



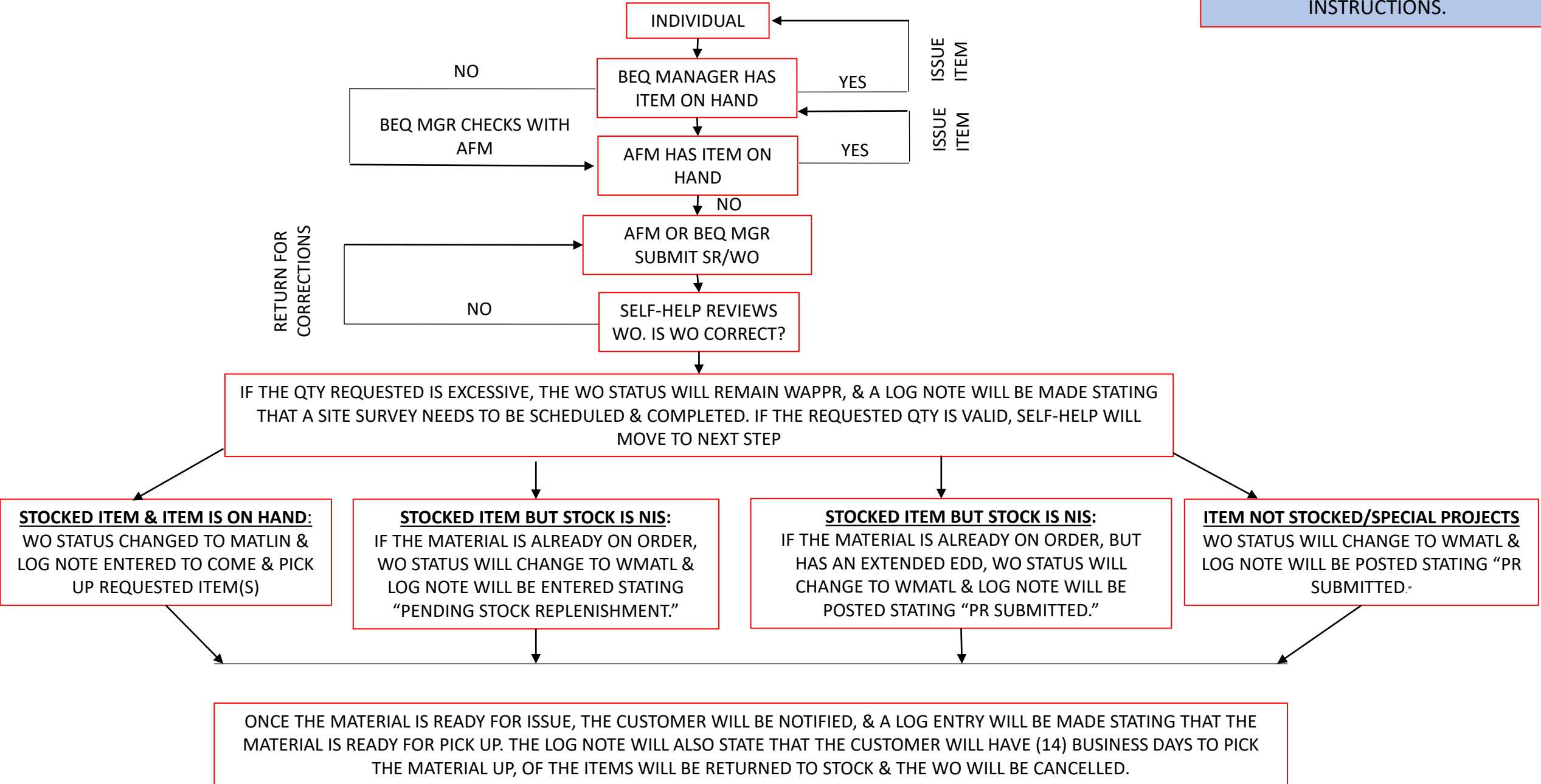
SELF-HELP PROGRAM

MISSION STATEMENT

- The purpose of the Self-Help Program is to provide Area Commanders a way of repairing/replacing broken or damaged materials for the necessary upkeep of a building, BEQ, or office space. In short, similar to what a homeowner might do to upkeep his or her dwelling.
- The mission of the Self-Help Program is to provide Area Commanders expedient access to readily accessible materials that will aid in the maintenance of buildings, BEQ's, and office spaces. These items will be provided at **no cost** to the unit, with the exception of some tools that may be required. This allows the government to save money by allowing commands, aboard this installation, to perform routine work rather than paying technicians, or contractors, an hourly rate to conduct the repairs.
- The procedures for using the Self-Help Program are through the use of your chain of command. Have your chain of command contact the Area Maintenance S-4. Provide building number, phone extension, type of materials desired, number of those materials requested, examples of items to be replaced, diagram for accurate square footage, and justification for the materials requested. Requests will be submitted through the MAXIMO system only.

SELF-HELP FLOW CHART PROCEDURAL GUIDE

NOTE: **ALWAYS** PAY ATTENTION TO THE WO LOG FOR STATUS UPDATES, COMMENTS, AND/OR INSTRUCTIONS.



WORKORDERS

- The location will be wherever the materials are going to be used.
- A separate Work Order is required for each building. If materials are needed in multiple buildings, then a separate Work Order is required for each building.
- If a customer is requesting a large quantity of a certain item, they should create a separate request because a purchase request will need to be created.
- If Self-Help has 50 % of the requested materials that are being requested on the Work Order, then it will be approved. We want the customer to have a starting point with their Self-Help project.

WORKORDERS CONT.

- The Self-Help Program is only meant for small projects. For example, painting an entire building is not considered a Self-Help project.
- Self-Help materials should be used within a week. The materials will not be stocked and used as a customer's own Self-Help Program.
- If a large quantity of materials are requested, a site survey will need to be conducted to ensure the quantity is accurate for that Self-Help project.
- The Self-Help Catalog should be utilized to find the required materials for a Self-Help project. If you have any questions on a specific item in the Self-Help Catalog, you can call or email the Self-Help representative before putting in a request for assistance.

SELF-HELP PAINT PROJECTS

- Square footage is needed in order to get an estimation of how much paint will be needed for a paint project. If assistance is needed for calculating the square footage of an area, you can contact your Area Facility Manager, or the Self-Help representative.
- The Square footage can be attached to the Work Order as a diagram, or you can email the Self-Help representative with the information.
- If a large quantity of paint is needed for a Self-Help project, the Self-Help representative will need to do a site survey before the Work Order gets approved.
- **More than 5 gallons** of paint is considered a large quantity for a Self-Help project.

KEYCARDS

- BEQ Managers can only request 50 key cards at a time. If more than 50 cards is required, the BEQ Manager should contact their local AFM.
- Area Facility Managers (AFMS) are the only individuals that are allowed to request more than 50 key cards at a time.
- Self-Help only stocks a certain number of key cards at a time and must support all BEQ Managers aboard MCB Camp Pendleton.

ITEMS NOT STOCKED/SPECIAL PROJECTS

- If Self-Help doesn't have a certain item needed for a Self-Help project, the customer will need to get a quote from SERVIMART/Local Vendor. That quote needs to be attached to the Work Order and emailed to the Self-Help representative.
- The information from the quote will be used in the long description of the Work Order.
- Only materials that will be needed for maintenance of a facility will be requested.
- Office supplies **will not** be requested through Self-Help.

ITEMS NOT STOCKED/SPECIAL PROJECTS CONT.

- Below is the Information needed in order to submit a purchase request.
 - MANUFACTUER
 - DESCRIPTION
 - UNIT OF ORDER
 - EX.) BX, BX/10 EA, GL
 - MODEL NUMBER
 - PART NUMBER
 - CATALOG NUMBER
 - UNIT PRICE
 - TOTAL PRICE
 - QUANTITY

INFORMATION REQUIRED WHEN SUBMITTING A SERVICE REQUEST/ WORK ORDER

- SHORT DESCRIPTION: FY23 SELF HELP CUSTOMER
- DETAILS BOX:

NSN: 5970-01-D02-8532

DESCRIPTION: SEALANT, INSULATION FOAM, MULTI-PURPOSE /
CONSTRUCTION, 20 OZ SPRAY

BIN #: A020401DB

U/I: CN

MODEL: 7565020012

P/N: 5E087

CATALOG: TL3A7565020012

QTY: 3

WORKORDER LOG ENTRY

Each Work Order should have a log entry that resembles the entry below:

Summary Line: REQUEST FOR SELF-HELP MATERIALS

Details Box: The materials being requested are to be used for(explain what they are for)

ALWAYS PAY ATTENTION TO THE WO LOG FOR STATUS UPDATES, COMMENTS, AND/OR INSTRUCTIONS.

WORKORDER LOG ENTRY (CONT)

- Each Work Order should have a log entry that resembles the entry below:
- **Summary Line-**
REQUEST FOR SELF-HELP MATERIALS
- **Details Box-** The materials being requested are to be used for.
ex:(explain what they are for)

The screenshot displays a software interface for managing work orders. At the top, a navigation bar includes links for 'List View', 'Work Order', 'Plans', 'Assignments', 'Related Records', 'Actuals', 'Safety Plan', 'LOG' (highlighted), 'Failure Reporting', 'Specifications', 'Public Works', 'Service Address', and 'Map'. Below this, a header section shows 'Work Order: 11181221', a '+ SELF HELP' button, 'Site: PE', and 'Status: MATLIN'. The main content area is titled 'Work Log' and 'Communication Log'. It features a table with columns: Record, Class, Created By, Date, Type, Summary, and Viewable?. A single record is listed with the following details: Record 11181221, Class WORKORDER, Created By WALKERBA, Date 5/25/22 1:51 PM, Type CLIENTNOTE, Summary MATERIAL AVAILABLE, and Viewable? checked. Below the table, a 'Details' section provides more information. On the left, it lists: Record: 11181221, Class: WORKORDER, Created By: WALKERBA, Date: 5/25/22 1:51 PM, Type: CLIENTNOTE, and Viewable? checked. On the right, under 'Summary: MATERIAL AVAILABLE', there is a 'Details' text area with a rich text editor toolbar. The text in the details area reads: 'MATERIAL IS AVAILABLE ON FIRST-COME-FIRST SERVED BASIS, MEANING THAT SOME ITEMS MAY BE N.I.S BY THE TIME THE CUSTOMER ARRIVES. CUSTOMER HAS UNTIL 6/8/2022 TO PICK THE MATERIALS UP, OR THE MATERIAL WILL BE RETURNED TO STOCK AND THE WO WILL BE CANCFI I FD. PI FASF CAI I SGT WAI KFR AT (760) 587-3863 TO SCHEDUI F'. A 'New Row' button is located at the bottom left of the interface.

Record	Class	Created By	Date	Type	Summary	Viewable?
11181221	WORKORDER	WALKERBA	5/25/22 1:51 PM	CLIENTNOTE	MATERIAL AVAILABLE	<input checked="" type="checkbox"/>

Details

Record: 11181221
Class: WORKORDER
Created By: WALKERBA
Date: 5/25/22 1:51 PM
Type: CLIENTNOTE
Viewable? ☒

Summary: MATERIAL AVAILABLE

Details: MATERIAL IS AVAILABLE ON FIRST-COME-FIRST SERVED BASIS, MEANING THAT SOME ITEMS MAY BE N.I.S BY THE TIME THE CUSTOMER ARRIVES. CUSTOMER HAS UNTIL 6/8/2022 TO PICK THE MATERIALS UP, OR THE MATERIAL WILL BE RETURNED TO STOCK AND THE WO WILL BE CANCFI I FD. PI FASF CAI I SGT WAI KFR AT (760) 587-3863 TO SCHEDUI F

New Row

SELF-HELP DROP SHEET

- Once the Work Order is approved, and the status says **MATLIN**, The customer will call, or email, the Self-Help representative to schedule an appointment to pick up the requested materials.
- When the appointment is scheduled, the customer will come to Bldg. 22113 on the set day and time with the printed version of the approved Work Order.
- Before the materials are issued, the customer will fill out a Self-Help Drop Sheet. The customer will use the information in the long description of the Work Order to properly complete the Drop Sheet.
- The Self-Help Drop Sheet could be filled out once at Self-Help, or can be completed prior to pickup, by using the electronic version.
- If the electronic version is used, customer needs to print it off along with the Work Order.

USMCB: CP FACILITIES MAINTENANCE DEPT.		FMD SELF-HELP DROP SHEET				WORK ORDER #	
3/4/2022		(PLEASE PRINT CLEARLY)				11090018	
DATE							
WALKER		BRANDON		A			
LAST NAME (PRINT)		FIRST NAME (PRINT)		MI (PRINT)			
22113		PLEASE PROVIDE YOUR UNIT: H&S BN					
BUILDING LOCATION (BLDG #)		PLEASE PROVIDE UNIT PHONE #: 760-725-4149					
		PLEASE PROVIDE YOUR UNIT SUPPLY OFFICER NAME: WILLIAM COTTON					
NSN		DESCRIPTION		U/I:	REQUESTED	ISSUED	BIN #
5970-01-D02-8532	SEALANT, INSULATION FOAM, MULTI-PURPOSE / CONSTRUCTION, 20 OZ SPRAY	CN	3			A020401DB	
6240-01-D03-3996	LAMP, FLUORESCENT, 25W LINEAR, MED BI-PIN (G13), T8, 36", 2045 LUMENS, 3500K TEMP (F25T8/TL835/ALTO)	EA	30			A020408BB	
8030-00-180-6339	SEALANT, SILICONE, RUBBER, WHITE, 9.8 OZ CARTRIDGE	TU	4			A020401BE	
4610-01-188-0212	CARTRIDGE, FILTER, REPLACEMENT, AQUA-PURE AP200, 2 GPM, 5 MICRON RATING, 125 PSI	PK 2	2			A020413DF	
8010-01-D01-8270	PAINT, ACRIGLO, SEMIGLOSS, D BASE, GRAY, 1 GAL (FED # 26187)	GL	2			A020420AA	
8010-01-D01-1237	PAINT, ACRIGLO, SEMIGLOSS, P BASE, EGG SHELL, 5 GAL (FED # 27886)	GL 5	1			A020426AC	
SGT WALKER, BRANDON				3/4/2022			
ISSUED TO (PRINT)		ISSUED TO (SIGN)		DATE			

AREA FACILITY MANAGER (AFM)

AREA	LAST NAME	FIRST NAME	TITLE	PHONE #	E-MAIL ADDRESS
11,13,15,16, 17,18,27	SOBOLESKI	TIMOTHY	CIV	(760) 725-5462	TIMOTHY.SOBOLESKI@USMC.MIL
12/14	MADISON	CHRISTOPHER	SSGT	(760) 763-5420	CHRISTOPHER.D.MADISON@USMC.MIL
20/21	BROOKS	GREG	CIV	(760) 725-2203/ (760) 587-3809	GREGORY.V.BROOKS@USMC.MIL
22	LAYTON	SETH	SGT	(760) 725-8812	SETH.LAYTON@USMC.MIL
23	DIAZ	ARMANDO	CIV	(760) 725-4801/ (951) 813-5719	ARMANDO.DIAZ@USMC.MIL
24,25,26,32	STOCKS	DAVID	CIV	(760) 587-3814	DAVID.STOCKS@USMC.MIL
31/41	MONTALVO	JONATHAN	CIV	(760) 587-3783/ (760) 725-2480	JOHNATHAN.MONTALVO@USMC.MIL
22/33	HAMMETT	JOSEPH	CIV	(760) 725-8817	JOSEPH.HAMMETT@USMC.MIL
43/53	THOMPSON	STEVE	CIV	(760) 587-3784	STEVE.J.THOMPSON@USMC.MIL
51/52	JAENICHEN	ALFRED	CIV	(760) 587-3807	ALFRED.JAENICHEN@USMC.MIL
62,63,64	HOLMES	BRYAN	2NDLT	(760) 763-8818	BRYAN.I.HOLMES@USMC.MIL
SES BN	REIFF	NATHANIEL	1STLT	(760) 805-7278	NATHANIEL.REIFF@USMC.MIL
BACHELOR HOUSING	SALAZAR	JUAN	CIV	(760) 763-7858/ (760) 637-6734	JUAN.A.SALAZAR@USMC.MIL
BACHELOR HOUSING	PECH	NAROUM	CIV	(760) 763-8156/ (760) 672-4350	NAROUM.U.PECH@USMC.MIL

POINT OF CONTACT (POC)

- SSGT WALKER, BRANDON
- BLDG. 22113
- OFFICE PHONE: (760) 725-4149
- WORK CELL: (760) 587-3863
- EMAIL: BRANDON.A.WALKER@USMC.MIL
- BUSINESS HOURS
 - MONDAY-THURSDAY
 - 0800-1200 AND 1300-1400
- CUSTOMER SERVICE
 - BLDG. 2291
 - (760) 725-4683