

**U.S. DEPARTMENT OF HEALTH
AND HUMAN SERVICES**

PERSONNEL OPERATIONS MEMORANDUM



POM 12-009
EFFECTIVE DATE: 28 August 2012

By Order of the Surgeon General of the U.S. Public Health Service:

VADM Regina M. Benjamin, MD, MBA

TO: All officers of the Commissioned Corps of the U.S. Public Health Service (Corps) on active duty who are not currently assigned/detailed to the U.S. Coast Guard (USCG).

SUBJECT: Ordering the ODU

1. This Personnel Operations Memorandum (POM) identifies the procedures of how and where to obtain the Operational Dress Uniform (ODU), NOAA Corps/PHS untucked version, and its accoutrements. Officers shall read the POM in its entirety before proceeding with ordering the ODU.
2. Uniform Ordering.
 - a. Wearing apparel and insignia shall be stocked at the Uniform Distribution Center (UDC), located in Woodbine, New Jersey.
 - b. ODU clothing items may be ordered from the UDC by over-the-counter sales, telephone toll free at (800) 874-6841 or 609-861-1221, FAX at (609) 861-7930, or mail order. Refer to the UDC web site for current sizing and pricing information. <http://www.uscg.mil/hq/cg1/udc/ODUUntuckedUniforms.asp>

NOTE: Even numbered shirt sizes are for males ONLY. Odd numbered shirt sizes are for females ONLY. Sleeve length and chest areas are significantly different. Please see the size charts depicted below.

Shirt, ODU; Male Sizes Size Prediction Chart															
HEIGHT \ CHEST	34"	36"	38"	40"	42"	44"	46"	48"	50"	52"	54"	56"	58"	60"	62"
<i>XX-Short</i> Height 55 - 60"		34XXS	36XXS	38XXS	40XXS										
<i>X-Short</i> Height 61 - 63"	32XS	34XS	36XS	38XS	40XS	42XS	44XS								
<i>Short</i> Height 64 - 66"	32S	34S	36S	38S	40S	42S	44S	46S	48S						
<i>Regular</i> Height 67 - 70"	32R	34R	36R	38R	40R	42R	44R	46R	48R	50R	52R	54R			
<i>Long</i> Height 71 - 73"	32L	34L	36L	38L	40L	42L	44L	46L	48L	50L	52L	54L	56L	58L	60L
<i>X-Long</i> Height 74 - 76"		34XL	36XL	38XL	40XL	42XL	44XL	46XL	48XL	50XL	52XL	54XL	56XL	58XL	
<i>XX-Long</i> Height 77 - 80"				38XXL	40XXL	42XXL	44XXL			50XXL	52XXL				

NOTE: If chest measurement falls between sizes, order the next larger size

Update: 05/22/09

Shirt, ODU; Female Sizes Size Prediction Chart								
HEIGHT \ CHEST	34" - 35"	36" - 37"	38" - 39"	40" - 41"	42" - 43"	44" - 45"	46" - 47"	48" - 49"
<i>Short</i> Height Under 63 1/2"		35S	37S	39S	41S	43S		
<i>Regular</i> Height 64 - 68"	33R	35R	37R	39R	41R	43R	45R	47R
<i>Long</i> Height 68 1/2" - 70"		35L	37L	39L	41L	43L	45L	47L
<i>X-Long</i> Height Over 70 1/2"				39XL	41XL	43XL	45XL	

Update: 05/22/09

Trouser, ODU; Male and Female Sizes Size Prediction Chart							
INSEAM \ WAIST	X-SMALL Waist to 27"	SMALL Waist 27 1/2" - 31"	MEDIUM Waist 31 1/2" - 35"	LARGE Waist 35 1/2" - 39"	X-LARGE Waist 39 1/2" - 43"	XX-LARGE Waist 43 1/2" - 47"	XXX-LARGE Over 47"
<i>X-SHORT</i> Inseam less than 26 1/2"	XS/XS	S/XS	M/XS	L/XS			
<i>SHORT</i> Inseam 27" - 29 1/2"	XS/S	S/S	M/S	L/S	XL/S		
<i>REGULAR</i> Inseam 30" - 32 1/2"	XS/R	S/R	M/R	L/R	XL/R		
<i>LONG</i> Inseam 33" - 35 1/2"	XS/L	S/L	M/L	L/L	XL/L	XXL/L	XXXL/L
<i>X-LONG</i> Inseam 36" - 38 1/2"		S/XL	M/XL	L/XL	XL/XL		XXXL/XL
<i>XX-LONG</i> Inseam greater than 39"			M/XXL	L/XXL	XL/XXL	XXL/XXL	

Update: 05/22/09

- c. Online ordering is available from the UDC. The Employee Identification (EMPLID) is the same as the employee identification number found in the officer's Direct Access account. The EMPLID is not the same as the PHS Serial Number (SERNO) or officer's social security number. When in the UDC website, select the "NOAA Corps and PHS Uniforms". Then, select "NOAA/PHS Untucked ODU – Coat, Trousers".

To find your EMPLID through Direct Access:

- (1) Log-in to [Direct Access](#) *Ensure cookies are enabled on your computer.
- (2) In the Self Service box, Click "Member Information"
- (3) Your EMPLID is in the grayed out box titled "Empl ID"

To login to the UDC website <http://www.uscg.mil/hq/cg1/udc/Ordering.asp> :

- (1) First time users will need to [Pre-Register](#). Complete the form in its entirety and a confirmation e-mail will be sent to you confirming your registration.

Note: Registration may take several days to confirm authorization to utilize website. Do not keep pre-registering as this may only delay your request. If after 1 week and no confirmation has been received, please contact the UDC at (800) 874-6841 or 609-861-1221.

- (2) After confirmation of registration or if a previous user, to log in, use your EMPLID and your selected Password. If you've forgotten your Password or wish to change it, click on the "Request/Change Login and Password" link on the [Web Store](#) Login page.
- (3) Once in the UDC website, look to the left side of the page and click "Placing Orders".
- (4) About midway down the page, click "Online Ordering".
- (5) Enter EMPLID and Password.
- (6) To use the UDC system, "You must be a member of the U S Coast Guard, NOAA CORPS or USPHS to shop on this site", check the box that states "I verify that I have read and understand the statement above" and click Continue.
- (7) On the left side of the page, click "NOAA Corps/PHS Uniforms" to get to the untucked, unlogoed ODU shirt and pants.

Note: Only the ODU options (shirt or trousers) in this section are authorized for Corps officers not assigned/detailed to the USCG. If an item description only lists "NOAA UNT" and not "NOAA/PHS UNT", it is still authorized to buy. The UDC will update the item descriptions as soon as possible.

- (8) All other ODU Corps authorized components (Parka, Liners, Foul Weather Trousers, Belts, Boots, Caps, T-shirts etc) may be obtained from the UDC. Just click on the appropriate tab on the top of the screen. Corps officers not assigned/detailed to the USCG are not authorized to purchase any other uniform items other than that for the ODU.

Note: Do not order the USCG version of the ODU. The USCG version has a logo on the front pocket of the ODU shirt and both side pockets of the ODU trousers. If your ODU is received with USCG logos, it must be returned and exchanged for the correct "NOAA/PHS" version.

- d. The UDC has two locations, one at Training Center Cape May, New Jersey, and the other in Woodbine, New Jersey. Neither location can accept cash, only credit cards, checks, or money orders.

Cape May Location: Over-the-counter sales at Cape May are available Thursdays only from 0730 to 1500. They only carry sea bag issued items.

Woodbine Location: Over-the-counter sales at Woodbine are from 0730 to 1500 Monday thru Friday. They carry all mandatory and some optional uniform items and accessories.

Note: Both locations may not always carry Corps specific items (e.g., PHS Collar insignia or Field Medical Readiness Badge patch).

Note: More in-store CGX shopping options will become available in the near future in specific areas of the United States.

- e. Orders may be faxed 24 hours a day, 7 days a week including holidays, by using the [Fax Order Form](#) . Cover sheets are not necessary. The UDC does not confirm fax orders. Fax your order only once. Multiple faxes to the UDC may result in multiple orders/charges to the officer. If you do not receive your order within seven working days, call 1-800-874-6841 or (609) 861-1221 to check the status. On the fax order form, Corps officers cannot select the option to have the amount of the order deducted from his/her pay.

FAX NUMBERS: (609) 861-7930 or (609) 861-5632

- f. Mail Orders to:

U. S. Coast Guard
Uniform Distribution Center
Attn: Customer Service
414 Madison Ave.
Woodbine, NJ 08270

- g. Method of payment. VISA, MasterCard, or a personal check is an accepted method of payment. Officers cannot use a government credit card to buy personal uniform clothing items.

3. ODU accoutrements.

The Command Ball Cap, Screen printed blue PHS t-shirt, 8-point covers, and gold threaded name tapes may be obtained from other official sources.

- a. Name tapes. The gold thread blue background name and USPHS tapes can be obtained from the Navy Exchange ([NEX](#)) or call the Navy Uniform Support Center at 1-800-368-4088. The correct sized name tapes are one inch in width. The Navy coverall sized name tapes (1 ¼") are not authorized.

Note: Do not order the name tapes from the UDC. These name tapes are white thread on blue background and are not authorized.

- b. Blue PHS t-shirts and Command Ball Caps. The current black PHS t-shirt and command ball cap are not authorized with the ODU. The new blue PHS t-shirt and command ball caps with direct embroidered rank insignia may be purchased from the NEX, the PHS Officer Device Supply Center or the UDC:

- (1) Navy Exchange at Walter Reed National Military Medical Center, in Bethesda, Maryland;

- (2) [NEX](#) or call the Navy Uniform Support Center at 1-800-368-4088; or
 - (3) PHS Officer Device Supply Center
 - (a) Online
http://bphc.hrsa.gov/nhdp/phs_officers_device_supply_center_main_page.htm
 - (b) Telephone Monday through Friday 0900-1600 CST (225) 756-3793
 - (c) Fax (225) 756-3810
 - c. The 8-point cover will soon be available from the UDC and the PHS Officer Device Supply Center.
4. Returning uniforms.
- a. All uniform items may be exchanged one for one if they do not fit or they are defective.
 - b. Non-returnable items:
 - (1) All uniform items sold at reduced price.
 - (2) Items altered in any way after receipt.
 - (3) If more than three months from date of invoice, even if not worn. Requests beyond that period will be reviewed on a case-by-case basis.
 - c. Shipping Costs: Return mailing or shipping costs for returns are normally the responsibility of the officer except for damaged, defective or wrong item sent, in which case, they may be returned at Coast Guard expense. If being returned for these reasons, please call the UDC for a return shipping label to be printed by the officer and attached to the return package.
 - (a) If the item is damaged, defective or the wrong item sent. In all cases the original shipping receipt/invoice must be enclosed in the returned box. Check current sizing charts on the UDC web site. Include the new correct sizing information and a correct shipping address and daytime phone number. Most post office boxes will not accept a parcel package.
 - (b) Due to problems with returned items lost in shipment, officers are advised to ship their returns by U. S. Mail, Priority Mail with Insurance. Officer will retain a receipt of the shipment or mailing until the returned item has been replaced or otherwise resolved. Returned items lost in shipment will not be replaced without proof of shipment being made.
5. Special Sizes. Occasionally, personnel require clothing sizes, which do not exist within the supply system. In such exceptional cases only, the procurement of special measurement clothing is authorized. Special measurement orders are available for members who cannot otherwise get a satisfactory fit using standard-sized uniform clothing items. Special measurement items are non-returnable, except if made improperly by the manufacturer. To order, use the Women's Special Uniform Order form [CG-6071](#) or Men's Special Uniform Order form [CG-6072](#). On the special order forms, Corps

officers cannot select the option to have the amount of the order deducted from his/her pay. Expect delivery to take several months.

FAX special orders to:
U. S. Coast Guard Uniform Distribution Center
Attn: Manager
FAX: 609-861-7930

6. Care of the ODU.

- a. All wearing apparel and insignia obtained from the UDC, other Coast Guard clothing lockers, and government-issue items sold through the Coast Guard Exchange System stores will be considered regulation. Articles purchased elsewhere must conform to the military specifications in outward appearance and must not be of lower quality than that specified.
- b. Uniforms will perform and last longer when they are properly maintained and cared for. First of all, read the label. If it specifies dry cleaning, the garment should never be washed. If it states that it is washable, follow the suggested guidelines for washing, bleaching, drying, and ironing on the label. When not wearing the uniform, keep it on a hanger. When storing for a long time, it is best to clean the uniform and then pack it in an airtight container with desiccant, a drying agent.
- c. It is equally important to own a sufficient number of uniforms so that the garments may be rotated rather than worn day after day. Garments should rest at least 24 hours after wearing. Steaming or light sponging can help remove wrinkles. Wearing the same garment five days in a row will decrease its life substantially. Constant rubbing and sliding against rough surfaces break down the fabric surface. Repetitive work induced stress will affect the fabric's longevity.
- d. The ODU is machine washable on a permanent press setting. Wash uniforms in warm water with a mild detergent. Do not use chlorine bleach. If hand washing, wring gently and rinse with warm water. For best results, dry ODU items at a low heat or tumble dry for 10 minutes, then hang on a rust proof hanger to finish drying. Uniform may be pressed but be sure to set iron to the cooler setting for nylon/cotton blends. A pressing cloth is helpful to avoid shiny spots from the iron.

7. Wear of the ODU.

- a. The collar of the ODU shirt shall lay flat around the neck, with a ½" easement.
- b. Large or heavy objects shall not be worn in the ODU shirt pockets.
- c. ODU shirt will always be buttoned when worn. All buttons (except for very top neck button) shall be fastened. The top buttoned may be buttoned during inclement weather or hazardous conditions, but not for routine instances. All hook and loop tabs will be fastened.
- d. When ODU shirt sleeves are worn down, the cuffs must cover the wrist with a +/- ¾" inch variance allowed. The sleeves may be rolled up. When the sleeves are worn rolled up, the outside of the ODU material will remain exposed. The sleeves will be rolled neatly above the elbow but the bottom shall be no more

- than 3 inches above the elbow. The rolled sleeve shall be approximately 3 inches in width.
- e. Bottom edge of ODU shirt must not go beyond the top edge of the cargo pockets on the ODU trousers. Shirt front must come together/overlap with no gapping.
 - f. ODU trousers shall fit comfortably around the waist and seat area, easily fitting 4 fingers in the waistband area.
 - g. ODU trousers should permit enough ease in thigh area to allow squatting and bending.
 - h. Boot laces will be tied and tucked into boot.
 - i. ODU trousers shall be bloused over the top of the boots. ODU trousers will not be tucked into the boots.
8. Uniform prices change periodically. For a current price list of uniform items, visit the UDC web site.
9. If you continue to have difficulties in ordering the ODU, contact the UDC for assistance or contact the Corps Uniform Coordinator at phsccuniform@hhs.gov or click on the Services link on the Commissioned Corps Management Information Systems website and click on “FAQ Ordering the ODU” link.
10. This POM will remain in effect until rescinded.

-signed-
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Surgeon General