



**DEFENSE COMMISSARY AGENCY**  
**HEADQUARTERS**  
**1300 E AVENUE**  
**FORT LEE, VIRGINIA 23801-1800**

MPS

August 4, 2015

NOTICE TO THE TRADE – DeCA NOTICE 15-80

SUBJECT: Focus on Product Availability

Service to our patrons by offering a product assortment that meets their needs at a significant savings is paramount to building and maintaining trust in the commissary benefit. An integral element of building and maintaining trust in the commissary benefit is ensuring products are available on commissary shelves when our patrons shop. This includes a consistent flow of products throughout the supply chain; everything from accurate submission of paperwork and pricing of items in the system, to a steady supply of products from the manufacturer through distributors and to our stores, and consistent vendor stocking support.

As part of this process, DeCA category managers and their teams are re-focusing their approach on product availability by carefully reviewing our research and data in the various reports to assess supplier fill rates and vendor cuts from distributors to our stores. DeCA's goal for product availability from our Industry partners is 95% or better. Those suppliers that fall below this target goal will be asked to provide an action plan to get well. The action plan must address the actions taking place to improve product supply issues. If a supplier is unable to improve or correct the deficiencies and attain the 95% or better within a reasonable time identified within the action plan, DeCA may choose to allow less frequent promotions, lower distribution within DeCA, or possibly delete some of the products failing to achieve these goals.

We are committed to providing our military Service members and their families with the best products we can offer, at the best price. In order to achieve this, our stores need to have products on the shelves each and every time our patrons shop in our stores. We expect suppliers to re-double their efforts to achieve this. My point of contact for this program is Mr. Gordon Jones, 804-734-8000 extension 48240.

Thanks for your support!

Tracie L. Russ  
Director, Sales