

Mrs. HECKLER. You mentioned that some of the jeeps have gone to Saigon. What percentage of the property you have acquired this year would you estimate has been used in Vietnam?

Mr. WOLL. How much have you shipped out to Saigon this year?

Mr. SCORDAS. I have that.

Mrs. HECKLER. Is it a large percentage this year?

Mr. WOLL. It is higher this year than it was in past years. The two largest recipients of our property from Europe have been Vietnam and Turkey. Jordan, Tunisia and Nigeria have come in also.

Mrs. HECKLER. You have how many marshaling sites?

Mr. WOLL. We have three in Europe.

Mrs. HECKLER. Is there a marshaling site superintendent at each place?

Mr. WOLL. No. Our operation in Italy is so small that at the present time it would not pay for us to have a marshaling site superintendent there. Mr. Scordas checks it from time to time.

Mrs. HECKLER. How do you do the inspection in Italy, then?

Mr. WOLL. We have an Army inspector.

Mrs. HECKLER. An Army inspector assigned to this?

Mr. WOLL. Yes.

Mrs. HECKLER. What percentage of the items have been complained about as far as falling into disrepair?

Mr. WOLL. Worldwide? Since I returned to Washington in 1964 I would say less than one-half of 1 percent.

Mrs. HECKLER. Less than one-half of 1 percent?

Mr. WOLL. Yes, ma'am.

Mrs. HECKLER. What is your procedure following a complaint? Do you try to repair the item or do you write it off?

Mr. WOLL. No. We insist that a recipient immediately inspect the property as soon as it arrives in the country. This is the only valid way you can determine if we have been negligent in our rehabilitation process. In many instances we have found that property has been damaged in transportation or has sat in a customs yard for 6 months or a year or has been cannibalized or deteriorates in a customs yard. If we receive a complaint we immediately check the work order to see if what the recipient complains about was actually repaired. If he says the brakes were no good, we check to see if new brakes were supplied. If they were not we will send out new brake linings or refund that amount of money to the recipient. We think we give a better form of guarantee—which it isn't—than a manufacturer does.

Mrs. HECKLER. I think you said the other day you are not always informed when articles have arrived.

Mr. WOLL. When I speak of the recipient I am talking of the AID mission in the country which controls or is supposed to control all the items in that country.

Mrs. HECKLER. If the AID mission has not been informed of the arrival of equipment in the country, is there any way to tighten this up?

Mr. WOLL. Apparently, from what the GAO said last Saturday, there must be a breakdown between Turkey and our office. But the USAID is informed of every shipment from our worldwide marshaling sites. They have the name of the vessel, the estimated time of departure, and the estimated time of arrival.