

**KMC FURNISHINGS MANAGEMENT SECTION
STATEMENT OF UNDERSTANDING
GOVERNMENT PROVIDED FURNISHINGS SUPPORT**

TO MAKE AN APPOINTMENT, CUSTOMERS MUST COME TO THE MAIN FMS OFFICE AT EINSIEDLERHOF, BLDG 720.

1. Due to limited resources, scheduling limitations, and situations out of our control (traffic, weather, distance between homes, number of appointments, amount of furniture required) etc. FMS is not able to provide an exact time of delivery or pickup but our truck crew will provide you with a courtesy call with an estimated time of arrival on the date of your scheduled appointment.
2. Customer or designated representative is required to be at their home when FMS representative arrives during the scheduled appointment "window". If not present, FMS personnel are required to wait 15 minutes at which time they will depart the premises. This will be processed as failure to meet scheduled appointment. All missed appointments will only be rescheduled with a letter sent to the FMS Org. Box: 86ces.fms@us.af.mil from the Service Members Leadership.
3. Changes to delivery date must be submitted 48-hours in advance. We recommend to reschedule an appointment immediately. During the heavy PCS season, dates maybe limited due to existing schedules, work load, and resources available.
4. TLA/TQSA extensions will not be approved due to a missed or rescheduled appointment. Please ensure your doorbell is working and your phone numbers are accurate.
5. FMS does not deliver or pickup furnishings on weekends or US and German holidays.
6. TMO may be scheduled the same day as FMS, however the ONLY request is that the Service Member needs to work with the TMO shippers to ensure there is room for our FMS delivery/pickup truck with a clear path from the truck to the home where they can deliver/pick up the furniture _____(initials)
7. Truck crews are not authorized to move personal items/furniture. All personal furniture/items must be moved so that the crew can bring in/out FMS furnishings safely.
8. All items must be empty and clean at time of pick up. Failure to be ready for the pickup will result in having to reschedule (See #2) or result in a cleaning charge.
9. FMS Customer Service will not reschedule the failure to meet your scheduled appointment via phone.
10. Residents must identify damages caused by the FMS crew and will annotate it on the Work Request while the crews are present. Crews will take photos of the damage and provide direction on filing a damage claim.
11. During winter months, please ensure roads/sidewalks are clear of snow and ice from the truck to the door.

12. KMC is a full JFTR weight allowance area. FMS does not provide Temporary Furnishings (up to 90 days) for full tour furniture support. We are not programmed or funded to provide this level of support. Items are expected to be purchased or acquired before the retention period for loaner furniture is over.

FMS LOCATIONS TELEPHONE & OPERATING HOURS:

MAIN Furnishings Management Section

Einsiedlerhof AS Building 720

DSN 489-6018/6153

Commercial 0631-536-6018/6153

Mo-Th 0800-1530 Fridays 0800-1430 hrs.

FMS will be closed for training as advertised

EMAIL ADDRESS: 86ces.fms@us.af.mil

86th Civil Engineering Squadron (86 CES) will provide housing referral services IAW AFI 32-6000 to eligible personnel within the commuting distance of the KMC housing market area, defined in the Housing Requirements Market Allowance.

Last 4 SSN

Received Copy _____
Initial

Customer NAME (print)

Signature and Date

Counselor: _____