); cc Det Org Box
3. Indicate in the email to the ARPC/FM POC which item(s) was/were returned, if applicable

Detachment Clothing Monitor

Timeline: As received

Step 1. Detachment Clothing Monitor will review each AF Form 656 (Attachment 5)

1. Verify the AF Form 656 is properly completed (name, grade, unit, email, ETS, etc.)
2. Item(s) requested is/are authorized and does not/do not exceed authorized amount directed per AFI 36-3014
 - a. Verify AFI 36-3014 Attachments 1, 2, 3 & 4 in relation to authorized items and approved amounts

Step 2. Detachment Clothing Monitor will take following action on the request as applicable

1. Return the AF Form 656 to the IR for corrections and/or additional information (IR will repeat steps above)
2. Determine if an urgent request is fully justified – change to routine if not fully justified
3. Digitally sign¹ the AF Form 656 (Attachment 5) and email to the ARPC/FM POC along with IR information (cc the IR)

ARPC/FM POC (Clothing Program Manager)

Timeline: As received

Step 1. ARPC/FM POC receives request from the Detachment Clothing Monitor

1. Review the AF Form 656 for accuracy and ensure IR information is present (IR Step 2.3 above)
2. Verify if the IR has received the requested item(s) within previous 36 months
 - a. Justification must be provided for current and/or previous request, i.e. Early Replacement process
3. Contact the Detachment Clothing Monitor with any concerns or questions or if the item(s) is/are not available
4. Submit order in KYLOC – send a courtesy email to the IR with submission date (cc Det Clothing Monitor)

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- Step 2. After IR has received shipment of requested clothing item(s) per IR Steps 3-4 above
1. Review the AF Form 656 to ensure IR digitally signed¹ in proper signature block (Attachment 5)
 2. Forward the AF Form 656 to the ARPC/FM Budget Officer for final certification
 3. File the documentation as directed by records management and/or other memo/policy directive

Note 1. Monthly reporting requirements

1. Retrieve monthly KYLOC pre-bills and brief ARPC/FM Budget Officer as required
2. Maintain proper control of the MORD and/or GPC account and all documentation
3. Assist IRs with any reimbursement requests (purchases, return shipping costs, etc.)
4. Serves as the ARPC and RIO POC to KYLOC

ARPC/FM Budget Officer

Timeline: As received

- Step 1. ARPC/FM Budget Officer receives a digitally signed AF Form 656 from the ARPC/FM POC
1. Review the AF Form 656 to ensure requirements meet directed guidance (i.e. FIAR, AFI, etc.)
 2. Digitally sign the AF Form 656¹ in 'signature grade & orgn of authenticating officer' (Attachment 5)
 3. Request the ARPC/FM POC provide KYLOC pre-bills on a monthly basis and maintain MORD/GPC account

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ARPC/FM-002 ATTACHMENT 2

CLOTHING REPLACEMENT – UNAVAILABLE ITEMS

Overview: Management of Clothing Replacement – Unavailable Items for the Individual Reservist (IR) Population

Note 1: A wet signature on the AF Form 656 can be in lieu of a digital signature when necessary (noted by ¹ in text)

Note 2: Unavailable covers items/sizes on backorder and/or not provided by KYLOC

Note 3: See Attachment 7 for items currently unavailable through KYLOC and additional restrictions

Process Applies To: ARPC/FM, RIO Detachment Commanders (Det CC) & Clothing Monitors, Individual Reservists (IR)

Individual Reservist (IR)

Timeline: As required IAW AFRCI 23-101

Step 1. IR will view Attachment 7, *Items Not Provided By KYLOC*, concerning unavailable item(s)

1. Item(s) will be requested using the AF Form 656, *Clothing Request and Receipt – Male/Female* (Attachment 5)
 - a. Annotate “Unavailable Items Request” at the top of the AF Form 656
 - b. AF Form 656 will be reviewed and approved by Det Clothing Monitor
 - c. Keep unavailable item(s) requests separate from requested available item(s) through KYLOC
2. Request justification for unavailable item(s) through Det Clothing Monitor
3. Unauthorized item(s) will not be approved without proper determination by Det CC (or higher authority)
4. ARPC/FM POC will return AF Form 656 requests received without justification inclusion
5. Approved requests – IR can purchase authorized item(s) through AAFES/Clothing Sales (local or online) https://www.shopmyexchange.com/browse/Military/_/N-104763
 - a. A separate vendor can be used to purchase items – if vendor is approved by MAJCOM/higher authority

Step 2. IR will file a claim through ARPC/FM for reimbursement of approved purchases

1. IR will complete the SF 1164, *Claim for Reimbursement for Expenditures on Official Business* (Attachment 6) <http://www.nps.edu/services/travel/documents/sf1164.pdf>
2. IR will use the digitally signed¹ AF Form 656 to purchase these unavailable items (Attachment 5)
3. IR will include the approved AF Form 656 and justification with reimbursement claim

Step 3. IR will follow these steps to receive reimbursement of approved purchases

1. Complete the SF 1164 by itemizing each purchase and annotating the cost of each item (Attachment 6)
2. Maintain receipt(s) – the receipt(s) will accompany the SF 1164 claim and are a mandatory inclusion
3. IR will digitally sign¹ in block 10 ‘Claimant Sign Here’
4. IR will then email the SF 1164, receipt(s), the approved AF Form 656, and justification to the ARPC/FM POC

ARPC/FM POC (Clothing Program Manager)

Timeline: As received

Step 1. If the ARPC/FM POC receives an approved AF Form 656 with “Unavailable Items Request” annotation

1. Ensure the item(s) requested were approved by the Det Clothing Monitor
 - a. Verify Detachment justification inclusion for requested item(s)+
 - i. A validation from the IR is not justification to approve an item
 - ii. Return requests missing Detachment justification inclusion to the IR
 - b. Contact the Det Clothing Monitor on authorized items/sizes, if necessary
2. Assist the IR in the procurement process as necessary

Step 2. Upon receipt of the reimbursement claim from the IR

1. Review the approved AF Form 656 and SF 1164 for accuracy and signatures
2. Verify purchases on the SF 1164 are approved on the AF Form 656 and justification is included
3. Annotate the proper accounting classification in block ‘Accounting Classification’
4. Digitally sign¹ the SF 1164 in block 8 ‘Approving Official Sign Here’ (Attachment 6)
5. Forward claim to the ARPC/FM Budget Officer for final certification

ARPC/FM Budget Officer

Timeline: As received

Step 1. ARPC/FM Budget Officer receives the SF 1164 and receipt(s) from the ARPC/FM POC

4. Review the SF 1164 to ensure requirements meet directed guidance (i.e. FIAR, AFI, etc.)

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- a. Request the ARPC RPO retrieve the IR's direct deposit using DJMS-RC (print screen), if applicable
5. Digitally sign¹ the SF 1164 in block 9 'Approving Official Sign Here' (Attachment 6)
6. Forward the SF 1164 with receipt(s), the approved AF Form 656, and any additional documentation (as applicable) to the appropriate DFAS location
 - a. Disbursement should occur within 30 calendar days – verify weekly with DFAS
7. Request ALO assist with the submission to DFAS if necessary
 - a. Contact HQ AFRC/FMP for assistance with DFAS processing

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ARPC/FM-002 ATTACHMENT 3

CLOTHING REPLACEMENT – ALTERATIONS

Overview: Management of Clothing Replacement – Alterations for the Individual Reservist (IR) Population

Note 1: A wet signature on the AF Form 656 can be in lieu of a digital signature when necessary (noted by ¹ in text)

Note 2: KYLOC does not provide alterations to certain uniform clothing items

Note 3: KYLOC will sew name tape, rank, and AF tape to the applicable clothing items (ABUs and blues)

Note 4: See Attachment 7 for items not reimbursable for alterations expense

Process Applies To: ARPC/FM, RIO Detachment Commanders (Det CC) & Clothing Monitors, Individual Reservists (IR)

Individual Reservist (IR)

Timeline: As required IAW AFRCI 23-101

Step 1. KYLOC does not provide alterations to blues uniform items (service coat, slacks/trousers, etc.)

1. IR can use Base Alterations or a vendor of choice for alterations to blues uniform items (duty status is irrelevant)
2. The IR will pay for alterations to the blues uniform items at any vendor including Base Alterations
3. All alterations must comply with AFI 36-2903, *Dress and Personal Appearance of Air Force Personnel*

Step 2. IR will file a claim through ARPC/FM for reimbursement of alterations

4. IR will complete the SF 1164, *Claim for Reimbursement for Expenditures on Official Business* (Attachment 6) <http://www.nps.edu/services/travel/documents/sf1164.pdf>

Note: IR can file SF 1164 for alterations along with approved unavailable item(s) purchase, if applicable

Step 3. IR will follow these steps to receive reimbursement of approved alterations

5. Complete the SF 1164 by itemizing each purchase and annotating the cost of each item (Attachment 6)
6. Maintain receipt(s) – the receipt(s) will accompany the SF 1164 claim and are a mandatory inclusion
7. IR will digitally sign¹ in block 10 ‘Claimant Sign Here’
8. IR will then email the SF 1164, receipt(s), and the approved AF Form 656 to the ARPC/FM POC
 - a. Provide justification notice if necessary

ARPC/FM POC (Clothing Program Manager)

Timeline: As received

Step 1. Upon receipt of the SF 1164 and receipt(s) from the IR

6. Review the SF 1164 for accuracy and signatures
7. Verify alterations on the SF 1164 are for approved items on the approved AF Form 656
8. Annotate the proper accounting classification in block ‘Accounting Classification’
9. Digitally sign¹ the SF 1164 in block 8 ‘Approving Official Sign Here’ (Attachment 6)
10. Forward claim to the ARPC/FM Budget Officer for final certification

ARPC/FM Budget Officer

Timeline: As received

Step 1. ARPC/FM Budget Officer receives the SF 1164 and receipt(s) from the ARPC/FM POC

8. Review the SF 1164 to ensure requirements meet directed guidance (i.e. FIAR, AFI, etc.)
 - a. Request the ARPC RPO retrieve the IR’s direct deposit using DJMS-RC (print screen), if applicable
9. Digitally sign¹ the SF 1164 in block 9 ‘Approving Official Sign Here’ (Attachment 6)
10. Forward the SF 1164 with receipt(s), the approved AF Form 656, and any additional documentation (as applicable) to the appropriate DFAS location
 - a. Disbursement should occur within 30 calendar days.

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ARPC/FM-002 ATTACHMENT 4 CLOTHING REPLACEMENT – RETURNS

Overview: Management of Clothing Replacement – Returns for the Individual Reservist (IR) Population

Note 1: A wet signature on the AF Form 656 can be in lieu of a digital signature when necessary (noted by ¹ in text)

Note 2: Returns will be item-for-item exchange and covers damaged, defective, incorrect, and ill-fitting clothing

Note 3: Items cannot be exchanged through AFFES/Clothing Sales for similar item

Process Applies To: ARPC/FM, RIO Detachment Commanders (Det CC) & Clothing Monitors, Individual Reservists (IR)

Individual Reservist (IR)

Timeline: As required IAW AFRCI 23-101

Step 1. IR must verify the contents of each parcel received from KYLOC

1. Validate each parcel to ensure item(s) requested have been received (i.e. correct shipment)
2. Inspect each clothing item to ensure it is free of damage, is non-defective, and fits
3. Identify any clothing item(s) that is/are damaged, defective, incorrect order, and/or ill-fitting

Step 2. IR will follow the guidance set forth by KYLOC (Attachment 8) and this SOP for any exchange request

1. Customer will contact KYLOC toll free 888-255-1131 or email custservice@kyloc.com
 - a. Commercial: 859-293-3688 / -3029 / -3896 / -3987 / -3988
 - b. DSN: 745-3688 / -3029 / -3896 / -3987 / -3988
2. Customer must make contact with KYLOC within 90 days of the shipment date
3. Follow KYLOC instructions on how to return the affected item(s); See Step 4 below
4. KYLOC will verify who will pay shipping costs (either KYLOC or the IR; see Step 5 if IR must pay shipping)
5. Notify the ARPC/FM POC via email and/or phone (email necessary for documenting return)

Step 3. IR must return the affected item(s) in the original packaging and in an unused state

1. Exchanges will be for size only and for the same item
2. Incorrect and/or additional items will be returned without replacement
3. Ensure the returned item(s) is/are free of defects unless the item(s) arrived defective (annotate such defect)

Step 4. IR will follow these steps unless KYLOC instructs differently

1. Highlight the affected item(s) on the packing slip and annotate reason next to (damaged, ill-fitting, etc.)
2. Indicate applicable replacement size(s) as necessary
3. Annotate a preferred contact phone number and a preferred email on the packing slip near your name
4. Make a copy of the highlighted packing slip if possible
5. Place the affected item(s) and the highlighted packing slip inside the original box/parcel
6. Seal box/parcel and annotate EXCHANGE on the outside top of the packaged box/parcel
7. Use a shipping vendor to return box/parcel and request a tracking number
 - a. DHL, FedEx, UPS, USPS, etc.

Step 5. IR can request reimbursement for return shipping costs, if applicable

9. Complete the SF 1164, *Claim for Reimbursement for Expenditures on Official Business* (Attachment 6)
 - a. Itemize the cost of alterations (if more than one charge)
<http://www.nps.edu/services/travel/documents/sf1164.pdf>
10. Maintain receipt(s) – the receipt(s) will accompany the SF 1164 claim and are a mandatory inclusion
11. IR will digitally sign¹ in block 10 'Claimant Sign Here' (Attachment 6)
12. IR will then email the SF 1164 and receipt(s) along with the AF Form 656 to the ARPC/FM POC

ARPC/FM POC (Clothing Program Manager)

Timeline: As received

Step 1. Upon notice by the IR or KYLOC of a returned package

1. Take applicable action as necessary or if the IR/KYLOC request assistance
2. Contact KYLOC to pay for shipping costs using GPC/MORD, if applicable
 - a. Attempt to establish a monthly billing for returns shipping costs
 - b. Seek ARPC/FM and RIO/CC assistance in establishing
3. Notify the IR on how to received reimbursement for shipping costs, if applicable

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- a. If shipping cost is paid by GPC, notify IR that reimbursement is not necessary

Step 2. Provide the IR guidance on how to receive reimbursement for shipping costs, if applicable

1. Email to the IR an SF 1164 and this SOP, if necessary
2. Instruct the IR on how to complete the SF 1164, if necessary
3. Review and process SF 1164 claim after the IR submits
4. Digitally sign¹ block 8 'Approving Official Sign Here' (Attachment 6) and email to ARPC/FM Budget Officer

ARPC/FM Budget Officer	Timeline: As received
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Step 1. ARPC/FM Director, FSO, or Budget Officer receives the SF 1164 and receipt(s) from the ARPC/FM POC

11. Review the SF 1164 to ensure requirements meet directed guidance (i.e. FIAR, AFI, etc.)
 - a. Request the ARPC RPO retrieve the IR's direct deposit using DJMS-RC (print screen)
12. Digitally sign¹ the SF 1164 in block 9 'Approving Official Sign Here' (Attachment 6)
13. Forward the SF 1164 with receipt(s), the approved AF Form 656, and any additional documentation (as applicable) to the appropriate DFAS location
 - a. Disbursement should occur within 30 calendar days.

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ARPC/FM-002 ATTACHMENT 5

AF FORM 656 – CLOTHING REQUEST AND RECEIPT – MALE/FEMALE

Yellow highlights - IR will complete including the requested items section (not highlighted); completes 'signature of member upon receipt of clothing (grade/ssan)' after receipt of items (near bottom of form)

Orange highlights - Detachment clothing monitor will digitally sign, approving IR's clothing request

Green highlights - ARPC/FM POC will digitally sign after receipt of IR signed form (following receipt of items) and annotate appropriation (on MORD)

Blue highlights - ARPC/FM Budget Officer will digitally sign as authenticating officer

CLOTHING REQUEST AND RECEIPT -- MALE/FEMALE <small>(THIS FORM IS SUBJECT TO THE PRIVACY ACT OF 1974)</small>						CONTROL NO. leave blank	DATE current date				
<small>AUTHORITY: 10 U.S.C. 9832, 37 U.S.C. 418 and Executive Order 9397 PRINCIPAL PURPOSES: To account for the issue of uniform clothing items to enlisted personnel, SSAN is used for positive identification. ROUTINE USES: May be disclosed to any DOD component and upon request to other Federal, State, and local agencies in the pursuit of their official duties. May also be used for other lawful purposes including law enforcement and litigation. DISCLOSURE IS VOLUNTARY: Failure to provide the information would preclude the orderly maintenance of property accounts or prevent the issuance of clothing items. Disclosure of SSAN is voluntary</small>											
NAME OF AIRMAN FOR WHOM REQUEST IS MADE First Middle Last				GRADE obvious	SSAN DoD ID number	UNIT insert unit name					
EMAIL insert preferred email			SALES CODE			ETS insert separation date					
<input type="checkbox"/>	16-Operation & Maintenance, AF		<input checked="" type="checkbox"/>	19-AF Reserve check/X item		<input type="checkbox"/>	80-ARMY				
<input type="checkbox"/>	17-Military Personnel, AF		<input type="checkbox"/>	23-Air National Guard		<input type="checkbox"/>	81-Navy				
				<input type="checkbox"/> Other Reimbursable Appropriated Funds <small>(Insert Sales Code)</small>							
				<input type="checkbox"/> Reimbursable Non-Appropriated Funds <small>(Insert Sales Code)</small>							
QUANTITY REQD	QUANTITY SOLD	ARTICLE		UNIT COST	TOTAL COST	QUANTITY REQD	QUANTITY SOLD	ARTICLE	UNIT COST	TOTAL COST	
		Bag, Duffel, Nylon, OG						Shirt, Ctn/Poly,S/S, AF Shade 1550, Tuck-in (W)			
		Belt, Cotton, Riggers, Desert Sand 503						Shirt, Ctn/Poly, L/S, AF Shade 1550, Tuck-in (W)			
		Belt, Cotton, Web, Blue, w/Chromium Plate						Shoes, Dress Leather			
		Boots, Temperature, Sage Green Boots						Skirt, Dated, Poly Serge AF Shade 1620 (W)			
		Buckle, Belt, Chromium Plated						Slacks, Dated, Poly Serge AF Shade 1620 (W)			
		Cap, Garrison (Flight cap), AF Shade 1620)						Socks, Athlete's, Crew, White (3 Pair Package)			
		Cap, ABU						Socks, Liner, Poly/Nyl, Black			
		Coat, All Weather w/Removable Liner						Socks, Cushion Sole, Stretch, Green			
		Coat, Svs, W/Poly, Serge, Blue AF Shade 1620						Towel, Bath, Cotton, White			
		Coat, Camouflage ABU						Trousers, ABU			
		Drawers, Cotton, Briefs, White, (M)						Trousers, W/Poly, Serge, 10oz, AF Shade 1620 (M)			
		Gloves, Lea, Black, Lined, Unisex						Undershirt, Qtr. Sleeve, Sand			
		Insignia, BOS, US						Undershirt, Ctn, White, V-Neck (M)			
		Name Tag, Metal						Maternity Trousers, ABU (W)			
		Name Tag, Plastic						Maternity Coat, ABU (W)			
		Name Tape, USAF						Maternity Slacks, Blue (W)			
		Name Tape						Maternity Shirt, Ctn/Poly (L/S or S/S) (W)			
		Jacket, Physical Training Uniform (PT)									
		T-Shirt, Athlete's, PTU									
		Pant PTU									
		Trunks, PTU									
		Jacket, Poly, Blue AF Shade 1605 w/rmvbl Liner									
		Necktie, Four-in-Hand (M)									
		Neck-Tab, Blue, AF Shade 1622 (M)									
		Shirt, Ctn/Poly, Long Sleeve, W/Epaulets (M)									
		Shirt, Ctn/Poly, Short Sleeve (M)									
TOTAL VALUE					TOTAL VALUE						
I certify the above named airman has sufficient initial allowance clothing credit available against which the total value of items purchased has been entered on his/her military record.				I certify the items requested are for the airman's health and/or appearance. Total value of clothing provided is to be (Amortized at \$ _____ per month)(deducted from net pay) (Not to be utilized at Basic Training Center).				I certify the total value reflected hereon has been charged against pay and/or allowances due the above named airman.			
SIGNATURE AND GRADE OF BASE FINANCE OFFICER <input type="text"/>				SIGNATURE OF UNIT COMMANDER /IR PROGRAM MANAGER <input type="text"/>				SIGNATURE & FISCAL STATION NO. OF FINANCE OFFICER <input type="text"/>			
PROJECT CODE (For AFRES Only) 72209				SIGNATURE, GRADE, ORGN OF AFRES PAYROLL OFFICER (For AFRES Only) <input type="text"/>				<input type="text"/>			
I certify the sales code indicated is correct and the offices to be billed (and appropriation charged) are properly indicated.						I certify I have received the articles listed here on in the total value indicated and that they are for my own personal use or that of the person I represent and I will not dispose of them by sale, gift, loan, barter, or pledge to unauthorized personnel. NOTE: MEMBERS DO NOT SIGN THIS FORM UNTIL CLOTHING ITEMS HAVE BEEN RECEIVED.					
APPROPRIATION						SIGNATURE OF MEMBER UPON RECEIPT OF CLOTHING (GRADE/SSAN) <input type="text"/>					
OFFICE TO BE BILLED HQ ARPC/FM				SIGNATURE GRADE & ORGN OF AUTHENTICATING OFFICER <input type="text"/>							

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ARPC/FM-002 ATTACHMENT 6

**STANDARD FORM (SF) 1164 – CLAIM FOR REIMBURSEMENT
FOR EXPENDITURES ON OFFICIAL BUSINESS**

- Note 1: If an item is a pack (ex: 3 pairs of socks in a pack), each itemized purchase is one pack of
- Note 2: Preferred method is digital¹, however, manual claims will be accepted (black ink only; no other ink or pencil)
¹ – A wet signature on the AF Form 656 can be in lieu of a digital signature when necessary
- Note 3: SSAN is required on any type of reimbursement claim per regulatory guidance

CLAIM FOR REIMBURSEMENT FOR EXPENDITURES ON OFFICIAL BUSINESS		1. DEPARTMENT OR ESTABLISHMENT, BUREAU, DIVISION OR OFFICE ARPC/FM or DFAS will complete		2. VOUCHER NUMBER ARPC/FM or DFAS will complete				
				3. SCHEDULE NUMBER ARPC/FM or DFAS will complete				
<i>Read the Privacy Act Statement on the back of this form.</i>				5. PAID BY				
4. CLAIMANT	a. NAME (Last, first, middle initial) IR will complete this block		b. SOCIAL SECURITY NO. IR will complete		ARPC/FM or DFAS will complete			
	c. MAILING ADDRESS (Include ZIP Code) IR will complete this block		d. OFFICE TELEPHONE NUMBER IR will complete					
	6. EXPENDITURES (If fare claimed in col. (g) exceeds charge for one person, show in col. (h) the number of additional persons which accompanied the claimant.)							
DATE	C O D E	Show appropriate code in col. (b): A - Local travel B - Telephone or telegraph, or C - Other expenses (itemized) (Explain expenditures in specific detail.)		MILEAGE RATE	AMOUNT CLAIMED			
20__	E			NO. OF MILES (e)	MILEAGE (f)	FARE OR TOLL (g)	ADD PERSONS (h)	TIPS AND MISCELLANEOUS (i)
(a)		(c) FROM	(d) TO					
	C	IR will complete each column until all items purchased are claimed						
	C							
	C	Additional columns are included on the second page of this form		Do not annotate in 'mileage rate', 'no of miles', 'mileage', 'fare or toll', or 'add persons' columns				
	C	If a third page is required, use a another SF 1164 and so forth		Claim expenses in 'Tips and Miscellaneous' column (far right) or pen/write the claimed expenses				
		Date will be 20__ with current FY next to the 20		or pen/write the calendar date				
		Below the year, select the applicable calendar date in the drop down						
		Total expenditures should calculate and populate in block 7		or pen/write the total expenditures				
		IR will sign block 10		Det clothing monitor will sign block 8 after IR has signed block 10				
<i>If additional space is required continue on the back.</i>				SUBTOTALS CARRIED FORWARD FROM THE BACK				
7. AMOUNT CLAIMED (Total of cols. (f), (g) and (i).) ▶ \$				TOTALS				
8. This claim is approved. Long distance telephone calls, if shown, are certified as necessary in the interest of the Government. (Note: If long distance calls are included, the approving official must have been authorized in writing, by the head of the department or agency to so certify (31 U.S.C. 680a).) <i>Sign Original Only</i>				10. I certify that this claim is true and correct to the best of my knowledge and belief and that payment or credit has not been received by me. <i>Sign Original Only</i>				
APPROVING OFFICIAL SIGN HERE ▶		DATE		CLAIMANT SIGN HERE ▶		DATE		
9. This claim is certified correct and proper for payment. <i>Sign Original Only</i>				APPROVING OFFICIAL SIGN HERE ▶		DATE		
				11. CASH PAYMENT RECEIPT				
				a. PAYEE (Signature)		b. DATE RECEIVED		
						c. AMOUNT \$		
				12. PAYMENT MADE BY CHECK NO.				

ACCOUNTING CLASSIFICATION

ARPC/FM will annotate the proper appropriation and sign in block 9 after thorough review of claim

Standard Operating Procedures (SOP) Number: ARPC/FM-002

ARPC/FM-002 ATTACHMENT 7

ITEMS NOT PROVIDED BY KYLOC

Note 1: This attachment also contains additional restrictions on clothing items

Note 2: This attachment contains items currently (as of 1 Mar 2015) unavailable through/not provided by KYLOC

Note 3: IRs will use AAFES/Clothing Sales (local or online) to purchase items in the table below, if approved by Detachment

Items Not Provided/Currently Unavailable	Reimbursable Purchase	Reimbursable Alteration
Boot Other Than Standard Issue	Yes ⁴	No
Fleece Jacket	Yes ^{3,8}	No
Gortex Parka	Yes ^{6,8}	No
Occupational Badge	No	No
Plastic and Metal Name Tape	Yes	No
Rank Insignia for Epaulets on Blues Shirt	No	No
Special Agent Tape	Yes	Yes
Steel Toe Boot	Yes ⁷	No
US Air Force Symbol for Blues Jacket	No	No
US Insignia for Service Coat (Polished)	Yes ⁹	No

Note 4: Boots other than the Standard Issue style can be purchased by the IR; reimbursement is limited to the cost of the Standard Issue Boot, \$120.00, and the IR will not be reimbursed for costs exceeding the established amount (alteration to boot is not necessary)

Note 5: Fleece jacket can be issued to an IR per request; Detachment Commander will approve request and IR will be entitled to a full reimbursement of an approved purchase (alteration to fleece jacket is not necessary)

Note 6: Gortex parka can be issued to an IR who is assigned to an extreme cold weather and/or wind environment (as defined by the USAF and/or installation commander); IR must request justification through Group/Unit/Squadron commander and relay justification to Detachment Commander for final approval; IR will be entitled to a full reimbursement of an approved purchase, if necessary (alteration to Gortex parka is not necessary)

Note 7: Steel Toe Boots may be approved for certain AFSCs that deem boot safety as necessary; IR must request justification through Group/Unit/Squadron commander and relay justification to Detachment Commander for final approval; IR will be entitled to a full reimbursement of an approved purchase (alteration to steel toe boot is not necessary)

Note 8: Fleece Jacket name tape and US Air Force tape (both velcro) are reimbursable purchases; Velcro rank insignia is not reimbursable
Gortex parka rank insignia (slip-on tab) is not reimbursable (name tape and US Air Force tape not required)
Alteration to the fleece jacket and Gortex parka is not necessary

Note 9: US Insignia for Service Coat (Polished) is a reimbursable purchase

ARPC/FM-002 ATTACHMENT 8
KYLOC CLOTHING RETURN MEMO

Dear Clothing Administrator:

2 May 2014

The purpose of this letter is to inform all KYLOC supported programs about the DLA Troop Support and Kentucky Logistics Operation Centers (KYLOC) clothing return policy. We are requesting that this be disseminated to all of the appropriate personnel immediately.

First and foremost, if a customer receives an order in which the item is defective, it is not the size that was ordered or the wrong material was issued, Troop Support/KYLOC wants our customers to know that we will cover all shipping costs associated with the return. It is required that all items **be returned in their original packaging**. We apologize for the inconvenience we have caused you and will strive to make the best out of the situation.

To initiate a return we ask that you first notify us of the error by calling or emailing our customer service department (859-293-3988 or custservice@kyloc.com). Upon error notification, our customer service department will begin the "call tag process." Before you call, please make sure the document number and warfighter's name is readily available. Please note, errors must be reported to the customer service department **NO LATER THAN 90 DAYS** from the date of the shipment. Again, we apologize for this inconvenience and we will do our best to fix the problem.

We understand there may be issues (e.g. fit, cut, length, etc.) when ordering clothing. In the case of an ill-fitting item, Troop Support/KYLOC will **ONLY MAKE EXCHANGES UNDER THE FOLLOWING CRITERIA:**

1. The customer contacts the customer service center (859-293-3988 or custservice@kyloc.com) **no later than 90 days** after the shipment date
2. The **customer shall pay all shipping charges** associated with returning the clothing item to the facility.
3. All returned items must be **unused, free of defects, and in the original packaging.**
4. Exchanges will be for **size only** (i.e. must be the same item)
5. The original document number and warfighter's name is available

Please note -No exchanges can occur at any AAFES store. All exchanges must come through the Troop Support/KYLOC program.

Thank you for your time and attention to this matter. Should you need additional information or assistance, please feel free to contact the program manager below or KYLOC's customer service department.

Respectfully,

T K
Kyloc Program Manager
Troop Support- Clothing and Textiles (C&T)