



Defense Commissary Agency MANUAL

DeCAM 40-6.1
July 1, 2015

Sales, Marketing, & Policy Group
OPR: DeCA/MPO

SUBJECT: Customer Service Department

References: See Enclosure 1

1. PURPOSE.

a. In accordance with (IAW) the authority in Department of Defense (DoD) Directive 5105.55, "Defense Commissary Agency (DeCA)," (Reference (a)), this manual implements policy, assigns responsibilities, and provides procedures for managing the commissary Customer Service Department (CSD) pursuant to DeCA Directive (DeCAD) 40-6, "Customer Service Department," (Reference (b)).

b. Incorporates and cancels References (c) through (t).

2. APPLICABILITY. This manual applies to all DeCA commissaries.

3. PROCEDURES. See Enclosures 2 through 14.

4. RELEASABILITY. **Cleared for public release.** This manual is approved for public release and is available on DeCA's Internet Web site at www.commissaries.com.

5. MANAGEMENT CONTROL SYSTEM. This manual contains internal management control provisions that are subject to evaluation and testing as required by DeCAD 70-2, "Internal Control Program," (Reference (u)).

6. EFFECTIVE DATE. This manual is effective July 1, 2015.



Randall L. Chandler
Director, Operations & Policy

Enclosures

1. References
2. Scheduling, Training, and Performance
3. Authorized Commissary Patrons
4. Customer Service Department Services
5. Media Accepted for Payment
6. Acceptance and Redemption of Merchandise Coupons
7. Supplemental Nutrition Assistance Program and Temporary Assistance to Needy Families Program
8. Women, Infants, and Children (WIC) Program and Women, Infants, and Children Overseas (WICO) Program
9. Change Fund
10. Funds Control
11. Reporting Physical Losses of Funds
12. Remote Sales
13. Contractor Operated Cash Registers in Specialty Departments
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Glossary

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ENCLOSURE 1

REFERENCES

- (a) Department of Defense (DoD) Directive 5105.55, "Defense Commissary Agency (DeCA)," March 12, 2008
- (b) DeCAD 40-6, "Customer Service Department," July 1, 2015
- (c) MP Guidance 13-18—Scanning Identification (ID) Cards, October 29, 2013 (hereby cancelled)
- (d) MP Guidance 14-02—Unreasonable Quantities: Special Orders, Returns, and Coupon Transactions, February 12, 2014 (hereby cancelled)
- (e) DO Policy 06-06—Case Lot Sale Disabled Patron Policy, July 28, 2006 (hereby cancelled)
- (f) DO Guidance 11-11—Self-Checkout Hours of Operation, April 22, 2011 (hereby cancelled)
- (g) MP Guidance 14-03—Unpaid Self-Checkout (SCO) Transactions, June 19, 2014 (hereby cancelled)
- (h) DO Guidance 11-09—Early Bird Shopping, April 13, 2011 (hereby cancelled)
- (i) DO Policy 07-02—70 Percent Paper vs 30 Percent Plastic Bag, November 30, 2006 (hereby cancelled)
- (j) MP Guidance 12-09 – Customer Service Department Refund Internal Controls, August 28, 2012, (hereby cancelled)
- (k) DO Guidance 11-05—Accessorial Fees Applied to Non-DoD Organizational Purchases, April 21, 2011 (hereby cancelled)
- (l) MP Guidance 13-17—Limiting the Sale of Products Containing Dextromethorphan, August 23, 2013 (hereby cancelled)
- (m) Information Memorandum, "Coupon Acceptance Policy," August 9, 2010 (hereby cancelled)
- (n) MP Guidance 13-12—Women, Infants, and Children (WIC) Electronic Benefits Transfer (EBT) Implementation, March 13, 2013 (hereby cancelled)
- (o) DO Guidance 09-04—Change Fund Increase Requests, February 12, 2009 (hereby cancelled)
- (p) DO Guidance 08-10—Front-end and Back Office Daily Financial Checklist for CARTS, July 10, 2008 (hereby cancelled)
- (q) DO Guidance 08-07—Use of Cash Registers at Onsite Sales, May 27, 2008 (hereby cancelled)
- (r) DO Guidance 08-04—Funds Handling for Onsite Sales, March 24, 2008 (hereby cancelled)
- (s) DO Guidance 09-18—Replacing Point of Sale Equipment, August 26, 2009 (hereby cancelled)
- (t) DO Guidance 09-15—POS Equipment Reconfiguration and New Store Construction, September 11, 2009 (hereby cancelled)
- (u) DeCAD 70-2, "Internal Control Program," December 17, 2007
- (v) DoD Instruction 5025.1, "DoD Issuance Program," June 6, 2014
- (w) DeCA Handbook (DeCAH) 50-11, "Using Employees on Intermittent Work Schedules," September 2000
- (x) DoD Instruction (DoDI) 1330.17, "DoD Commissary Program," June 18, 2014

- (y) DoDI 1000.13, "Identification (ID) Cards for Members of the Uniformed Services, Their Dependents, and Other Eligible Individuals," January 23, 2014
- (z) DoDM 1000.13-M-V1, "DoD Identification (ID) Cards: ID Card Life-Cycle," January 23, 2013
- (aa) DeCAD 30-18, "Defense Commissary Agency Security Programs," March 1, 1997, as amended
- (bb) 28 Code of Federal Regulations (C.F.R.), part 36, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities"
- (cc) DeCAD 30-17, "Safety and Occupational Health Program," February 2, 2010
- (dd) DeCAM 30-17.1, "Safety and Occupational Health Program Manual," February 3, 2010
- (ee) DoD Financial Management Regulation (DoDFMR)7000.14-R, Volume 11A, "Department of Defense Financial Management Regulation," April 2013
- (ff) DeCAD 70-6, "Financial Procedures for the Accounts Control Section and the Office of the Commissary Officer," January 1999
- (gg) Title 10 United States Code, Sections 113, 2486(d)
- (hh) Executive Order 9397, "Federal Agency Use of Social Security Numbers," as amended by EO 13478, November 18, 2008
- (ii) Food Stamp Act of 1997 as amended by Public Law 105-269, July 2, 2004
- (jj) Supplemental Nutritional Assistance Program (SNAP) Training Guide for Retailers, Slightly Revised April 2014
- (kk) The Food and Nutrition Act of 2008 as amended by Public Law 100-246, October 1, 2008
- (ll) 7 Code of Federal Regulation (C.F.R.), parts 271-283, "Food Stamp Program Regulation"
- (mm) Public Law 88-525, "The Food Stamp Act of 1964," August 31, 1964
- (nn) DeCAD 40-15, "Managing, Accounting, and Reporting Government Property," September 4, 2001
- (oo) MP Guidance 13-03, GPLD and Report of Survey Process for Resale, September 9, 2013
- (pp) Guard and Reserve Standard Operating Procedures (SOP), July 29, 2009
- (qq) CARTS Mobile Terminal Sustainment Training, version 7.0, June 2010
- (rr) DeCAM 40-28.1, "Specialty Department Operations," October 24, 2014
- (ss) DoDI 5025.01 "DoD Directives Program," June 6, 2014, as amended

ENCLOSURE 2

SCHEDULING, TRAINING, AND PERFORMANCE

1. PURPOSE. This manual provides procedures for the operation of the CSD, formerly called the front-end department. Depending on the size of the commissary, these functions may be performed as part of another department. The position title of the person to whom personnel performing these functions report to may also vary. This manual provides procedures for patron identification and services, cashier training and scheduling, change fund, accepting media, clearing media from registers, and the deposit of funds. CSD personnel are usually the last commissary employee the customer comes in contact with and it is important that a pleasant, courteous attitude be shown at all times.

2. SCHEDULING.

a. The CSD manager/supervisor will prepare work schedules based on the following:

- (1) Projected sales for each day of the schedule period;
- (2) Office of Personnel Management regulatory guidance;
- (3) Local union/work council agreements;
- (4) Number of **full-time**, part-time, and intermittent employees and availability (i.e., leave schedules);
- (5) Point-of-sale (POS) generated reports; and
- (6) DeCA Handbook (DeCAH) 50-11, "Using Employees on Intermittent Work Schedules," (Reference (w)).

b. An optimum number of checkout lanes must be open to handle the anticipated patron flow, maintain a high level of service, and prevent excessive waiting time to check out. Patron waiting time to check out should not exceed the DeCA standard of no more than a 15-minute wait per patron or more than four patrons waiting per open register, unless all operational registers are open.

c. There must be adequate oversight (supervisory presence) of patron checkout and cash control during all operational hours.

3. TRAINING. Since the CSD operations involve close attention to detail, direct dealings with customers, and the handling and safeguarding of funds, personnel must be thoroughly trained. CSD personnel must be cognizant of the importance of their function as it relates to the financial integrity of each department and the store as a whole, as well as to the development and

maintenance of good customer relations. Additionally, continual training on scanning techniques, e.g., using the “power slide,” is required to reinforce ergonomic behaviors and to correct any bad habits that may develop.

a. Upon being hired, all customer service department employees will receive a minimum of 8 hours of training before operating a cash register.

b. Training will be documented on the individual's training record, DeCAF 40-132, Commissary Orientation/On the Job Training (OJT) Program – Part A, Figure 1. The form is designed so that initial training can be recorded in the first column and subsequent annual training can be recorded in the adjacent columns.

(1) All CSD personnel are to be trained in the “Core Taskings.” “Specialist Taskings” are duties normally performed by personnel assigned to cash office duties; these employees must also be trained in the “Core Taskings.” “Managerial Duties” are generally performed by the CSD manager/supervisor or lead; these employees must also be competent in “Core Taskings” and “Specialist Taskings.”

(2) The CSD manager/supervisor will provide an overview of the required training to the employee. The employee and supervisor will sign and date the form on the bottom of page 2.

(3) When training on a task or duty is completed, the date will be annotated in the “Date of Training” column on the line corresponding to the task/duty and the employee will initial.

c. Training shall include, but is not limited to:

- (1) Customer courtesies and service, to include handling complaints;
- (2) Identification (ID) process to include acceptable forms of ID and the requirement to verify each customer as an authorized patron prior to purchase;
- (3) Visitor policy;
- (4) Register operation, accuracy, and speed;
- (5) Departmental recording of products;
- (6) Produce recognition;
- (7) Voids;
- (8) Manager overrides;
- (9) Recognition and acceptance of different forms of payment;

(10) Policies and procedures related to the handling of cash and other media including check information as described in Enclosure 5;

(11) Counterfeit currency detection;

(12) Refund procedures;

(13) Coupon acceptance and procedures (Enclosure 6);

(14) Supplemental Nutritional Assistance Program (SNAP) (Enclosure 7);

(15) Women, Infants, and Children (WIC) and WIC Overseas (WICO) (Enclosure 8).

(16) Security, to include anti-robbery training during new employee orientation (all employees) and annually for CSD employees;

(17) Safety, to include proper scanning techniques focusing on ergonomics; safety training will be documented on DeCAF 30-72, Employee Safety and Health Record.

d. All CSD personnel and auxiliary cashiers will, on a continuing basis, receive training annually for a minimum of 2 hours, and all training will be recorded on the cashier's training record. This training will include, at a minimum, all items listed in paragraph 3c., above. Auxiliary cashiers are personnel from other sections trained to work periodically as cashiers to ensure all operable checkouts can be staffed during peak periods.

e. All employees assigned to the CSD will be trained to operate a cash register. If an employee has never operated a DeCA register before, a trained cashier will be assigned to work alongside them until familiarity with the duties and procedures is assured.

Figure 1. DeCA Form 40-132 Part A, Commissary Orientation/OJT Training – Part A, Page 1

COMMISSARY ORIENTATION/OJT PROGRAM - PART A (For use of this form, see DECAMs 40-3.1, 40-4.1, and 40-6.1; OPR is MPOS)						
DEPARTMENT Customer Service (DeCAD 40-6 and DeCAM 40-6.1)	COMMISSARY				EMPLOYEE'S NAME	
I. CORE TASKINGS (Initial Department Orientation and Annually)	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS
A. Safety Procedures (DeCAD 30-17)						
1. Work area						
2. Equipment						
B. Security Procedures (DeCAD 30-18)						
1. Local operating procedures						
2. Anti-robbery procedures						
3. Bomb threat procedures						
4. Counterfeit currency procedures						
C. Sanitation Standards						
D. Patron Service Procedures						
1. Customer courtesies and service						
2. Identify authorized patrons						
3. Visitor policy						
4. Customer complaints						
E. Checkout Procedures						
1. Operate cash register						
a. Open Register						
b. Ring up products						
(1) Identify meat products						
(2) Identify produce products						
(3) Product look-up (FLU) codes						
(4) Voids						
(5) Manager overrides						
c. SNAP						
d. WIC/WICO						
e. Close register						
2. Collect/verify negotiable instruments						
a. Cash, checks, money orders, EBT, WIC/WICO, etc.						
b. Coupon acceptance policies						
3. Self Checkouts (SCO)						
a. Monitor SCOs						
b. Customer assistance						
c. Clearing security or other errors						
II. SPECIALIST TASKINGS	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS
A. Patron Service Procedures						
1. Handle suspect credentials						
2. Assist in resolving customer complaints						
3. Process special orders						
4. Process returns/refunds						

DeCA Form 40-132 Part A, July 2013

Figure 1. DeCAF 40-132 Part A, Commissary Orientation/OJT Training – Part A, Continued, Page 2

COMMISSARY ORIENTATION/OJT PROGRAM (CONTINUED)						
DEPARTMENT Customer Service (DeCAD 40-6 and DeCAM 40-6.1)	COMMISSARY				EMPLOYEE'S NAME	
II. SPECIALIST TASKINGS (CONTINUED)	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS
5. Prepare food quality reports						
6. Support disabled patrons						
7. Perform overrides at registers						
B. Fund Handling/Safeguarding Procedures (at opening and throughout day)						
1. Verify change fund/safe counts						
2. Issue tills/change fund to cashiers						
3. Perform media pickups from cashiers						
4. Prepare change fund orders						
5. Opening SCOs						
C. Close Out Procedures (end of day)						
1. Closing SCOs						
2. Settle cashiers and SCOs						
3. Collect/verify cash and other media						
4. Verify change fund						
D. Daily Receipt Deposit Procedures (DeCAD 70-6)						
1. Balance funds collected for daily deposit						
2. Prepare deposit slips						
3. Deposit funds						
III. MANAGERIAL DUTIES	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS	DATE OF TRAINING	EMPLOYEE'S INITIALS
A. Establish Work Schedules						
B. Ensure Effective Utilization of Cashiers						
C. Conduct Operational Assessments						
D. Resolve Customer Complaints						
E. Review Cashier Accuracy and Performance						
F. Maintain Employee Records						
IV. OTHER DUTIES						
A.						
B.						
C.						
D.						
E.						
F.						
EMPLOYEE'S SIGNATURE			SUPERVISOR'S SIGNATURE		DATE EMPLOYEE ASSIGNED TO CUSTOMER SERVICE DEPT.	

DeCA Form 40-132 Part A, July 2013

4. PERFORMANCE MEASURES. The CSD manager/supervisor shall keep track of each employee's performance. The supervisor will use POS and management reports to monitor each cashier's progress. If electronic reports are available for the rating period, they may be used in lieu of daily printing or daily manual tracking of performance elements on locally devised logs. Individual or group training will be given when performance measures indicate additional training is warranted. Cashiers who do not meet performance standards must be counseled. If their performance does not improve, appropriate personnel action will be taken. The cashier performance measures to be monitored include:

- a. Number of customer transactions;
- b. Total daily sales;
- c. Hourly sales or items/rings per minute;
- d. Time register is open;
- e. Dollar value short/over;
- f. Coupon counts and total value;
- g. Number and amount of voids/voided/cancelled transactions;
- h. Items scanned versus manual entry;
- i. No sales;
- j. Compliance with sanitation, safety, and security requirements;
- k. Courtesy to customers; and
- l. Number of valid/substantiated customer complaints and compliments.

ENCLOSURE 3

AUTHORIZED COMMISSARY PATRONS

1. AUTHORIZED PATRONS

a. Commissary privileges are authorized for individuals, organizations, and activities as defined in DoDI 1330.17, "DoD Commissary Program," Enclosure 4 (Reference (x)) and DoDI 1000.13, "Identification (ID) Cards for Members of the Uniformed Services, Their Dependents, and Other Eligible Individuals," (Reference (y)). DeCA does not determine or authorize commissary privileges and is not responsible for the issuance of the Uniformed Services ID cards. The Uniformed Services are responsible for determining whether an individual has entitlement to commissary privileges and for issuing an ID that is consistent with the individual's entitlement.

b. Host Nation Agreements can modify eligibility and must be complied with in overseas locations.

c. Commissaries will NOT make decisions or recommendations and they do not have the authority to determine if personnel are eligible for commissary privileges. This is an installation responsibility.

2. LIST OF AUTHORIZED PATRONS. Authorized patrons are listed below for informational purposes only. Patrons will be allowed to shop if they have a current Uniformed Services ID authorizing commissary privileges as identified in DoDI 1330.17 (Reference (x)) and DoDI 1000.13 (Reference (y)). Exceptions are noted below. Questionable status will be referred to the host installation. This is not an all-inclusive list and DeCA does not grant privileges.

a. Uniformed Personnel. These personnel consist of active duty and Guard and Reserve members of the Army, Navy, Air Force, Marine Corps, Coast Guard; cadets or midshipmen of the Military Services academies; the Commissioned Corps of the U.S. Public Health Service (USPHS); and the Commissioned Corps of the National Oceanic and Atmosphere Administration (NOAA) and its predecessors.

b. Wage Marine Personnel. Ships officers and members of the crews of vessels of the NOAA.

c. Retired personnel. The following categories of retired personnel are authorized commissary privileges:

(1) Retired members of the uniformed services to include Guard and Reserve personnel.

(2) Officers and crews of vessels, lighthouse keepers, and depot keepers of the former Lighthouse Service.

(3) Retired wage marine personnel, including retired noncommissioned ships officers, and crew members of NOAA and its predecessors (the Coast and Geodetic Survey and the Environmental Science Services Administration).

d. Authorized Family Members. Authorized family members of the personnel listed above.

e. Medal of Honor recipients.

f. 100 Percent Disabled Veterans. This applies to veterans of the Uniformed Services discharged under honorable conditions and classified by the Department of Veterans Affairs as having a 100 percent Service-connected disability or a 100 percent unemployment rating.

g. DoD Civilian Employees Stationed Outside the United States and Outside the U.S. Territories and Possessions. Commissary privileges will be authorized for DoD appropriated and nonappropriated fund (NAF) civilian employees, and authorized family members of their household, when stationed outside the United States and U.S. territories and possessions. **Note:** DoD civilian employees and their dependents stationed overseas are not authorized commissary privileges in U.S. commissaries when on leave or on temporary duty (TDY) in the U.S. Accessorial expenses will be collected IAW Enclosure 4, paragraph 18 and DoDI 1330.17, Enclosure 2, paragraph 3h(2) (Reference (x)).

h. Official DoD and U.S. Military Services Organizations and Activities. This applies to official DoD organizations and other resale activities of the U.S. Military Services (except concessionaires) that are operated for uniformed personnel on active duty. Sales to appropriated fund organizations are encouraged when it is economically beneficial to the U.S. Government. **Note: Concessionaires are not authorized to make purchases.** Refer to Enclosure 5, paragraph 10, for additional guidance.

i. Hospitalized Veterans. Veterans discharged under honorable conditions from the Uniformed Services when hospitalized where commissary facilities are available. This does not include veterans discharged under honorable conditions receiving outpatient treatment.

j. DoD Presidentially Appointed, Senate-Confirmed (PAS) Officers. DoD civilian officials who are appointed by the President and confirmed by the Senate and who reside in quarters on DoD military installations and their authorized family members who reside with that official.

k. DoD Civilian Employees Assigned to the U.S. Territories and Possessions. DoD appropriated and NAF civilian employees, and authorized family members of their household, under a valid transportation agreement may be authorized access to the commissary by the installation commander. **Note:** DoD civilian employees and their dependents assigned to U.S. territories and possessions are not authorized commissary privileges in U.S. commissaries when TDY or on leave in the U.S.

l. DoD Civilian Employees on Official Temporary Duty (TDY) Orders in Overseas Locations. DoD civilian employees on official TDY orders in overseas locations may be authorized access to the commissary by the installation commander of the overseas location.

m. Military Personnel of Foreign Nations. Officers and enlisted personnel of the Military Services of foreign nations on active duty, as follows:

(1) When on duty with U.S. Military Services under competent invitational travel orders issued by the U.S. Army, the U.S. Navy, the U.S. Air Force, or the U.S. Marine Corps.

(2) When assigned military attaché duties in the U.S. and designated on reciprocal agreements with the U.S. Department of State.

(3) In overseas areas when determined by the Combatant Commander that the granting of such privileges is in the best interest of the United States, and that such persons directly participate in activities or functions of the U.S. military mission.

(4) Officers and enlisted personnel of foreign nations, retired, on leave in the United States, or attending U.S. schools, who are under orders issued by the U.S. Army, the U.S. Navy, the U.S. Air Force, or the U.S. Marine Corps.

n. Bulk Sales to Non-DoD Government Departments or Agencies in Overseas Areas. Commissary bulk sales to a designated official of and for use by non-DoD Federal Government departments or agencies in overseas locations may be authorized by the installation commander or Secretaries of the Military Departments when it can be furnished without unduly impairing the service to authorized DoD patrons. Refer to Enclosure 4, paragraph 18, for additional guidance.

o. Civilian Employees of Non-DoD U.S. Government Departments or Agencies Outside the United States and Outside the U.S. Territories and Possessions. Non-DoD U.S. Government employees who are hired in the continental United States (CONUS) under a transportation agreement, service agreement, or tour renewal agreement of a non-DoD U.S. government department or agency, and their accompanying authorized family members, assigned outside the United States or outside its territories and possessions may be authorized access to overseas military commissaries by overseas installation commanders or Secretaries of Military Departments through official support agreements.

p. American National Red Cross (ARC) Personnel.

(1) Within the United States. Privileges may be extended to uniformed or non-uniformed, full-time, paid, professional, and headquarters staff personnel of the ARC who are assigned to duty with the Military Services by the ARC, and who reside within a military installation in the U.S, and will extend to authorized family members of the ARC employee who reside with the employee.

(2) Outside the United States. Privileges may be extended to all uniformed and non-uniformed, full-time, paid professional headquarters staff personnel and uniformed, full-time, paid, secretarial and clerical workers of the ARC, and accompanying authorized family members, who are U.S. citizens and assigned to duty overseas with the Military Services by the ARC.

q. United Service Organization (USO). Installation commanders, in overseas areas, may extend commissary access to:

(1) USO area executives, USO executive directors, assistant executive directors, and accompanying authorized family members, who are U.S. citizens and assigned duties overseas.

(2) USO clubs and agencies to purchase subsistence supplies for use in club snack bars that support active duty forces and their families.

r. United Seamen's Service (USS). Commissary support may be authorized by the installation commander to USS personnel to purchase goods for their personal and family needs, and for use in USS programs only when economic conditions or isolated locations are such that support is not available from the local civilian sources, cannot be imported from other sources, or its importation through local civilian sources would be at a prohibitive cost.

s. Armed Services Young Men's Christian Association (ASYMCA). Commissary privileges may be authorized in overseas areas by the installation commander for ASYMCA branch or unit directors and assistant directors to purchase goods and services for their personal and family needs and for use in ASYMCA programs.

t. Personal Agent or Personal Representative. An officer, designated by the installation commander, may authorize a specific, named person to shop for or assist an authorized patron. Letters of authorization to agents may be used in any commissary.

(1) On a temporary basis, not exceeding 2 years unless extended for continuing hardship, in extreme hardship cases, or when no adult authorized family member is capable of shopping due to injury, illness, incapacitation, or stationing away from their household.

(2) On a permanent basis for blinded or other severely disabled eligible patron if the patron's disability is certified as permanent by an appropriate military medical authority.

(3) Letters of authorization issued will state the name of the authorized patron, bearing positive DoD ID, who may be accompanied by a personal agent or the name of the personal agent authorized, when bearing positive ID, to purchase items on behalf of the named authorized patron. Letters of authorization will include the duration of the personal agent status.

(4) Agents authorized to shop without the authorized commissary patron present may pay with their personal credit card, debit card, check, or cash.

u. Organizational Representative. Commissary privileges may be authorized by an officer, designated by the installation commander, to a specific, named person or persons to shop for an authorized organization, activity, or entity. A letter of authorization, not exceeding 3 years, will be issued stating the name of the person or persons, bearing positive ID, who are authorized to purchase items on behalf of the named organization, activity, or entity.

v. DoD Civilian Employees Residing on an Installation Within the United States. The Secretaries of the Military Departments may authorize limited commissary access to civilian employees of the DoD who reside on an installation within the United States when it is impractical for the civilian employee to procure such commissary supplies from civilian sources and the authorization will not impair the efficient operations of the installation. Privileges will

not include the purchase of tobacco products in those states and other jurisdictions, including the District of Columbia, that impose a tax on such products. These privileges will extend to authorized family members of the DoD civilian employee who reside with the employee.

w. U.S. Non-governmental Organizations, Firms Under Contract to the DoD, and Their Employees Stationed Outside the United States, and Outside the U.S. Territories and Possessions. The Secretaries of the Military Departments may authorize limited commissary access to U.S. non-governmental organizations, firms under contract to the DoD, and their employees, and accompanying authorized family members, stationed outside the United States, and outside the U.S. territories and possessions, on a reimbursable basis.

x. Individual, Classes, or Groups of Employees of Firms Under Contract to the U.S. Government Assigned to the U.S. Territories and Possessions. The Secretaries of the Military Departments may authorize limited commissary access to individual, classes, or groups of employees of firms under contract to the U.S. Government assigned to the U.S. territories and possessions, and accompanying authorized family members. Deviations will not be granted for a period of more than 2 years.

y. Non-DoD U.S. Federal Employees Serving in the U.S. Territories and Possessions. The Secretaries of the Military Departments or the Combatant Commanders may grant deviations, and installation commanders may execute implementing official support agreements with other U.S. Government entities, to permit commissary access for non-DoD U.S. Federal employees serving in the U.S. territories and possessions. Deviations will not be granted for a period of more than 2 years.

z. Merchant Marines. Civil service mariners assigned to Military Sealift Command ships that are operating outside the 50 United States and outside U.S. territories and possessions may be granted commissary privileges and will have the appropriate ID card authorizing commissary privileges outside the United States, its territories and possessions. These privileges are only valid outside the United States, its territories and possessions, and are not retained upon return to the United States for permanent or temporary duty.

3. EMPLOYEE SHOPPING

a. DeCA personnel assigned to commissaries within the United States are authorized to purchase commissary products, excluding tobacco products, from the commissary where they are assigned, for personal, on-premise consumption during meals and other authorized breaks within their scheduled working hours. Food will be consumed only in designated eating areas.

(1) Employees will positively identify themselves as such by presenting the cashier with their Common Access Card (CAC) or other approved identification.

(2) Purchases will be consumed on commissary premises, indoors or outdoors.

(3) Sales receipts will be kept with the product until purchased goods are fully consumed or disposed of properly.

(4) Employees will not process their own purchases except as noted in 3a(5) below.

(5) Employees using self-checkout (SCO) registers for their own purchases of food to be eaten in the commissary will have their receipt initialed by the SCO attendant. If the SCO attendant is a family member, their receipt will be initialed by cash office personnel or management.

b. Employees with full shopping privileges (i.e., holders of an authorized ID card granting commissary privileges) that are off duty and making purchases, will remove name tags and clothing identifying them as an employee before shopping. All purchases must be immediately removed from the store.

c. Employees, including those with full shopping privileges, cannot set aside or “hold” items to be purchased at a later time.

d. Employees cannot make purchases for unauthorized patrons.

4. COMMISSARY ACCESS IN EMERGENCY SITUATIONS

a. Installation commanders may authorize emergency, temporary access to the commissary by DoD appropriated and NAF civilian employees and DoD contractors performing functions essential to restoring and continuing military operations or maintaining quality of life at installations within the federally declared major disaster areas. Installation commanders in the United States may permit temporary limited access to commissary facilities by DoD appropriated and NAF civilian employees and accompanying authorized family members evacuated from their assigned duty stations pursuant to evacuation orders issued by a commander, or equivalent DoD authority. DoD appropriated and NAF civilian employees and DoD contractors are not authorized to purchase tax-free tobacco items.

b. Emergency Access Overseas and Outside the U.S. Territories and Possessions.

(1) Commanders of an overseas geographic combatant command may grant temporary access to commissary locations overseas and outside U.S. territories and possessions to U.S. Government employees, including NAF civilian employees, assigned to duties in an overseas location and non-host nation military and civilian personnel providing direct support to humanitarian relief efforts for the duration of disaster relief operations.

(2) The non-host nation military and civilian personnel must be providing direct support to foreign disaster relief efforts. Such access may only be authorized when the host nation has no objection under applicable status-of-forces or other agreements, the commissary has the capability of handling additional patrons, and granting access will not undermine the mission of serving the military community. Combatant Commanders may redelegate this authority to installation commanders in the area of operations. Commissary access does not authorize the purchase of tobacco items.

(3) Emergency Access for U.S. DoD Employees Evacuated to Safe Haven Locations in the United States. U.S. DoD civilian personnel, including NAF civilian employees, and accompanying authorized family members, assigned to duties in an overseas disaster area and transferred to the United States under evacuation orders issued by a proper DoD authority, may be authorized temporary access to commissary stores by installation commanders at their safe haven location. Installation commanders at safe haven locations in the United States may only authorize commissary privileges when it is impractical for the DoD civilian employee evacuees to procure commissary supplies from civilian stores. DoD civilian employees granted temporary commissary access at safe haven locations are not authorized to purchase tax-free tobacco items.

5. PATRON AND PATRONS' VISITOR IDENTIFICATION

a. The store director will ensure that all personnel required to check patron and visitor ID are provided training annually. The CSD manager/supervisor will brief cashiers on duties and responsibilities of checking ID cards. Checking ID cards is sometimes considered a patron irritant and it is essential that this service be tactfully handled.

b. Authorized commissary patrons must present official ID as follows:

(1) The complete regulation U. S. military uniform. Note: an official ID or DoD form as identified in paragraphs 5b(2) through 5b(4), below, must also be presented for scanning in order to process the order at the register or SCO.

(2) Official ID authorized in Reference (y), and DoD Manual (DoDM) 1000.13-M-V1, "DoD Identification (ID) Cards: ID Card Life-Cycle," (Reference (z)), such as the DoD Common Access Card (CAC), DD Form 2, DD Form 1173, or DD Form 1173-1.

(3) Official ID card issued by the Military Service of which the patron is affiliated, NOAA, or USPHS.

(4) Official DoD forms presented with positive ID such as DD Form 4, Enlistment/Reenlistment Document Armed Forces of the United States; DD Form 1610, Request and Authorization for TDY Travel of DoD Personnel (applicable only for personnel identified in paragraph 2l.); and DD Form 1618, Department of Defense (DoD) Transportation Agreement Transfer of Civilian Employees to and within Continental United States (applicable only for acceptance in overseas areas).

c. Commissaries in overseas locations may also require a ration card.

d. The CSD representative, cashier, or SCO attendant will ensure all persons are positively identified at the cash register as authorized patrons prior to making a purchase. This will be accomplished by a visual inspection of the ID card to ascertain commissary privileges are authorized and the person presenting the ID matches the photo on the card, then scanning the ID at the register. All customers, including military in uniform, are required to have their ID card scanned on the register at the beginning of each transaction.

e. At the discretion of the installation commander, visitors may accompany authorized patrons into the commissary, but are not authorized to make commissary purchases.

(1) DoD established this policy as a service to commissary patrons who may wish to have friends or relatives accompany them when they shop in a commissary.

(2) An authorized commissary patron who makes commissary purchases for others who are not entitled to commissary privileges risks sanctions associated with abuse of commissary privileges. Anyone who has reason to believe that an authorized patron is abusing the commissary privilege may provide the specifics of such matter to appropriate installation authorities.

(3) Zone managers and store directors/managers must be alert for any indication of abuse of the commissary privilege with the presence of visitors in commissaries.

(4) Patron visitor sign-in logs will not be used for visitors accompanying patrons unless directed, in writing, by the installation commander. When directed, patron visitor sign-in logs will be returned to the installation's point-of-contact (POC) at least weekly.

(a) Ensure any Privacy Act information provided on a patron visitor sign-in log is protected at all times from disclosure. The ID checker must cover previous entries so the person signing the log cannot observe another person's information.

(b) Ensure the log is secured when unattended.

(c) If patron visitor logs are hand-carried to the installation POC, place DeCA Form 30-34, Sensitive Unclassified Information, on top of the log and place it in a sealed envelope.

(d) If patron visitor logs are mailed to the installation POC, double wrap using an inner and outer envelope. Mark on the inner envelope that it contains Privacy Act information. Address the outer envelope to the recipient. Never indicate on the outer envelope that it contains Privacy Act information or use "holey joes" or messenger-type envelopes.

(e) Do not retain copies of patron visitor logs.

f. If the installation commander has directed that everyone must be identified as an authorized patron when entering the commissary (i.e., 100 percent ID check at the door), and visitors or guests are not allowed, ID cards must still be presented again at the register and scanned.

6. IDENTIFICATION CARD SPOT CHECKS

a. The store director, or their designee, has the authority to conduct spot checks of individuals already in the store to determine if they are an authorized patron or the guest of an authorized patron. Store directors who identify unauthorized persons in the commissary, or who have reason to believe that an authorized patron is abusing commissary privileges through exploitation of the visitor policy, will refer the particulars of any such situation to installation authorities.

b. Area directors may concur with requests from installation commanders who wish to perform some sort of spot check; however, installation personnel should do the spot checks. These spot checks require coordination directly with store directors/managers.

c. Requirements for conducting 100 percent ID checks under specific Force Protection Conditions (FPCON), including those conducted under periodic Random Antiterrorism Measures, and during antiterrorism or Force Protection exercises/events, will be conducted as required in DeCAD 30-18, (Reference (aa)), as amended.

7. OFFICIAL VISITORS. Official visitors to a DeCA commissary, i.e., people conducting business, will be signed in and out on DeCAF 30-83, Defense Commissary Agency Visitor Log, issued a visitor's badge, and accompanied by a DeCA employee with the exception of the following:

- a. Medical and sanitation food inspectors;
- b. Vendors and vendor stockers possessing permanent badges;
- c. Daily delivery personnel identified by their distinctive uniform or company insignia;
- d. Contract employees possessing permanent badge or a DoD CAC; and
- e. Armored car service personnel.

f. Government employees with official business at a commissary location should identify themselves by presenting an authorized government civilian ID, or other picture ID, and a copy of their official orders or letter of authorization. Whether in an official or unofficial capacity, all visits to stores by a DeCA employee must be coordinated with the store director except in those instances where the employee is shopping as an authorized patron or on an official no-notice inspection.

g. Maintenance personnel may be allowed unescorted access while working in the commissary, except the cash office and counting areas. Maintenance personnel must sign in and out on the visitor control log; additionally, they must wear a visitor's badge while in the commissary unless they possess a permanent badge or CAC.

h. All personnel not authorized in writing to enter the cash office must sign in and out when entering the cash office.

8. SUSPECT CREDENTIALS. Persons presenting a mutilated, altered, or expired ID will be denied the purchase of merchandise if the ID check is at the register or will be denied access at the point of entry. Commissary employees will advise patrons with a mutilated, altered, or expired ID that they need a new card before they are allowed to enter or shop in the commissary and will provide information as to where the patron can go to obtain a new card. Commissary

personnel **will not** confiscate a mutilated, altered, or expired ID.

9. SUSPECTED PRIVILEGE ABUSE

a. Commissary management has a responsibility to notify the installation commander, or their designee, when privilege abuse is suspected. Store directors should verify the appropriate point-of-contact with installation officials. Managers must use good judgment, especially during case lot or Guard and Reserve sales, in deciding when it is appropriate to notify the installation officials of suspected abuse. Some examples of indications of possible abuse are:

(1) Frequently buying large quantities of cigarettes/tobacco products. Quantities could be considered excessive when they exceed one (1) case or 30 units of cigarettes/tobacco.

(2) Buying excessive quantities of an individual item. Quantities could be considered excessive when a customer special orders and/or purchases more than three (3) cases or 36 units of an individual item.

(3) Excessive number of large orders/transactions on a frequent basis. This would include frequent orders/transactions of an individual item giving the appearance of an attempt to stay below the threshold identified in paragraph 9a(2), above.

(4) Buying excessive quantities of an individual item with coupons that exceed the value of the product.

(5) Making numerous purchases in a single day;

(6) Persistent efforts to exceed sales or coupon restriction limits; and

(7) Frequent returns of high dollar items or multiple items, with or without a receipt.

b. Store directors have the authority to deny special orders for unreasonable quantities as identified in paragraph 9a, above. Additionally, frequent or multiple special orders placed which give the appearance of an attempt to stay below these thresholds will also be denied. Special orders from units and installation organizations to support military activities should continue to be accepted and not elevated for suspected privilege abuse.

c. Reporting Suspected Abuse.

(1) When privilege abuse is suspected, the commissary employee will immediately notify the manager on duty.

(2) The store director is responsible for elevating suspected abuse to the installation authorities. It is imperative that management reports suspected abuse and leaves the investigative follow-up actions to the appropriate installation authorities.

(3) A DeCA Interest Report (DIRep) will be completed and forwarded to DeCA Headquarters indicating the suspected abuse and notification to the appropriate installation official. The installation response to the suspected abuse should be included in the DIRep, if known, and include instances when the installation indicates they will not investigate the suspected privilege abuse.

d. When a customer reports suspected abuse by another patron not currently in the commissary, the manager should refer the customer to the appropriate installation officials.

10. GROUP SHOPPING SERVICE

a. Authorized patrons assigned to remote locations may use a group shopping service when approved by the remote installation commander. This service permits an authorized agent to purchase the combined shopping needs of the group.

b. Each order may be processed as a separate transaction if the agent requests separate receipts.

c. The person appointed will have a letter of authorization signed by the remote installation commander. The letter of authorization will include the names of the group members.

d. Commissaries will not maintain customer credit card numbers on file to process individual orders for group members.

ENCLOSURE 4

CUSTOMER SERVICE DEPARTMENT SERVICES

1. EMPLOYEE COURTESY AND SERVICES

a. All CSD personnel are expected to provide exceptional customer service.

(1) There must be an authentic commitment to customer service. The CSD manager/supervisor must lead by example.

(2) Employee attitude and actions must communicate to customers they are welcome, important, respected, and valued.

b. Cashiers will welcome each patron with a smile and friendly, courteous greeting. Upon completion of the sales transaction, the cashier will thank the patron for shopping in the commissary.

c. Managers and supervisors will wear a two-line name tag containing full name and position title. All other civilian employees who work in the sales area will wear a name tag containing only their first name.

d. Cell phones and other mobile devices may not be carried while running a register or as the SCO attendant. Additionally, they will not be brought into, or stored, in the cash office or funds storage room. If the CSD manager's office is co-located within the cash office or funds storage room, this still applies. Employees should inform family members to phone the employee's supervisor in the event of an emergency so immediate contact can be made with the applicable employee.

2. CHECK WRITING SERVICES. A "pay to" stamp should be available at the checkout counter. Pre-approval of personal checks is not required.

3. SUPPORT OF DISABLED PATRONS. Disabled patrons are to be accommodated with the least possible inconvenience to them.

a. Ensure the commissary provides a convenient method for disabled persons to enter and exit.

b. Disabled/infirm patrons will be allowed to enter the commissary 30 minutes before normal scheduled opening. However, cashiers will not be scheduled to open early. Commissaries will post a sign at the entrance to the commissary that states "PHYSICALLY DISABLED CUSTOMERS MAY ENTER THE COMMISSARY TO SHOP UP TO ONE HALF HOUR BEFORE REGULARLY SCHEDULED OPENING TIME."

c. One or more checkout lanes will be configured to accommodate wheelchairs.

d. At each checkout that can accommodate wheelchair traffic, post a sign that states: "PHYSICALLY DISABLED CUSTOMERS MAY EXERCISE HEAD-OF-LINE PRIVILEGES OR REQUEST ASSISTANCE FROM COMMISSARY PERSONNEL IN DOING SO." Commissaries with a single queuing line may place one sign at the entrance to the queuing area instead of placing signs at each register.

e. Disabled patrons shall be allowed to enter the case lot sales area to begin shopping 30 minutes prior to normal case lot sale opening time. However, cashiers will not be scheduled to open early.

(1) Commissaries will post a sign reading, "PHYSICALLY DISABLED PATRONS MAY ENTER THE CASE LOT SHOPPING AREA TO SHOP UP TO ONE HALF HOUR BEFORE REGULARLY SCHEDULED OPENING TIME."

(2) Disabled patrons shall be allowed to move to the head of the checkout line during case lot sales events. Commissaries will post a sign at the case lot sale checkout counter that reads, "PHYSICALLY DISABLED PATRONS MAY EXERCISE HEAD-OF-LINE PRIVILEGES AT THIS CHECKOUT OR REQUEST ASSISTANCE FROM COMMISSARY PERSONNEL IN DOING SO."

f. Disabled patrons who rely on service animals trained to assist them will be permitted to bring their service animals into the commissary while shopping. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the Americans with Disabilities Act (ADA), 28 C.F.R., Part 36, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities," (Reference (bb)).

(1) Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

(2) When it is not obvious what service an animal provides, only limited inquiries are allowed. Management may ask two questions: 1) is the dog a service animal required because of a disability; and 2) what work or task has the dog been trained to perform. Questions cannot be asked about the person's disability, medical documentation cannot be required, a special identification card or training documentation for the dog cannot be required, nor can a request be made to have the dog demonstrate its ability to perform the work or task.

(3) A person with a disability cannot be asked to remove their service animal from the premises unless: the dog is out of control and the handler does not take effective action to control it; or the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, management must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

g. Disabled patrons may obtain a letter of authorization designating a person of their choice (agent) to accompany and assist them, or to shop on their behalf.

(1) This person need not be an authorized commissary patron.

(2) The installation commander or designated command representative is responsible for the preparation of the letter of authorization as explained in Enclosure 3, paragraph 2t. The commissary is not responsible for preparing the letter of authorization.

(3) Ensure all customer service personnel can instruct a patron on where to obtain a letter of authorization at the installation.

4. CHECKOUT SERVICES. Checkout services must be quick, efficient, courteous, and professional. Excessive checkout waiting time is frustrating to the patrons and will be avoided, if possible.

a. The CSD manager/supervisor must monitor the checkout section to ensure all operable registers are used to alleviate excessive waiting times.

b. Our goal is to have no more than a 15-minute waiting time per patron or no more than 4 patrons waiting per open terminal.

c. Analyze causes of excessive waiting time and take corrective actions to prevent recurrence.

d. Personnel from other sections must be trained in advance and worked periodically as auxiliary cashiers to ensure all operable checkouts can be staffed during excessively busy periods.

e. The scheduling and training of other department workers must be approved by the appropriate supervisors before implementing the schedule.

f. Maintain a list of employees from other departments that are trained to operate a cash register.

g. Cashiers generally will not perform duties while seated. Refer to DeCAD 30-17, (Reference (cc)) and DeCAM 30-17.1, paragraph 21-5, (Reference (dd)) for guidance on stools in the checkout area.

h. Commissary products purchased by patrons must be removed from the commissary at the time of purchase. They should not be paid for in advance and removed from the store at a later time/day.

i. Vendors, to include their stockers, merchandisers, etc., may only remove commissary products from the store when they have been paid for at the register or with a store approved, signed, and processed vendor credit memorandum (VCM).

5. EXPRESS LANES

a. All express lanes will be 20 items or fewer, unless the installation commander requests an exception.

b. Express lane signage will state the number of items “or fewer,” e.g., “20 items or fewer.”

c. A minimum of one checkout lane will be designated as an express lane (all media accepted) unless the absence of express service does not adversely affect the overall level of service. If only one checkout lane accommodates wheelchairs, designate a different lane for express lane service.

d. If the store has more than one express lane, one of the express lanes may be designated as a “no checks” lane.

e. When possible, use well-trained cashiers to keep the express lane moving quickly. Do not use the express lane to train newly hired cashiers.

f. Military personnel in uniform may be given priority on express lanes during lunch time, if requested by installation commanders or determined necessary by the store director. No checkout lane will be strictly for military in uniform.

g. Allow larger orders to be rung up on the express lane when there are no patrons in the express line.

(1) Assign a responsible person to direct one patron at a time to the express lane.

(2) Revert back to express service when express customers start lining up for checkout.

h. The store director will coordinate changes to express lane policies with the installation commander prior to implementing the changes.

6. SELF-CHECKOUT (SCO) REGISTERS. SCO registers are checkout stands available for patrons who wish to checkout and bag their own groceries.

a. SCO terminals will be open and operational at store opening and will remain open until store closing.

b. No more than two SCO registers will be used for express orders.

c. Checks cannot be accepted at SCO registers. If a patron has a check, the attendant must tender it at the attendant register.

d. WIC transactions and gift card sales/activation cannot be processed on a SCO.

e. The customer will bag their own groceries as this is part of the SCO process. However, they may request bagger services.

f. Normally, there will be two to four SCO registers with one attendant. During peak periods, it may be necessary to have more than one SCO attendant monitoring the area.

g. The attendant will check each patron's ID before the patron begins to scan their items to ascertain commissary privileges are authorized and the photo on the ID matches the customer presenting the ID card. At this time, the attendant will also ask if the patron has any coupons to redeem. The SCO attendant will verify the coupons are valid and not expired (outside the 50 United States coupons may be accepted up to 6 months past the expiration date). Additionally, the SCO attendant must be alert when the customer tenders the coupons to ensure the coupon scanned is the same coupon dropped into the acceptor after scanning.

h. The attendant has the full capability to take over any of the SCO transactions.

i. SCO attendant cards will be assigned to specific individuals and set up with the minimum permissions necessary for the attendant to perform their duties.

j. Counting SCOs.

(1) All media in the SCO register(s) will be counted and picked up daily.

(2) The coins in the coin dispenser may be estimated using the value marks on the dispenser. However, a 100 percent coin count will be accomplished at least weekly.

k. SCO Monitoring. The SCO attendant must be present in the SCO area and monitoring the SCOs at all times. If a SCO mobile terminal or other attendant monitoring device is not available, the SCO attendant will walk around the SCO area observing transactions, being alert to incidents that could adversely affect the commissary's accountability, and providing assistance when needed.

l. Unpaid SCO Transactions. Incidents whereby the customer leaves the SCO area and departs the commissary before the payment has successfully processed will be treated as shoplifting. Follow shoplifting procedures in Reference (aa), Chapter 4.

(1) Notify the host installation police or local law enforcement. Inform the responding officer that DeCA captures the ID barcode value when ID cards are scanned. Obtain the responding officer's name and contact information, and a case number, if provided.

(2) Submit a DIRep with a copy of the transaction receipt, contact information for the responding law enforcement officer, and case number, if provided.

(3) Follow job aid procedures to complete the transaction.

(4) The Office of the Inspector General, Security Branch (IGIS) will be the liaison with the host installation police or local law enforcement to obtain and provide customer information.

(5) Submit a follow-up DIRep, if restitution is made.

7. EARLY BIRD SHOPPING

a. Early bird shopping is a viable program that has been well received by our patrons and will be continued to the greatest extent possible at all commissary locations.

b. Due to the diverse nature of our business, store size, customer alignment, location, etc., it is impractical to establish a one-size-fits-all approach to early bird shopping. It will be the responsibility of the area director and zone manager to determine the best fit for each store and its patrons based on budget and service to the customer.

c. The area director and zone manager will consider the operating hours of the store, sales per hour, transactions per hour, demographics, disabled patron times and usage, and the number of SCOs available to accommodate early bird shopping. Additional funding will not be allocated to commissaries to provide early bird shopping.

d. Patron purchases during early bird shopping will be limited to the maximum number of items allowed by the store at each SCO during normal operating hours, e.g., 15 or fewer, 20 or fewer, 40 or fewer, unlimited, etc.

e. Early bird shoppers must ring up their orders through one of the store's SCOs. A manned checkout register will not be opened for early bird shopping except at stores that do not have SCOs.

f. Stores will have a CSD representative available to answer customers' queries and handle any problems the customer may face at checkout. Those stores where the early bird shopping is transacted through the SCOs will have a SCO attendant to check ID cards and coupons and attend to any problems that may occur with the SCOs.

8. EMPLOYEE AND FAMILY MEMBER CHECKOUT POLICY

a. Employees will not process their own purchases, except at the SCOs as described in Enclosure 3, paragraph 3a(5).

b. Any employee assigned cash office duties may not process their own orders or do manager overrides on their own transactions when they are operating a register as a cashier.

c. Employees will not process purchases for family members and/or other persons residing in their household, IAW Reference (aa), Chapter 3. This prohibition also includes the SCOs when the employee is the SCO attendant. When the employee is the SCO attendant, they should call for assistance from the cash office or for management to be present during the family-member transaction.

d. The policy is based on the following:

(1) Public Law prohibits a Federal employee from participating in any matters in which the employee or the employee's family members have a financial interest.

(2) DoD financial management regulations that govern handling of funds prohibit financial dealings that involve family members.

(3) DoD Standards of Conduct state that a DoD employee should not participate in matters that may affect financial interests of a member of his/her household or that might create a question concerning his/her impartiality.

e. The intent of these procedures is to maintain standards of integrity that completely shield Federal employees against any perception or suspicion of wrongdoing.

9. EMERGENCY CHECKOUT PROCEDURES. When a power outage occurs, it is not usually safe or practical to keep the store open when emergency power is not available. Call the installation civil engineers, public works, or other appropriate agency to determine if power will be restored within a short time. If a determination is made that power will not be restored within 20 minutes or less, advise the patrons that the commissary is closing until power can be restored. Post a sign at the entrance stating the store is closed because of a power loss. Include all information available regarding reopening. Customers currently in the store may be checked out if power is available to operate the POS. Safety of the employees and patrons must be the primary concern in these situations.

10. BAGGER SERVICES

a. Baggers are individuals who have been granted permission by the local commander to engage in a private business for profit of soliciting commissary patrons to bag and carry out their purchases in the expectation of receiving a tip. Baggers have also been given permission to enter the store for that purpose by the store director. Baggers must comply with all local requirements to bag and must sign a "Bagger Understanding," Figure 2, which must be maintained on file by the elected head bagger.

b. Baggers are not employees of the commissary or of the installation. In no instance will CSD personnel treat baggers as employees. Store directors will not expect, require, or allow baggers to perform services or functions that are not reasonably within the scope of bagging and carry out services. This restriction notwithstanding, however, all baggers must follow the

reasonable requirements placed on them by the store director in the exercise of his or her inherent responsibilities for safety, security, good order, discipline, and customer service in the store.

c. Baggers are normally not permitted to be in the commissary sales area or in areas off limits to commissary patrons. If an elderly or disabled commissary patron requests shopping assistance from a bagger, and a bagger agrees to perform the service, the bagger may then, with the affirmative approval of a commissary manager, enter the sales area for the sole purpose of assisting the patron.

d. CSD personnel should politely advise the customer to direct any additional bagging and carry out services needed, such as unloading a patron's cart onto the check stand conveyor belt, to the bagger.

e. Baggers may not bag on the register of a cashier to whom they are related.

f. CSD personnel will advise their supervisor of any problems with individual baggers. DeCA supervisors will notify the elected head bagger of such problems and request that the head bagger resolve the issue with the individual bagger. If a bagger's presence in the store becomes inconsistent with the store's or the Agency's best interests and responsibilities as set forth in paragraph 10b, above, the store director, at their discretion, can revoke the permission of the bagger to enter the store for the purposes of pursuing the bagger's business of soliciting commissary patrons to bag and carry out their purchases. A sample letter of revocation is provided at Figure 3.

g. Baggers who may also be authorized patrons may not shop, nor set aside products to be purchased at a later time, while performing bagger and carry out services. Any purchases made by a bagger who is also an authorized patron must be removed from the commissary at the time of purchase.

Figure 2. Bagger Understanding

Bagger Understanding

First, I understand that if the commissary in which I wish to bag groceries is located on a military installation, I must **first** obtain the permission of installation authorities to enter the installation in order to solicit commissary customers to bag and carry out their groceries in the commissary.

Second, I must also obtain permission of the _____ Commissary Store Director to carry on my private business for profit as a bagger/carry out person in his/her store. I understand that if I lose the permission of the store director, I can no longer enter the store to be a bagger/carry out person in the _____ Commissary, even though installation authorities have taken no action regarding my overall permission to carry on commercial solicitation on the installation. I know and accept that the store director may take away my permission to be in the store as a bagger/carry out person when it is no longer in the commissary store's best interests.

Third, I understand that the store director's permission to enter the store gives me no specific rights other than to carry on my private business as a bagger/carry out person. Finally, I clearly understand that I work for myself and I am not an employee of the installation, the commissary, or of the Federal Government. The commissary allows my presence in the store, and my interaction with store customers, solely because of the service I provide to customers by soliciting them to carry out their groceries.

Fourth, I understand that the baggers, including me, periodically elect a head bagger. Through that election, the baggers give him/her the authority to schedule me and other baggers to work, and to maintain order in the store among the baggers. I understand that I must follow the directions of the head bagger. I also understand that if a majority of the baggers in the store so desire, with the concurrence of the store director, an election can be held to select a new head bagger. Otherwise, elections occur annually, at the option of the store director.

Finally, I understand that ordinarily, commissary employees cannot tell me what to do. Nonetheless, commissary managers, having the inherent responsibility to maintain safety, security, good order, discipline, and customer service in the store, can exercise authority over my presence and actions in the store when it is likely that those actions may be or become inconsistent with the above inherent management responsibilities. A commissary manager's authority includes revoking my permission to enter the store for the purpose of bagging.

More specific details of what I can expect as a self-employed bagger carrying on my business of soliciting commissary customers in the commissary can be found in local installation guidance, Defense Commissary Agency memoranda, regulations, and other guidance, such as head bagger issuances, addressing my presence on the installation and in the store. The head bagger may also have a standard operating procedure that I agree to follow for the common benefit of all baggers in this store.

(Signature)

Printed Name: _____

Date: _____

Figure 3. Sample Revocation of Permission to Enter Commissary

Memorandum For Mr./Ms. _____

Subject: Termination of Permission to Enter the _____ Commissary for the Purpose of Bagging Groceries

This memorandum notifies you that effective ____ (*date*), I am revoking the permission I have given you to enter my store for the purpose of pursuing your personal business for profit, bagging and carrying out customers' groceries. The reason for this revocation of permission is ____ (*set forth the complained of conduct here*). This conduct on your part (regardless of who initiated or provoked it) is totally unacceptable and will not be tolerated.

Because I deem your continued presence in my store for the purposes of bagging to be no longer in the best interests of my store or the Agency, you are hereby instructed to leave and not return. Should you violate this order to leave, I will contact the military police and have you forcibly evicted, if necessary.

(*Signature of Store Director*)
(Store Director's Typed Name), Store Director

11. GROCERY/CARRY OUT BAGS

a. Commissaries will have both paper and plastic grocery/carry out bags for customer convenience.

b. Customers may bring clean/presentable bags or reusable cloth bags with them for their personal use. Because of liability and sanitation concerns, recycled bags will be used in packaging only those patrons' orders who returned the bags for reuse. Customers must present bags to the bagger immediately before the bagging service begins. The bagger will return all unused or unsound bags to the patron for removal.

c. Double bagging of either plastic or paper is prohibited except for instances where customers return their own bags for reuse or when a customer specifically requests their purchases be double bagged.

d. Store directors will enlist the support of their head bagger in reducing the use of both paper and plastic bags by:

(1) Not allowing double bagging unless requested by the customer.

(2) Not bagging large items with handles, such as laundry detergent or gallons of milk, unless requested by a customer.

(3) Being observant of bagger practices and preventing waste. Every bag needlessly disposed of adversely affects the commissary's budget.

(4) Giving each bag a "boost" by placing at least one additional item into every packed bag.

e. Patron education is the key to maintaining good customer relations. Customers must be tactfully convinced that the reason for not double bagging and to reuse personal bags is environmentally sound and precludes waste of funds.

f. Customers should be encouraged to support the installation recycling programs. Commissaries with a recycling contract will have collection containers for plastic bags near the commissary entrance. The commissary will not be a conduit for collection or dissemination of consumer generated cardboard, paper, plastic, and other commodities for recycling efforts, except in states where required by law.

12. ITEMS NOT ON FILE (NOF) IN POINT-OF-SALE (POS)

a. NOF items during checkout are unacceptable customer service. Checkout is slowed down or stopped while cashiers make price inquiries. NOF items may also lead to items being priced erroneously because cashiers guess at prices, and/or to item movement inaccuracies and degradation of accountability because cashiers manually enter only the item price.

b. Reasons why the items may appear as NOF are:

- (1) Valid items not in the POS file;
- (2) Cashier enters an erroneous product look up (PLU) code, Universal Product Code (UPC), or Global Trade Identification Number (GTIN) via key entry;
- (3) Cashier enters bagger number and selects item number key instead of bagger key;
and
- (4) Bad packaging barcodes.

c. All NOF items should be reported to the Office of the Store Director (SDO) daily. At a minimum, information provided should include the UPC/PLU, brand, and item name/description.

13. PRICING ERRORS. The CSD manager/supervisor will notify the appropriate department manager immediately for corrective action of any wrong prices brought to their attention.

a. DeCA personnel will honor the posted price. If an incorrect lower price is displayed, the patron will receive the displayed price in the current transaction only.

b. Refund the patron the difference between the price charged and the lower price displayed when the error is brought to commissary management's attention (usually within 24 hours). Exceptions can and should be made when warranted.

(1) If the pricing error is discovered before the sale is complete, the cashier will void the incorrectly priced item and enter the correct price using the price override key or other approved POS procedure. Notify management of the price discrepancy immediately.

(2) If a pricing error or overcharge is discovered after the sale is completed, the correction will be handled at the refund terminal. A sales receipt will be required to compare the price charged at the POS and the posted price. Annotate on the sales receipt which price was adjusted and a refund was given; initial and date. Return the receipt to the customer.

(3) Authorized personnel will process refunds at the refund terminal.

14. SALES RETURNS

a. If for any reason, a patron is not satisfied with merchandise paid for and removed from the commissary, the merchandise may be returned for a refund or exchanged for another of the same item. However, store directors have the authority to deny a refund when unreasonable quantities of items are returned, with or without a receipt. Returns of large quantities of items or frequent returns which give the appearance of an attempt to stay below the thresholds identified in Enclosure 3 paragraph 9, will also be denied. Additionally, store management may require a

receipt for refunds if a review of the refund log has identified a pattern of the same individuals repeatedly returning merchandise without a receipt.

b. If the product is returned due to poor quality or wholesomeness, the returned item will be given to the medical food inspectors for testing and evaluation.

(1) A CSD representative will complete DeCAF 40-45, Food Quality Report, Figure 4. Do not detain the patron unnecessarily, but obtain enough information to allow the medical food inspectors to evaluate the product. If the patron wishes to be informed of the results of the evaluation, record the individual's name, address, and telephone number on the form for reply purposes. If required by management, use a locally devised log to record and track the issuance and completion of DeCAF 40-45.

(2) The product and DeCAF 40-45 should be sent to the medical food inspector in an expeditious manner. If the inspector is not readily available, secure the item in an area that will not cause further damage or deterioration. The inspector will examine the product and following the evaluation, complete and return DeCAF 40-45 to the store director for notification purposes. If the product is found to be defective, the store director will ensure the warehouse and shelf stocks are surveyed for additional defective products and, if found, removed from the sales floor.

c. Tobacco Returns. If tobacco products are returned, request to see the sales receipt. Verify that the returned tobacco products do not have a state tax stamp on the package and have not expired. Customers with a receipt will be refunded monies paid. If there is no receipt for the tobacco items, the customer may exchange the tobacco product for another tobacco product only.

d. Baby Formula Returns. A receipt is required for the return/exchange of baby formula. If there is no receipt for the baby formula, the customer may only exchange the baby formula for another baby formula.

(1) In the 50 United States, Puerto Rico, or Guam. If baby formula is returned, request to see the sales receipt from the commissary. Verify that the products have not expired. For any baby formula being returned that was purchased with WIC checks or WIC electronic benefits transfer (EBT), refer to your state's WIC reference materials for return procedures.

(2) Outside the 50 United States, Puerto Rico, or Guam. Ask for the receipt to determine if the purchase was made using WICO drafts. This will determine which of the below actions will be taken.

(a) Non-WICO Purchases. Non-WICO customers may return/exchange formula if they have a receipt and the formula has not expired.

(b) WICO Purchases. Refunds and exchanges for baby formula purchased with a WICO draft are not allowed and are considered a WICO program violation. Participant should be instructed to return to the WICO office for assistance.

e. **ALL** returns will be entered into the POS system as “return to shelf–Yes” to ensure movement is calculated and reported the same way in all DeCA system reports. Adjustments for unsaleables will be made when salvage is processed.

Figure 4. DeCAF 40-45, Food Quality Report

FOOD QUALITY REPORT		DATE	
(For use of this form, see DeCAD 40-6, OPR is PL)		10-18-2005	
<small>AUTHORITY: Title 10, USC sections 133 and 8012. PRINCIPAL PURPOSE: In an effort to provide the best service, this information is necessary to investigate inferior quality food purchased in the commissary. ROUTINE USE: To aid medical inspector in determining cause of discrepancy. DISCLOSURE IS VOLUNTARY. Refusal to provide name, address and phone will preclude customer from receiving results of investigation.</small>			
ITEM DESCRIPTION			
COMMISSARY WHERE PURCHASED	DATE CODE	DATE PURCHASED	
Fort Paradise	October 25, 2005	2005-10-18	
BRAND NAME	SIZE	PURCHASE PRICE	
Daisy May Dairy	1 gallon	\$2.67	
<input checked="" type="checkbox"/> CHILLED <input type="checkbox"/> FROZEN <input type="checkbox"/> CANNED <input type="checkbox"/> BAG <input checked="" type="checkbox"/> BOTTLE <input type="checkbox"/> BOX			
REASON FOR DISCREPANCY REPORT			
Spoiled milk			
REPLY REQUESTED	CUSTOMER NAME	CUSTOMER ADDRESS	PHONE NUMBER
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <small>(If yes, complete customer information)</small>	Joe Black		284-565-8555
MEDICAL INSPECTOR'S FINDINGS			
additional samples were taken of unpurchased milk, product was found to be satisfactory			
INSPECTOR'S NAME AND SIGNATURE	DATE	CUSTOMER NOTIFIED BY (Name)	DATE
Jason Hubbard	10-19-2005	Jason Hubbard	10-20-2005

DeCA Form 40-45, Feb 1992 This form was designed by FormSoft Group, Ltd. using FormFlow® v3.0
 One copy retained by Commissary; One copy to Patron

15. **PROCESSING OF RETURNS/REFUNDS.** Refunds for a product return or a pricing error overcharge occurring after the customer has left the checkout will be processed quickly and in such a manner that the patron needing the refund will deal with only one commissary person at one location. An immediate refund will be given to the patron. Refunds will be processed at the refund terminal, as described below. The refund terminal is usually located in the cash office. When authorized by the Store Support Directorate (SOS) because of store size or other considerations, a refund can be processed at an alternate cash register.

a. Refunds will only be processed and/or approved by personnel designated, in writing, by the store director. Personnel shall not process nor approve refunds for items that they or their family members have purchased.

b. Upon entering the commissary, patrons returning merchandise or requesting a refund will be courteously directed (by person, sign, etc.) to the cash office or customer service area for service. Refunds will be issued by the CSD manager and/or designated CSD personnel.

c. Each employee operating the refund terminal must have their own till and refund operator number. Tills and operator numbers cannot be shared. Tills should be stocked with funds consistent with anticipated volume/amounts of refunds.

d. Stores processing refunds at a register other than the refund register (i.e., in-lane register or mobile terminal), must request a waiver to do so from SOS.

e. Commissaries processing both refunds and routine sales on any register are required to have a waiver approved by SOS on file at the commissary. Routine sales are defined as any sale other than gift cards sold as part of refund transactions or product exchanges, such as tobacco returned without a receipt. Cashiers operating registers that process both refunds and routine sales must call a supervisor or other authorized personnel to validate the authenticity of each refund before it is finalized. Both the cashier and the authorized employee validating the refund will sign the DeCA Form 40-17, Patron Refund Register.

f. Process the item for refund by scanning the item or manually keying in the UPC.

(1) If a receipt was presented for the return, the customer will be refunded the actual price paid.

(2) If a receipt was not presented for the return, customer will be refunded the current selling price of the item.

(3) The refund price of an item will not be reduced by the value of any coupons used in the transaction. For example, if the item's selling price is \$3.00 and a \$1.00 coupon was used, the customer will receive a refund for the \$3.00 selling price of the item.

g. Identify reason(s) for each refund IAW current POS procedures.

h. Annotate all refunds on DeCAF 40-17, Patron Refund Register, Figure 5. Ensure all columns are completed on DeCAF 40-17. The "Amount of Refund" column should reflect the total of the items returned, with surcharge, before any "sales" of gift cards as outlined in paragraphs 15j and 15k, below. A new DeCAF 40-17 will be used for each day of operation. File each day's DeCAF 40-17 in the daily sales transaction folder, with the DD 707, Report of Deposit, and end-of-day reports in the SDO.

i. The refund receipt will give an itemized listing of products returned. A copy of the refund receipt will be attached to that day's DeCAF 40-17. Receipts for transactions voided or cancelled on the refund register will include an explanation why it was voided/cancelled and will also be attached to the DeCAF 40-17.

j. When the customer provides the original purchase receipt for merchandise being returned:

(1) Merchandise purchased with cash, debit card, check, traveler's check, or money order will be refunded in cash.

(2) Merchandise purchased with a credit card will be refunded as a credit card refund per the guidance in paragraph 15l, below.

(3) Merchandise purchased with a gift card:

(a) If the total amount of the refund is \$24.99 or less, the refund will be in cash.

(b) If the total refund amount is \$25.00 or more, the refund to the customer will be given as a combination of gift cards and cash. Gift cards will be issued to the customer in \$25 increments until the remaining amount of the refund is \$24.99 or less, which will be refunded in cash. For example, if the total amount of the refund is \$63.42, two \$25 gift cards (or one \$50 gift card) must be "sold" and activated for the customer within the refund transaction and the remaining \$13.42 will be refunded in cash.

k. If the original purchase receipt for merchandise being returned is not provided:

(1) If the total amount of the refund is \$24.99 or less, the refund will be in cash.

(2) If the total amount of the refund is \$25.00 or more, the refund to the customer will be given as a combination of gift cards and cash; gift cards must be issued to the customer in \$25 increments until the remaining amount of the refund due is \$24.99 or less, which will be refunded in cash. For example, if the total amount of the refund is \$37.28, a \$25 gift card must be "sold" and activated for the customer within the refund transaction and the remaining \$12.28 will be refunded in cash.

l. Credit Card Refunds.

(1) If an item being returned was purchased with a credit card, the refund must be given as a credit card refund on the same credit card that was used for the original purchase.

(2) Credit card refunds cannot be processed at store level to refund the amount of an entire transaction. They must be sent to the credit card reconciliation group to be processed. Contact the credit card reconciliation branch at 1-800-522-0780 for assistance.

m. Products from other commissaries may be returned to another commissary only if the item is in that commissary's POS system.

16. DOUBLE CHARGES ON CREDIT/DEBIT CARDS. If a customer has been charged more than once for the same transaction on their credit card, refer them to debit/credit card reconciliation at 1-800-522-0780. This issue cannot be resolved at store level.

17. CONTAINER DEPOSIT

a. Some states require that a container deposit be assessed against sales of bottled and canned soft drinks and other items. Commissary items with a container deposit will be entered into the current POS system PLU file using the link feature. Scanning of the item automatically adds the container deposit and prints a two-line entry on the customer receipt tape. The first line is the item and price and the second line is the container deposit type and amount. For example:

Canned drink	1.49
Cntrdep	.30

b. Surcharge must not be applied to container deposits.

c. Commissaries should not be the collection point for returnable containers.

18. ACCESSORIAL FEE

a. An accessorial fee is added to the purchase price on transactions for non-DoD U.S. Government departments or agencies in overseas areas to recoup the actual product cost of the item, commercial first destination transportation of the merchandise in the United States to the place of sale, the actual or estimated cost of shrinkage, spoilage, and pilferage of merchandise under the control of the commissary; the surcharge; and accessorial expenses pursuant to paragraph 010203(F), Chapter 1, Volume 11A of DoD 7000.14-R, "Department of Defense Financial Management Regulation," (Reference (ee)). This amount allows for full recovery of DeCA's expense to process purchases for non-DoD organizations and activities. Non-DoD organizations are required to pay the accessorial fee plus the 5 percent surcharge. Accessorial expenses will be collected and deposited to the DeCA Working Capital Fund operations account.

b. Recurring support requirements will be formalized in negotiated intra-agency or inter-agency agreements under the authority of the installation commander or Secretaries of the Military Departments. Service support agreements will be coordinated with the Director, DeCA, to ensure commissary resources are available.

c. Representatives of non-DoD organizations are responsible for identifying themselves to the commissary personnel who will process the order prior to presenting items for purchase.

d. Accessorial fees, as shown in Table 1, will be added at the time of purchase except when the purchase is processed as a charge sale. For charge sales, the accessorial fee will be added to the purchase price automatically when the Defense Finance and Accounting Service (DFAS) creates the bill. The accessorial charge will be the last action performed by the cashier at the end of the customer's order prior to tendering the order.

e. Government purchase cards, charge card, cash, check, or electronic funds transfer are acceptable forms of payment for the transaction.

Table 1. Accessorial Fees

Accessorial Costs	Transportation	Storage & Total Handling	Total	Surcharge	Total Plus Surcharge
Caribbean Basin	10.50%	2.50%	13%	5%	18%
Europe	10.50%	2.50%	13%	5%	18%
Pacific Theater	12.50%	2.50%	15%	5%	20%

19. SCALE CALIBRATION. When POS scales are installed, the vendor will calibrate the scale as part of the installation process. After installation, if the scale requires service, the POS vendor is responsible for correcting the problem and calibrating the scale.

20. SALE OF TOBACCO AND SMOKING CESSATION ITEMS. The Food and Drug Administration regulations restrict the sales of cigarettes, smokeless tobacco, or smoking cessation products to anyone 18 years old and over. This may vary by state.

a. While the POS system requires cashiers to enter a birth date for all tobacco and smoking cessation purchases, cashiers are not allowed to ask a patron for their date of birth (DOB). The cashier is required to check the DOB on the ID card of anyone, including military in uniform, purchasing tobacco or smoking cessation products if the person appears to be under the age of 27. If the DOB is not printed on the military ID card, other federal or state identification such as a driver's license or passport may be used. If a patron appears to be over the age of 27, the cashier will enter an acceptable date into the system; e.g., February 7, 1979.

b. The Exchange Services will notify DeCA of their policies on any purchase restrictions that exist. Where no law exists, the installation commander will determine sales limitations applicable for the installation.

21. SALE OF PRODUCTS WITH DEXTROMETHORPHANE (DXM)

a. If an installation commander requests a restriction or ban on the sale of items containing DXM, suggest the placement of age requirement signs near the product. A minimum age of 18 to purchase the product is usually sufficient and it allows for the product to remain on the shelf.

(1) The age restriction flag can be set on each item in the POS by the SDO.

(2) If the age restriction flag is set, the cashier is required to check the DOB on the ID card of anyone purchasing DXM products if the person appears to be under the age of 18. If the DOB is not printed on the military ID card, other federal or state identification such as a driver's license or passport may be used. If a patron appears to be over the age of 18, the cashier will enter an acceptable date into the system; e.g., February 7, 1979.

b. If the commander wishes to pursue more strenuous control over DXM products in commissaries, a change to the DoD regulatory guidance for commissaries should be pursued through their command channels as removal of an otherwise lawful product requires policy approval at the DoD level.

ENCLOSURE 5

MEDIA ACCEPTED FOR PAYMENT

1. ACCEPTABLE MEDIA. All negotiable instruments tendered to the commissary must be in U.S. dollars. Types of media accepted in payment of commissary purchases are:

- a. Cash;
- b. Personal checks for up to \$25 over the amount of the purchase, except as noted in paragraph 3;
- c. Travelers' checks and money orders;
- d. SNAP EBT, also known as food stamps;
- e. EBT cash assistance;
- f. WIC vouchers, checks, EBT (also referred to as e-WIC), or WICO vouchers;
- g. Debit cards for up to \$25 over the amount of the purchase, except as noted in paragraph 3;
- h. Credit cards (VISA, MasterCard, Discover, and American Express) for the amount of purchase only;
- i. DeCA gift cards or DeCA gift vouchers;
- j. ARC Form 140C, American Red Cross Disbursing Order. In the event of a major disaster or an emergency, commissaries are authorized to accept and process the ARC Form 140C, (Non-Cash Grant for Purchase). Refer to DeCAD 70-6, "Financial Procedures for the Accounts Control Section and the Office of the Commissary Officer," Chapter 6, (Reference (ff)) for guidance.
- k. Personal business checks. When a check is presented with a business name, and also contains the patron's name and other required personal data, the check is considered a personal check and should be accepted and processed as a personal check;
- l. Non-guaranteed organizational checks. Non-guaranteed organizational checks are checks written against a personal bank account that is set up and used by an organization, such as for a unit snack bar. These checks will be tendered as personal checks. The ID card of the individual presenting the check will be scanned into the POS system;
- m. Manufacturer coupons;
- n. Manufacturer rebate/refund checks;

o. Government Purchase Cards (GPC);

p. Checks from U.S. Government agencies, such as Federal Emergency Management Agency (FEMA), when made payable to the commissary or DFAS-Columbus (DFAS-CO). Checks will be entered into the POS system as a traveler's check/money order;

q. Checks from Air Force Aid Society, Army Emergency Relief, or Navy-Marine Corps Relief Society when made payable to the commissary or DFAS-CO. Checks will be entered into the POS system as a traveler's check/money order;

r. Checks from manufacturers or brokers (also known as vendors) who conduct business with DeCA, when the check is made payable to the commissary or DFAS-CO, and is given to an eligible customer as a prize in a commissary drawing. The check will be entered into the POS system as a traveler's check/money order; and

Note: Checks from a manufacturer, broker, or vendor may not be accepted and exchanged for cash (i.e., "cashed" in the cash office or at a register).

s. Rebate checks or refund certificates can be accepted as payment for commissary purchases and processed in the same manner as traveler's checks/money orders. These manufacturer rebate checks and refund certificates are to be deposited with the bank and will not be included with the coupons sent to the coupon clearinghouse (CCH).

2. NON-ACCEPTABLE MEDIA. The following media cannot be accepted in payment of purchases.

a. Two-party checks;

b. Predated or postdated checks;

c. Personal checks that do not have the magnetic ink character coding used by the American Banking Association;

d. Checks written on foreign banks;

e. Checks written in a foreign currency. All checks tendered to the commissary must be in U.S. dollars;

f. Two-party U.S. Treasury tax refund checks unless both parties sign the check in the presence of the cashier;

g. Business checks (without a patron's name printed on the check), unless the business account bearer is a charge sale customer or the check has been awarded to a customer as a prize in a commissary giveaway by a vendor; and

h. Expired debit and credit cards.

3. LIMITS ON CASH BACK. Cash back on check or debit transactions is limited to \$25. However, there is the potential for more money to be given back as change throughout the day than is received in cash sales, leaving small commissaries unable to pay back operating loans to their change fund. Small commissaries may limit cash back on check and debit transactions based on daily funds availability to ensure they can maintain their change fund, as required.

4. INFORMATION REQUIRED ON CHECKS

a. All personal checks must contain sufficient information to easily identify the patron and sponsor. A summary of the required information is contained in Figure 6. Required information will be preprinted or legibly handwritten on the face of the check. DeCA policy requires that all personal checks contain sufficient information to readily identify and make timely contact with a patron should check collection action become necessary. Post Office boxes are acceptable. Section 113 of Title 10, United States Code, (Reference (gg)) and Executive Order (EO) 9397, "Federal Agency Use of Social Security Numbers," as amended by EO 13478, (Reference (hh)) authorize the request for personal data when accepting checks for payment.

b. A check is not legal tender under U.S. law. It is a contract between the writer and DeCA, promising payment by the bank. In consideration for accepting the promise in payment for a patron's groceries, DeCA permits the customer to remove the merchandise from the store. Patrons who do not wish to provide personal data may pay for their purchases with an alternate form of tender.

c. Social Security Number (SSN)/DoD ID number/electronic data interchange personal identifier (EDIPI).

(1) Due to increased concern over identity theft, DeCA has taken steps to provide assurance to the patron/sponsor that their SSN/DoD ID number/EDIPI will not be used for any unauthorized purpose. There is no longer a requirement for the sponsor's SSN to be written on the front of the check or printed on the back of the check. However, the sponsor's SSN, DoD ID number, or EDIPI will be entered into the POS from the customer's ID card, by scanning the ID or manual entry, when paying by check for validation against the negative check file and for processing collections of dishonored checks. The SSN/DoD ID/EDIPI will be captured in the transaction logs for linking to a database where DeCA and DFAS personnel can access the identifier for collection requirements only. Checks will be endorsed without the SSN/DoD ID/EDIPI being printed on the check.

(2) Cashiers will scan the patron’s ID card using current POS procedures for all transactions paid by check. If the ID card does not have a barcode or will not scan, the DoD ID number or sponsor’s SSN, whichever is printed on the ID, will be entered for check processing. Ensure the DoD ID number from the front of the ID card and not the benefits number on the back of the card is entered.

(3) Checks written by agents will be processed by inputting the first nine (9) digits of the checking account number. If the checking account number is less than nine (9) digits, zeros will be added at the end to make a total of nine (9) digits.

(4) If an agent presents a check signed by the authorized patron they are shopping for, they must also present the authorized patron’s ID card. The check will be processed by scanning the ID card and using the authorized patron’s information.

d. DeCA Poster (DeCAP) 40-111, Privacy Act Notice to Patrons, Figure 7, must be posted at all registers accepting checks.

Figure 6. Information Required on a Check by Category of Check Writer

<u>INFORMATION REQUIRED ON CHECK</u>	<u>CATEGORY OF CHECK WRITER</u>					
Sponsor’s Information	A	B	C	D	E	F
Name	X	X	X	X	X	X
Home/Work Address (whichever is on the check)	X	X	X	X	X	X
Home/Work Telephone Number (whichever is on the check)*	X	X	X	X	X	X
Branch of Service	X	X	X	X	X	
Duty Status and Grade	X	X	X	X	X	
Check Writer’s Information (in addition to sponsor’s information):						
Name		X		X	X	
Phone Number *		X		X	X	
Mailing Address		X		X	X	

Legend:

- A – Active Duty Members, Reserve Members, or Authorized Civilians (Sponsors)
- B – Family members of Active Duty Member, Reserve Member, or Authorized Civilian
- C – Retired Members (Sponsor)
- D – Family members of Retired Member
- E – Authorized Agent/Guardian
- F – Former Spouse, Widow, or Widower (They are their own sponsors.)

SSNs are **NOT** required to be printed/written on the patron’s check.

***Note:** If a patron has an unlisted phone number, no home/cell phone number, and no work phone number, they should be requested to list a number where they can be reached. The absence of a telephone number will not prevent the commissary from accepting the check.

Figure 7. DeCAP 40-111, Privacy Act Notice to Patrons

Privacy Act Notice to Patrons

Collection of Social Security Number/Military ID Card Bar Code Value/DoD ID Number
Authority: 10 U.S.C. 2481, 2485(g) and (h); DoD Instruction 1330.17; E.O. 9397

Principle Purposes: To positively identify authorized patrons of the Defense Commissary Agency; to enable patrons to tender payment for groceries and household goods by means of check; to enable the Defense Commissary Agency to identify writers of previously dishonored checks; and to obtain general aggregated demographic data concerning authorized patrons, including Military Service affiliation and status, from the Defense Enrollment Eligibility Reporting System (DEERS).

Routine Uses: Disclosures are permitted under 5 U.S.C. 552a(h), Privacy Act of 1974, as amended. In addition, information may be disclosed to the United States Treasury for electronic check processing and electronic funds transfers related to check charges, and for any Department of Defense Commissary Agency "Blanket Routine Use" as published in the Federal Register.

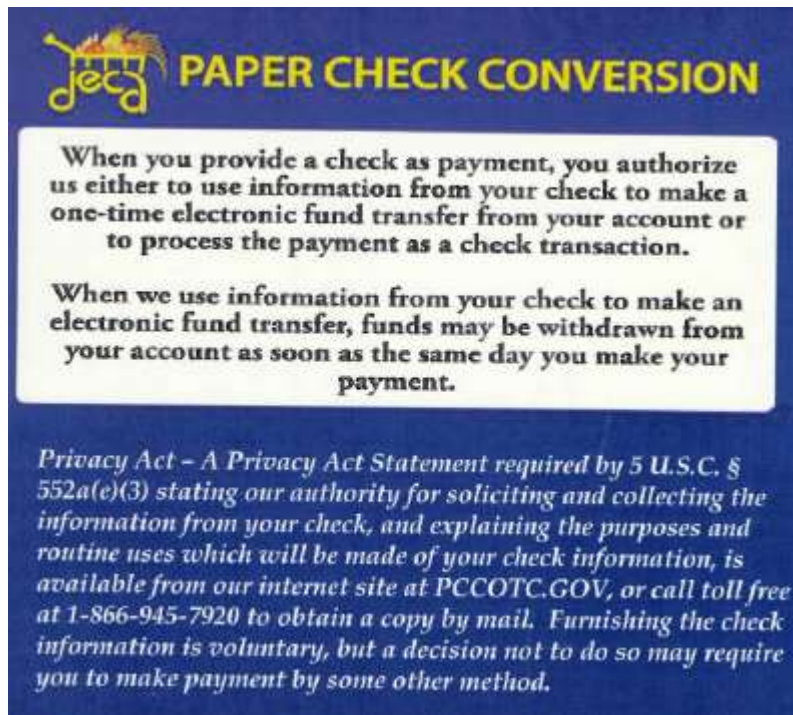
Disclosure: Voluntary; however, failure to furnish the information requested may result in inability to shop in the commissary and/or refusal to accept a check from the patron and require payment by other means.

DeCA Poster 40-111, Dec 2013 **Supersedes DeCAP 40-111, Jan 2009 which is obsolete**

5. ELECTRONIC CHECK CONVERSION, OVER THE COUNTER CHANNEL APPLICATION (OTCnet) DEPOSIT PROCESSING AND REPORTING, AND CHECK CAPTURE

- a. DeCA and the U.S. Treasury have agreed to process checks provided by DeCA patrons electronically. To process a check electronically, Treasury requires DeCA to scan both sides of the check and provide an image of each side of the check. Bank account number and routing information are collected from the Magnetic Ink Character Recognition (MICR) line found at the bottom of most checks. Patron information preprinted on the check will be forwarded to Treasury as part of the scanned image of the check.
- b. DeCAP 70-135, Paper Check Conversion, Figure 8, is required to be posted at all registers where checks are accepted.
- c. Patrons are required to completely fill out their check and sign it. Scanned checks will be returned to the patron after processing and imaging through the POS.
- d. The CSD will obtain the Deposit Ticket, and 5515, Debit Voucher Report, from OTCnet daily. Provide the OTCnet Deposit Ticket and 5515 (exclude blank 5515s) to the SDO daily for reconciling with the DD 707-E, Report of Deposits.

Figure 8. DeCAP 70-135, Paper Check Conversion



6. PROCESSING DISHONORED CHECKS WITH RETURN CHECK MANAGEMENT.

Returned Check Management is a standard commercial practice which intercepts returned checks and sends them to a central processing location. Once at the central location, the checks are imaged and the non-sufficient funds (NSF) checks are converted to an electronic re-presentation format. This electronic re-presentation process will automatically attempt to obtain the face value of the NSF check from the customer's checking account up to two times. The re-presentation will be timed to coincide with the military payday. Checks that fail the two re-presentation processes will be sent to DFAS-CO for collection action.

7. DISHONORED NON-SCANNED CHECKS RETURNED TO LOCAL FINANCIAL INSTITUTION.

If non-scanned checks are returned to the local financial institution for insufficient funds, they must be picked up by the store. Do not pay for these returned checks. The financial institution should issue a debit voucher for the returned check. Fax a copy of the returned check and the debit voucher to the Dishonored Check Department (804) 734-8009, extension 7-2798 (enter two pauses before entering extension number when faxing) or scan it in and email to RCMprogram@deca.mil. Retain the original check and debit voucher in a folder until further notification.

8. CREDIT CARDS

a. DeCA has been accepted by the Department of Treasury to participate in the U.S. Treasury Plastic Card Program. DeCA is authorized to accept MasterCard, VISA, Discover, and American Express credit cards.

b. Authorized agents may use their own credit card to pay for the patron's groceries.

c. Credit card numbers **cannot** be accepted over the telephone for payment. The card holder is required to be present, with the card, and sign the pin pad for the purchase.

d. If a store experiences a network outage lasting more than one business day:

(1) Credit card imprinters and manual credit card receipts should be provided for each register.

(2) Credit card imprinter plates are unique for each commissary and cannot be shared between commissaries. Additional plates and credit card slips can be ordered through the Resource Management Directorate, Policy Systems and Services Branch (RMCP).

(3) All credit card transactions must have the credit card clearly imprinted on a manual credit card receipt.

(4) Manual credit card slips will be completed according to Figure 34 in Enclosure 12.

(5) Follow job aid procedures for processing manual credit card transactions.

(6) Customers paying with credit cards must sign the manual credit card slip. Attach a duplicate transaction receipt to the signed manual credit card slip and retain in the till.

(7) Personnel must safeguard manual credit card slips the same as cash and other negotiable instruments.

(8) Each day's manual credit card receipts must be stored for 24 months in the safe or in a locked cabinet with restricted access.

9. DEBIT CARDS. The POS system accepts debit cards for payment of purchases. Additional identification will not be required as the patron knowing the personal identification number (PIN) validates their use of the debit card. Debit transactions cannot be processed when the system is offline.

10. GOVERNMENT PURCHASE CARD (GPC)

a. Official DoD and U.S. Military Services organizations and other resale activities (except concessionaires) that are operated for uniformed personnel on active duty are authorized to make

purchases at the commissary. This includes activities such as Morale, Welfare, and Recreation (MWR), dining facilities, Exchanges, clubs, etc.

b. Sales price will recoup the actual product cost of the item, commercial first destination transportation of the merchandise in the U.S. to the place of sale, the actual or estimated cost of shrinkage, spoilage, and pilferage of merchandise under the control of the commissary; the surcharge; and applicable accessorial expenses.

c. Sales will be paid by government credit card. In the event of a major disaster or emergency, organizations and resale activities may be on a charge sale basis with accounts payable at least monthly, or as determined by the Secretary of the Military Department concerned.

(1) A commander or head of an organization nominates one or more individuals in his/her organization as the GPC shoppers for the organization, regardless of whether they are authorized shoppers. The individual is authorized a GPC normally based on the position held in the organization and the duties assigned. The employee may shop at the commissary to make purchases for the organization.

(2) With IDs checked at the register, store directors/managers should ensure cashiers are trained to recognize and accept the GPC. Additionally, the individual should have in their possession some type of base/installation identification/pass or organization identity card that can be used to match to the name on the GPC. The name on the identification card must be matched to the name on the GPC.

(3) GPC states: "For official U.S. Government tax exempt purchases only." It also states "GPC" on the back of the card. The name of the organization and the individual's name will appear on the GPC. **Note:** As surcharge is not a tax, it must be collected on all purchases.

(4) The GPC card holder with their GPC card must be present to make a purchase; credit card numbers **cannot** be accepted over the phone, nor can the GPC be presented by a person other than the card holder.

d. There may be emergency situations when the activity only has cash or check to make the purchase. In these instances, the person making the purchase must present some type of base/installation identification/pass or organization identity card and a DD 577, Signature Card.

e. Commissaries may use their GPC to purchase supplies from the commissary for store use after complying with required order of priority sourcing and GPC requirements and restrictions.

11. COMMISSARY GIFT CARD PROGRAM

a. Commissary gift cards, Figure 9, are available in \$25 and \$50 denominations and can be obtained by anyone, including the general public, at commissary full service registers, commissary customer service areas, or ordered on the Internet through the DeCA gift card link provided on www.commissaries.com. A shipping and handling fee is added to all gift cards ordered through

the Internet.

b. No more than 100 gift cards can be sold in a single transaction due to data transfer limitations in the POS.

c. Cashiers are required to swipe gift cards through the magnetic stripe reader (MSR) on the cashier display to activate.

(1) Cashiers must pay close attention to all POS dialog boxes the system requires them to acknowledge during the transaction to ensure an un-activated card is not given to a customer.

(2) If any dialog boxes appear on the POS cashier screen indicating the card is invalid, not approved, or was not authorized, the cashier must call for assistance to rectify the situation and ensure the customer is not given an un-activated gift card.

d. Gift cards may be issued to authorized customers in conjunction with normal order transactions.

e. Gift cards cannot be purchased at SCO registers.

f. Gift cards cannot be sold/activated on mobile terminals in remote mode, with or without a broadband connection, including Guard and Reserve on-site sales.

g. A surcharge will not be applied to gift cards when sold and activated at the register, but a surcharge will be applied to the cost of all items purchased before the value of the gift card is deducted from the order.

h. Commissary gift cards can be redeemed by authorized commissary customers at any commissary worldwide.

i. Gift cards are declining balance, meaning the value of the card is reduced each time it is used to pay for a transaction, until the balance is \$0.00. Cash back is not allowed from a gift card.

j. When a gift card is presented in conjunction with a SNAP EBT, i.e., food stamps, or a WIC EBT, the EBT is required to be processed as the first tender; the gift card can then be applied to the remainder due.

k. Gift cards will be redeemed at Guard and Reserve on-site sales on mobile terminals **only** when a broadband box is used and the system is online. Gift cards cannot be redeemed on the HHT mobile POS registers. However, the transaction can be suspended before accepting payment, retrieved, and completed at a mobile terminal. Gift cards must not be redeemed at an on-site sale when the system is offline.

l. Commissary gift cards are non-reloadable.

m. Commissary gift cards will be merchandised on the front-end candy racks as designated on

the appropriate planogram. Gift cards have no value until payment is received and the card is activated at the register.

n. Once purchased, refunds will not be given for gift cards. However, a refund transaction followed by a sales transaction (with no cash or other tender being exchanged) is permissible if a gift card is purchased in the commissary and does not activate. An activation summary receipt or transaction receipt showing the gift card purchase should be presented by the customer before processing a refund on a card that did not activate.

o. Commissary gift card stock will be automatically replenished. If a commissary sells out of gift cards before receipt of the auto replenishment order, an email must be sent to GiftCardOrders@deca.mil stating the number of cards needed (in multiples of 25) for each denomination. Delivery to CONUS stores could take up to 2 weeks and delivery to stores outside the continental United States (OCONUS) stores could take up to 4 weeks, so plan accordingly if additional stock is needed, especially during the holidays.

p. Gift cards for issuance cannot be transferred, loaned, or sent to another commissary to issue without prior approval from the Operation Guidance and Program Standardization Division (MPOS).

q. Vendors, organizations, and activities requesting more than \$500 in gift cards are encouraged to purchase them on the Internet through the gift card link at www.commissaries.com. This will ensure sufficient quantities remain on hand for customers and will not tie up a register for extended periods while each gift card is individually swiped to activate.

r. Gift cards may not be used to pay for VCMs, demos, exchanged for cash, or returned for a refund once activated.

s. Gift cards offered by Industry representatives must be awarded by them directly to the authorized patrons or designated beneficiary, e.g., Morale, Welfare, and Recreation, schools, chaplain's fund, etc.

t. Industry representatives may not give gift cards to DeCA employees for any reason, including personal use.

u. DeCA personnel will not accept, handle, store, or distribute gift cards on behalf of Industry representatives, organizations, or activities. This does not preclude DeCA personnel, or their family members, from being the recipient of a gift card distributed by an organization or activity, such as the chapel, Army Community Services, Family Services, etc.

v. DeCA is not responsible for lost, stolen, destroyed, or mutilated gift cards. The commissary has the right to refuse acceptance of any gift card that appears to be altered, copied, reproduced, or when the card number is unreadable or missing on a card that will not scan.

w. Customers with questions other than balance inquiries, such as balance disputes, charges, etc., must be referred to the customer service number printed on the back of the gift card

(1-877-988-4438), or the gift card link at www.commissaries.com.

x. Commissaries requiring merchant customer support should contact the vendor's customer service department at commissaries@svmcards.com or phone (855) 505-GIFT (4438). Toll free numbers for OCONUS access are in the Appendix of this enclosure.

y. Any changes to store information, such as address, phone number, store number, etc., must be e-mailed to GiftCardOrders@deca.mil; personnel monitoring the e-mail box will forward the information to the vendor.

Figure 9. Commissary Gift Card



12. COMMISSARY GIFT VOUCHERS

a. Commissary gift vouchers, Figure 10, will continue to be accepted for redemption through August 31, 2016, regardless of the expiration date printed on them.

b. Each commissary gift voucher has a unique serialized number imprinted on it and the voucher is printed on security paper.

c. DeCA is not responsible for lost, stolen, destroyed, or mutilated gift vouchers. The commissary has the right to refuse acceptance of any voucher that appears to be altered, copied, reproduced, or if the serial number is unreadable or missing.

d. The barcode on the back of the gift voucher must be scanned when redeeming the voucher.

(1) Cashiers will write or stamp "VOID" and their cashier number on the face of the voucher when it is redeemed.

(2) Cash office personnel will collect the redeemed voucher(s) upon doing a manager's override for the transaction and secure the voucher(s) in the cash office.

e. Cashiers may accept gift vouchers for no more than \$24.99 over the amount of the order. For example, if the order total is \$25.01, the cashier can only accept two gift vouchers totaling \$50; they could not accept a third gift voucher as that would result in more than \$24.99 back in change.

f. The cash office will update redemption of gift vouchers each business day in the gift voucher database. All redemptions through Monday must be entered into the database by close of business on Tuesday. If a commissary is unable to input their gift voucher redemption into the database, an e-mail must be sent to gift.certificates@deca.mil with the voucher number(s) and date redeemed.

g. Redeemed vouchers must be mailed every Tuesday to Resource Management (RM), Financial Services Branch, Accounting (RMCFA) at this address:

DeCA Headquarters
ATTN: RMCFA
1300 E Avenue
Ft. Lee, VA 23801

h. Immediately after shipping redeemed gift vouchers, an e-mail must be sent to gift.certificates@deca.mil. The e-mail must contain the following:

- (1) The number of redeemed gift vouchers shipped.
- (2) The total dollar value of the redeemed gift vouchers.
- (3) The date shipped.

i. Coupon transmittals will be adjusted to account for the gift vouchers redeemed as they will appear in the system as a manufacturer coupon. Refer to Figure 11.

(1) The total count and total dollar value of gift vouchers redeemed daily will be available in the Commissary Operations Management System (COMS) to use in adjusting the coupon transmittal when the manufacturer coupons are shipped to the CCH.

(2) Daily coupon totals must not be adjusted in the DeCA Interactive Business System (DIBS).

(3) When the coupon transmittal is printed, a pen and ink change must be made to the "Shipment Total" reducing it by the count and total dollar value of true local coupons plus the count and total dollar value of gift vouchers redeemed for the shipment period. Daily counts and amounts must not be changed on the transmittal.

j. Gift vouchers will be redeemed at Guard and Reserve on-site sales in the same manner as full service registers at the host store and must be secured after redemption.

(1) Gift vouchers redeemed at Guard and Reserve sales will be entered into the database after the remote registers have been uploaded at the host store.

(2) The redemption date input into the database for gift vouchers redeemed at Guard and Reserve sales will be the same date the data is uploaded at the host store.

- k. Gift vouchers may be used to purchase gift cards.
- l. Gift vouchers may not be used to pay for VCMs, demos, exchanged for cash, or returned for a refund.
- m. Gift vouchers offered by Industry representatives must be awarded by them directly to the authorized patrons or designated beneficiary, e.g., MWR, schools, chaplain's fund, etc.
- n. Industry representatives may not give gift vouchers to DeCA employees for any reason, including personal use.
- o. DeCA personnel will not accept, handle, store, or distribute vouchers on behalf of Industry representatives, organizations, or activities. This does not preclude DeCA personnel or their family members from being the recipient of a gift voucher distributed by an organization or activity not associated with the commissary, such as the chapel, Army Community Services, Family Services, etc.

Figure 10. Commissary Gift Voucher



APPENDIX TO ENCLOSURE 5

GIFT CARD TOLL FREE CUSTOMER SERVICE NUMBERS**Gift Card Toll Free Customer Service Numbers**

Countries with DeCA Locations	# Locations	Callers dial this & follow the prompts	then dial this
United States	182		855-505-GIFT (4438)
Germany	20	0-800-225-5288	855-505-GIFT (4438)
Japan	15	00-539-111 (using KDDI)	855-505-GIFT (4438)
		00-663-5111 (using Softbank Telecom)	855-505-GIFT (4438)
South Korea	11	00-729-11 (using Korea Telecom)	855-505-GIFT (4438)
		00-309-11 (using Dacom)	855-505-GIFT (4438)
		550-4663 (Military)	855-505-GIFT (4438)
		550-2872 (Military)	855-505-GIFT (4438)
Italy	6	800-172-444	855-505-GIFT (4438)
United Kingdom	6	0-800-89-0011 (using British Telecom)	855-505-GIFT (4438)
		0-500-89-0011 (using Cable & Wireless)	855-505-GIFT (4438)
Turkey	3	0811-288-0001	855-505-GIFT (4438)
Guam	2	1-800-225-5288	855-505-GIFT (4438)
Belgium	1	0-800-100-10	855-505-GIFT (4438)
Egypt	1	2510-0200 (from Cairo)	855-505-GIFT (4438)
		02-2510-0200 (from outside Cairo)	855-505-GIFT (4438)
Netherlands	1	0800-022-9111	855-505-GIFT (4438)
Puerto Rico	1	1-800-CALL-ATT	855-505-GIFT (4438)
Saudi Arabia	1	1-800-10	855-505-GIFT (4438)
Spain	1	900-99-0011	855-505-GIFT (4438)
The Azores	1	800-800-128	855-505-GIFT (4438)
Other Locations		Dialing Method(s)	
Afghanistan		Use AT&T phone from US military base	855-505-GIFT (4438)
Iraq		Use AT&T phone from US military base	855-505-GIFT (4438)

ENCLOSURE 6

ACCEPTANCE AND REDEMPTION OF MERCHANDISE COUPONS

1. MERCHANDISE COUPONS. Paper coupons are provided by manufacturers through many means such as newspaper inserts, magazines, flyers, pads at the shelf, Internet print-at-home sites, etc., and are redeemable as a discount when purchasing the items specified on the coupon. Electronic or digital coupons tied to the Commissary Rewards card are addressed separately in paragraphs 9-11.

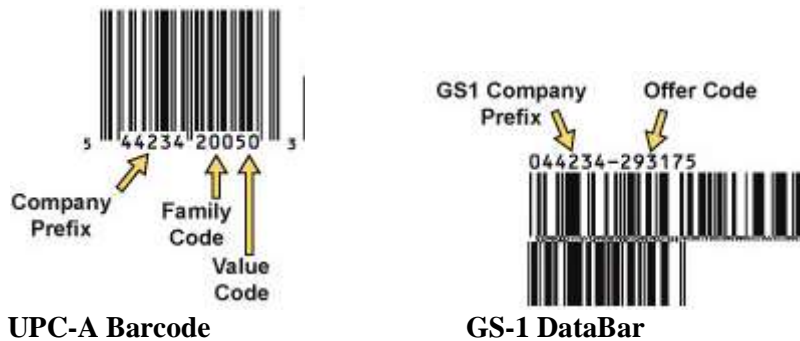
a. DeCA does not provide any coupons in the commissary. All coupons, including “military” or “commissary” coupons, are provided by the manufacturers. Manufacturers, or their representatives, are responsible for providing coupons and placing them on the shelf, handing them out, etc. Coupons will not be given to DeCA employees to hold, place on the shelf, etc. The only exception will be for linked coupons as described in paragraph 7.

b. DeCA commissaries accept all valid manufacturer coupons when redeemed IAW the terms stipulated on the coupon. This includes coupons distributed through the Internet (with certain restrictions), authorized local coupons, and specific area coupons known as route salesperson coupons. DeCA must ensure that the terms of the agreement printed on each coupon are followed.

c. After redemption, coupons become part of the overall commissary cash flow and must be safeguarded and accounted for like any other media. Reimbursement procedures are contained in Reference (ff), Chapter 9.

2. GS1 DATABAR. In 2008, the coupon industry began moving to a new barcode for coupons, called the GS1 DataBar, Figure 12. While some manufacturers are still printing both the UPC-A barcode, Figure 12, and the GS-1 DataBar on coupons, many are printing only the GS1 DataBar. Coupons with only the GS1 DataBar printed on them are acceptable and will become the norm in the near future.

Figure 12. UPC-A and GS-1 DataBar Barcodes



3. PROCEDURES FOR CASHIERS

a. Prior to starting a sales transaction, the cashier will ask if the customer has any coupons to redeem. Coupons are not required to be placed with the items to be purchased. Valid coupons will be accepted from the patron any time prior to the completion of the sale transaction.

b. At commissaries in the 50 United States (including Alaska and Hawaii) a coupon is considered invalid, and will not be accepted, if presented at a date later than the expiration date.

c. Commissaries outside the 50 United States may continue to accept coupons for up to 6 months following their prescribed expiration dates with the exception of digital/electronic coupons loaded on the Commissary Rewards Card. Digital/electronic coupons loaded on the Commissary Rewards Card may not be accepted after the expiration date.

d. Cashiers will deduct coupons only at the end of the order.

e. Coupons will be individually scanned.

(1) If a coupon does not scan and contains a UPC-A barcode, the cashier will examine the coupon for authenticity, and if deemed valid, will manually input into the POS the first 11 digits under the barcode, starting with 5. The POS will validate the coupon with the item(s) purchased.

(2) If a coupon only has a GS1 DataBar and does not scan, the cashier will ascertain the required product(s) was purchased, examine the coupon for authenticity and, if deemed valid, manually input the coupon value.

(3) If a coupon does not have a barcode (excluding Internet coupons), the cashier will ascertain the required product(s) was purchased, examine the coupon for authenticity and, if deemed valid, manually enter the face value of the coupon.

(4) Cashiers will enter the value of free coupons into the POS manually. This is required as frequently coupons for free items are coded with a value greater than the selling price of the free item.

f. Coupons must be treated as cash and secured in the cash register or placed in the locked, slotted coupon drawer until a pick-up is made or the cashier leaves that register. The locked, slotted coupon drawer will not be used for anything other than storage of coupons received from the patrons during the normal course of business. If a cashier moves to another register, the coupons should be turned in to the cash office. Ensure coupons are not co-mingled with other cashier's coupons and are separated from cash and checks.

g. Coupons will not be disbursed to customers at the cash register. Coupons can be given out at different areas of the store by vendors or vendor representatives. DeCA employees should not give out coupons and should not give the impression DeCA is favoring one vendor over another.

h. Coupons that state they are redeemable only in the U.S.A., e.g., “Good only in the 50 United States,” “Good only in the U.S.A,” “Valid only in the U.S.,” etc., may be accepted in all commissaries to include commissaries in overseas locations.

i. Coupons may be accepted on “clearance corner” items, i.e., marked down/reduced items. Cashiers must verify the correct item was purchased.

j. Coupons accepted for case lot/truckload or other special events/sales must be separated from the pad or have peelable backing removed and presented as individual coupons. **Do not send full pads of coupons or coupons still attached to the backing.** Send only coupons that have been removed from pads or with the peelable backing removed to the CCH. The coupon-processing contractor must comply with the terms of the manufacturer’s offer and will not accept pads of coupons, or those with the backing still attached, for redemption, as it can give the impression of fraudulent acceptance of coupons. Additionally, manufacturers could refuse to reimburse us for these coupons.

k. If a customer presents a "side-by-side" coupon, for example, first side states “buy 1 item – 25 cents off,” second side states “buy 2 items – 50 cents off,” the cashier must determine how many items were purchased and scan the applicable coupon. The cashier must either remove the coupon not used (and return it to the customer) or place an “X” on the side of the coupon not used. This will allow DeCA to be reimbursed by the CCH for the proper amount.

l. Do not accept or process manufacturer rebate checks, refund certificates, or mail-in offers as coupons. Rebate checks or refund certificates can be accepted as payment for commissary purchases and processed in the same manner as traveler checks/money orders. Mail-in rebates are not accepted at the cash register and are the responsibility of the customer.

m. If coupons are presented after the sale is completed and before the customer has exited the commissary, the CSD manager/supervisor, or designated employee who is authorized, in writing, to process audactions, will refund the customer the value of the coupons after ascertaining the correct items were purchased. These transactions will be logged on DeCAF 40-17, Patron Refund Register, and the receipt will be attached to the form.

n. Cashiers should not have any personal coupons at the register, in their clothing, or pockets.

4. **ELEMENTS REQUIRED ON A COUPON.** The following elements must be present for a coupon to be valid:

- a. The word “coupon;”
- b. A message to the retailer specifying the terms and conditions for accepting the coupons;
- c. Redemption address;

d. An expiration date is not required on the coupon. A valid coupon may have an expiration date, may be imprinted to state NO EXPIRATION DATE, or not have any information regarding expiration date. Coupons will not be accepted past the expiration date printed on the coupon, except for overseas locations as stipulated in paragraph 3c, above;

e. The purchase requirement, e.g., “Coupon good on any size purchase of...,” or “Coupon good on the purchase of two cans of...,” etc.; and

f. A specially stated face value, e.g., “50 cents” or an “up to” or “no more than” value (e.g., “value no more than \$2.00”), etc.

5. COUPON ACCEPTANCE POLICY. DeCA encourages commissary patrons to use coupons because savings realized through coupon use can add significantly to the savings that our patrons already generate just by shopping in commissaries. However, our coupon acceptance policy has to take into account the intent of manufacturers and others who issue coupons regarding the terms and conditions under which their coupons may be redeemed. Samples of acceptable/non-acceptable coupons are contained in Appendix 1 and frequently asked questions are contained in Appendix 2 of this enclosure.

a. Only accept manufacturer, “military,” or “commissary” coupons. DeCA does not accept store coupons, such as Target, Food Lion, AAFES, etc. Store coupons from commercial stores are in-store promotions and generally have “Store Coupon” or similar verbiage printed on them, e.g., “Publix Coupon.” The commercial store coupons are part of their advertising program and they absorb the promotion coupon value out of their profits. DeCA prices merchandise at cost and has no profit margin to offer or accept these types of coupons.

(1) Store coupons should not be confused with manufacturer coupons that have another retailer’s logo or advertising on them. Manufacturer coupons with another retailer’s logo or advertising on them are acceptable as long as the redemption verbiage does not limit redemption solely to the retailer advertised. For example, if the manufacturer coupon states, “Redeem at retailer A” or “Redeemable at retailer B,” the coupons can be accepted. If the coupon states, “Redeem only at retailer A” or “Redeemable only at retailer B,” then the coupons cannot be accepted.

(2) “Military” or “commissary” coupons are provided by the manufacturer, not DeCA, and therefore, are actually manufacturer coupons.

(3) “Military only” coupons will not be accepted for tobacco products.

b. Coupons will be accepted only for items purchased by the customer.

c. Coupons will be accepted only as specified on the coupon.

(1) If a coupon states a particular type, size, or brand, the coupon cannot be used on a different brand, size, or product.

(2) If redemption verbiage limits the number of coupons, additional coupons will not be accepted; e.g., if a coupon stipulates, “Limit 4 like coupons,” only 4 identical coupons for the specified item(s) will be accepted.

(3) If a coupon limits the number of like coupons per shopping trip, or similar verbiage, e.g., “Limit 4 like coupons per shopping trip,” transactions cannot be split into multiple transactions. A shopping trip is when a customer enters the commissary through the front door, selects their merchandise, goes through the register and pays for it, and leaves the store with the paid merchandise.

(4) If a coupon places limits such as, “Limit 4 like coupons per household per day,” transactions cannot be split into multiple transactions nor can additional items be purchased using duplicates of that coupon the same day.

(5) If a coupon stipulates a “per person” limit, e.g., “Limit 1 coupon per person,” the customer cannot use a duplicate of the coupon on that same day or any other day.

(6) If a coupon places a limit, such as “One coupon per transaction,” multiple or split transactions will not be processed using duplicates of that coupon.

d. Accept only one coupon per item or purchase requirement as stipulated on the coupon. For example, if the coupon states, “Buy Two,” then the purchase requirement is two and only one coupon can be accepted for the purchase of the two items.

(1) Additional cents off coupons cannot be used in conjunction with a “buy this, get that free” or “buy item A and get \$X off item B” type coupons.

(2) “Military” or “commissary” coupons cannot be used in conjunction with any other coupon.

(3) Only one coupon can be accepted for multi-pack items sold as a unit of one, e.g., a 6-pack of canned vegetables or a club pack.

(4) A paper coupon and a Commissary Rewards Card digital/electronic coupon cannot be accepted for the same item.

(5) There is one exception when multiple coupons may be accepted:

(a) Commissaries may accept multiple coupons on the purchase of a single item only when the request has been approved by the Category Management Division (MPSC) of the Sales Directorate (MPS).

(b) Multiple coupon situations are applicable only during a particular commissary promotion and are typically short-term with the manufacturer or broker providing coupons directly to the commissary in support of the promotional event. The allocated number of coupons is either given directly to the customer by the company representative when the

customer is in the commissary and selects the appropriate item for purchase, or the company representative has made arrangements with the commissary to have the allotted coupons automatically deducted at the register when the item is purchased. If coupons are being handed out by a company representative, and a customer comes to the commissary with a coupon for that item, the customer has the option of using either their coupon (and adhering to one coupon per item or purchase requirement) or the multiple coupons being offered in the commissary for that item, but not both; the customer cannot add their coupon to the multiple coupons being offered in the store, thereby increasing coupon savings not intended by the manufacturer. The total number and total value of coupons allowed cannot exceed the manufacturer or broker offers for that item.

(c) Manufacturers who voluntarily wish to use multiple coupons in support of a promotional item or event must submit a request to, and be approved by, MPSC 30 days in advance. The request must be on company letterhead and signed by the appropriate manufacturer representative who is authorized to approve deviations from normal coupon redemption procedures. Letters from brokers or other company representatives will only be accepted when the manufacturer's representative, identified above, has provided MPSC with a signed letter on company letterhead listing individuals authorized to act on their behalf in this matter.

1. Manufacturer requests must identify the starting and ending period of the offer, item UPC, description, face value of the coupon, number of coupons allowed per item, a copy of the front and back of the coupons that will be provided, and the commissaries involved. If coupons are to be linked, sufficient coupons must be provided to cover all sales during the offer period. **Note:** Coupons must be provided to the commissary prior to the effective date of the offer period.

2. MPSC will approve or disapprove the request by endorsement and signature and provide a copy to the manufacturer, the affected stores, couponredemption@deca.mil, and maintain a copy on file.

3. Commissaries may accept multiple coupons only when the request has been approved by MPSC. The CSD should be provided a copy of the approved letter.

e. If the commissary has "linked" a coupon from a manufacturer to an item whereby the customer automatically receives a coupon credit for the item, additional cents off coupons presented by patrons will not be accepted for these items. Coupon linking is covered in paragraph 7.

f. Photocopies of coupons will not be accepted.

g. All coupons must be written in English. Coupons that have verbiage in English plus a language other than English are acceptable, e.g., coupons that contain both Spanish and English, as long as the English translation covers all the required aspects of a coupon as identified in paragraph 4.

h. Coupons identified as counterfeit by DeCA Headquarters or on the Coupon Information Corporation web site (www.couponinformationcenter.com), will not be accepted.

i. Valid coupons will generally be entered at the value stated on the coupon. If the face value of a valid coupon exceeds the cost of the product, the customer will be given the full face value of the coupon unless prohibited by the manufacturer's terms and conditions printed on the coupon. In instances where the coupon prohibits the coupon value from exceeding the selling price of the item (frequently referred to as "overage"), stipulates "no cash back," or contains other restrictive verbiage (e.g., "No cash back if coupon value exceeds retail price"), the coupon value will be entered into the POS for only the actual selling price of the item being purchased.

(1) In instances where the coupon prohibits the coupon value from exceeding the selling price of the item (frequently referred to as "overage"), stipulates "no cash back," or contains other restrictive verbiage (e.g., "No cash back if coupon value exceeds retail price"), the coupon value will be entered into the POS for only the actual selling price of the item being purchased.

(2) When a transaction with coupon "overage" results in a negative balance, meaning money is due the customer:

(a) If the amount due the customer is \$24.99 or less, the customer will receive cash.

(b) If the amount due the customer is \$25.00 or more, a combination of gift cards and cash will be given to the customer; gift cards must be issued to the customer in \$25 increments until the remaining balance due is \$24.99 or less. For example, the transaction results in \$100.87 owed to the customer due to coupon "overage"; four \$25 gift cards (or two \$50 gift cards) must be sold and activated within the transaction for the customer and the remaining \$0.87 will be given to the customer in cash.

(c) Multiple or split transactions may not be processed in order to keep the coupon "overage" amount to \$24.99 or less, in an attempt to receive only cash, thus circumventing DeCA's policy of a combination of gift cards and cash for "overages."

j. If the coupon states that the value is up to, but not to exceed, a certain dollar amount and provides a space for the cashier to write in the cost price of the item, the customer will be given credit for only the actual cost of the product.

k. Reference (gg) requires DeCA commissaries to recover the full cost of every item sold and that the commissary surcharge be collected on the full cost of all items sold. Coupon values are deducted from transactions after the surcharge is computed and applied to full value of the transaction.

l. A Commissary Rewards Card digital coupon takes precedence over a paper coupon. The digital coupon will apply first, and cannot be removed from the transaction in order to accept a paper coupon.

m. Commissaries may accept Internet print-at-home coupons.

(1) Internet coupons will not be accepted for free products; however, "Buy One Get One Free" coupons are acceptable if they meet all other coupon requirements.

(2) Internet coupons must contain a typical barcode (UPC-A), or a GS1 DataBar, or both, and be scanned.

(a) If an Internet coupon does not scan and contains a typical barcode (UPC-A), the first 11 digits under the barcode, starting with 5, will be manually input into the POS. The POS will validate the coupon with the item(s) purchased.

(b) If an Internet coupon only has a GS-1 DataBar and does not scan, the cashier will ascertain the required product(s) was purchased, examine the coupon for authenticity, and, if deemed valid, manually input the coupon value.

(3) Internet coupons must be an original print in either black and white or color, clearly printed, and all verbiage must be legible. Additionally, they must be printed large enough to be easily read.

(4) Photocopies of Internet coupons will not be accepted.

(5) Internet coupons may have, but are not required to have, a dot scan barcode or "Pin number." If an Internet coupon has a dot scan barcode or "Pin number," the dot scan barcode number or "Pin number" must be unique for each coupon. Coupons with duplicate dot scan barcode numbers or duplicate "Pin numbers" will not be accepted (refer to sample 20 in Appendix 1).

n. DeCA cannot authorize double coupon day.

(1) When commercial grocery stores offer double or triple coupons, they actually deduct double or triple the face value of the coupon during the patron purchase transaction. When commercial stores conduct these types of promotions, manufacturers reimburse the stores only for the face value of one coupon. The commercial grocery stores that offer the double or triple coupon promotions must bear the cost of any coupon value above coupon face value returned to patrons. Commercial grocery stores either absorb these losses in the profit that they make on sale of goods, or offset these losses by manipulating their price structure to generate gains in other parts of their operations.

(2) Commissaries cannot offer double or triple coupon promotions as described above for the following reasons:

(a) By law, DeCA is required to sell all commissary items at prices set high enough to only cover item costs, with no profit or overhead costs, e.g., labor costs, cost of maintenance and repair, etc., included in prices to patrons;

(b) DeCA has no profit in which to absorb losses associated with double or triple coupon promotions; and

(c) Because DeCA is required by law to sell all commissary items at prices set only high enough to cover item costs, DeCA cannot manipulate prices to generate gains to offset losses associated with double or triple coupon promotions.

6. SCANNED COUPONS

a. The bar code on coupons provides an effective way to electronically designate a coupon's redemption value, designate the product in an offer, validate purchase, and track coupon usage. Additionally, they can contain additional information such as offer codes, expiration dates, family codes, and serialized identification numbers.

b. Commissaries will scan all coupons with bar codes, except coupons for free items. Coupons for free items must have the price manually entered into POS.

c. If a coupon scans at a value that is either more or less than the face value imprinted on the coupon, it can give rise to potentially damaging customer service issues, as well as create gains or losses for DeCA. If a cashier or customer detects a coupon that scans at a value different than the face value of the coupon, the following applies:

(1) If a scanned coupon value is greater than the face value of the coupon, the cashier must mark the scanned value on the coupon. The cashier will void the original scanned coupon entry and manually enter the face value of the coupon. The coupon will be set aside for further action, as described below.

(2) If a scanned coupon value is less than the face value of a coupon, the cashier will mark the scanned value on the coupon. The cashier will then void the original scanned coupon entry and manually enter the face value of the coupon. The coupon will be set aside for further action described below.

(3) Upon completion of a sales transaction involving mismatched face/scanned coupon values, the cashier will advise the CSD manager/supervisor of the coupon value mismatch and provide the coupon to the manager.

(4) The CSD manager/supervisor will inform cashiers of coupons that have improper values when scanned.

(5) Management will attempt to find and eliminate, if possible, the source of any coupon with mismatched value. If the source of a coupon with mismatched value is "in-store," e.g., a coupon pad or shelf dispenser, remove from public availability/display, but do not destroy the coupon's source (pad, dispenser, etc.). Do not attempt to find or eliminate the source of coupons that originate outside the commissary. If the coupon is contained in a store coupon circular, the circular will continue to be given to customers. Cashiers must be notified of the problem and be instructed not to scan the coupon. The coupon should be manually entered using the face value of the coupon. Under no circumstances should the commissary refuse to redeem coupons known to have mismatched values that are already in a customer's possession.

(6) After having taken action to find and eliminate the source of mismatched value coupons, commissary management will fax or scan and email a copy of the front and back of the coupon to SOS to report any mismatched coupon value incident. After having taken all actions described above, the commissary will send coupons with mismatched values to CCH for redemption IAW Reference (ff), Chapter 9.

(7) Upon receipt of information about mismatched coupon values, SOS will coordinate with the Financial Services Branch (RMCF), as necessary, to provide information that might be relevant to the redemption of coupons through the CCH. SOS will also coordinate with MPS to contact companies responsible for issuance of coupons with mismatched values, and take whatever action may be necessary to recover fiscal losses to DeCA that result from “higher value” redemption of coupons with mismatched values.

d. When vendors bring in coupons to be placed on the shelf, the store director should designate someone to scan the coupon at the POS in training mode as a test to ensure the coupons are scanning the correct face value. If they are not scanning the correct value, do not put the coupons on the shelf or display for the customer, record the scanned amount on the coupon, retain a copy of the coupon, and return the coupons to the vendor. Notify SOS that the coupon is not scanning the printed face value of the coupon.

e. Some items on sale in commissaries have coupons with bar codes incorporated directly into item packaging. Some commissaries have reported that when these items are scanned, especially with POS “wraparound” scanning capability, the scanner picks up the coupon bar code rather than the item bar code. The result of this inadvertent mis-scan is that the customer is not charged for the item and the value of the coupon scanned is deducted from the customer’s transactions. This will result in the commissary losing the value of the item itself from inventory and also losing the value of the coupon. To safeguard against this type of mis-scanning, the commissary should continually be on the lookout for these types of coupons, which are built into the packaging and detectable via electronic scanning. Once scannable coupons are identified, cashiers should immediately report their existence to the customer service department and then continue processing the item by physically covering the coupon bar code, permitting the scanner to read only the item bar code.

f. For coupons that do not scan because their family code is not loaded into POS (i.e., the customer purchased the correct item, but the coupon flags in the system indicating the correct item was not found in the transaction by the register):

(1) Cashiers will turn in copies of the coupon to the cash office.

(2) A copy of the coupon will be scanned and e-mailed to Coupons, Inc., at Familycodes@couponsinc.com. Send the coupon only one time; it may take up to a month before the POS is updated.

7. COUPON LINKING. Coupon linking is the process by which store personnel, in cooperation with sales representatives, program their POS system to automatically tender a coupon for an

item when that item is scanned.

a. Sales representatives will obtain prior approval from the store director and agree upon an offer period before a coupon is linked to an item. Multiple coupons may be linked to one item only when the approved IAW paragraph 5d(5).

b. All terms and conditions of the coupon will be met for coupons being linked. Additional cents off coupons presented by patrons will not be accepted on items that have coupons linked to them.

c. The coupons for linking will be provided to the store in advance and secured. A sufficient number of coupons must be provided to cover the entire offer period.

d. Signage reflecting final selling prices that include the value of the linked coupon(s) will have an annotation on the sign notifying customers the price includes the coupon discount they will receive through the register. For example, if the selling price is \$1.99 and a \$1.00 coupon is linked to the item, making the final selling price \$.99, the sign might say, "Sale price \$.99 *with coupon discount automatically applied at register,*" or other similar verbiage.

e. The SDO will determine the number of coupons to be provided to the customer service department through item movement reports the next day. These coupons will be provided to the customer service department no later than noon that day.

f. All linked coupons must be separated from coupon booklets, backing removed, etc., and mixed with the other coupons for that day's business.

g. Ensure all items are unlinked from coupons upon conclusion of the offer period and prior to opening for the next day's business.

h. If an item has a coupon linked to it, a paper coupon or a digital coupon cannot be accepted in conjunction with the linked coupon for the same item. For example, if a single package of Item A has one coupon linked to it, a paper coupon cannot be accepted and applied for this same package of Item A nor will a digital coupon be applied.

8. LOCAL COUPONS

a. Local merchandise coupons are cents-off coupons for particular products that are from a local source and can only be redeemed in that particular geographic area. These coupons are usually obtained from local publications such as newspapers. They contain specific instructions for local redemption by the commissary. The majority of these coupons are issued by local beverage franchises and bakery product companies and generally do not contain a scannable barcode. A local salesperson usually makes these coupons available to specific commissaries for a particular promotion of a certain product. When local coupons are accepted, the "local" or "store" coupon key must be used by the cashier when tendering these coupons.

b. Vendor representatives will submit local coupon offers in writing to SOS, via the store director. The store director must obtain approval from SOS for all local coupon promotions and must ensure that the offer contains the following information:

(1) An agreed upon handling fee, at least equal to the handling fee on manufacturer national coupons; and

(2) An agreement that coupons accepted in good faith will be honored and redeemed within 30 days after submission; the coupons will be redeemed by check only. Credit memos, off-invoice, cash or “free” product will not be accepted as payment for coupons.

c. Commissaries may accept local coupons provided they meet the criteria for a valid coupon as outlined in paragraph 4, plus contain the location or commissary for which the offer is valid.

d. Coupons are deducted from the selling price of the item after surcharge is calculated.

e. Cashiers will accept and account for local coupons in the same manner as manufacturer coupons. Local coupons will be tendered using the local coupon or store coupon key in POS and they must be kept separate from manufacturer coupons. The CSD manager/supervisor must ensure these coupons are kept segregated during pickups.

f. Local coupons will be stored in the safe or other secure location. The number and dollar value of these coupons will be included daily on the DD Form 707 and the dollar value will be subtracted from the grocery section. The accounting procedures will be the same as those used for manufacturers’ coupons.

g. Local coupons will **not** be sent to the CCH.

h. DeCAF 70-3, Commissary/Contractor Transmittal, Figure 13, will be prepared when sufficient amounts of local coupons accumulate, but at least monthly, for the local salesperson or local vendor. The form may be hand-written.

(1) The transmittal number will begin with the word “LOCAL,” plus a four digit sequential number, starting with 0001.

(2) Three copies of the completed transmittal are needed:

(a) The local salesperson or local vendor will sign and date a copy of the transmittal form when the coupons are picked up. Store will retain this copy.

(b) A copy of the transmittal form will be given to the local salesperson or local vendor.

(c) A copy of the transmittal document must be scanned to the Resale Accounting Branch (RMCR) in order to establish an account receivable for amounts due.

i. The local salesperson or local vendor will pick up the redeemed coupons, at least monthly, at the store, and payment will be provided within 30 days.

j. Payment for the redeemed coupons must be by check, made payable to the Defense Commissary Agency; VCMs, cash, or other payment types will not be accepted for payment of coupons.

k. When a check for payment is received at the store:

(1) Stores will annotate the date the check was received, the check number, and amount of the check on the store copy of the transmittal form.

(2) On the bottom left of the check, the store will annotate the number of coupons redeemed and the amount of the handling fees paid that the payment represents.

(3) Checks will immediately be mailed to:

Defense Commissary Agency
ATTN: RMCF Financial Services Branch
1300 E Avenue
Fort Lee, VA 23801-1800

Figure 13. DeCAF 70-3, Commissary/Contractor Transmittal, Local Coupons

COMMISSARY/CONTRACTOR TRANSMITTAL (For use of this form, see DeCAD 70-6, OPR is RM.)							
COMMISSARY ADDRESS FORT WONDERFUL - HQCAAA 123 PARADISE LN FT. WONDERFUL, US 12345					DATE July 17, 2009 TRANSMITTAL NO. LOCAL-0001		
DAILY ACTIVITY CONTAINED IN SHIPMENT							
MONTH	DAY	NUMBER OF COUPONS	TOTAL VALUE	MONTH	DAY	NUMBER OF COUPONS	TOTAL VALUE
Jul	1	3	\$ 1.50				
	7	2	1.00				
	10	8	4.00				
	15	1	.50				
	16	10	5.00				
					Total face value of coupons 12.00		
					Handling fee = \$.08 per coupon 24 HANDLING FEE 1.92		
					TOTAL COUPON SHIPMENT \$ 13.92		
SIGNATURE OF PREPARER J.M. Great			DATE July 17, 2009		DSN PHONE NUMBER 456-7890		
COMMISSARY DISTRIBUTION							Total amount due
ORIGINAL	- CCH COUPONS - Place in box with shipment to Coupon Clearinghouse* (Manual transmittals only)						
	LOCAL COUPONS - Give to Local Vendor						
COPY	- Retain at the Commissary						
	<ul style="list-style-type: none"> • Scan a copy to RMCF when the vendor picks up the coupons. 						
* A SHIPMENT MUST BE MADE TO INCLUDE THE LAST BUSINESS DAY OF THE MONTH. DO NOT COMBINE COUPONS FOR BUSINESS DAYS OF TWO SEPARATE MONTHS.							
Mrs Produce Vendor 7-19-09					Vendor signs and dates when coupons picked up		

DeCA Form 70-3, Sep 2006

Supersedes DeCAF 70-3, Mar 2001

Check # 123456 for \$13.92 received Aug 4, 2009

Annotate check number, amount and date check received. Ensure check amount equals total face value of coupons plus \$.08 handling fee for each coupon.

9. COMMISSARY REWARDS CARD WITH DIGITAL/ELECTRONIC COUPONS. The Commissary Rewards Card allows shoppers to select and save digital coupons online at the vendor's web site and redeem them at checkout. Digital coupons are electronic coupons. Once saved to the patron's account, they are redeemed automatically when the customer's Rewards Card is scanned, or the customer enters their alternate ID number, at the beginning of their order and the applicable items are purchased.

a. Authorized DeCA patrons can obtain a Commissary Rewards Card at any commissary.

(1) After obtaining their Commissary Rewards Card, patrons must go online to the DeCA web site, www.commissaries.com, and create their Commissary Rewards Card account, which includes their alternate ID.

(2) Once the account is created, shoppers can select (click) digital coupons shown on the web site. Digital coupons that are selected (clicked) are saved to the shopper's account and immediately available for use.

b. Customer's with problems or issues with the coupons and the Commissary Rewards card must be directed to the vendor's customer service number printed on the card.

c. A selected digital coupon generally will only apply to the purchase of one (1) item. For example, if a digital coupon is selected for a bottle of juice and 10 bottles are purchased, the digital coupon will apply only to one (1) bottle.

10. ACCEPTANCE OF DIGITAL COUPONS WITH THE COMMISSARY REWARDS CARD

a. The Commissary Rewards Card must be scanned, or the alternate ID entered, at the beginning of the transaction. A Commissary Rewards Card cannot be accepted or scanned from a mobile device such as a phone or tablet at this time; in these instances the customer must input their alternate ID into the pin pad at the register.

b. Cashiers will ask customers for their Commissary Rewards Card and scan it prior to starting the transaction.

(1) If a customer does not have their Commissary Rewards Card with them, they may enter their alternate ID into the pin pad.

(2) If a customer does not already have a Commissary Rewards Card, they will be offered one and provided information about registering it and selecting digital coupons.

(3) Digital coupons will be automatically applied when the cashier totals the order (presses the "total" button).

c. At the self-checkouts, customers are responsible for scanning their own Commissary

Rewards Card or entering their alternate ID. Digital coupons will be automatically applied when the customer selects “Pay.”

d. Digital coupons will not be applied to purchases after the manufacturer’s expiration date for the coupon. This applies to all commissaries, including overseas commissaries.

e. A digital coupon and a paper coupon cannot be accepted on the same item or purchase requirement.

(1) Digital coupons take precedence over paper coupons, i.e., if a digital coupon is selected for an item and a paper coupon for the same item is presented, the digital coupon will be accepted and the paper coupon will be rejected.

(2) If a customer has a paper coupon with a value greater than the digital coupon, it is the customer’s responsibility to remove the digital coupon from their Commissary Rewards Card prior to checking out in order to use the paper coupon. Alternatively, they may request to have the item the paper coupon applies to rung up in a separate transaction and not present their Commissary Rewards Card for that transaction. The paper coupon would then be accepted for the item in the separate transaction.

f. If an item has a coupon “linked” to it, a digital coupon will not be accepted on the same item.

g. Commissary personnel cannot remove or override a digital coupon attached to a Commissary Rewards Card.

h. Commissary personnel performing cashier or SCO attendant duties are not permitted to have their personal Rewards Card at the register nor loan or use their Rewards Card for customers.

11. OFFLINE ACCEPTANCE OF DIGITAL COUPONS WITH THE COMMISSARY REWARDS CARD. If DeCA’s POS system is offline, digital coupons cannot be redeemed. A rain check or other credit cannot be offered and the digital coupon values cannot be manually input into the POS by the cashier for redemption.

a. The customer may choose not to purchase the items they have digital coupons for. The cashier will void the items from the order if the order has not been completed. If payment has already been processed for the item, it may be returned for a refund.

b. The digital coupons saved to the customer’s Commissary Rewards card remain available for a future purchase or until the coupon’s expiration date, whichever is first.

12. REDEMPTION OF BOTTLE CAPS AND OTHER SIMILAR "GET SOMETHING FREE" PROMOTIONS

a. Some vendors are offering free merchandise on bottle caps and other similar "Get Something Free" promotions. These promotions that offer free merchandise may be redeemed in the commissary, if the product is sold in the commissary. If the offer is for one free 20-oz. bottle of soda and the commissary only sells the soda in a six pack, then that bottle cap cannot be redeemed. Tender the promotional item as a local coupon. Surcharge and container deposits are automatically charged to the cost of the item and the customer must pay these charges.

b. These promotional items will be included in the local coupon total on the DIBS-generated coupon transmittal (the transmittal which is included in the coupon shipment to the CCH). These promotional redemption items will not be sent to the CCH. A transmittal document will be prepared in two copies. A copy of the transmittal document will be given to the local vendor along with the bottle caps/similar type items and the other copy will be suspended for 30 days for payment. Procedures for coupon transmittal processing are described in Reference (ff), Chapter 9.

13. PROCEDURES FOR CSD MANAGER/ SUPERVISOR

a. Treat coupons as negotiable instruments. Secure coupons in the funds storage room and store in the safe, if space is available, pending shipment to the CCH.

b. Ensure local coupons are kept separate from other coupons.

c. Do not have an employee go through the daily coupons and remove expired coupons before shipping to the CCH. This is a waste of manpower that can be better used in providing customer service. Cashiers are expected to ensure they do not accept expired coupons. The CSD manager must continue to spot check cashiers' coupons to ensure they are not accepting expired coupons. Additionally, expired coupons discovered after acceptance should not be replaced with another coupon of equal value.

d. All commissaries are required to cut off their transmittals at least weekly. The transmittal should contain coupons for the week from Sunday to Saturday, with the exception of the first or last week on the month. For example, if the first week of the month is Thursday through Saturday, the 1st to the 3rd, a coupon transmittal is necessary for those three days. Do not co-mingle months in the transmittals. Larger stores that send coupons more frequently, such as daily, should continue to do so. Coupon transmittals will not exceed \$20,000.

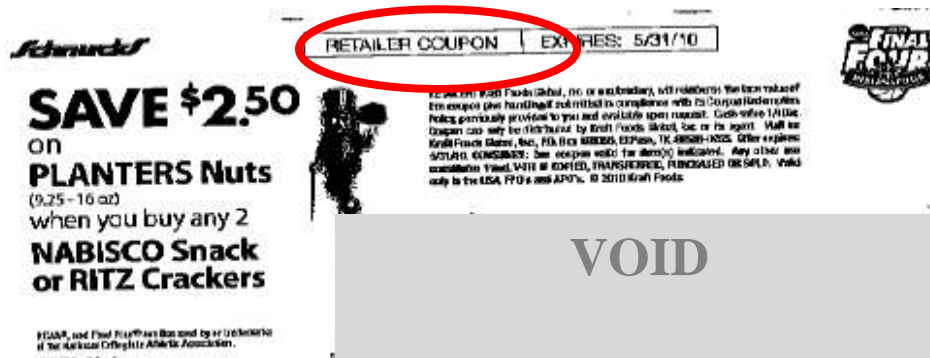
e. Coupons are to be shipped in **ONE** box per transmittal. The only size limitation on the box is the one imposed by the carrier used to ship the coupons.

APPENDIX 1 TO ENCLOSURE 6

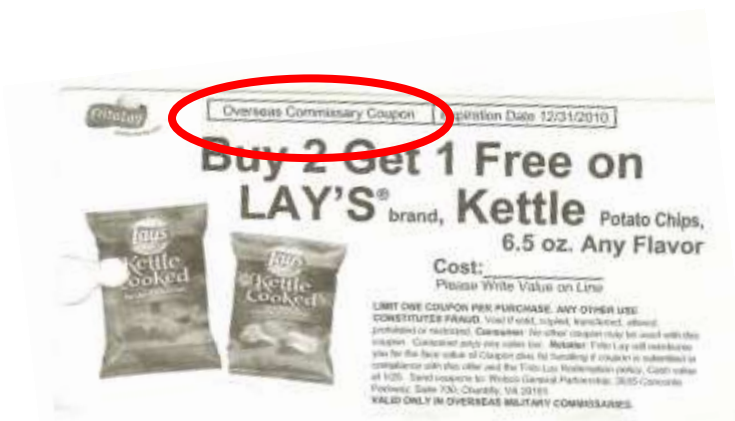
COUPON ACCEPTANCE SAMPLES

1. **Only accept manufacturer, "military," or "commissary" coupons.** DeCA does not accept commercial store coupons, such as Target, Food Lion, AAFES, etc. Store coupons from commercial stores are in-store promotions and generally have "Store Coupon" or similar verbiage printed on them, e.g., "Kroger Coupon." The commercial store coupons are part of their advertising program and they absorb the promotion coupon value out of their profits. DeCA prices merchandise at cost and has no profit margin to accept these types of coupons.

Samples of **ACCEPTABLE**
Manufacturer, Military or Commissary Coupons



Samples of ACCEPTABLE
Manufacturer, Military or Commissary Coupons



Note: This particular coupon would be good only in OCONUS commissaries

Samples of NON ACCEPTABLE Store Coupons



2. Store coupons should not be confused with manufacturer coupons that have another retailer's logo or advertising on them. Manufacturer coupons with another retailer's logo or advertising on them are acceptable as long as the redemption verbiage does not limit redemption solely to the retailer advertised. For example, *if the manufacturer coupon states, "Redeem at retailer A" or "Redeemable at retailer B," the coupons can be accepted.*



“Redeem at”



“Available at”

ACCEPTABLE Coupons

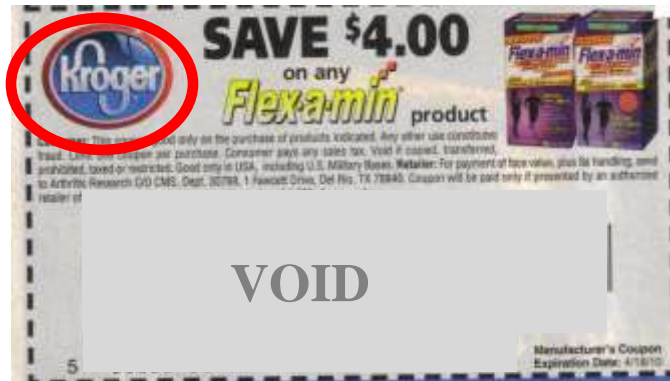
Front



Back



“Redeemable at”



Manufacturer Coupon with Retailer Logo

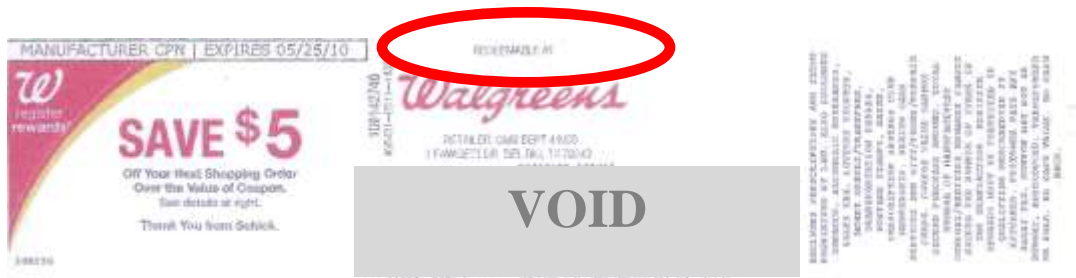


ACCEPTABLE Coupons



“At”

Samples of ACCEPTABLE Coupons



“Redeem at”



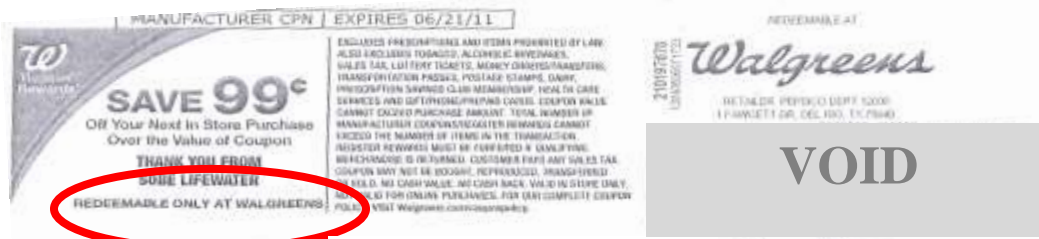
“Redeemable at”

Note: The samples on this page are off the order total and more than one can be accepted as long as the total of the coupons does not exceed the order total; no cash back is allowed due to coupon overage. The customer DOES NOT have to purchase an item from the sponsoring company (in the first sample above they do not have to purchase a Schick product).

Coupons on individual items purchased can also be accepted and these should be processed first, as normal. The order total should be equal to or greater than the value of this coupon in order for the customer to use it. **They cannot get money back as a result of using this coupon;** the coupon states, “Coupon value cannot exceed purchase amount.” The final order amount after the coupons for individual items are scanned is the “purchase amount.”

For example, if the order total after taking off the coupons for individual items is \$18.46, they would get the \$5 value of the top coupon and the \$3 value of the second coupon. If the order total after taking off the coupons for individual items was \$3.85, they could only use the \$3 coupon.

3. If the coupon states, “Redeem only at retailer A” or “Redeemable only at retailer B,” then the coupons cannot be accepted.



“Redeemable only at”



Specifies only Military Exchange Stores



“Good only at”



“Valid only at”



NON-ACCEPTABLE
Coupons

4. **“Military” or “commissary” coupons** are provided by the manufacturer and **cannot be used in conjunction with other coupons**. For example, a military coupon for product X cannot be used in combination with a manufacturer coupon for the same item.

MILITARY STORE COUPON APR 12/2011/2009
SAVE 40¢
 on any ONE Lipton® Tea Product
VOID

If a customer presents this coupon

THEY CANNOT USE

This coupon too on the same item

MANUFACTURER'S COUPON EXPIRES 1/10/10
SAVE 50¢
 on any ONE (1) Lipton® Tea Bags, Lipton® To Go, or any Lipton® Iced Tea Mix
VOID

5. **Coupons will only be accepted as specified on the coupon**. If a coupon states a particular type, size, or brand, the coupon cannot be used on a different brand, size or product.

SAVE \$4.00
 on 5.5 oz Knox® powder or NutraMix for Strong Nails
VOID

This coupon cannot be used on the purchase of this product. (Although they both are “Knox” brand, they are two different companies and Knox gelatin is not specified on the coupon.)

Knox ORIGINAL Gelatine UNFLAVORED
 ONLY 5 CALORIES AND 0g CARBS PER SERVING
 4 Envelopes



A coupon for this brand, **CANNOT** be used on this brand

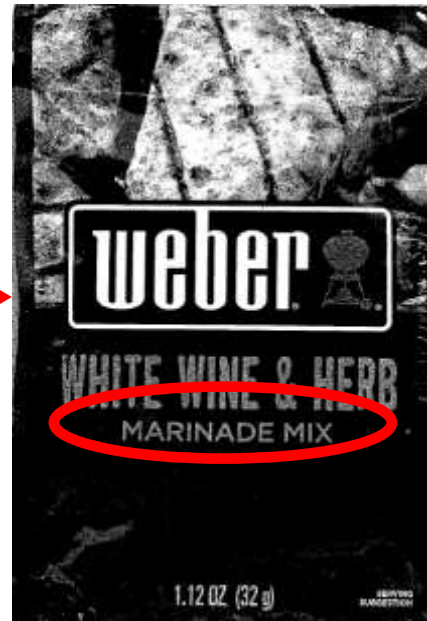


This coupon requires the purchase of a 20 count or larger package, so it **cannot** be used on a 10 count package.





← This coupon requires the purchase of seasoning and **cannot** be used on marinade. →



- This coupon states “ANY” prepack bag, ½ lb. or more bulk, or K-Cup® Portion Packs
- Commas separate the products this coupon can be used on
- The “1/2 lb. or more” applies ONLY to the bulk coffee—not the prepack bag.
- “OR” before the last item means this coupon can be used on any one of the items listed. Therefore, this coupon could be used on a prepack bag, OR ½ lb. or more of bulk coffee, OR a K-Cup® Portion Pack



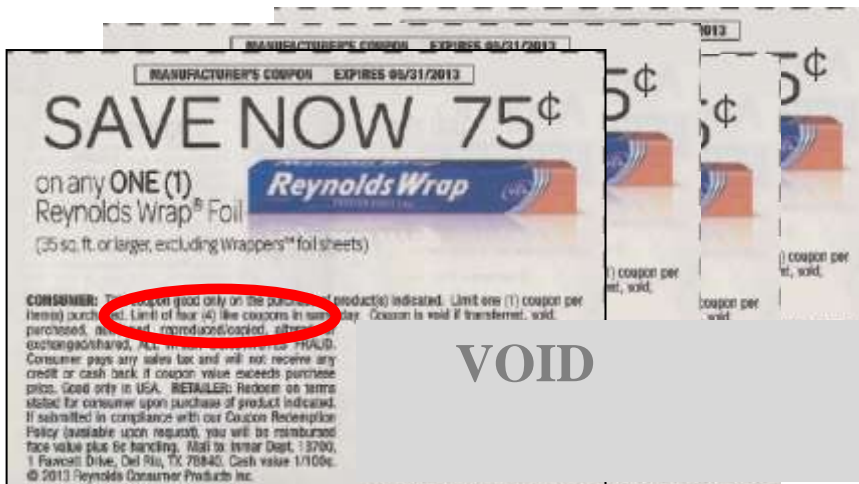
VOID

“AND” before the last item means one of each of the items listed must be purchased in order to use this coupon.

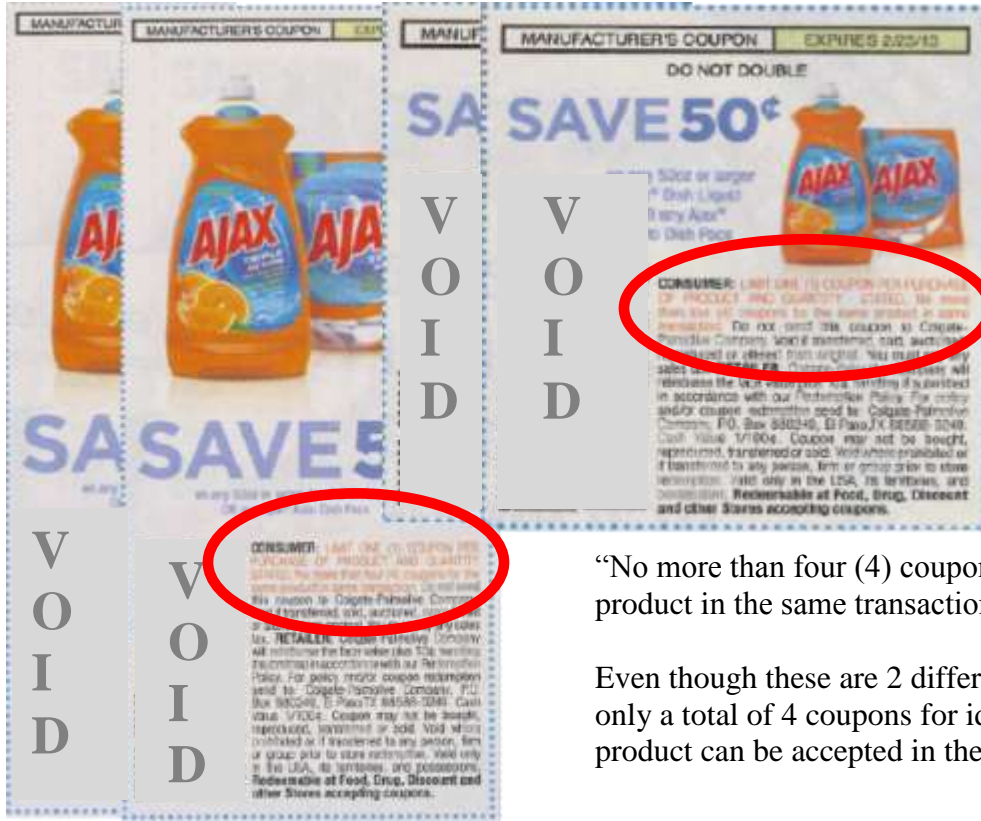


Because this coupon says, “any,” it could be used on every size package of the applicable product sold in the commissary.

6. If redemption verbiage limits the number of coupons, additional coupons will not be accepted; e.g., if a coupon stipulates, “Limit 4 like coupons,” only 4 identical coupons for the specified item(s) will be accepted.



“Limit 4 like coupons.” Only 4 identical coupons can be accepted.



“No more than four (4) coupons for the same product in the same transaction.”

Even though these are 2 different coupons, only a total of 4 coupons for identical product can be accepted in the transaction.



“No more than 4 coupons (of any kind) for the same product in the same transaction.”

Whether the coupons presented are different or they are the same, only a total of 4 coupons for identical product can be accepted in the transaction.

7. If a coupon limits the number of like coupons per shopping trip, or similar verbiage, e.g., “Limit 4 like coupons per shopping trip,” *transactions cannot be split into multiple transactions*. A shopping trip is when a customer enters the commissary through the front door, selects their merchandise, goes through the register and pays for it, and leaves the store with the paid merchandise.



“Limit of 4 like coupons in same shopping trip”

8. If a coupon places limits such as, “Limit 4 like coupons per household per day,” *transactions cannot be split into multiple transactions and additional items cannot be purchased using duplicates of that coupon on the same day*.



“Limit of 4 like coupons per household per day.”



“This coupon is valid only at retail outlets to purchase two products indicated. You can redeem one coupon per day.”

9. If a coupon stipulates a “per person” limit, e.g., “Limit 1 coupon per person,” the customer cannot use a duplicate of the coupon on that same day or any other day.



“Limit one coupon per person”

10. Accept only one coupon per item or purchase requirement as stipulated on the coupon.



“Limit one coupon per purchase.”
The purchase requirement is one bottle; therefore, one coupon can be accepted for each bottle purchased.



“Limit one coupon per specified item(s) purchased.” The purchase requirement is four packages; therefore, one coupon can be accepted for every four packages purchased.

11. Additional cents off coupons cannot be used in conjunction with a “buy this, get that free” or “buy item A and get \$X off item B” type coupons.



If a customer presents this coupon

THEY CANNOT USE



This coupon too on the same item



If a customer presents this coupon

THEY CANNOT USE

This coupon too on the same item



Commissary Coupon Expiration Date 5/31/13

Save \$1.00



on Meat or Produce when you buy **ONE (1) Mission® Product**

If a customer presents this coupon

THEY CANNOT USE

SAVE \$1.00 MANUFACTURER'S COUPON - EXPIRES 04/30/13 SAVE \$1.00

SAVE \$1.00
off the purchase of ANY Mission® Product!

"MILITARY COMMISSARIES ONLY"

Visit www.missionmenus.com

VOID

SAVE \$1.00 **DO NOT DOUBLE** SAVE \$1.00

This coupon too on the same item

12. Only one coupon can be accepted for multi-pack items sold as a unit of one, e.g., a 6-pack of canned vegetables or a club pack.

MANUFACTURER'S COUPON | EXPIRES 12/9/12

SAVE 35¢
on any ONE (1) Skippy® Peanut Butter product (15 oz. or larger)



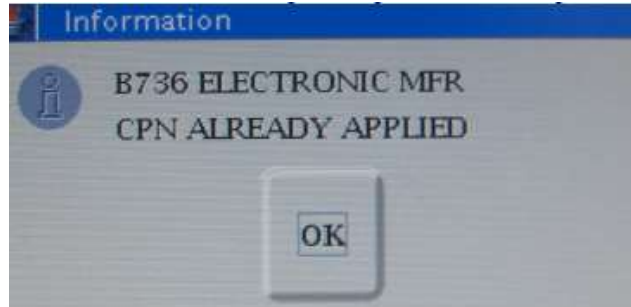
VOID

Consumer: **LIMIT ONE (1) COUPON PER PURCHASE** on product(s) specifically specified and **MAXIMUM OF TWO (2) IDENTICAL COUPONS** allowed in same shopping trip. Void if reproduced, transferred, used to purchase products for resale or where prohibited/regulation by law. Consumer pays sales tax. Redeemable at participating retail stores. Valid only in the U.S. Retailer: Unilever, PO Box 690400, El Paso, TX 79969-0400 will reimburse the face value of this coupon, plus 2¢, if submitted in compliance with our redemption policy, available upon request. Cash value 1/100th of 1¢. Any use of this coupon not specified herein constitutes fraud. ©2012 Unilever

Only 1 coupon can be used for the purchase of this multi-pack.



13. A paper coupon and a Commissary Rewards Card digital/electronic coupon cannot be accepted for the same item. A Commissary Rewards Card digital coupon takes precedence over a paper coupon. The digital coupon will apply first, and cannot be removed from the transaction in order to accept a paper coupon. However, if the customer wants to use the paper coupon, the item can be voided from the current transaction. A separate transaction can then be processed without scanning the Commissary Rewards Card and the paper coupon accepted.



14. All coupons must be written in English. Coupons that have verbiage in English plus a language other than English are acceptable, e.g., coupons that contain both Spanish and English, as long as the English translation covers all the required aspects of a coupon.



Acceptable Coupon
With English translation



Non-Acceptable Coupon
Does not have an English translation

15. *Coupons identified as counterfeit* by DeCA Headquarters or on the Coupon Information Corporation (CIC) web site (www.couponinformationcenter.com), *will not be accepted.*

March 7, 2015 | DO NOT ACCEPT COUNTERFEIT COUPONS |

\$2,500 REWARD

For information leading to the successful prosecution of the individual(s) responsible for producing this counterfeit coupon¹.

This counterfeit was not created by or authorized by Nestle USA and should not be accepted at retail stores under any circumstances.



MANUFACTURER'S COUPON Expires: 03/31/2014

SAVE \$4.50

on any one (1) Camellia® Breakfast Essentials product

VOID

INDIVIDUALS AND INTERNET SITES ATTEMPTING TO REDEEM, TRANSMIT, AUCTION, POST, REPRODUCE, TRANSFER, BARTER OR SELL COUNTERFEIT COUPONS MAY BE SUBJECT TO CRIMINAL PROSECUTION AND/OR CIVIL ACTION.



This public service announcement and reward program has been provided by Nestle USA, owner of the registered trademarks, and by The Coupon Information Corporation, a not-for-profit organization dedicated to enhancing the integrity of the coupon redemption process. Visit the CIC web site at www.couponinformationcenter.com for more information about coupon fraud.

CIC counterfeit coupon notice

16. Valid coupons will generally be entered at the value stated on the coupon. If the face value of a valid coupon exceeds the cost of the product, the customer will be given the full face value of the coupon unless prohibited by the manufacturer's terms and conditions printed on the coupon. ***In instances where the coupon prohibits the coupon value from exceeding the selling price of the item*** (frequently referred to as "overage"), stipulates "no cash back", or contains other restrictive verbiage (e.g., "No cash back if coupon value exceeds retail price"), ***the coupon value will be entered into the POS only for the actual selling price of the item being purchased.*** When a transaction with coupon "overage" results in money due the customer, the customer will receive cash if the amount due is \$24.99 or less; if the amount due is \$25 or more, a combination of gift cards and cash will be given. ***Multiple transactions may not be processed, e.g., split transactions, in order to keep the "overage" amount to \$24.99 or less and circumvent the receipt of gift cards for "overages."***



“No cash back if coupon value exceeds purchase price.”

17. If the coupon states that the value is up to, but not to exceed a certain dollar amount and provides a space for the cashier to write in the cost price of the item, **the customer will be given credit for only the actual cost of the product. Do NOT scan this type of coupon.**



Free with maximum value indicated.

The customer gets the selling price of the free item, but only up to the maximum value stated on the coupon. If the selling price of the free item exceeds the maximum value, the customer gets only the maximum value for this type of coupon.

In this example, the most the coupon can be accepted for is \$2.50.



BOGO coupon says “up to” but does not include a line or space to write in the cost of the item.

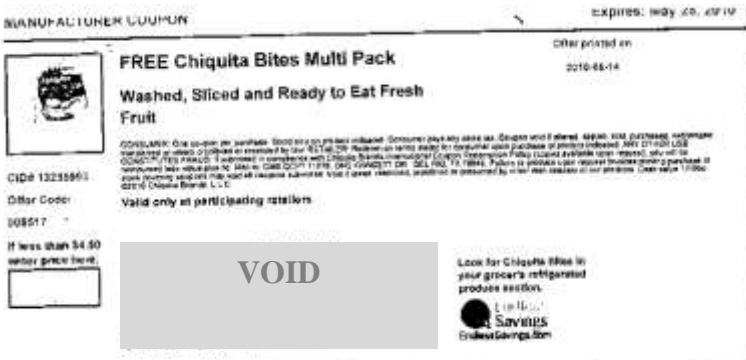
Customer gets full “up to” value.



Coupon says "up to" but does not include a line or space to write in the cost of the item.

Customer gets full "up to" value, even if the full value exceeds the cost of the item(s).

18. *Internet coupons will not be accepted for free products*; however, "Buy One Get One Free" coupons are acceptable if they meet all other coupon requirements.



NOT Acceptable Internet coupon because it is for a free item

19. Internet coupons must contain a typical barcode (UPC-A), or a GS1 DataBar, or both, and be scanned. If an Internet coupon does not scan and contains a typical barcode (UPC-A), the first 11 digits under the barcode, starting with 5, will be manually input into the POS. The POS will validate the coupon with the item(s) purchased. If an Internet coupon only has a GS-1 DataBar and does not scan, the cashier will ascertain the required product(s) was purchased, examine the coupon for authenticity and, if deemed valid, manually input the coupon value.



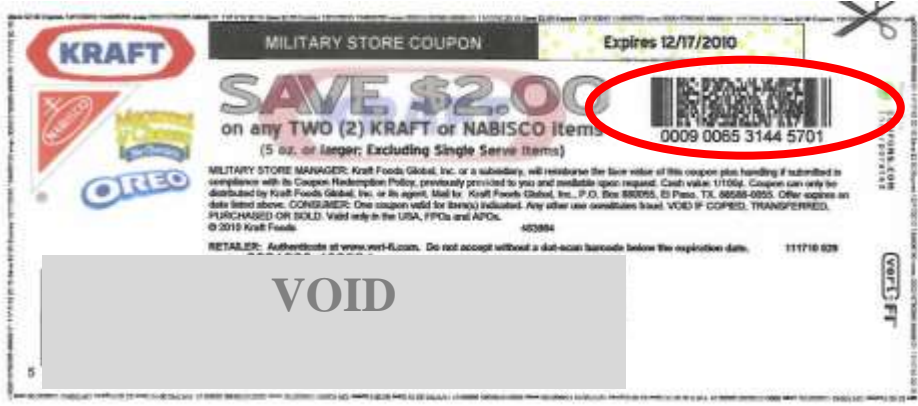
GS1 DataBar

UPC-A



Coupons with only a GS-1 DataBar are now the norm and acceptable

20. *Internet coupons may have, but are not required to have, a dot scan barcode or "Pin number."* If an Internet coupon has a dot scan barcode or "Pin number," the dot scan barcode number or "Pin number" must be unique for each coupon; coupons with duplicate dot scan barcode numbers or duplicate "Pin numbers" will not be accepted.

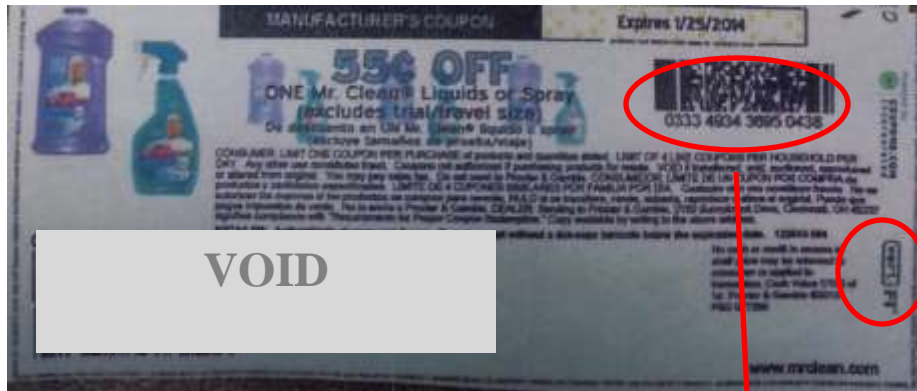


Dot scan barcode is OPTIONAL. Each dot scan barcode must have a unique number; duplicate numbers cannot be accepted.



A Pin Number is OPTIONAL. If a coupon has a Pin Number, each Pin Number must be a unique number; duplicate numbers cannot be accepted.

21. **Internet coupons with Veri-Fi™** can be verified at www.veri-fi.com. At the website enter the numbers under the dot scan barcode (no spaces), then click the Veri-Fi™ button. The site will then tell you if the code on the coupon is valid and provides a summary of the coupon.



Printable Coupons by Coupons, Inc.

Online printable coupons are leading consumers to great savings on great products at their favorite stores.

Welcome to the Coupon Resource Center, where you'll find all the information you need to take advantage of the latest in printable coupons.

Whether you're a busy shopper looking for the best in savings, or a busy retailer looking to provide those shoppers with great service, the flexibility and compelling offers of printable coupons are a change for the better. Just some of the advantages of printable coupons include:

- Saving time and money
- Easy detection of fraud
- Dynamic search of new offers

We're glad you have taken the time to find out more. Please take a few minutes to browse our site, and if you have any questions that aren't thoroughly answered, please feel free to [contact us](#).

VISIT
COUPONS.COM



RETAILER RESOURCES

- Why Printable Coupons?
- Accepting & Submitting
- Suspect Fraud?

CONSUMER RESOURCES

- About Coupons
- Do's and Don'ts
- Acceptance Policies



BE SURE THAT
THEY'RE SECURE
VERI-FI™ IT HERE

You entered Veri-Fi code
0333493436950438

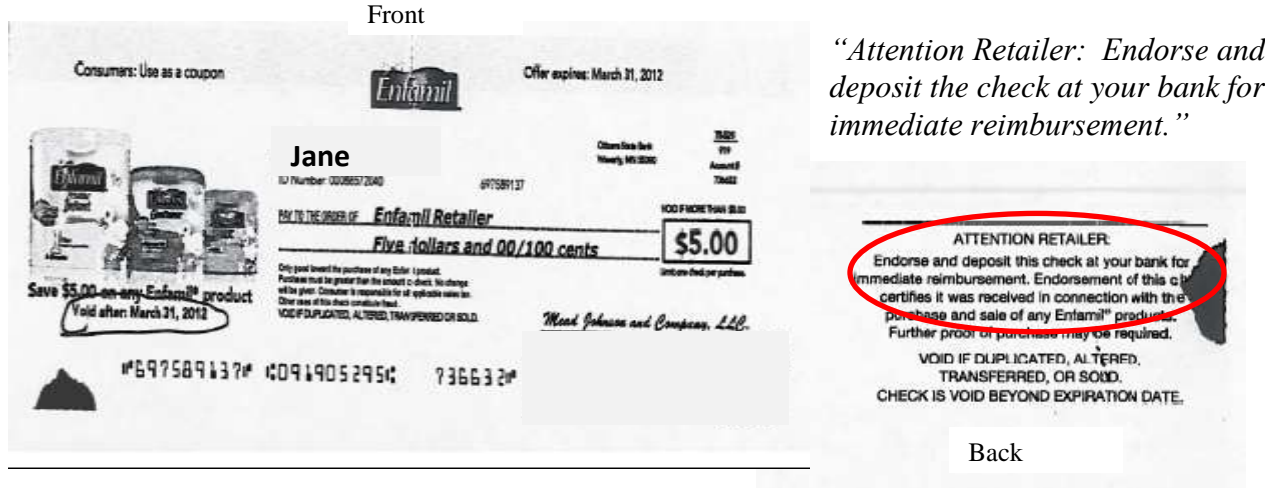
This code is **VALID**.

The coupons bearing this code must read as follows:

Summary: 55¢ OFF
Description: ONE Mr. Clean® Liquid or Spray (excludes trial/travel size) De descuento en UN Mr. Clean® líquido o spray (excluye tamaños de p
UPC Code:
EAN Code:
Exp. Date: No Later Than 1/31/2014
Timestamp: 12/26/2013 12:04:39 PM

[Click here to Veri-Fi another coupon.](#)

22. Do not accept or process manufacturer rebate checks, refund certificates, or mail-in offers as coupons. Rebate checks or refund certificates can be accepted as payment for commissary purchases and processed in the same manner as traveler checks/money orders. Mail-in rebates are not accepted at the cash register and are the responsibility of the customer.



This tells the consumer to use as a coupon, but it actually is a check. Also, note the expiration date—this check **cannot** be accepted after the expiration date at any commissary (including overseas). Process as a TC/MO.



Rebate Mail-in Certificate
Do not accept

APPENDIX 2 TO ENCLOSURE 6

COUPON FREQUENTLY ASKED QUESTIONS

FREQUENTLY ASKED QUESTIONS:

1. What does “one coupon per purchase” really mean? *This means customers can use one coupon for the item or items identified on the coupon that must be purchased (the purchase requirement).*

For example, if the coupon offer was \$1 off a jar of spaghetti sauce and the customer had 10 jars of spaghetti sauce and 10 manufacturer coupons for the spaghetti sauce, they could use all 10 coupons for the order; one coupon for each jar purchased (purchase requirement). If the customer was only purchasing one jar of spaghetti sauce, they could not use two coupons because that would be more than “one coupon per purchase.”

If the coupon offer was \$1 off 2 cans of coffee and the customer had 10 cans of coffee, they could only use 5 coupons because the coupon purchase requirement is 2 cans.

2. What does “one coupon per order” or “one coupon per transaction” mean? *This means the customer can only use one of that specific coupon in the order. If the customer was purchasing 10 jars of peanut butter and had 10 coupons, they could only use one of the coupons for that transaction/order.*

3. What does “one coupon per shopping trip” or “one coupon per shopping visit” mean? *A shopping trip or visit is when the customer enters the commissary, selects their groceries, pays for them, and then leaves the store with their purchase(s). Therefore “one coupon per shopping trip” or “one coupon per shopping visit” means the customer cannot use more than one of that particular coupon in the order. Split transactions (two or more transactions, paid for individually, and processed one immediately after the other) cannot be processed to circumvent the manufacturer’s terms and conditions. If a customer has a duplicate coupon they want to use, they must leave the store and return another time.*

4. What does “limit one coupon per household per day” mean? *This means that the customer, or their family members, can only use one of that particular coupon each day. They cannot have split transactions and they cannot leave the commissary after a purchase and return the same day to use a duplicate of that same coupon.*

5. What does “one offer per consumer” or “limit one coupon per person” mean? *This means the customer can only use one of that specific coupon, period. They cannot have a split transaction or return another time and use a duplicate of that same coupon.*

6. A coupon states, “Limit of 4 like coupons in same shopping trip.” What does this mean?

This means that only 4 identical coupons can be presented in the order and split transactions cannot be processed to circumvent the manufacturer’s terms and conditions. If a customer has more than 4 of these coupons that they want to use, they must leave the store and return another time to use them. Note: they would still be limited to 4 coupons each time.

7. A coupon states, “Limit one coupon per person. No more than 4 coupons (of any kind) for the same product in the same transaction.” What does this mean?

This means the customer can use only one of that specific coupon (see item 5; however, they could have 3 additional, different, coupons for that same product and use them in the transaction (limiting the customer to a total of 4 coupons for four items of that same product).

8. What is the difference between a manufacturer coupon and a store coupon?

Manufacturer coupons are offered by companies for acceptance at all retailers that take coupons. Manufacturers reimburse the retailer when they redeem the coupons IAW the terms and conditions of their coupon redemption policy. Store coupons are provided by a commercial supermarket or other retailers for use solely in their stores. Store coupons are "reimbursed" by the commercial retailer with their own profits. DeCA only accepts manufacturer coupons. DeCA sells at cost and does not have a profit margin to cover the cost of store coupons and therefore does not offer any store coupons.

9. Are “military” or “commissary” coupons the same as store coupons? *No. Some manufacturers mark some of their coupons as “military” or “commissary” coupons, but these are not issued by DeCA. They are manufacturer coupons intended for use only in military retail outlets or commissaries. These “military” or “commissary coupons are frequently confused with commercial retail “store” coupons which work differently (see item 8).*

10. Can a manufacturer’s coupon, and a “military” coupon or “commissary” coupon be used together on one item? *No. “Military” or “commissary” coupons are actually manufacturer coupons and they cannot be used in conjunction with any other coupon.*

11. What is coupon stacking and does DeCA allow coupon stacking? *Coupon stacking is when a retailer accepts a manufacturer’s coupon AND a store coupon for the same item. DeCA does not issue “store” coupons, or coupons of any kind, and does not allow coupon stacking.*

12. What is double couponing and does DeCA do this? *Double couponing is when the customer receives twice the face value of a single coupon. For example, the coupon has a face value of \$.50; when double coupons are offered, the coupon is accepted for \$1.00. Manufacturers reimburse stores only for the face value of the coupon. The retailers that offer double coupon promotions must bear the cost of any coupon value above the coupon face value.*

They either absorb these losses in the profit they make on the sale of goods, or offset these losses by manipulating their price structure to generate gains in other parts of their operations. DeCA cannot offer double coupons. By law DeCA is required to sell commissary items at prices set only high enough to cover item costs, with no profit or overhead costs included in the price. Therefore, DeCA does not have a profit margin to offset the losses that would be associated with double coupon promotions.

13. We have several customers who buy large quantities of an item and use coupons that result in an “overage” and money due to them at the end of the order. How do we handle this? *If the amount due the customer is \$24.99 or less, the customer will receive cash. If the amount due the customer is \$25 or more, a combination of gift cards and cash will be given to the customer. For example, if the transaction results in \$52.75 owed to the customer due to coupon “overage,” two \$25 or one \$50 gift cards must be sold and activated within the transaction and the remaining \$2.75 is given to the customer in cash. **Note:** Multiple or split transactions are not authorized to keep the amount due to the customer to \$24.99 or less, thus circumventing our policy of giving gift cards if the amount due is \$25 or more.*

14. Do Internet coupons have to be printed in color? Can Internet coupons be accepted if they are only printed in red? *DeCA accepts original prints of Internet coupons in color (whether it is multiple colors or just one) or black and white.*

15. Are coupons required to be placed on the items being purchased? *No. DeCA’s policy is to ask the customer if they have coupons at the beginning of the order. Customers are not required to put the coupon with the item being purchased.*

16. What do I do if a customer presents a coupon that I think is counterfeit? *Every CSD receives counterfeit alert notices from Headquarters DeCA and they can also be found at www.couponinformationcenter.com. The coupon must be verified against the counterfeit coupon notices; ideally, this information should be available at each register. If the coupon is determined to be counterfeit and the customer questions it, they should be shown the notice. If you cannot verify the coupon is counterfeit, give the customer the benefit of the doubt and accept it. Then scan and email or fax a copy to the Customer Service POC in the SOS to have it verified.*

17. What is the proper procedure if I get this message on the register when I scan a customer’s coupon?



a. *DO NOT AUTOMATICALLY TOUCH “OK.” Look at the coupon and determine exactly what is required to be purchased and how many. Look at the items purchased on your register screen (you may have to scroll up) to verify the correct item and quantity was purchased; if it was, then press “OK” to continue and “Accept Override” on the next dialog box. If the correct item and quantity were not purchased, do not accept the coupon. Press “OK” to continue and “Do Not Accept” on the next dialog box.*

b. *If the correct item was purchased, scan and email a copy of the coupon to Coupons, Inc., at Familycodes@couponsinc.com. Please send the coupon only one time and allow at least a month for it to be corrected. Do not send copies of coupons with 992 family codes.*



18. Can I accept a coupon without a barcode? *Only Internet coupons are required to have a barcode. Coupons from tear pads, newspaper inserts, etc., sometimes do not have one. If the coupon does not have a barcode, ascertain the correct product(s) was purchased, determine if the coupon is valid, and manually enter the value under manufacturer coupon (if it is a local coupon, enter it under local coupon).*



19. Does DeCA accept a coupon in a language other than English? *Coupons written in a foreign language can be accepted only if an English translation is also printed by the manufacturer on the coupon. DeCA is required to ensure the correct products are being purchased and that we comply with the manufacturer's terms and conditions when accepting a coupon. If a coupon is solely in a language other than English, we cannot ensure we are in compliance. Every time DeCA accepts a coupon that doesn't meet the manufacturer's terms and conditions, that manufacturer can refuse to reimburse us. Because we are required by law to sell at cost, we do not have a profit margin to absorb this loss. Any loss to the commissary adversely impacts our customers' commissary benefit.*



20. How much do I accept these coupons for?



Accept the coupon for the difference between the actual cost of the items and the cost on the coupon. For example, if the peanut butter cost \$1.50 a jar, then two jars would cost \$3.00; the coupon amount deducted would then be \$1.00. Write the amount that was deducted on the front of the coupon. Do not scan this type of coupon.

21. This is a manufacturer's coupon—why can't I accept it? *This coupon cannot be accepted because it does not have a message to the retailer specifying the terms and conditions for accepting the coupon and it does not have a redemption address.*



22. Can the commissary accept Smart Source coupons from the dispensers in other retailers? *As long as the coupons meet the coupon requirements in Enclosure 6, they can be accepted. Do not confuse these coupons with Smart Source Internet print-at-home coupons addressed in item 23.*



23. Can the commissary accept Internet print-at-home coupons with Smart Source branding on them? *No, they are not to be accepted.*



NOT
Acceptable coupon



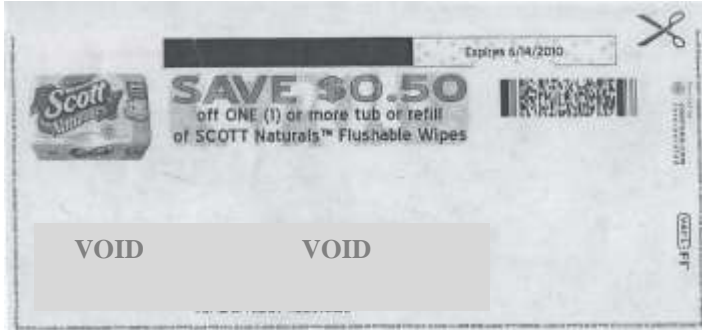
NOT
Acceptable coupon

24. Can I accept copies of coupon “proofs,” when the sales representative provides them? *No. Note that there are only zeroes under the normal barcode and above the GS1 DataBar and there is printing overlaid on the barcode.*



NOT
Acceptable coupon

25. Can I accept a coupon like this one? *No. Notice this coupon is does not have a message to the retailer specifying the terms and conditions for accepting the coupon. It does not have a redemption address; and it is missing numbers below the UPC-A barcode, numbers above the GS1 Databar, and numbers under the dotscan bar.*



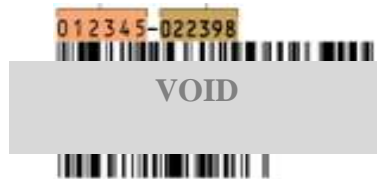
NOT
Acceptable coupon

26. What should I do if I have a coupon, including Internet coupons, with a barcode that will not scan?

a. If the coupon has a UPC-A barcode, manually enter the 11 digit number under the barcode beginning with the number “5.” If you manually enter the numbers and it still does not ring up, ascertain the correct product(s) was purchased, examine the coupon for authenticity and, if deemed valid, manually enter the coupon value using the manufacturer coupon key (if it is a local coupon, use the local coupon key).



b. If the coupon has a GS-1 DataBar, ascertain the correct product(s) was purchased, examine the coupon for authenticity and, if deemed valid, manually input the coupon value using the manufacturer coupon key (if it is a local coupon, use the local coupon key).



27. This coupon shows a 12-pack of ST2 razors; however the customer has a 2-pack of the ST2 razors which is not the same as the picture. Can they purchase the 2-pack? *Yes. The coupon states it is good on one disposable razor package, except for trial or travel size, and does not specify the coupon is good only for the items/sizes pictured.*



28. The picture on the coupon doesn't match what the customer is buying; do I still accept the coupon? *It may not be possible for the manufacturer to put a picture on the coupon of every product the coupon can be used on. The picture and verbiage both have to be considered when accepting a coupon. While a coupon may show a picture of a particular product, the verbiage gives you additional guidance on what product(s) the manufacturer intends the coupon to be used on.*

29. I found a coupon that doesn't scan for the value printed on the coupon. What should I do? *Manually enter the coupon for the value printed on the coupon. A copy of the coupon should then be scanned and e-mailed or faxed to the Customer Service POC in the Store Operations Directorate (SOS).*

30. A vendor is doing a demo and wants to hand out copies of a coupon they printed off the Internet for the product. Can they do that? *No. Copies of coupons cannot be accepted.*

31. How many coupons can I use when buying a club pack or a multi-pack, such as a 6-pack of vegetables? *DeCA's policy is that only one coupon may be used per item or purchase requirement. A "club pack" is a special buy and sold as a unit of one, even though the package may contain multiple items. Additionally, multi-packs, such as a 6-pack of vegetables, are received as a unit of one and sold as a unit of one; therefore, only one coupon can be used on this item.*

32. Can a coupon that states \$3 off 2 be used on a club pack or multi-pack that contains 2 or more items? *No. DeCA's policy is one coupon per item or purchase requirement. A club pack or multi-pack is sold as a unit of one, even though the package may contain multiple items. Therefore, 2 club packs or multi-packs would be required to be purchased in order to use the coupon.*

33. What is a Catalina coupon and does the commissary accept them? *A Catalina coupon is a coupon that is printed at the register at participating stores when you purchase select items. The Catalina coupon prints out from the Catalina machine at the register, as pictured below, generally at the end of the sale.*

If a Catalina coupon is a manufacturer's coupon, meets all of DeCA's coupon requirements, and does not have any exclusionary language limiting redemption solely to the retailer where it was obtained, the commissary will accept it. For example, if the coupon is a manufacturer coupon, meets all our coupon requirements and states, "Redeem at ..." or "Redeemable at..." the commissary can accept it; if the coupon states, "Redeem ONLY at..." or "Redeemable ONLY at...", the commissary cannot accept it.



34. A customer is purchasing large quantities of a product with coupons having a value that exceeds the purchase price. They want to do numerous transactions which results in less than \$25 due to them in cash for each transaction. Can we do this? *No. Multiple transactions may not be processed, e.g., split transactions, in order to keep the "overage" amount to \$24.99 or less.*

ENCLOSURE 7

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM AND
TEMPORARY ASSISTANCE TO NEEDY FAMILIES PROGRAM

1. SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

a. SNAP, formerly called the Food Stamp Program, was designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising levels of nutrition among low-income households. This is accomplished by increasing the food purchasing power for all eligible households.

b. The SNAP program is administered by the Food and Nutrition Service (FNS) of the U.S. Department of Agriculture (USDA) through its nationwide network of FNS field offices. The program is in operation in the 50 United States, the District of Columbia, Guam, and the U.S. Virgin Islands. Benefits are interoperable and can be used in any authorized retailer in the United States, District of Columbia, Guam, and the U.S. Virgin Islands.

c. In Puerto Rico, the Food Stamp Program was replaced by a block grant program called the Nutrition Assistance Program (NAP). NAP benefits cannot be used outside of Puerto Rico.

d. The states/territories/possessions, under the Food Stamp Act of 1977 as amended by Public Law 105-269, July 2, 2004, (Reference (ii)) issue SNAP/NAP benefits. The only form of benefit currently being issued is the EBT debit card. Paper food stamps can no longer be accepted if presented for payment in commissaries.

e. Eligible commissaries in the United States, District of Columbia, Guam, and Puerto Rico will participate in SNAP, or NAP as applicable, and accept EBT in exchange for edible food items.

f. FNS determines eligibility of retailers to accept SNAP/NAP benefits. FNS may visit retailers to ensure they continue to meet eligibility requirements; additionally, licensed stores will be fully reviewed for eligibility at least once every 5 years. Licensed stores will receive a seven-digit FNS number that identifies your store. Do not post your license, Figure 14, publicly. Keep the license and FNS number in a safe place. Your FNS number is needed when calling for assistance, information, etc.

g. The CSD manager/supervisor should be familiar with the SNAP/NAP regulations and the Supplemental Nutrition Assistance Program (SNAP) Training Guide for Retailers, slightly revised April 2014, (Reference (jj)). The regulations and a training video are available on the USDA Web site, www.fns.usda.gov/snap/retailers/store-training.htm. The SNAP Training Guide for Retailers can be found at http://www.fns.usda.gov/sites/default/files/Retailer_Training_Guide.pdf.

(1) Commissaries must follow all SNAP/NAP laws and regulations. Store representatives must attend any training sessions that the state/territory/possession offers pertaining to the EBT Program.

(2) Errors made through lack of training, attention to basic instructions, or poor supervision could cost the commissary their license to accept SNAP/NAP, lead to more severe penalties, and also disqualify them from participating in the WIC program for an equivalent period of time.

h. Prominently display the following posters in the front entrance or checkout area. Posters can be obtained by calling the toll-free retailer hotline at 1-877-823-4369; you will need your FNS number when calling.

(1) FNS Poster 110, October 2011 - Using SNAP Stamp Benefits Poster, Figure 15;

(2) FNS Poster 132, August 2013 - We Welcome SNAP EBT Customers, Figure 16;
and

(3) FNS Poster 240, July 2013 - Report Abuse of the Supplemental Nutrition Assistance Program Poster, Figure 17.

i. Post FNS Poster 136, October 2011 - Penalties for Violation of the Supplemental Nutrition Assistance Program, Figure 18, in an area available to customer service department employees such as a cash counting room.

Figure 14. FNS Form 254, Supplemental Nutrition Assistance Program License

USDA
U.S. Department of Agriculture - Food and Nutrition Service
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM PERMIT

FNS NUMBER:	
State Name:	Store Type:
Mailing Address:	Location Address:
Authorization Date:	Field Office:
Owner Name(s):	Field Office Address:

This permit certifies the owner(s) and business location listed above are hereby granted approval to accept and redeem SNAP benefits on the condition that the acceptance and redemption of all coupons/instruments shall be in accordance with the rules and regulations governing the Supplemental Nutrition Assistance Program.


THIS PERMIT IS NOT TRANSFERABLE

Any changes in the ownership, location, name of business, and/or operation void this permit. To prevent illegal use, this permit must be returned to the Food and Nutrition Service (FNS) upon any change/sale/transfer of the business or upon request by the FNS. Failure to report changes immediately to FNS may result in substantial fines and administrative sanctions. IF THE STORE MOVES, IS SOLD, CLOSED OR VOLUNTARILY WITHDRAWS FROM THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM, PLEASE CONTACT YOUR SERVING FIELD OFFICE.

Issued by FNS Representative: _____ Date of Issue: 10/15/2011

Figure 15. FNS Poster 110, Using SNAP Benefits

Using SNAP Benefits



SNAP Benefits CAN Buy:


- Foods for you and your household to eat, such as:
 - breads and cereals;
 - fruits and vegetables;
 - meats, fish and poultry; and
 - dairy products.
- Seeds and plants which produce food for you and your household to eat.

SNAP Benefits CANNOT Buy:

- Beer, wine, liquor, cigarettes or tobacco.
- Any nonfood items, such as:
 - pet foods;
 - soaps, paper products; and
 - household supplies.
- Vitamins and medicines.
- Food that will be eaten in the store.
- Hot foods.

Remember:


- Do not exchange SNAP benefits for cash.
- SNAP benefits may not be used to pay a credit account.
- Retailers shall not collect state or local sales taxes on purchases made with SNAP benefits.
- SNAP benefits expand your ability to eat a variety of foods.



For information on applying for SNAP benefits, call 1-800-221-5689

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability.

To file a complaint of discrimination, write to USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, DC 20250-9410, or call toll-free at (866) 632-9992 (English) or (800) 877-8339 (TDD) or (866) 377-8642 (English Federal-relay) or (800) 845-6136 (Spanish Federal-relay).



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FNS-110 • Slightly Revised October 2011

Figure 16. FNS Poster 132, We Welcome SNAP Benefits



United States Department of Agriculture

We Welcome SNAP EBT Customers



**For information on applying
for SNAP benefits, call 1-800-221-5689**

Buying, selling, or otherwise misusing benefits from USDA's nutrition assistance programs is a crime.
To report suspected abuse email: usda.hotline@oig.usda.gov, call (800) 424-9121, or write the
U.S. Department of Agriculture, Office of the Inspector General, PO Box 23399, Washington, DC, 20026-3399.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, disability, or retaliation for prior activity.

To file a complaint of discrimination, write to USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

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Figure 17. FNS Poster 240, Report Abuse of the Supplemental Nutrition Assistance Program



DON'T DO IT!
BUYING OR SELLING
SNAP-EBT BENEFITS
(FOOD STAMPS)
OR WIC BENEFITS
IS A FEDERAL CRIME

YOU MAY BE FINED
AND/OR GO TO JAIL

REPORT ABUSE

EMAIL usda.hotline@oig.usda.gov

CALL 1-800-424-9121
202-690-1622
202-690-1202 (TDD)

WEBSITE www.usda.gov/oig

WRITE U.S. Department of Agriculture
Office of Inspector General
PO Box 23399, Washington, DC 20026-3399

The identity of complainants is protected under the provisions of the Whistleblower Protection Act of 1989.



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United States Department of Agriculture • Food and Nutrition Service • FNS 240 • July 2013



Figure 18. FNS Poster 136, Penalties for Violation of the Supplemental Nutrition Assistance Program

Penalties for Violation of the Supplemental Nutrition Assistance Program

Penalties Include:

- Permanent disqualification** when the owner or employees purchase or traffick in SNAP benefits, or for a third sanction.
- Three to five year disqualification** for the sale of non-food items, such as alcoholic beverages or tobacco.
- One year disqualification** for accepting SNAP benefits for payment of credit accounts.
- Six month to three year disqualification** for the sale of non-food items, such as, but not limited to: soap, paper products, medicines, etc.

The Supplemental Nutrition Assistance Program is available to all eligible persons regardless of race, color, religion, sex, national origin, age, political beliefs or disability.

United States Department of Agriculture • Food and Nutrition Service
FNS 136 • Slightly Revised October 2011

2. SNAP ASSISTANCE

a. FNS will provide SNAP information to the commissary. FNS employees may visit the commissary or request information. Contractor representatives who work for FNS may also visit the commissary. They will have identification and written authorization explaining who they are. They may take pictures, both inside and out, and gather information on store layout and stock. Commissaries are required to cooperate and respond to their questions; if not, the commissary may lose their SNAP/NAP license. If FNS visits the commissary, obtain a copy of their report and send a copy to the Policy Systems and Services Branch (RMCP) and SOS.

b. The following USDA publications are available to assist with SNAP and can be obtained through the local state agency responsible for SNAP or online at www.fns.usda.gov/snap.

- (1) The Food Stamp Act of 1977 as amended through Public Law 105-269, (Reference (ii))
- (2) The Food and Nutrition Act of 2008 as amended through Public Law 110-246, (Reference (kk))
- (3) Food Stamp Program Regulation, 7 C.F.R., parts 271-283. (Reference (ll))
- (4) The SNAP Training Guide for Retailers (Reference (jj))
- (5) SNAP Training Video

3. ACCEPTING SNAP

a. SNAP/NAP benefits are delivered through EBT debit cards. Recipients of these benefits will use their magnetic-stripe plastic (debit) card at the commissary's POS to purchase authorized groceries.

(1) SNAP EBT debit card recipients can use their EBT debit card in all states, the District of Columbia, and Guam.

(2) Puerto Rico NAP recipients may only use their benefits in Puerto Rico.

b. SNAP/NAP can be accepted as full or partial payment for the purchase of food or food product intended for human consumption, including surcharge, as designated by Public Law 88-525, 88th Congress, H.R. 102222, "The Food Stamp Act," (Reference (mm)).

c. Cashiers may **NOT** accept SNAP benefits for:

- (1) Tobacco products or cigarettes;
- (2) Foods that are hot at the point of sale, such as BBQ chicken or steamed seafood;

- (3) Vitamins or medicines;
- (4) Pet foods; or
- (5) Nonfood items such as tissue, soap, cosmetics, or other household goods.

d. The SNAP/NAP EBT debit card will be accepted at the POS terminal to purchase authorized groceries and generally must be tendered first before other payment tenders.

Note: In commissaries with WIC EBT integrated into their POS and WIC items are not rung up in a separate transaction, WIC EBT is required to be tendered first, with SNAP/NAP EBT tendered second.

e. The PIN identifies the customer. No additional ID is required. Most states no longer issue food stamp identification to EBT customers.

f. SNAP/NAP EBT can only be accepted at on-site Guard and Reserve sales when there is network connectivity; it cannot be accepted at Guard and Reserve sales if the system is offline.

g. The CSD will follow procedures provided in the SNAP Training Guide for Retailers and POS training manual for instructions regarding off-line processing procedures. Approval for each off-line EBT food stamp transaction must be obtained by calling the toll-free EBT number before completing the transaction. Any manual vouchers completed for off-line SNAP transactions must be completed with all required information and the customer must sign the voucher.

(1) If the contractor allows a dollar amount for emergency food stamp benefits, the customer will be allowed only that dollar amount for food stamp purchases. However, the CSD manager/supervisor or designee must verify, using the contractor's 1-800 telephone number, that the recipient has not already received the emergency allotted food stamp amount. If this procedure is not followed IAW the SNAP Training Guide for Retailers, DeCA will be held liable for any unauthorized EBT benefits received by the patron.

(2) Ensure all off-line vouchers and applicable POS reports are forwarded with the daily paperwork to the SDO.

4. TEMPORARY ASSISTANCE FOR NEEDY FAMILITIES (TANF) EBT CASH ASSISTANCE PROGRAM. TANF provides EBT cash assistance to qualifying families and is administered by the Office of Family Assistance. All services are provided through local state, territory, or tribal offices.

a. The commissary will participate in the TANF Program only to the extent of accepting the EBT debit card toward purchase and cash back limited to \$25.00, even if the state regulations allow more than \$25.00 cash back.

b. EBT cash assistance can only be accepted at on-site Guard and Reserve sales when there is network connectivity; it cannot be accepted at Guard and Reserve sales if the system is offline.

c. The CSD will perform the functions required for processing EBT cash assistance transactions IAW current POS system procedures.

ENCLOSURE 8

WOMEN, INFANTS, AND CHILDREN (WIC) PROGRAM AND
WOMEN, INFANTS, AND CHILDREN OVERSEAS (WICO) PROGRAM

1. WIC PROGRAM

a. WIC is a federally mandated preventative health and nutrition education program for pregnant, breast feeding, or postpartum women, infants, or children up to age 5, who are at nutritional risk. The WIC program was established as a pilot program in 1972, and made permanent in 1974. WIC is administered through the FNS of the USDA. The individual state health departments, District of Columbia, Guam, and Puerto Rico health departments, and the Indian Health Service are responsible for the implementation of the WIC program at their local level. The term “state” used in this enclosure refers to any issuing authority in the United States, District of Columbia, Guam, Puerto Rico, or tribe.

b. Each state’s WIC program establishes minimum stock requirements for food categories. The name brands and categories may differ from state to state or territory/possession. The WIC program includes such foods as iron-fortified infant formula and infant cereal, iron-fortified adult cereal, vitamin C-rich fruit or vegetable juice, eggs, milk, cheese, carrots, peanut butter, tuna, and dried beans or peas. Canned, frozen, or fresh fruits and vegetables are available through the WIC program using the Cash Value Benefit.

c. All commissaries will participate in this program, if available. Payments for WIC sales may be made by WIC vouchers, WIC checks, or WIC EBT depending on the issuing authority procedures.

d. Approval for WIC sales is considered for each commissary on an individual basis. The store director will contact the state agency and request authorization to participate. The store director must request approval through their area director to the Resource Management Directorate (RM), RMCP. Procedures for processing and reimbursement by the state will be determined by individual negotiations.

e. Reimbursement for items sold to individuals under the WIC program will be the commissary shelf price plus surcharge. All WIC checks/vouchers will be stamped with the commissary identification stamp.

2. ACCEPTING WIC VOUCHERS/CHECKS FOR PAYMENT

a. WIC purchases paid for with vouchers or checks must be rung as a separate transaction and completed IAW with local state regulations and procedures. The cash office will review the WIC vouchers or checks for accuracy of required information. WIC purchases with vouchers or checks will be accepted at all in-lane registers, except where there are at least two express lanes and one is designated as “cash only;” WIC cannot be accepted on SCOs.

b. Ensure state officials have issued the vouchers or checks. Out-of-state documents cannot be accepted unless there are agreements between your state and another state to accept WIC.

c. Do not process or accept documents if the bearer has been directed to use a specific store, unless that store is the commissary.

d. States that issue vouchers or checks will generally have the recipient's name, exact products to be purchased, issue date, and spaces for validation by the cashier.

e. Substitution of food types, food brands, or container sizes for items identified as WIC approved is not authorized.

f. Valid manufacturer coupons may be used on a WIC transaction.

g. Ring the sale as a WIC transaction and accept the voucher/check in payment. The voucher/check will be processed according to instructions provided by the state agency.

h. WIC vouchers, which some states require to be mailed to them instead of depositing at the local bank, must be treated as charge sales. Procedures are contained in Reference (ff), Chapter 29. Most of these states also require their unique form to be completed and returned to them along with the applicable vouchers. RMCR will input WIC charge sales into DIBS; however, individual states will specify in the agreement the frequency for submission of the vouchers.

3. WIC EBT PROGRAM. Some state agencies, under the authority of the USDA FNS are currently delivering WIC benefits through an EBT system. All states will be required to convert to EBT by October 2020. The WIC EBT program, also referred to as e-WIC, allows WIC clients to access their benefits through the EBT system using their state issued card at the commissary's POS system. WIC EBT systems may be a "stand-beside" system that requires additional input outside of DeCA's POS system or may be integrated into DeCA's POS.

a. In commissaries with a stand-beside system, the CSD manager/supervisor will:

(1) Follow procedures provided by state agencies for obtaining the WIC EBT cash transaction reports for balancing at the end-of-day.

(2) Ensure the total daily cash sales shown for the cashiers are reconciled with the total media pick-up/turn-ins, which includes the WIC EBT cash transaction receipts.

(3) Ensure the WIC EBT and cash terminal receipts are forwarded to the SDO for preparation/completion of DeCAF 70-15 and DD Form 707-E.

b. If the state does not provide a sufficient number of WIC stand-beside terminals for each register in the store, commissaries will designate specific registers for WIC terminals. These registers should be open at all times.

c. Commissaries will follow state procedures for acceptance/non-acceptance of WIC EBT if the network is down.

4. WIC EBT IMPLEMENTATION. While all states, the District of Columbia, and U.S. territories are mandated to convert to WIC EBT by 2020, a standardized delivery method has not been directed. Each state, the District of Columbia, and U.S. territories are developing their own WIC EBT solution.

a. When notified of WIC EBT implementation by their state, the District of Columbia, or U.S. territory, commissaries will:

(1) Send an email to WIC_EBT@deca.mil notifying them of the state's/territory's intent and any additional information provided by the state/territory.

(2) Upon receipt of a survey from the state/territory, fill in store information and forward the survey, with any additional information provided by the state/territory, to WIC_EBT@deca.mil.

b. SOS will:

(1) Be the primary POC for WIC EBT implementation and commissary WIC EBT equipment/system issues.

(2) Monitor the WIC_EBT mailbox daily and forward surveys to the appropriate POC for each directorate or division identified in the paragraphs below.

(3) Be responsible for consolidating all survey information from commissaries and DeCA Headquarters directorates.

(4) Review store provided survey information for accuracy and completeness.

(5) Determine whether stand-beside equipment will be utilized or WIC EBT will be integrated into the POS.

(a) Implementation planning will be coordinated with the Acquisition Management Directorate, Enterprise Acquisition Division (LEAA); Information Technology Directorate, Program Management Office (LEIP); Information Technology Directorate, Telecommunication and Network Branch (LEITT); and RM/RMCP.

(b) When a determination is made for stand-beside equipment:

1 Establish the optimum number of devices and enabled lanes for each commissary contingent upon state requirements. The average number of WIC transactions per day based on the past year's sales transactions and cost of additional devices must be evaluated to minimize cost to the Agency without sacrificing customer service.

2 Provide defined requirements for equipment, installation, setup, training, and maintenance to LEAA.

(6) Review and analyze the continued need of maintenance agreements for stand-beside equipment annually.

(7) Notify the Equipment Division (LELE) when additional WIC EBT stand-beside devices or equipment above initial requirements are needed.

c. LEAA will determine the best procurement methodology for stand-beside equipment, to include lease or buy determinations, based upon SOS's requirements. After the procurement methodology determination, LEAA will solicit for the defined requirements, when required, and award contracts for each commissary after technical review and approval by SOS.

d. LEIP will be responsible for completing POS system information on surveys and providing to SOS, participate in implementation planning, and provide integration assistance, if required.

e. LEITT will be responsible for completing telephone and network information on surveys and providing to SOS and participate in implementation planning for stand-beside equipment. Additionally, they will provide assistance to the commissaries for necessary telephone or Internet services to support WIC EBT, if required.

f. RMCP will be responsible for completing financial aspects on surveys and providing to SOS and participate in implementation planning.

g. LELE will be responsible for acquiring additional WIC EBT devices or equipment for commissaries above initial requirements.

5. WOMEN, INFANTS, AND CHILDREN OVERSEAS (WICO) PROGRAM

a. DoD offers the WICO nutrition program to eligible participants located overseas, including Canada, and excluding Guam and Puerto Rico. TRICARE Management Activity (TMA) administers WICO. TMA contracted with Choctaw Management/Services Enterprise (CM/SE) Banking and Finance Office to manage and oversee day-to-day operations and WICO offices.

b. WICO drafts, Figure 19, may only be accepted in overseas commissaries, excluding Guam and Puerto Rico, and in select U.S. commissaries designated to accept drafts from participants located in Canada.

6. ACCEPTING WICO

a. WICO purchases must be rung as a separate transaction and completed IAW with local procedures. The cash office will review the WICO drafts for accuracy of required information.

WICO purchases with drafts will be accepted at all in-lane registers, except where there are at least two express lanes and one is designated as “cash only.” WICO cannot be accepted on SCOs.

b. Eligible participants must advise the cashier they are a WICO patron and present their WICO Participant Folder and the draft(s) to be used for the purchase. The participant must separate the items for each draft from the other items being purchased.

(1) The person identified as “participant” on a draft may or may not be the patron who purchases WICO approved foods. The patron may be a parent making WICO purchases on behalf of a child or someone named as a proxy (proxy has to be an authorized patron). However, the name and signature of the person who makes WICO purchases and signs a draft in payment for those purchases must appear on the WICO Participant Folder.

(2) If the patron’s name or signature is not shown on the WICO Participant Folder, a supervisor should contact the servicing WICO office to discuss and seek resolution of the matter.

c. Ensure the draft serial number is not on the “WICO Lost/Stolen Draft” list for your area. If a draft is on the list, retain it, and politely inform the customer it cannot be accepted because it has been reported as lost or stolen. Turn the draft over to the CSD manager/supervisor who will contact the WICO office where the draft was issued.

d. Drafts may be accepted on or between the first and last dates listed on the draft.

e. Substitution of food types, food brands, or container sizes for items identified as WICO approved is not authorized.

f. Valid manufacturer coupons may be used on a WICO transaction.

g. Ring the sale as a WIC transaction and accept the draft in payment. The draft will be processed according to DoD/TMA instructions.

Figure 19. Women, Infants, and Children Overseas (WICO) Draft

The Draft (check) should contain the following elements:

a | **c**

b | **d**

e

f

g

h | **i** | **j**

QUANTITY	UNIT	FOOD ITEM
1.5	gals.	milk (whole, 2%, 1%, 1/2%, skim, organic, lactose free);
OR 6	ltxs.	milk (whole, 2%, 1%, 1/2%, skim, organic, lactose free)
1	pound	cheese
1	dozen	eggs
2 - 11.5/12	oz.	frozen/liquid juice concentrate;
OR 2 - 46	fl. oz.	cans/bottles single strength juice;
OR 1 - 64	fl. oz.	bottle/carton single strength juice

- a. U.S. Department of Defense Women, Infants, and Children (WIC) Overseas
- b. Participant Name
- c. First Day/Last Day to Use
- d. Serial Number
- e. Exact Amount
- f. Date of Purchase
- g. Signature of Customer
- h. Food List
- i. MICR Line
- j. Commissary Stamp Block

ENCLOSURE 9

CHANGE FUND

1. CHANGE FUND LIMIT. The total change fund will not exceed \$1,000 per cash register unless SOS grants a waiver in writing. Mobile terminals may be included in the register count only when they are used daily, e.g., grab-n-go, deli, etc. Refer to paragraph 8 for increases/decreases to the commissary change fund.

2. CHANGE FUND CUSTODIAN RESPONSIBILITIES

a. The store director is responsible for the overall accountability of the change fund.

(1) The store director will designate, in writing, the change fund custodian, who is usually the CSD manager/supervisor.

(2) The store director may authorize/delegate, in writing, additional personnel as alternate change fund custodians due to the nature of commissary operations (i.e., operating hours, tours of duty, commissary size, and sales volume).

(3) The delegation of authority must be maintained on file and posted in the cash office.

b. All change fund custodians, primary and alternates, are fully responsible for knowing and following all policies, procedures, and requirements related to the control and safeguarding of funds.

c. Only change fund custodians may have the safe combination, access the safe, and have unescorted entry to the safe room. Access to the change fund will be restricted to the minimum number of personnel essential to maintain smooth operation and supervision. The store director should not have the safe combination or access to the change fund. Access to the safe and/or change fund will be IAW DeCAD 30-18, as amended, (Reference (aa), Chapter 5.

d. Change fund custodians must ensure the authorized change fund amount is intact and secured.

e. Combinations of safes will be changed annually and immediately following separation, reassignment, or prolonged absence of any individual of 30 days or more (except individuals in official TDY status) that has knowledge of the combination. Update SF 700, Security Container Information, at the time personnel are given the combination to the safe or when the safe combination is changed.

3. DAILY VERIFICATION OF THE CHANGE FUND BY CHANGE FUND CUSTODIANS

a. At a minimum, the change fund will be counted in its entirety at the beginning of each business day and after store closing once all tills/SCOs have been reconciled and the funds for deposit balanced and verified.

(1) Individual bundles or straps of bills will be broken down and counted;

(2) Rolls of coins in opened bricks will be counted. This does not mean each individual roll of coins must be opened and counted. It means actually counting the number of rolls in a box, bag, or container, and not just assuming it is full or filled with all the same denomination of rolls.

(3) All monies in individual tills, if prepared for the next business day, will be counted.

(4) SCO cassettes and coin dispensers, if prepared for the next business day, will be counted.

b. The count will be recorded in a locally devised log by the custodian responsible for performing the counts for any funds being distributed. A sample change fund log is shown at Figure 20. **Note:** While it is acceptable to record the total number and dollar amount of pre-made tills and SCOs on the log, each till and SCO cassette must be counted per guidance in paragraphs 3a(3) and 3a(4), above.

(1) The change fund count, by denomination and total amount, will be recorded in the log, along with the date and time the count was completed, and will be signed by the custodian performing the count.

(2) The count for the individual tills may be recorded by number of tills and the total amount per till. For example, 10 tills @ \$250 = \$2,500. However, this does not remove the requirement to do a 100 percent count and verification of all pre-made tills.

(3) An annotation will also be made to account for any funds in transit to a financial institution for change.

(4) If a mistake is made when recording the change fund count on the log, the error will have one line drawn through it and be initialed. The corrected amount will be then be annotated. White out, correction tape, or similar products will not be used on the log.

c. Funds sent or taken to the financial institution for change will be verified with the change order request to ensure the totals match before funds leave the commissary. When the change is brought back to the commissary, it must be counted, as prescribed in paragraph 3a, above, before placing in the safe to ensure the amount received matches the change order request.

Figure 20. Sample Change Fund Log

CHANGE FUND LOG

Date: 2 Jan 2012
 Time: 6 AM
 Counted by: Susie Sunshine

Pennies	\$ 100
Nickels	\$ 200
Dimes	\$ 250
Quarters	\$ 200
Halves/Dollars	\$
\$1	\$ 3000
\$5	\$ 5000
\$10	\$ 1000
\$20	\$ 2100
\$50	\$ 450
\$100	\$ 700
Tills	\$ 10x150=1500
SCOs	\$ 2x750=1500
Change sent to Bank	\$ -
TOTAL	\$ 16,000

Date: 2 Jan 2012
 Time: 12 PM
 Counted by: Ritchie Rich

Pennies	\$ 97
Nickels	\$ 194
Dimes	\$ 240
Quarters	\$ 190
Halves/Dollars	\$
\$1	\$ 2952
\$5	\$ 4965
\$10	\$ 1010
\$20	\$ 100 75
\$50	\$
\$100	\$ 100
Tills	\$ 10x150=1500
SCOs	\$ 2x750=1500
Change sent to Bank	\$ \$250
TOTAL	\$ 16,000

Date: 2 Jan 2012
 Time: 1600 hrs
 Counted by: Betty Brown

Pennies	\$ 97
Nickels	\$ 184
Dimes	\$ 240
Quarters	\$ 650
Halves/Dollars	\$
\$1	\$ 4754
\$5	\$ 4975
\$10	\$ 1300
\$20	\$ 300
\$50	\$ 100
\$100	\$ 400
Tills	\$ 10x150=1500
SCOs	\$ 2x750=1500
Change sent to Bank	\$ -
TOTAL	\$ 16,000

Date:
 Time:
 Counted by:

Pennies	\$
Nickels	\$
Dimes	\$
Quarters	\$
Halves/Dollars	\$
\$1	\$
\$5	\$
\$10	\$
\$20	\$
\$50	\$
\$100	\$
Tills	\$
SCOs	\$
Change sent to Bank	\$
TOTAL	\$

4. CHANGE FUND INTEGRITY. The store director and/or designated representative are responsible for properly documenting any variance to the change fund. The documents must reflect any overages and/or shortages in the change fund. Management must document and take necessary precaution to prevent a recurrence of this action. There will be no loss to the change fund. If any loss in the change fund is discovered, it must be immediately reported to the store director and to the local criminal investigation authority, if applicable.

a. If the change fund is found to be over or short, the deposit must be adjusted accordingly to reflect the variance. The adjustment will not be made using a cashier, SCO, or refund till; it must be reflected in the day's deposit and included in the total over/short on the DD Form 707-E for that day.

b. Cash losses of \$100.00 or more will require processing a DeCAF 40-70, Government Property Lost or Damaged (GPLD) Survey Certificate, and reported through a DIRep. Refer to Enclosure 11 for GPLD guidance.

5. QUARTERLY VERIFICATION OF THE CHANGE FUND BY MANAGEMENT

a. The store director or the second ranking manager, e.g., assistant store director, store administrator, store manager, etc., plus an employee from the SDO, will conduct quarterly **unannounced** change fund verifications IAW DeCAD 70-6, (Reference (ff), Chapter 30). The change fund custodian or alternate must be present at all times during the cash counting/verification, however, they are not allowed to count the media. All media must be counted, including prepackaged or strapped currency, opened coin bricks, individual bills and coins/rolls retained in the tills, and SCO bill and coin dispensers. The CSD manager/supervisor will retain a copy of all verification reports in the cash office and forward a copy of the report to the Resource Management Directorate, Policy, Systems and Services Branch (RMCP). Additional random verifications may be conducted at the discretion of the store director.

b. Exceptions to the store director or second ranking manager performing the verification will be necessary when either of them have access to the safe, such as in small commissaries. In those circumstances, the area director, at their discretion, will designate, in writing, other DeCA personnel assigned to perform the quarterly verifications.

6. CHANGE FUND AUDITS. Commissary change funds may be audited at the discretion of the DeCA Director, area director, zone manager, or store director. No additional funding will be expended or requested to support the requirements of these procedures.

7. STORAGE OF FUNDS. Change funds will be stored in an approved safe, vault, or other funds storage container. SF 702, Security Container Check Sheet, Figure 21, will be affixed to the exterior of the safe and completed with all of the required information at the time the safe is opened, locked, and/or checked. Retain completed SF 702s for 1 year. See Reference (aa), Chapter 5, for additional guidance.

Figure 21. SF 702, Security Container Checklist

Note:

“Opened By” reflects the initials of the person opening the safe and the time it was opened.
 “Closed By” reflects the initials of the person locking the safe and the time it was locked.
 “Checked By” reflects the initials of a second person that checked the safe to ensure it was locked and the time they checked.
 “Guard Check” is not used.

The image shows two identical copies of the 'SECURITY CONTAINER CHECK SHEET' (Standard Form 702). The left copy is filled out with handwritten information for the month of March 2016. The right copy is blank.

Left Copy (Filled Out):

- TO (if required):** March 1
- THRU (if required):** March 31
- CERTIFICATION:** I CERTIFY, BY MY INITIALS BELOW, THAT I HAVE OPENED, CLOSED OR CHECKED THIS SECURITY CONTAINER IN ACCORDANCE WITH PERTINENT AGENCY REGULATIONS AND OPERATING INSTRUCTIONS.
- MONTH/YEAR:** March 2016
- Table:**

DATE	OPENED BY		CLOSED BY		CHECKED BY		GUARD CHECK (if required)
	INITIALS	TIME	INITIALS	TIME	INITIALS	TIME	
1	WT	0830	WT	1400	WT	0800	
2	WT	0830	WT	1400	WT	0800	

Right Copy (Blank):

- FROM:** (Empty)
- ROOM NO.:** (Empty)
- BUILDING:** (Empty)
- CONTAINER NO.:** (Empty)
- CERTIFICATION:** I CERTIFY, BY MY INITIALS BELOW, THAT I HAVE OPENED, CLOSED OR CHECKED THIS SECURITY CONTAINER IN ACCORDANCE WITH PERTINENT AGENCY REGULATIONS AND OPERATING INSTRUCTIONS.
- MONTH/YEAR:** (Empty)
- Table:** (Empty grid)

At the bottom right of the forms, it says: STANDARD FORM 702 (8-65) Prescribed by GSA/ISSO 32 CFR 2003

8. INCREASES/DECREASES TO THE COMMISSARY CHANGE FUND. The SOS is responsible for overseeing the establishment/disestablishment of change funds and for approving/ disapproving changes in the change fund amounts at commissaries.

a. Change fund increase:

(1) Commissaries will submit the following to SOS:

- (a) Change Fund Increase Request Memorandum, Figure 22;
 - (b) DeCAF 40-322, Commissary Change Fund Increase Request Form, Figure 23;
 - (c) Request for Change Fund Increase/Decrease, signed by their zone manager, Figure 24;
 - (d) Photocopies of the change fund log including end-of-day change fund counts, by denomination for a 2-4 week period; and
 - (e) Copies of change fund orders, by denomination, for the same 2-4 week period submitted for 8a(1)(d) above.
- (2) SOS will evaluate the request and adjust the amount requested, if necessary.
 - (3) If the evaluation supports the request, the Principal Deputy, Store Operations, will:
 - (a) Indicate “approved” and sign the Change Fund Increase Request Memorandum.
 - (b) Sign the Request for Change Fund Increase/Decrease form.
 - (4) Forward all documents identified in paragraph 8a to RMCP for processing through DFAS.
 - (5) RMCP will annotate the “Store Code” on the approved Request for Change Fund Increase/Decrease form and forward to DFAS.
 - (6) Upon receipt of the check from DFAS, the commissary will:
 - (a) Cash the check from the day’s sales receipts or take it to the bank and cash it. The monies will then be included in the change fund.
 - (b) The SDO will follow current POS procedures to update the change fund in the POS and the DD 707-E, Report of Deposits.
 - (7) If the evaluation by SOS does not support the request, the Principal Deputy, Store Operations, will annotate “disapproved” and sign the Change Fund Increase Request Memorandum. A copy of the disapproved Change Fund Increase Request Memorandum will be sent to the requesting commissary and a copy to RMCP.
- b. Change fund decrease:
- (1) When it is determined that the change fund needs to be decreased, the completed Request for Change Fund Increase/Decrease, Figure 24, will be submitted to the zone manager and SOS for their signatures and concurrence with the request.

(2) The signed document will be forwarded to RMCP for processing.

(3) The SDO will prepare a DD Form 1131, Cash Collection Voucher, for the amount being deposited. Cite on the DD 1131, "Change Fund Decrease" and appropriation 97X4930.4K00 E00.

(4) The cash office will prepare an OTCnet Deposit Ticket for the excess funds as a separate deposit from the day's sales transactions.

(5) The SDO will follow current POS procedures to update the change fund in the POS and the DD 707-E, Report of Deposits.

Figure 22. Change Fund Increase Request Memorandum



DEFENSE COMMISSARY AGENCY
YOUR COMMISSARY NAME
ADDRESS
STATE, ZIP CODE

REPLY TO
ATTENTION OF

YOUR OFFICE SYMBOL

DATE

MEMORANDUM FOR STORE OPERATIONS

SUBJECT: Change Fund Increase Request

Request to increase my current change fund from \$ _____ to \$ _____. This Commissary operates (how many total registers—count in-lanes, SCOs and the refund register) registers and this letter confers approval to exceed the \$1000 per register change fund limit. This increase is necessary because (Full justification needed).

Attached are the Commissary Change Fund Increase Request form, the Request for Change Fund Increase/Decrease form approved by my zone manager, copies of the end-of-day change fund count (by denomination) for a 2-4 week period, and copies of the change fund orders (by denomination) for the same 2-4 week period.

Typed Name
Store Director

Attachments:
As stated

Approved/Disapproved

Typed Name
Store Operations

Figure 23. DeCAF 40-322, Commissary Change Fund Increase Request Form

Commissary Change Fund Increase Request Form <small>(OPR is MPO; See DeCAM 40-6.1 for instructions)</small>	
To be completed by commissary and used by Store Operations to evaluate change fund increase requests.	
Commissary Name:	<input style="width: 95%;" type="text"/>
1. Days of Operation:	<input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat
2. Number of registers:	In-Lane <input style="width: 40px;" type="text"/> SCO <input style="width: 40px;" type="text"/> Refund <input style="width: 40px;" type="text"/> Other (i.e. deli, wireless used daily in grab n go) <input style="width: 60px;" type="text"/>
3. Number of employees, including students, assigned cashier duties based on their status:	FT <input style="width: 40px;" type="text"/> PT <input style="width: 40px;" type="text"/> INTERMITTENT <input style="width: 40px;" type="text"/>
4. Average number of cashiers operating per day	<input style="width: 60px;" type="text"/>
5. Number of cashiers operating on payday or payday weekend day	<input style="width: 60px;" type="text"/>
6. Are tills prepared at close-out and maintained in the safe for the next day?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Amount of loan/till	<input style="width: 80px;" type="text"/>
Amount of loan/SCO	<input style="width: 80px;" type="text"/>
Amount of other loan/till (i.e. refund register)	<input style="width: 80px;" type="text"/>
8. Till Setup (for 1 Till)	\$1 <input style="width: 40px;" type="text"/> \$5 <input style="width: 40px;" type="text"/> \$10 <input style="width: 40px;" type="text"/> Quarters <input style="width: 40px;" type="text"/> Dimes <input style="width: 40px;" type="text"/> Nickels <input style="width: 40px;" type="text"/> Pennies <input style="width: 40px;" type="text"/> Dollar Coins <input style="width: 40px;" type="text"/>
9. SCO Setup (for 1 SCO)	\$1 <input style="width: 40px;" type="text"/> \$5 <input style="width: 40px;" type="text"/> \$10 <input style="width: 40px;" type="text"/> Quarters <input style="width: 40px;" type="text"/> Dimes <input style="width: 40px;" type="text"/> Nickels <input style="width: 40px;" type="text"/> Pennies <input style="width: 40px;" type="text"/>
10. Days of week you can buy change from bank	<input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat
11. Do you have armored car service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. If # 11 is Yes, days of service:	<input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat Approximate time of day they pickup <input style="width: 150px;" type="text"/>

DeCA Form 40-322, July 2015

Figure 23. DeCAF 40-322, Commissary Change Fund Increase Request Form, Continued

Commissary Change Fund Increase Request Form	
(Continued)	
13. Do you have to send your money for change to the bank in advance, i.e., on Wednesday and get it back on Thursday: <input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes: Send on Sunday, get back on	<input type="text"/>
Send on Monday, get back on	<input type="text"/>
Send on Tuesday, get back on	<input type="text"/>
Send on Wednesday, get back on	<input type="text"/>
Send on Thursday, get back on	<input type="text"/>
Send on Friday, get back on	<input type="text"/>
Send on Saturday, get back on	<input type="text"/>
14. # On-site sales/year <input type="text"/>	# Registers at each sale <input type="text"/>
	# Cashiers at each sale <input type="text"/>
Estimated change fund amount needed for each sale	<input type="text"/>

Figure 24. Request for Change Fund Increase/Decrease

REQUEST FOR CHANGE FUND INCREASE/DECREASE

Requesting commissary must prepare a memo with the Store Director's signature to request a change fund increase or decrease.

STORE CODE	DODAAC	STORE NAME MAILING ADDRESS
_____	_____	_____

CURRENT CHANGE FUND _____

**PROPOSED INCREASE
/DECREASE** _____

NEW CHANGE FUND _____

SIGNATURES/CONCURRENCE:

ZONE MANAGER	DATE
---------------------	-------------

PRINCIPAL DEPUTY, STORE OPERATIONS	DATE
---	-------------

- Commissaries please allow 6 business days (from approval date) to receive check.
- Additional instructions will be provided to stores regarding the check deposit and changing the change fund amount on the DD 707.
- **SOS: Send the memo, supporting documentation, and this request to the RMCP POC.**

9. COMMISSARY CLOSURES. For those commissaries that are scheduled for closure, see Reference (ff), Chapter 30, for disposition of funds upon closing.

10. EMERGENCY CHANGE FUND. Use of an emergency change fund is required when DeCA store operators find themselves unable to access their commissary's regular change fund. Some examples are: the safe is broken and the locksmith is unavailable; internal theft; and robbery. Confronted with a store to open, patrons to serve, and usually with an opening time that is much earlier than that of their servicing bank, stores need a legal process to access a temporary emergency change fund.

a. Determine the amount of the temporary emergency change fund that would be necessary to open the commissary; this amount will vary by store.

b. Each commissary must attempt to negotiate with their servicing bank, installation Morale, Welfare and Recreation activities, exchanges, and any other institution that can provide a temporary emergency change fund.

c. Initiate a DeCA emergency change fund Memorandum of Understanding (MOU), to negotiate with your local servicing bank or other entity. A sample is shown at Figure 25. The store director and the servicing bank (or other entity) representative must sign and date the MOU. Ensure the MOU has the name and phone number of your servicing bank or other entity's representative that you will need to contact to obtain an emergency change fund. These same procedures apply for whichever entity enters into a MOU with the commissary. Procedures are to:

(1) Telephone servicing bank (or other entity) emergency contact;

(2) Invoke the DeCA emergency change fund MOU;

(3) Obtain the change fund. Fully annotate SF 1034, Public Voucher for Purchases and Services Other Than Personal, Figure 26. Ensure both copies are signed;

(4) Leave one copy for the bank (or other entity) and keep the other with the emergency change fund;

(5) Generate and send a DIRep;

(6) Take prompt action to solve the problem that denied access to the regular change fund; and

(7) Notify the installation commander if the store will open late.

d. Once sufficient funds have been generated to replace the temporary emergency change fund, and/or access to the regular change fund is successful, return the emergency change fund to the servicing bank (or other entity) using a new SF 1034, Figure 27. The two SF 1034s cancel

each other out. Retain on file for 7 years. Fax a copy of the SF 1034 to the Resource Management Directorate, Policy Systems and Services Branch (RMCP).

e. Under no circumstances shall any commissary employee:

(1) Use personal funds to replace the commissary change fund. This constitutes mingling personal funds with Treasury funds and is unlawful.

(2) Use the GPC to obtain emergency change fund.

(3) Use currency from any foreign nation as emergency change fund.

f. If a store director is unable to affect an MOU for emergency change fund, after exhausting all efforts, they shall request a waiver of the emergency change fund requirement from SOS. Any waiver of the emergency change fund does not constitute approval for co-mingling personal funds and Treasury funds.

Figure 25. Sample Emergency Change Fund Memorandum of Understanding (MOU)

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE _____ COMMISSARY

AND THE _____ SERVICING FINANCIAL INSTITUTION

SUBJECT: EMERGENCY CHANGE FUND

I _____, of
Last, First, MI

_____ located on
(Print Name of Financial Institution)

_____ hereby agree to temporary issue
(Print Name of Military Installation)

an emergency change fund to the _____ Commissary on Form SF 1034A.
(Commissary Name)

I further agree that this financial institution will do so in an emergency, prior to regular opening hours, and if necessary, on weekends and holidays. When the commissary has no further need of the emergency change fund (normally within 8 hours), the store director will return the funds to this financial institution on a new Form SF 1034A. The two forms will cancel each other out.

Signature: _____ Date: _____
(Servicing Bank Official)

Signature: _____ Date: _____
(Commissary Store Director)

Figure 26. SF 1034, Public Voucher for Purchases and Services Other Than Personal, Sample for Obtaining Change Fund

Standard Form 1034 Revised October 1987 Department of the Treasury 1. TFM 4-2000 1034-122		PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL				VOUCHER NO.
U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION DeCA Commissary Bldg 482 Yeager AFB, NM 12346-7890			DATE VOUCHER PREPARED 06-01-2004		SCHEDULE NO.	
PAYEE'S NAME AND ADDRESS East West Bank 123 Propwash Ave Yeager AFB, NM 123456-7890			CONTRACT NUMBER AND DATE		PAID BY	
			REQUISITION NUMBER AND DATE			
			DATE INVOICE RECEIVED			
			DISCOUNT TERMS			
SHIPPED FROM			TO		WEIGHT	
GOVERNMENT B/L NUMBER						
NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES <i>(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)</i>	QUAN-TITY	UNIT PRICE		AMOUNT
				COST	PER	
06-01-2004	06-01-2004	Emergency Change Fund				
		CHANGE FUND OBTAINED FROM BANK B				
		William Cantrell, Store Director 06-01-04				
		Signature:				
		CHANGE FUND RELEASED FROM BANK B				
		Loydette Smithe, Bank Manager 06-01-04				
		Signature:				
		Nothing Follows-----				
(Use continuation sheet(s) if necessary) (Payee must NOT use the space below) TOTAL						
PAYMENT:		APPROVED FOR	EXCHANGE RATE	DIFFERENCES		
<input type="checkbox"/> PROVISIONAL		= \$ 1,000.00	NA = \$1.00			
<input type="checkbox"/> COMPLETE	BY2					
<input type="checkbox"/> PARTIAL						
<input type="checkbox"/> FINAL	TITLE			Amount verified, correct for		
<input type="checkbox"/> PROGRESS				(Signature or Initials)		
<input type="checkbox"/> ADVANCE						
Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.						
06-01-2004		Commissary Store Director				
(Date)		(Authorized Certifying Officer) ²		(Title)		
ACCOUNTING CLASSIFICATION						
PAID BY	CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY	CHECK NUMBER	ON (Name of bank)		
	CASH	DATE	PAYEE ³			
	\$					
				PER		
				TITLE		

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PRIVACY ACT STATEMENT

The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

Figure 27. SF 1034, Public Voucher for Purchases and Services Other Than Personal, Sample for Returning Change Fund

Standard Form 1034 Revised October 1987 Department of the Treasury 1 TFM 4-2000 1034-122		PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL			VOUCHER NO.	
U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION DeCA Commissary Bldg 482 Yeager AFB, NM 12346-7890			DATE VOUCHER PREPARED 06-01-2004		SCHEDULE NO.	
PAYEE'S NAME AND ADDRESS East West Bank 123 Propwash Ave Yeager AFB, NM 123456-7890			CONTRACT NUMBER AND DATE		PAID BY	
			REQUISITION NUMBER AND DATE			
			DATE INVOICE RECEIVED			
SHIPPED FROM			TO		WEIGHT	
GOVERNMENT B/L NUMBER						
NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES <i>(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)</i>	QUAN-TITY	UNIT PRICE		AMOUNT
				COST	PER	
06-01-2004	06-01-2004	Emergency Change Fund				1
		CHANGE FUND RETURNED TO BANK BY:				
		William Cantrell, Store Director 06-01-04				
		Signature:				
		CHANGE FUND RECEIVED BY:				
		Loydette Smithe, Bank Manager 06-01-04				
		Signature:				
		Nothing Follows-----				
(Use continuation sheet(s) if necessary) (Payee must NOT use the space below) TOTAL						
PAYMENT: <input type="checkbox"/> PROVISIONAL <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL <input type="checkbox"/> PROGRESS <input type="checkbox"/> ADVANCE		APPROVED FOR BY2 TITLE	= \$ 1,000.00	EXCHANGE RATE NA = \$1.00	DIFFERENCES	
					Amount verified, correct for (Signature or Initials)	
Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.						
				Commissary Store Director		
				(Date) (Authorized Certifying Officer) 2 (Title)		
ACCOUNTING CLASSIFICATION						
PAID BY	CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY		CHECK NUMBER	ON (Name of bank)	
	CASH	DATE		PAYEE 3		
	\$					
					PER	
					TITLE	

Previous edition usable

This form was designed by FormSoft Group Ltd. using FormFlow v3.1

NSN 7540-00-900-2234

PRIVACY ACT STATEMENT

The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

ENCLOSURE 10

FUNDS CONTROL

1. CONTROL OF FUNDS AND STORAGE AREA

a. All cash handling areas will have limited access and follow the procedures described in Reference (aa), Chapter 5.

b. The store director will designate in writing those personnel authorized access to the cash handling areas.

2. CASH CONTROL

a. POS guidance will be followed in assigning operator numbers to personnel. POS access levels will be limited to only those necessary for an employee to perform their job.

b. The store director will designate, in writing, personnel authorized to perform overrides and/or approve the following: voids in the amount of \$6 or more; audactions (cash register entries which result in a negative transaction) regardless of the dollar amount; refunds; voided transactions; suspended transactions; and retrieved transactions. Personnel are not authorized to approve any of these actions associated with sales transactions they have processed.

c. The store Terminal Area Security Officer (TASO) will provide the store director with a current listing from the POS, by name and operator number, of all customer service employees and auxiliary cashiers, including refund operators and data entry terminal (DET) operators, each time an employee is added or deleted from the POS system.

d. Additionally, the TASO will provide the store director with a listing of all operator numbers and the assigned employees authorized to do overrides, e.g., manager index numbers. An updated list will be provided each time an employee is given authorization in the POS to perform manager overrides or whenever this authorization is removed for an employee.

e. The operator and manager override listings provided to the store director will be maintained in a locked cabinet, drawer, etc., with restricted access (generally, available only to the store director and assistant store director or store administrator), and maintained for one year. The listing will aid in ensuring transactions under review are properly associated with the correct employee performing the action.

f. At the beginning of each sales day, authorized cash office personnel will issue tills to cashiers. The cashiers will then open their assigned register by entering their assigned cashier number and password and place their till in the drawer. Multiple cashiers will not share passwords or work out of the same till at any register, including the in-lanes, SCO attendant station, mobile

terminals, or refund register. If a cashier needs additional funds during the day, the funds will be taken from the change fund; an additional loan in the POS will be issued if needed.

g. Pickups should be made when cash amounts in tills are \$1,000 to \$1,500. However, in areas where cash sales are higher than normal, SOS has the authority to waiver, in writing, the pickup limits cited above. This increase should not exceed \$3,000 before pickup. This can also be done where the staff is limited or other conditions do not allow frequent pickups. Pickups are not required for SCO registers.

(1) Cash office personnel will ensure the media pickup for each cashier is kept separate and entered into the POS as soon as possible. Funds picked up on the sales floor will be transported to the cash office in opaque, sealable bags, such as zippered wallet bank bags.

(2) Cash office personnel will ensure any reports generated from performing pickups are accounted for and retained. Use of DeCA Form 40-75, Daily Checker Record, is optional.

h. Personnel will not do pickups on, count, nor settle their own tills or the tills of family members.

i. All suspended transaction and voided transaction receipts will be turned in to the cash office and maintained with the daily sales information. Before clearing any suspended transactions, personnel will ensure groceries were not taken by the customer and research any irregularities.

j. It is highly recommended that two employees be assigned to work in the cash office during closing operations, i.e., reconciling tills, verifying cash for deposit, final safe count, etc.

k. There are daily procedures that are critical to maintaining the integrity of the POS and each store's accountability. DeCAF 40-314, CARTS Cash Office Checklist, Figure 28, and DeCAF 40-315, CARTS Back Office Checklist, Figure 29, will be used to ensure critical opening and closing procedures are completed daily. Completed checklists must be filed in the daily transaction folder with the end-of-day reports and DD 707.

Figure 28. DeCAF 40-314, CARTS Cash Office Checklist

CARTS CASH OFFICE CHECKLIST (OPR is MPOS)		
OPENING	DATE:	INITIALS
CHECK PRINTER FOR EOD REPORTS	Give all EOD reports & daily transaction folder to back/admin office. If EOD reports did not print, contact IBM help desk to verify status of auto close for previous business day.	
VERIFY CHANGE FUND	Count all funds Annotate change fund log & SF702, Security Container List	
LOG ON DATA ENTRY TERMINAL (DET)	Verify all cashiers have been reconciled, verify change fund amount is correct and perform "Carry Forward." Report will print when completed.	
ACCESS KEYS/SELF CHECK-OUT (SCO) CARDS	Issue/sign out keys & SCO attendant cards (must be controlled)	
SCO SET UP	Load cash & coin trays in SCOs, lock panels Perform "Cash Diagnostics" Set "SCO Zero Security Scale" Additional SCO loans	
VERIFY WIRELESS REGISTERS/MOBILE CARDS ON-LINE	From ACE main menu, press U for User Procedures, press R for Remote Sales Uploader, then do an ALT+S key combination to get the status of RC and RD (parents). Local column should have a "Yes" to indicate it is online. If not, reboot offline register, then recheck status. If still offline, call IBM Help Desk.	
PRINT SCANNED CHECKS DEPOSIT <i>Note: In some stores this may be accomplished by the back/admin office.</i>	Print scanned checks DD215, Deposit Ticket, from OTCnet and take to back/admin office.	
MIDDAY PICKUPS	Perform pickups, report auto prints, RETAIN <i>Note: Scanned checks, credit & debit cards, and coupons are automatically picked up</i>	
CLOSING		INITIALS
SECURE KEYS/SCO CARDS	Ensure keys & ALL SCO cards returned & secured, all registers logged off	
PERFORM PICKUPS	With Cummins (retain all pickup reports)	
REVIEW SYSTEM STATUS REPORTS	Verify "1" shows for all operators (closed) Page down to verify no suspended transactions	
DOORS CLOSED	From ACE main menu, press U for User Procedures, then C for Doors Closed, then enter on OK to complete. <i>Note: Sends a report to Enterprise Data Warehouse (EDW) that all sales are done for the day.</i>	
COMPLETE RECONCILING	Verify in "Current" screen Enter F5 or "alt A" to reconcile all	
VERIFY DEPOSIT \$	HIGHLIGHT "Office" line, enter, page down, print screen Use printed page to verify correct actual dollar amount	
ENTER DEPOSIT IN ACE	Key in from print screen page (after verifying)	
VERIFY CHANGE FUND	Count all funds Annotate change fund log, lock safe & sign off SF 702	
PRINT REPORT	Run Managers Terminal Audit Trail Report, retain in daily transaction folder <i>Note: This MUST be run by the cash office last thing before turning off DETs</i>	
LOG OFFS	Ensure all DETs are logged off	
REPORTS	Put all printed reports & DD 215 in daily transaction folder for back office	
SECURE OFFICE	Verify safe locked, set alarms and turn in office keys	

DeCA Form 40-314, July 2013

Figure 29. DeCAF 40-315, CARTS Back Office Checklist

CARTS BACK OFFICE CHECKLIST (OPR is MPOS)		
OPENING	DATE:	INITIALS
CONFIRM END OF DAY (EOD)	Verify previous day's EOD has run; will have EOD reports from cash office. (If not completed, and auto close can not be run before store opens; print reports and use reports to create DD 707 in CARTS.	
CONFIRM CARRY FORWARD	Verify carry forward was done by cash office; cannot do DD 707 until cash office has completed.	
VERIFY REPORTS	Verify previous day's reports are all in daily transaction folder: Daily Office Cash Report Daily Over/Short Report Daily Store Total Recap Report (2 pgs) Short Department Totals Report -- 2 reports with this name 1. Net sales, customer, store coupon, cancels, refunds 2. Net sales, customer, scanned Daily Misc Transactions Recap Report Short Refund Report (if no refunds, no report will print) Manager's Terminal Audit Trail Report DD 215 for non-scanned checks and cash <i>Also include supporting documents and receipts for refunds (including patron refund register), WIC, EBT, voided transactions, coupon transactions outside of order, etc.</i>	
DD 707 & DECAF 70-15, SUMMARY OF DAILY RECEIPTS	In ACE, enter information to generate DD 707 & DECAF 70-15	
SCANNED CHECK INFORMATION	Update local log used to track scanned check deposits	
	Verify scanned check DD 215 with applicable day's check deposit on the DD 707. Scan the DD 215 to the Resale Accounting Branch (aka ACS/RAD/RAB). <i>Note: In some stores this may be accomplished by the cash office.</i>	
	If scanned check DD 215 amount does not match the check amount reported on DD 707, print ELVIS Check Report and ELVIS Check Batch Report from ACE; research by comparing checks tendered, transmitted, and accepted; report details of missing checks, scanned check deposit ticket amount, and DD 707 amount to the IBM Help Desk. E-mail the information, along with the IBM ticket number; to Elvis@deca.mil .	
	Note: Stores may accomplish these tasks in a different order -- the intent of the checklist is to ensure primary tasks are accomplished daily	

3. EXCESSIVE VARIANCES. Cash variances are considered excessive when a cashier's till exceeds a \$6.00 variance per shift, or there are continual overages or shortages. The store director must be notified of excessive variances and an inquiry initiated to determine the cause. A record of the inquiry should be filed with the day's receipt records.

a. When an overage or shortage is identified, cash office personnel will recount the media and attempt to resolve. A second person will verify the discrepancy for overage/shortage in excess of \$6.00. The CSD manager/supervisor will inform cashiers of the overage/shortage.

b. The store director/assistant store director/store administrator may require cashiers with excessive cash variances to count their cash tills upon receipt, during pickup of cash, and when they turn in their till for the day.

c. If the store director/assistant store director/store administrator suspects cash office personnel are manipulating procedures to create or negate variances for cashiers, the store director will investigate and take action, as necessary. Supervisory personnel will be informed of the procedures and measures to be taken before they are implemented. In case of significant, unexplained, or questionable variances in any media amounts, the store director should contact the installation/local police and request an investigation.

d. Cash losses of \$100.00 or more will require processing a DeCAF 40-70, Government Property Lost or Damaged (GPLD) Survey Certificate, and must be reported through a DIRep. All cash variances will be reflected accordingly on the DD Form 707-E for that day. Refer to Enclosure 11, Reporting Physical Losses of Funds.

4. SLUSH FUNDS. Slush funds **are not** authorized.

a. A slush fund is defined as any funds other than the change fund and daily receipts. Examples of slush funds are coffee funds, birthday funds, holiday funds, extra coupons, or funds derived from overages discovered during the cash count.

b. Slush funds will not be maintained or used to adjust cashier or change fund variances. For example, if a cashier is over, the overage must be reflected on the cashier's settlement for the day. The overage will not be pulled from the till and used to cover shortages of other cashiers that day or in the future.

5. PREPARATION OF DEPOSIT.

a. Bank deposits must be made on what was actually on hand for deposit rather than the deposit amount reported in the POS system.

b. Immediately notify the store director/assistant store director/store administrator of any unresolved discrepancies between the funds on hand for deposit and the amount for deposit the POS indicates.

- c. After the day's receipts are reconciled, cash office personnel will prepare the OTCnet Deposit Ticket, Figure 30.
- d. The funds, with a copy of the OTCnet Deposit Ticket, will be immediately secured in the commissary safe until transferred to the financial institution.
- e. The cash office will forward the POS generated cashier reports; POS sales reports; DeCA Form 40-17, Patron Refund Register, with attached receipts; and a copy of the OTCnet Deposit Ticket to the SDO daily.

Figure 30. OTCnet Deposit Ticket

OTCnet DEPOSIT TICKET																																																																					
DEPOSIT NUMBER	DATE PRESENTED OR RAILED TO BANK	8-DIGIT OR 4-DIGIT AGENCY LOCATION CODE (ALC)	AMOUNT																																																																		
(1) 503202	(2) 08-28-12	(3) 0000355	(4) 13-226-34																																																																		
(5) AGENCY USE HCCBC 0-1 A-23-12 WIC 045-67																																																																					
(6) DEPOSITOR'S TITLE, DEPARTMENT OR AGENCY, AND ADDRESS Department of Defense Ft Anywhere, Commissary Customer Service 11222 ABC Road Anywhere, VA 12545 US		(7) NAME AND ADDRESS OF DEPOSITORY SunTrust Bank Atlanta, GA US																																																																			
		(8) I CERTIFY THAT THE ABOVE AMOUNT HAS BEEN RECEIVED FOR CREDIT IN THE ACCOUNT OF THE U.S. TREASURY ON THE DATE SHOWN, SUBJECT TO ADJUSTMENT OF UNCOLLECTIBLE ITEMS INCLUDED THEREIN.																																																																			
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DEPOSITARY: FORWARD THIS DOCUMENT WITH STATEMENT OR TRANSCRIPT OF THE U.S. TREASURY ACCOUNT OF THE SAME DATE.																																																																					
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6. DEPOSIT OF FUNDS. Funds (cash and other negotiable media) in excess of the change fund will be deposited with the designated depository. Funds will be deposited daily, if possible, but no later than the next business day of the bank, credit union, finance office, or armored car service, as applicable.

- a. The store director will obtain the written approval of the Executive Director, Store Operations, for funds storage authority, limitations, and location. This authorization should provide approval for a maximum fund limit during operating and non-operating hours.
- b. More than one deposit can be made daily when deemed appropriate by the store director/ manager.
- c. Store directors at smaller commissaries may obtain written authorization from the Executive Director, Store Operations, when it is not possible to make deposits daily or by the next business day. Waiver requests will be coordinated through the RMCP and the Security Branch (IGIS). Maintain a file copy of all approvals for exception to daily deposits. Deposits are to be retained in the safe but segregated from the change fund.
- d. Ensure funds storage authorization is not exceeded. When funds on-hand, including the change fund, exceed the authorized storage limit, a deposit must be made.
- e. Stores mailing funds (all negotiable media) for deposits will ensure front and back photo or microfiche copies of all non-scanned checks, traveler's checks, and money orders are made and secured.
- f. OTCnet will be checked at least weekly to validate previous deposits have been confirmed by the financial institution.
- g. Deposit shortages, when notified by the bank or DFAS, will be immediately investigated and local criminal investigation activity notified, if necessary.

7. SEPARATION OF FUNCTIONS. Cash office personnel who clear the registers, collect funds, settle cashiers, and deposit funds should not have access to SDO (back office) functions. This includes preparing the DD Form 707-E, Report of Deposits or changing prices in the POS operating system.

8. KEY CONTROL

- a. Procedures for key control are described in Reference (aa), Chapter 2. All significant CSD keys will be included on DeCAF 30-78, Key and Lock Inventory. The key and lock inventory will be completed with all of the required information. The keys will be inventoried each January and upon change of the key custodian. All keys permanently issued will be documented on DD Form 1150, Request for Issue or Turn-in, or DeCAF 30-63, Key Issue Log. The CSD keys must be secured and access limited to CSD personnel who need the keys to perform their jobs.
- b. Clearing keys will be kept in a key box or another place that is secured where cashiers do not have access. The store director will approve the location. The CSD manager/supervisor, and/or person(s) appointed by the store director will be the only ones to have access to the clearing

keys. The same person receiving the keys will maintain possession until the keys are returned to the key box.

c. SCO attendant cards will be treated as official keys and issued IAW Reference (aa), Chapter 2.

(1) SCO attendant cards will be issued to employees only when they are performing SCO attendant duties. Attendant cards will be signed back in whenever the SCO attendant is operating any register as a cashier, working in other departments, on lunch break, or at the end of their shift.

(2) All SCO attendant cards will be accounted for at the beginning and end of each operational day and a notation made on the card issue log to certify all cards are accounted for. Any SCO card unaccounted for will be identified as missing on the card issue log and deactivated immediately.

9. PROTECTION OF COMMISSARY FUNDS. Commissary funds must be protected by ensuring the procedures in this manual and other DeCA directives/manuals are implemented. The following describes functions where these controls are to be implemented to ensure commissary funds are protected.

a. Ensure security over access to POS functions by:

(1) Following guidance in assigning operator numbers to personnel based on their jobs (Enclosure 10, paragraph 2);

(2) Limiting log-in access levels to only those levels in which each employee needs to perform their job (Enclosure 10, paragraph 2);

(3) Not sharing passwords or tills because voids, audactions, refunds, and loans can be improperly cleared/entered/issued in POS, if the passwords are shared (Enclosure 10, paragraph 2);

(4) Investigating open, suspended transactions at close out to determine if there are any problems (Enclosure 10, paragraph 2); and

(5) Ensuring separation of functions exists between the cash office and SDO (Enclosure 10, paragraph 7).

b. Ensure handling of the change fund functions are in place by:

(1) Obtaining the store director's approval, in writing, for the appointment of a change fund custodian and alternate(s) (Enclosure 9, paragraph 2);

(2) Ensuring the change fund is verified at opening and closing by counting all media that make up the change fund and recording the counts in the daily change fund log (Enclosure 9, paragraph 3);

(3) Immediately notifying the store director of any variance in the change fund (Enclosure 9, paragraph 4); and

(4) Conducting quarterly change fund and deposit verifications by the store director/store administrator with all media that make up the change fund being counted and recorded on the quarterly verification form (Enclosure 9, paragraph 5).

c. Ensure the accuracy and timeliness of bank deposits by:

(1) Immediately notifying the store director/assistant store director/store administrator of any unresolved discrepancies between the funds on hand for deposit and what the POS indicates should be deposited (Enclosure 10, paragraph 5); and

(2) Depositing the funds for each days' sales no later than the next business day of the bank, credit union, finance office, or armored car service, as applicable (Enclosure 10, paragraph 6).

d. Ensure cash controls are in place by:

(1) Not sharing tills. Multiple cashiers will not work out of the same till at the checkstands, SCO attendant station, mobile terminals, or refund register (Enclosure 4, paragraph 15 and Enclosure 10, paragraph 2);

(2) Appointing personnel, in writing, to approve voids, refunds, clearing suspended transactions, and audactions in POS (Enclosure 4, paragraph 15 and Enclosure 10, paragraph 2);

(3) Not allowing customer service personnel to override or approve their own voids of \$6.00 or over, voided transactions, and audactions (Enclosure 10, paragraph 2);

(4) Requiring cashiers to turn in receipt tapes for any suspended transactions that they leave open (Enclosure 10, paragraph 2);

(5) Researching any suspended transactions that are still open at close out for irregularities before clearing them (Enclosure 10, paragraph 2);

(6) Conducting inquiries for cashiers with excessive over and/or short variances of \$6.00 or more and retain the documented results on file (Enclosure 10, paragraph 3);

(7) Informing the store director of excessive variances when they occur (Enclosure 10, paragraph 3); and

(8) Not allowing slush funds (Enclosure 10, paragraph 4).

e. Ensure pickup procedures are followed by:

(1) Requiring pickups when cash amounts in tills are \$1000-\$1500 (Enclosure 10, paragraph 2);

(2) Entering pickups into the POS when they are received or as soon as possible thereafter (Enclosure 10, paragraph 2); and

(3) Not allowing personnel to pick up, count, or settle their own tills or tills of family members (Enclosure 10, paragraph 2).

f. Ensure refund procedures are followed by:

(1) Requiring that returned merchandise be taken to the refund terminal for a refund (Enclosure 4, paragraph 15);

(2) Entering all returned items in POS by scanning the item or manually entering the UPC (Enclosure 4, paragraph 15);

(3) Logging all refunds on DeCA Form 40-17 (Enclosure 4, paragraph 15); and,

(4) Retaining a copy of all refund receipts with DeCA Form 40-17 (Enclosure 4, paragraph 15).

g. Ensure coupon procedures are followed by:

(1) Securing coupons in the cash register till or coupon drawers until they are picked up (Enclosure 6, paragraph 3);

(2) Locking the coupon drawers and not allowing the drawer to be used for anything other than storage of coupons received from the patrons during the normal course of business (Enclosure 6, paragraph 3);

(3) Requiring cashiers to scan coupons individually with each order (Enclosure 6, paragraph 3); and

(4) Accepting coupons only for the products stipulated on the coupon and purchased by the customer (Enclosure 6, paragraph 5).

h. Ensure security procedures are followed by:

(1) Maintaining a memorandum, signed by the store director, designating those personnel authorized access to the cash handling areas (Enclosure 10, paragraph 1);

(2) Updating SF 700 at the time personnel are given the combination to the safe or when the safe combination is changed (Enclosure 9, paragraph 2);

(3) Changing safe combinations annually and immediately following separation, reassignment, or prolonged absence of any individual of 30 days or more (except individuals in official temporary duty (TDY) status) who has knowledge of the combination (Enclosure 9, paragraph 2);

(4) Completing the SF 702 with all of the required information, at the time the safe is opened, locked, or checked (Enclosure 9, paragraph 7);

(5) Safeguarding funds IAW Reference (aa), Chapter 5, (Enclosure 10, paragraph 1).

(6) Placing funds picked up on the sales floor in opaque, sealable bags, such as zippered wallet bank bags for transport to the cash office (Enclosure 10, paragraph 2); and

i. Ensure controls over keys are followed by:

(1) Including all significant customer service keys on the key and lock inventory (Enclosure 10, paragraph 8);

(2) Documenting all permanently issued POS keys on DD Form 1150 or DeCAF 30-63 (Enclosure 10, paragraph 8);

(3) Securing customer service keys and limiting access to CSD personnel who need them to perform their jobs (Enclosure 10, paragraph 8);

(4) Requiring SCO attendant cards to be signed in/out daily (Enclosure 10, paragraph 8);
and

(5) Immediately deactivating any SCO cards that are unaccounted for at the beginning or end of each operational day (Enclosure 10, paragraph 8).

ENCLOSURE 11

REPORTING PHYSICAL LOSSES OF FUNDS

1. PHYSICAL LOSSES OF FUNDS. Each cashier and cash office change fund custodian is accountable for the funds in their drawer, safe, deposit, or change fund. Every store director is the accountable officer for the funds in their store.

a. There will be no loss to the change fund except for robbery or theft. The change fund will be replenished from cash sales received (the money for deposit) and any resultant variance will be reflected in the deposit.

b. Written investigatory comments are required for every physical loss of funds regardless of the amount. There is a procedural difference, however, in the investigatory requirements for minor losses of \$100-\$300 and losses over \$300.

c. If there is evidence of negligence, willful misconduct, fraud, or theft with any physical loss of funds, a Report of Survey, DD Form 200, Financial Liability Investigation of Property Loss, will be requested in coordination with a servicing police agency investigation.

d. All fund losses will be reported on the applicable day's DD 707-E, Report of Deposit. Appropriate administrative or disciplinary action will be initiated with the accountable person, if warranted.

e. A DIRep must be submitted for all funds losses of \$100 or more.

2. PROCEDURES FOR REPORTING PHYSICAL LOSSES OF FUNDS

a. For funds losses of \$99.99 or less per day:

(1) When preliminary research shows no positive evidence of negligence, willful misconduct, or unauthorized use during daily sales operation, losses of \$99.99 or less will be handled administratively at store level and the accountable officer must reflect the loss as a shortage on that day's DD Form 707-E, Report of Deposit.

(2) If there is evidence of negligence, willful misconduct, fraud, or theft with any physical loss of funds, a Report of Survey, DD Form 200, Financial Liability Investigation of Property Loss, will be requested in coordination with a servicing police agency investigation. Refer to paragraph 2f, below, and DeCAD 40-15, "Managing, Accounting, and Reporting of Government Property," (Reference (nn), Chapter 5, for instructions on completing the DD Form 200 and conducting a financial liability investigation.

b. Minor funds losses of \$100 to \$300 (no fraud).

(1) DeCA management officials will initiate an investigation by submitting a DIRep, in email format, not later than the end of the first business day following the discovery of cash losses of \$100 or more. The DIRep will briefly, and accurately, describe what, when, where, how, who, and why the event happened. Identify the persons involved, including operator number for cashiers, but do not include social security numbers, date of birth, home address, home telephone number, or the names of juveniles under the age of 18. Under no circumstances shall the individual incurring the loss, i.e., cashier, change fund custodian, customer service manager, etc., prepare their own investigatory report.

(2) If there is evidence of negligence, willful misconduct, fraud, or theft, a Report of Survey, DD Form 200, Financial Liability Investigation of Property Loss, will be requested in coordination with a servicing police agency investigation. Refer to paragraph 2f, below, and Reference (nn), Chapter 5, for instructions on completing the DD Form 200 and conducting a financial liability investigation.

(3) If there is no evidence of negligence, willful misconduct, fraud, or theft, a DeCAF 40-70, Government Property Lost or Damaged (GPLD), will be initiated per paragraph 2e, below; MP Guidance 13-03, GPLD and Report of Survey Process for Resale (Reference (oo)); and Reference (nn).

c. Minor funds losses of \$300 to \$750 (no fraud). Procedures outlined in paragraph 2b, above, will be followed, with the exception that someone other than the immediate accountable officer will initiate an investigation and complete the DeCAF 40-70.

d. Major fund losses in excess of \$750. A major loss will be investigated by means of a Report of Survey, DD Form 200, Financial Liability Investigation of Property Loss. Refer to paragraph 2f, below, and Reference (nn), Chapter 5, for instructions on completing the DD Form 200 and procedures for a financial liability investigation.

e. GPLD submission.

(1) GPLDs must be submitted according to the time constraints identified in Reference (nn), paragraph 5-4.

(2) The documentation accompanying a GPLD should cover all aspects of the loss in order for a reviewing official to be able to make an appropriate decision on pecuniary liability. Statements by employees should address who, what, when, where, how, and why, if known. Management should review statements and when inconsistencies occur, individuals involved should be re-interviewed to ascertain the facts.

(3) Supporting documentation will be scanned and a PDF file created. If the PDF file size exceeds the system limits, the documentation will be broken up into multiple, smaller files.

(4) Sections 1-14 of the GPLD, to include digital signature, will be completed and routed, with the supporting documentation attached, to the SOS GPLD POC.

(5) SOS will review the GPLD and supporting documentation and complete blocks 15 and 16. If the GPLD is warranted, SOS will route the GPLD, with the supporting documentation attached, to the area director. If the GPLD is not warranted, it will be returned to the commissary. Refer to paragraph 2f and Reference (nn), Chapter 5, if a report of survey is warranted.

(6) The area director will review the GPLD and supporting documents. The area director will complete sections 17-19 of the GPLD, to include digital signature, and route the GPLD, with supporting documentation attached, to SOS.

(7) If the basis of the GPLD is contractor damage, subsistence loss (to include outdated/expired product), funds loss under \$750, malfunction or loss of power in refrigeration/freezer units, or produce loss, SOS will review for completeness and route the GPLD, with the supporting documentation attached, to the MPOS POC.

(8) If the basis of the GPLD is employee negligence, contractor negligence, or there is a question as to legal sufficiency, SOS will route the GPLD with supporting documentation to GC. GC will review for legal sufficiency, complete sections 20-22 of the GPLD, digitally sign, and route the GPLD, with supporting documents attached, to the MPOS POC.

(9) MPOS will review the GPLD and supporting documentation for completeness and regulatory compliance. If the GPLD does not meet all requirements, it will be returned to SOS with an explanation of the action required.

(10) MPOS will enter the approved GPLD and supporting documentation into the DeCA electronic records management and archive system (DERMAS). MPOS will then notify SOS and the RMCR POCs, via email, that the GPLD has been approved and entered into DERMAS.

(11) SOS will route the finalized GPLD to the originating commissary.

(12) RMCR will adjust the Voucher Register and General Control (VRGC) report, if required.

f. Report of Survey and DD Form 200, must be submitted according to the time constraints identified in Reference (nn), paragraph 5-4.

(1) If a report of survey is warranted, the area director will direct the initiation of a DD 200, with sections 1-11 to be completed and supporting documentation attached using the form previously provided by MPOS. The area director will complete section 12, to include digital signature, and forward through email, with supporting documentation attached, to MPOS.

(2) An investigation will be conducted, and MPOS will ensure sections 13-15 are completed. MPOS will determine whether pecuniary or non-pecuniary liability is required. If it is determined there was evidence of negligence, willful misconduct, or deliberate unauthorized use, the DD 200 will be digitally signed by MPOS and forwarded through email, with supporting documentation, to GC.

(3) GC will complete the legal review and provide written comments on whether or not the Report of Survey is legally sufficient. The DD 200, with supporting documentation attached, will be forwarded by GC, through email, to MPOS.

(4) If there is not a legal objection, MPOS will mail a copy of the DD 200 and supporting documentation to the individual charged for completion of section 16. Upon return of the completed form to MPOS, it will be forwarded to RMCR.

(5) RMCR will complete section 17 and adjust the VRGC, if required.

(6) MPOS will forward the final DD 200 to SOS via email and enter the DD 200 and supporting documentation into DERMAS.

(7) SOS will forward the finalized report of survey to the applicable commissary or CDC via email.

g. Commissaries must retain GPLDs or reports of survey and original supporting documentation for 3 years.

ENCLOSURE 12

REMOTE SALES

1. GUARD AND RESERVE (G&R) SALES. DeCA has made a commitment to the DoD to expand outreach to G&R members who are not located near a commissary. The purpose of G&R on-site sales is to expand access to the commissary benefit by providing a select assortment of high-demand products based on customer demographics in a location more convenient to where they live or train. Detailed planning is instrumental in executing a successful on-site sales event and for controlling costs. The Guard/Reserve Standard Operating Procedure (SOP), (Reference (pp)), should be read prior to planning any G&R on-site sales. It can be found on OneNet, Public Folders, Guard/Reserve Support, Standard Operating Procedure (SOP).

2. COMMISSARY ADVANCED RESALE TRANSACTION SYSTEM (CARTS) CASH REGISTERS FOR GUARD AND RESERVE (G&R) ON-SITE SALES

a. CARTS mobile registers are the primary method for supporting G&R on-site sales. CARTS mobile registers without controllers (referred to as “children” registers) can be shared between commissaries to support on-site sales. Detailed instructions for configuring CARTS mobile registers coming from one store for use by another store are in the CARTS Mobile Terminal Sustainment Training, Version 7.0, (Reference (qq)). The CARTS Mobile Terminal Sustainment Training can be found on OneNet, Resource Center, Store Toolbox, CARTS (Commissary Advanced Retail Transaction System), Case Lot/Outside/G&R Sales, Training Guides, CARTS Mobile Terminal Sustainment Training. Because there may not be a sufficient number of mobile registers for the amount of business during the sale, DeCA has acquired hand held registers (HHR) for processing sales (see NOTE below). The combined solution of CARTS mobile registers, coupled with HHRs, should provide adequate coverage. If additional registers are needed, the G&R POC in the Store Support Directorate (SOS) can assist in transferring “children” mobile registers from another commissary.

NOTE: HHRs have a store specific configuration and cannot be loaned to or borrowed by another store.

b. To ensure Payment Card Industry (PCI) compliance, CARTS mobile registers may not be operated in a “store and forward” mode during the entire sale. All sales will have network capability either through use of a broadband modem that will be shipped from DeCA Headquarters to the commissary to support the sale or through commercial Internet accessibility through the G&R base. Detailed guidance on PCI compliance is provided in paragraph 9.

c. As a reminder, it is also very important to select facilities that have regular commercial electricity to support the front-end systems. If no electric power is available and front-end systems must be run off of generators, acquire a commercial generator rather than a military generator. Military generators do not provide a steady stream of clean power and can damage

front-end equipment. Since each CARTS mobile register runs at about 250 watts, a 3000 watt commercial generator can safely operate six (6) to eight (8) registers. Other equipment must not be connected to the commercial generator, **only registers**, to ensure clean and continuous power since CARTS remote register electronics are delicate and could be affected without “clean” power.

3. CARTS ON-SITE SALE REGISTER PREPARATION. The Quick Reference Guide in the Appendix of this enclosure summarizes activities that should be performed prior to conducting an on-site sale.

a. 45 Days (or more) prior to the on-site sale:

(1) In an effort to ensure PCI compliance at G&R sales, using CARTS registers in a store and forward mode, is not an option. Connecting through the network to process credit card transactions is required and the following steps must be taken to establish network connectivity. Network connectivity may be obtained as follows:

(a) Commercial Internet Access from the G&R Command. During the planning and discussion phase, ask the Command whether they have, and if you can use, a commercial Internet connection within the facility or space where the sale will take place. If the sale will be held outside, chances are commercial Internet access will not be available; however, you should still ask the question. Notify the SOS G&R POC if commercial Internet access will be provided and provide a POC so final arrangements for support can be made.

(b) If the Command cannot provide commercial Internet, the SOS G&R POC will put in a request to have a secure wireless broadband modem, which DeCA has purchased, sent to the store. DeCA’s Telecommunication and Network Branch (NETCOM) will certify adequate coverage exists for the area.

(c) If cell coverage does not exist, then the next option is to request a secure T1 line from the G&R Command.

(d) If none of the options above are available, the sale should not take place or must be operated by processing credit cards manually using credit card imprinters and securing the slips with other media. See paragraph 5j(2) for additional information on processing credit cards manually.

(2) Verify with the SOS G&R POC that network connectivity is a go. If your store will be using broadband modems, check with the SOS G&R POC to see if broadband modems have been, or will be, shipped. If you plan to use the G&R installation commercial Internet, it is recommended to check back with the site to make sure everything is still a go.

(3) Ensure the remote site sale location has proper power, power cables, and shelter for the sale.

(4) Each store should have a hookup kit containing a 16-port switch and eight 20-foot Cat 6 cables. This allows the store to connect the mobile “child” registers to the mobile “parent” registers when the sales location is not within range of the store’s wireless network. Ensure the hookup kit is intact.

(5) If the store sponsoring the sale is going to borrow “children” registers, ensure the borrowed registers have the same type of pin pad as those in your store. Schedule the register transfer so they arrive in enough time to renumber and test them before sending the registers to the sale location. Ask the store loaning the registers to include the tills when sending the registers. Also, request the store(s) supplying additional child registers include their cables. This will provide redundancy to offset equipment failures and also allow the sponsoring store more wiring configuration options to facilitate better customer queuing. It will also provide additional cables that are needed if more than eight registers are used. CARTS is currently limited to 14 mobile registers in stand-alone mode (2 parents and 12 children). However, if additional registers are available, plan to take at least one as a backup in case there is a problem with another child register.

(6) Decide on a register layout configuration. Sample layouts are shown in Figures 31 and 32. Ensure there are enough network cables to hook up all the registers in the selected configuration. If cables longer than 20 feet are needed they can be purchased at a local commercial store. It is recommended that cables do not exceed 50 feet to ensure performance is not degraded.

(7) Arrange proper transportation for the registers to ensure they are not damaged in transit to and from the on-site sale. It is best to strap the registers to the mobile carts in addition to tying down the carts so they are stable during transport. Using shrink-wrap to secure the registers to the cart also works.

(8) Determine if the installation can provide a safe certified to hold funds and if there is a local branch bank that has a Treasury General Account (TGA).

(9) Develop a funds security plan for transporting funds to/from the sale and during the on-site sale. Coordinate the plan with the area field security specialist prior to implementation.

(10) Procure any necessary supplies/equipment as recommended in the G&R SOP. Additional items to consider are: cargo straps or shrink wrap to hold registers to the mobile carts; straps to keep the mobile carts stable during transport; tarp to cover the registers if they are transported in the open; any generator equipment, gasoline, and power cabling the store is planning to provide; chairs or other items used for shelter; extra 50 foot cables, if needed; receipt tape and printer cartridges; credit card imprinters and sufficient number of manual credit card slips; help desk phone numbers; extension cords; and containers for cashiers operating HHRs to use to secure the signed credit card slips.

b. Two weeks (or more) prior to the on-site sale:

(1) While at the store, test to ensure the parent registers, RC and RD, are operating properly in remote mode as opposed to wireless mode. Additionally, it is highly suggested that the store consider taking the registers out of range from the host store's wave point antenna to validate the registers are truly operating in remote mode. If problems are encountered when testing registers in the remote mode, contact the CARTS Help Desk immediately for assistance.

(2) Test HHRs by running a live credit transaction and completing payment.

(a) Once testing is completed, return the registers to the store and put them back in wireless mode so each of the registers continue to receive daily file maintenance updates.

(b) Do not use the RC and RD registers for wireless and remote mode sales in the same day. Do not use them for normal store sales the day they are put in remote mode.

c. Four days prior to the on-site sale:

(1) If "children" registers are borrowed from another store, follow the POS setup procedures for those registers. For successful temporary loan of mobile registers, it is necessary for each store to completely follow all steps outlined in the POS training manual. There are steps to be performed by both the home store (the store loaning the registers) and the remote store (the store borrowing or receiving the loaned registers) before and after the remote sale is complete, including completion of required information on the Mobile Terminal Worksheet, Figure 33, which is a critical part of this procedure.

(2) Set up operator numbers and manager override number(s) for the sale.

(3) Increase pickup limits for registers being taken to the sale.

(4) Increase loan amount for registers being taken to the sale.

(5) Verify with the SDO to ensure all price changes, vendor price reductions, and coupon linking for the sale items have been entered into CARTS. If your store is hosting an event in another state, the container redemption value (CRV) must be changed accordingly so that the CRV calculation is based on the state where the event is held. Once the mobile registers are put into remote mode they will not receive any updates.

(6) Enable parent mobile terminals in remote mode; set up the broadband network; connect all mobile terminals to the network broadband box; power on the registers and check prices, using training mode, on parent terminals to ensure pricing data is consistent with the store's data.

(7) Call the DeCA Network Operations Center using the toll-free number on the inside of the broadband box to verify connectivity of box to bank and connectivity of all devices associated with the box. A debit transaction on each register in normal operation mode (cannot be in training) may need to be processed.

d. One day prior to the on-site sale:

(1) Set up the registers using the layout previously determined and connect the power cables. Hook up the local area network cables and power up the registers. The communication wires that must be connected between the “parent” register(s) and the “children” register(s) could be damaged if not adequately protected. Attempt to use plastic wire ties to tie up all wires overhead. If the wires have to remain on the ground, ensure these wires are not damaged by being walked on or run over with carts.

(2) Ensure the RC and RD registers are working as a remote register and have current price data. If any issues are noted, call the CARTS help desk to resolve any issues.

(3) Perform a credit and debit card test purchase on each pin pad and HHR, using the broadband box. The help desk should be contacted if problems are encountered.

Figure 31. Sample Register Layout A

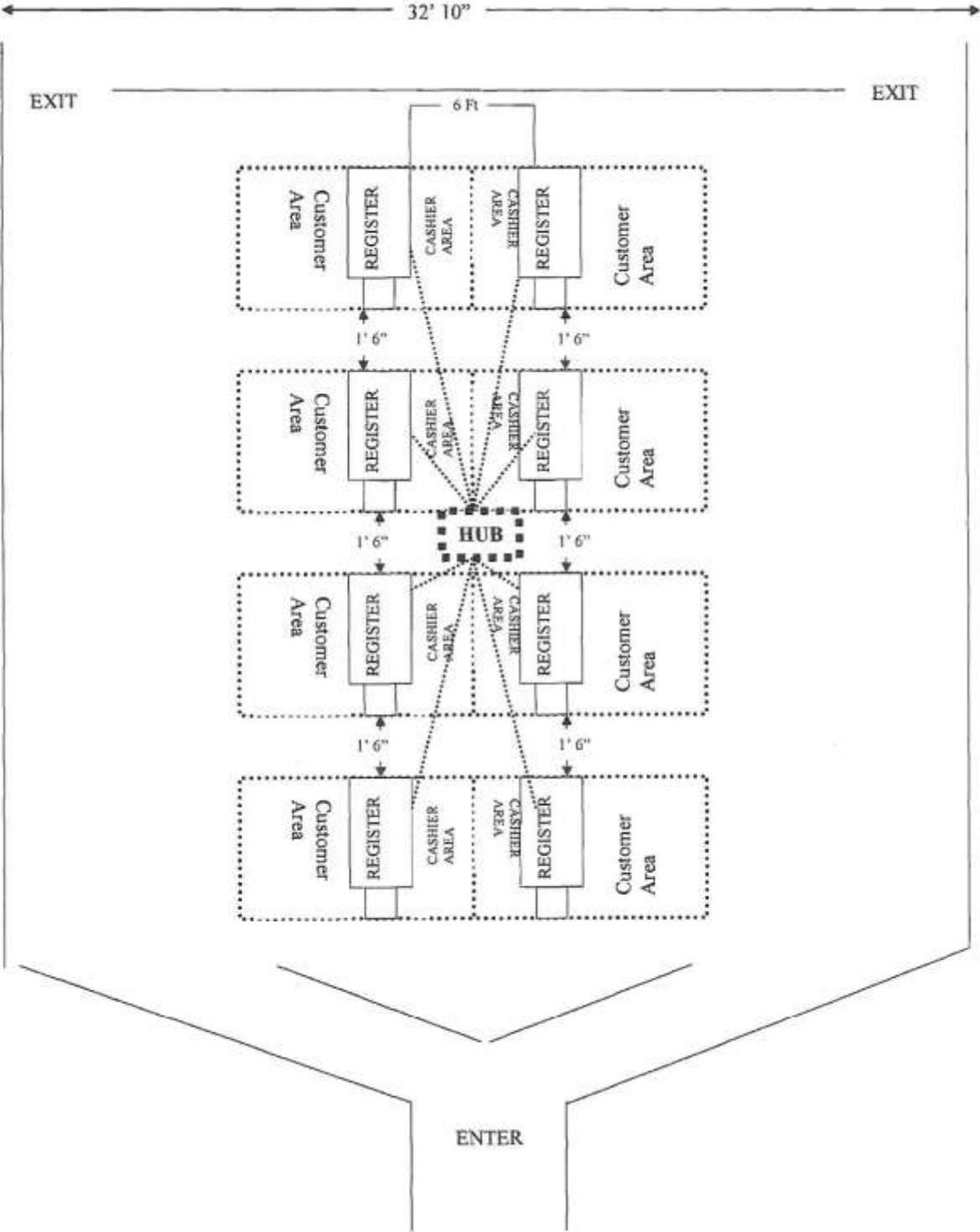


Figure 32. Sample Register Layout B

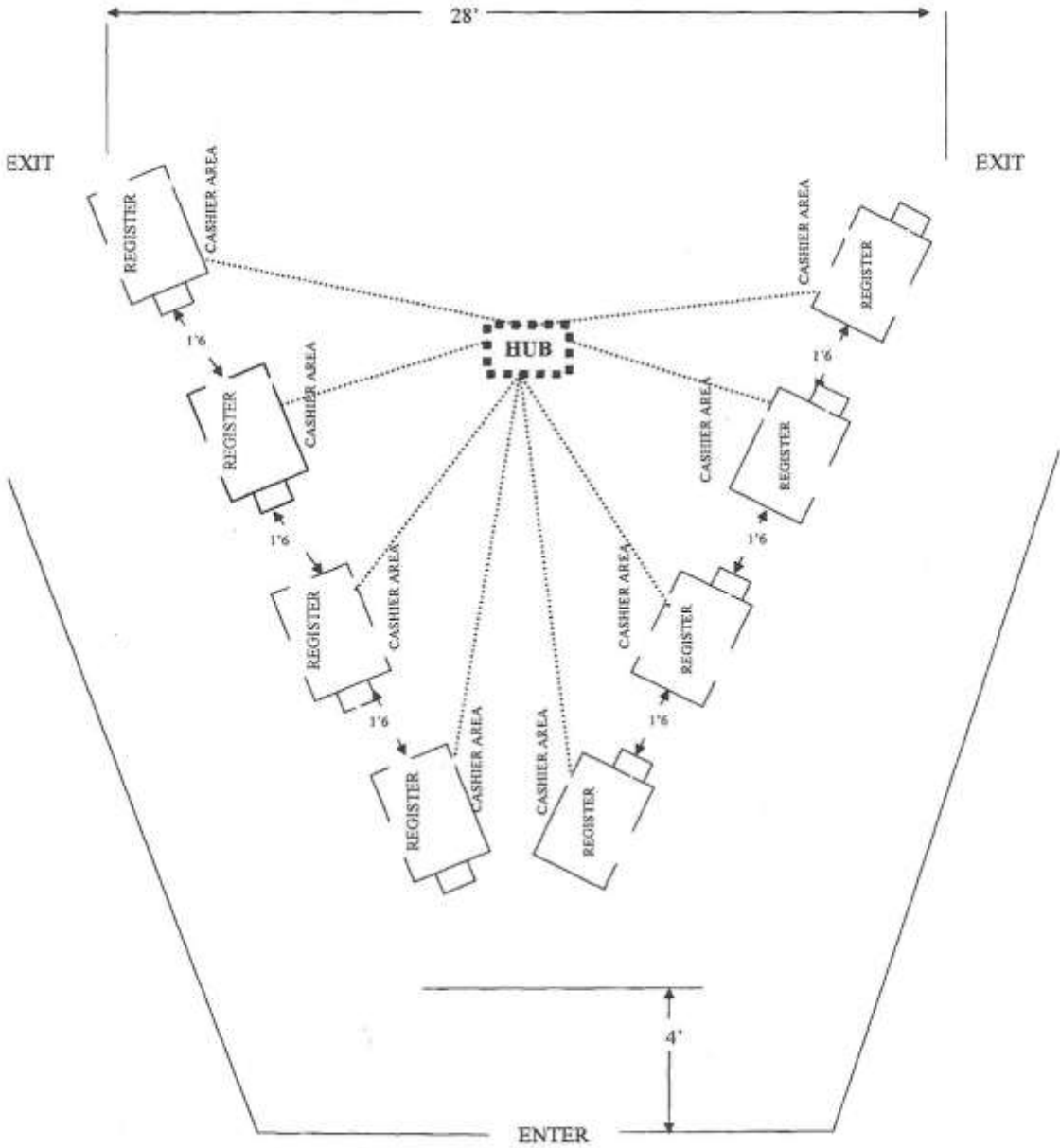


Figure 33. Remote Terminal Worksheet

REMOTE TERMINAL WORKSHEET

LOCATION/NAME OF SALE: _____
 DATE(S) OF SALE: _____

HOME STORE (LENDER)							REMOTE STORE (BORROWER)			
Commissary:										
Point of Contact:										
Terminal Number	Serial Number	Verified Working	Verified by	Date Loaned	Date Returned	Return Procedures Completed	Terminal Number	Setup Completed	Completed by	Comments
63	41-ABC123	<input type="checkbox"/>	GE	6/6/08	6/11/08	<input type="checkbox"/>	93	<input type="checkbox"/>	DW	
		<input type="checkbox"/>				<input type="checkbox"/>	93	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	92	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	91	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	90	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	70	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	69	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	68	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	67	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	66	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	65	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	64	<input type="checkbox"/>		
		<input type="checkbox"/>				<input type="checkbox"/>	63	<input type="checkbox"/>		
Home Store POC Signature:							Current Remote Terminals			
Terminal Number	Taking to Remote Sale	Verified Working	Verified by	Comments						
61	<input type="checkbox"/>	<input type="checkbox"/>								
62	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>								
Remote Store POC Signature:										



4. ITEMS TO TRANSPORT TO THE GUARD AND RESERVE (G&R) ON-SITE SALE

- a. The minimum number of registers needed for the sale. The RC (and RD, if applicable) register must be used along with any additional “children” registers.
- b. Any additional registers borrowed from another store in addition to the register tills. Remember, only “children” registers (those without controllers) can be borrowed from another store.
- c. If there are any additional “children” registers available, take one as a backup in case there is a problem with one of the primary registers. RC or RD can be a backup for each other in case one fails, but only odd numbered children talk to RC and even numbered children talk to RD. Any spare child register can also be used as a backup for other child registers. However, a child register cannot be used as a backup for RC or RD.
- d. Remote register training procedures along with procedures to configure any borrowed registers.
- e. Cargo straps or shrink-wrap to hold the registers to the carts and straps to keep the carts stable during transport.
- f. If registers are transported in the open, a tarp or covering to use in case there is excessive dust or any rain.
- g. Any generator equipment, gasoline, and power cabling the store is planning to provide.
- h. Any chairs or other items used for shelter.
- i. Extra 50-foot cable(s) if needed.
- j. Receipt tape and printer cartridges.
- k. Credit card imprinters with manual credit card slips for each imprinter.
- l. The POS Help Desk number if there are any CARTS issues (888-502-8078).
- m. Broadband modems if they will be used to support your sale.

5. USING THE CARTS MOBILE REGISTERS IN REMOTE MODE

- a. Detailed guidance on how to configure CARTS mobile registers coming from one store for use by another store can be found on OneNet, Resource Center, Store Toolbox, CARTS (Commissary Advances Retail Transaction System), Case Lot/Outside/G&R Sales, Training Guides, CARTS Mobile Terminal Sustainment Training. Contact the CARTS help desk or the SOS G&R POC if you experience problems.

b. While in remote mode, the registers are off-line from the commissary and will not receive file maintenance or price updates from the master controller at the store. It is critical that store personnel do a final data upload to the CARTS registers before leaving the store to make sure the most current prices are available.

c. Each register operator must have a unique operator number in the 1000 series (1001, 1002, 1003, etc.). Operator numbers and tills will not be shared.

d. If an operator signs onto an odd numbered register, they should generally only operate odd number registers. Likewise, if they sign onto an even numbered register they should only operate even numbered registers. This ensures the operator is given only one automatic loan. If an operator signs onto both an odd and an even numbered register during the sale, they will automatically receive two loans.

e. Remote registers do not have scales, therefore, any produce items offered at the sale must be sold by “each” or priced and labeled by the commissary prior to sending to the sale.

f. Commissary Rewards Card (digital coupons) and paper coupons can be accepted. Cash, credit cards, debit cards, checks, money orders, traveler’s checks, and gift cards will be accepted for payment. Food stamp EBT and EBT cash assistance will only be accepted when there is network connectivity.

g. Cash back on checks and debit cards will not be permitted due to limited amount of funds available at the on-site sale.

h. Gift cards may be redeemed at G&R on-site sales on the mobile terminals only when a broadband box is used and the system is online. Gift cards cannot be redeemed on the HHR. However, the transaction can be suspended, retrieved, and completed at a mobile terminal. Gift cards **must not** be redeemed when the system is offline.

i. All checks are required to be processed as non-scanned checks, retained by the cashier, and deposited at the bank with cash and other media. Retaining **all** checks must be emphasized to all cashiers.

j. Credit card transactions

(1) When stores have network connectivity using the broadband box:

(a) Manual credit card imprint process is not required.

(b) Credit/debit transactions should display “Approved” at the register when connected to the bank for PCI compliance.

(c) If credit transactions display “B309 Approved,” it is no longer connected to the bank and is in “store and forward” mode. Debit will stop working and the bank connection needs to be reestablished to correct this. If broadband connectivity is not restored in 1 hour,

employees must revert to the manual method of credit card processing until connection is restored.

(2) When stores **do not** have network connectivity:

(a) Credit card imprinters should be provided for each register.

(b) Credit card imprinter plates are unique for each commissary and cannot be shared between commissaries. Additional plates and credit card slips can be ordered through RMCP.

(c) When offline, all credit card transactions **must** have the credit card imprinted on a manual credit card receipt.

(d) Manual credit card slips will be completed according to Figure 34.

(e) Follow job aid procedures for processing manual credit card transactions.

(f) Customers paying with credit cards must sign the manually prepared credit card slip. A duplicate copy of the receipt should be attached to the signed credit card slip and retained in the till.

(g) Manual credit card slips must be safeguarded the same as cash and other negotiable instruments. Upon return to the host store and finalization of transactions in the POS, the credit card receipts must be stored in the safe or in a locked cabinet with restricted access for 24 months.

Figure 34. Manual Credit Card Slip Preparation

MANUAL CREDIT CARD SLIP

MANUAL CREDIT CARD SLIP

1. Check the expiration date on the credit card

2. Transaction and operator #

3. Subtotal (without surcharge) taken from the receipt

4. Surcharge before coupons are deducted

5. Coupon quantity and \$ amount

6. Final Total

7. Date of transaction

8. Customer's Signature

1. Check the box ensuring the expiration date on the credit card has been verified.
2. Write the transaction number and operator number on the upper right corner
3. SUBTOTAL--Subtotal, without surcharge, taken from the receipt
4. TAX--Surcharge amount before coupons are deducted
5. TIP/MISC--Dollar amount and number of coupons (enter quantity to the right of the box)
6. TOTAL--Total amount charged to the credit card
7. DATE--Date of transaction
8. SIGN HERE--Customer signs credit card slip

6. USING HAND HELD REGISTERS (HHR)

a. HHRs can only be used at G&R on-site sales and only when a broadband box is used. They should be stored with other G&R equipment and brought out of storage and charged just prior to the sale date(s). Using HHRs in place of children registers at on-site sales will move the checkout lines more quickly and eliminate the requirement for constant transporting, set up, and take down of CARTS mobile registers, in addition to reducing the possibility of damage to full size registers.

b. Credit card transactions can be completed using the HHR for checkout; however, transactions with any other type of payment rung up on the HHR must be suspended and a receipt provided to the customer to complete the payment at a CARTS mobile register.

c. Signed copies of credit card receipts from the HHR must be retained, safeguarded, and stored with end-of-day accountable documents. Upon return to the host store, the credit card receipts must be stored in the safe or in a locked cabinet with restricted access for 24 months.

7. AFTER THE ON-SITE SALE

a. Follow the CARTS training manual procedures to reconfigure the mobile RC and RD registers from remote mode to wireless mode. Turn off the uninterruptible power source (UPS) switch on all registers.

b. Transport the registers back to the normal store location.

c. Follow the procedures in the CARTS training manual and upload the remote sales data from RC and RD upon returning to the parent store.

d. Do not use the RC and RD registers for wireless and remote modes in the same day. Do not use them for normal store sales the day the remote sale data is uploaded to the store.

e. Return any borrowed “children” registers to the original store(s) after configuring them back to their original settings.

8. FUNDS HANDLING FOR ON-SITE SALES. When conducting on-site sales, funds handling requirements in Reference (aa), Chapter 5, will be followed to the maximum extent possible. The sponsoring commissary will determine the level of funds handling and storage capability available at the on-site location, with the sponsoring site organization, prior to the sale.

a. On-site Change Fund:

(1) Store directors will use a portion of their existing change fund for the on-site change fund. Use the minimum amount necessary for the on-site change fund (no more than \$500 per register).

(2) DeCAF 40-321, On-Site Sale Change Fund Form, Figure 35, will be used to document the removal of the on-site change fund from the sponsoring commissary's change fund. The original form will be maintained in the commissary safe until the on-site change fund is returned. A copy of this form will accompany the on-site change fund.

(3) The cash removed from the commissary's change fund for the on-site change fund will be taken to the commissary's local supporting financial institution and used to purchase a cashier's check or money order. In most instances, the cashier's check is made payable to the store director or the person who will take the check or money order to the financial institution being used at the on-site sale and cash it, not the financial institution. This issue should be discussed during the coordination with the financial institution at the on-site sale. The cost of the cashier's check or money order may be paid for using the GPC card. If the institution will not accept the GPC, personal funds can be used to purchase the cashier's check or money order and reimbursed with an SF 1164, Claim for Reimbursement for Expenditures on Official Business.

(4) If arrangements to provide coins and currency for the sale cannot be made with a financial institution at the on-site sale location, the equivalent amount of coins and currency may be taken to the sale location.

(5) When the on-site sale is complete, a money order or cashier's check, made payable to the store director of the host store, should be purchased for the total amount of the on-site change fund. For example, if John Smith is the store director of the host store, the money order/cashier's check should be made payable to John Smith. The money order or cashier's check should be transported back to the store and cashed at the local financial institution to replenish the store's change fund account. Once the change has been returned to the safe, remove the On-Site Change Fund Form. If arrangements cannot be made to obtain a money order or cashier's check, arrangements will be made to transport the cash back to the store using the two person rule (see paragraph 8b, below).

(6) As soon as all funds have been deposited and the change fund restored to its original amount (money order/cashier check cashed, etc.), a funds verification should be conducted.

b. Transporting funds. Use of an armed escort while transporting funds is preferred. Identify funds custodians (two person rule) for funds transported to and from the sales or to the bank if daily deposits are made. Contact the supporting agency security specialist to coordinate a planned course of action and to obtain additional security guidance and recommendations.

c. Funds storage. The organization sponsoring the on-site sale should provide an acceptable safe for DeCA's sole use. See Reference (aa), Chapter 5, for guidance. If the safe has to be shared, a cash box with a three tumbler combination lock will be purchased to secure DeCA's funds. If an acceptable safe is not available to store the change fund, store funds in a cash box or safe with a three tumbler combination lock in a secured building.

d. Deposits.

(1) Arrangements should be made to make nightly deposits at a nearby branch of the commissary's supporting bank, with an armed escort provided by the G&R unit. If an armed

escort is not available, tills should be locked in a safe and the two-person rule will be utilized to transport the funds to the bank for deposit during daylight hours.

NOTE: Only banks with United States TGA status can be used to deposit commissary funds.

(a) The commissary should provide a complete address of the on-site sale location to the SOS G&R POC at least 30 days prior to the sale, in order to obtain TGA banking support.

(b) DeCA RMCF will research and provide the name and location of the nearest financial institution with TGA status. Treasury must be given an estimate of the amount of funds to be deposited, the type of media (cash, checks, etc.) that will be deposited, the number of deposits to be made, and the dates that the host commissary will make deposits. Treasury has requested a minimum of 15 business days to process the request. Additionally, a minimum of 5 additional business days are required for coordination with the financial institution.

(c) Treasury will grant permission to the host commissary to make deposits at a different TGA if there is one in the area of the sale.

(d) An OTCnet Deposit Ticket is required to make the deposit; a computer with Internet access and a printer are necessary to complete the OTCnet Deposit Ticket. Also, some financial institutions require their own deposit slips/deposit tickets. Store personnel should speak with the financial institution regarding their specific requirements and obtain deposit tickets or other required documents.

Note: Printing of the financial institution deposit slips may take 2-3 days. Store personnel must make appropriate arrangements to pick up the financial institution's deposit slips or have them delivered.

(e) Deposits must be made during the financial institution's normal business hours or arrangements must be made with the financial institution to make nightly deposits. An armed escort is required when making nightly deposits.

(2) If it is not possible to deposit the funds, the total cash from sales, the on-site change fund amount, and all other negotiable media will be stored in field safes and transported back to the commissary using the two-person rule.

Figure 35. DeCAF 40-321, On-Site Sale Change Fund Form

On-Site Sale Change Fund Form	
<i>(OPR is MPO; See DeCAM 40-6.1 for instructions)</i>	
Sponsoring Commissary:	_____
On-Site Sale Location:	_____
Number of On-Site Registers:	_____
Fund Amount Removed from Change Fund for On-Site Sale:	_____
Date Funds Removed for On-Site Sale:	_____
Store Director's Printed Name:	_____
Store Director's Signature:	_____
Primary Funds Custodian's Printed Name:	_____
Primary Funds Custodian's Signature:	_____
Date Funds Returned to Change Fund:	_____
Returned Funds Verified by:	_____
Funds Custodian's Printed Name:	_____
Funds Custodian's Signature:	_____

DeCA Form 40-321, July 2015

9. ENSURING PAYMENT CARD INDUSTRY (PCI) COMPLIANCE AT G&R ON-SITE SALES

a. The PCI standard was created in June 2005, to make sure personal credit card information is secured and safeguarded to prevent credit card fraud, hacking, and other forms of compromise to a customer's credit information. PCI requires all devices that process or transmit credit or debit cards, regardless of their transaction volume, to meet the PCI standard. Failure to comply with the PCI security standard may result in substantial fines or expulsion from card acceptance programs. More importantly, it will severely damage the agency's reputation with our customers and patrons.

b. Application of this standard is particularly critical in a G&R on-site sales environment since, in many cases, the operation is in an open environment, either an outside sale or in a building that may not be secure after hours. This is not a problem in brick and mortar commissary operations since the registers are in a secured building (i.e., the commissary) and when processing transactions, the registers are operating in a secured network where credit card information is immediately sent to the servicing financial institution, then immediately purged from the registers.

c. The network broadband kits provide commissaries a means to ensure PCI compliance when conducting G&R on-site sales by providing credit card authentication and approval directly with the servicing financial institution. However, there will be communication interruptions with the wireless signal periodically that causes the registers to go into a non-encrypted store and forward mode when retrieving patron credit card data. When this occurs, personnel hosting the G&R event should contact the DeCA Help Desk if communication is not restored within 15 minutes. In the meantime, credit card transactions may continue to be processed at the register up to 1 hour. If broadband connectivity is not restored in 1 hour, employees must revert to the manual method of credit card processing until the connection is restored (refer to paragraph 5j(2)).

10. PHYSICAL SECURITY REQUIREMENTS. In addition to securing personal information through network connectivity, the following physical security requirements are also required to ensure these sales are operated within PCI compliance guidelines.

a. Use appropriate facility entry controls to limit and monitor physical access to systems in the cardholder data environment.

(1) Create a list of DeCA personnel authorized to work in the secure data area.

(2) The secure areas include:

(a) The area where cash registers are located.

(b) The area where network equipment is located.

(c) The area where the safe is located.

b. Restrict physical access to wireless access points, gateways, and handheld devices by informing employees not to allow customers or any non-DeCA employees to enter the secure data areas identified above.

c. Ensure all customers purchasing products are authorized patrons by checking their identification card.

d. Develop procedures to help all personnel easily distinguish between employees and visitors, especially in areas where cardholder data is accessible. DeCA personnel should be easily identified by wearing a smock or apron and name tag identifying them as DeCA employees.

e. Physically secure all paper and electronic media that contain cardholder data.

(1) All credit card receipts produced by HHRs or manual credit card slips (if created) should be secured like cash media.

(2) CSD managers should accomplish regular pickups from employees and ensure all credit card receipts and checks are secured like cash.

(3) Remote registers should be monitored at all times by DeCA personnel during operational hours.

(4) During non-operational hours CARTS registers and associated IT equipment may be secured by using the following options:

(a) Option 1: Preferred Security Effectiveness

1 Inside a facility during operational hours.

2 Requires the temporary sales to be held in a secured facility.

3 An indoor segregated area during non-operational hours which is capable of being secured (key control transferred to DeCA) at all points of entry (including from roof) to preclude unauthorized access.

(b) Option 2: Acceptable Security Effectiveness

1 Inside, in a separate room during non-operational hours.

2 In a separate room, capable of being secured by a keyed lock (controlled by DeCA/host) or padlock with key (padlock must be a DeCA owned, key operated padlock which was brought along for this purpose).

(c) Option 3: Minimal Security Effectiveness

1 Outside in the rear enclosure of a rental (e.g., U-Haul) type van or 18 wheel trailer during non-operational hours.

2 Trailer sides and top must be of solid material (no soft sides).

3 Trailer door must be capable of being closed and locked.

4 Lock and Key, Figure 36. Padlock must be a DeCA-owned, key operated padlock which was brought along for this purpose.

5 Use of a cargo security seal with a DeCA-owned lock will provide additional security.

6 **Note: With 24-hour armed guard provided by supporting Service/host, security effectiveness increases to Medium.**

Figure 36. Samples of Locks and Seals



(d) Option 4: Marginal security effectiveness

1 Outside with a tent covering during non-operational hours.

2 Requires 24-hour unarmed attendants (two DeCA employees with 8 hour shifts) and must have direct communications with management.

3 **Note: DeCA Security does not support conducting a sale using Option 4.**

f. Maintain strict control over the internal or external distribution of any kind of media that contains cardholder data.

(1) All receipts containing credit card information should be handled at all times by authorized cash control clerks identified on the authorized DeCA personnel list.

(2) Credit card media should be kept in a safe in DeCA approved funds storage bags (same bags used for night deposits) during the on-site sale as well as after the sale operational hours.

(3) It is important to remember that media is just not credit card slips but potentially a CARTS register as well. If the network goes down temporarily and operating in a “store and forward” mode, physical security is required for the CARTS RC and RD (parent) registers the entire time since customer credit card information can reside on the machine.

g. Ensure management approves any and all media containing cardholder data that is moved from a secured area (especially when media is distributed to individuals). If remote registers are secured or safeguarded by personnel other than DeCA personnel, a list of all personnel must be approved by the DeCA Accountable Officer (normally the Store Director).

h. Properly maintain inventory logs of all media and conduct media inventories. DeCA personnel will account for all credit card receipts by using DeCA Form 40-75, Daily Checker Record, for each cashier, Figures 37 and 38. The DeCAF 40-75 will list the total number of credit card receipts as well as the amount.

i. Once media containing credit cardholder data, such as manual credit slips, has been returned to the host store and all transactions have been entered, verified, and processed electronically in the CARTS system, media must be stored in the safe or a locked cabinet/file with restricted access. Destroy 24 months after the transaction date by either shredding or placing in a burn bag.

11. RENTAL CASH REGISTERS. Use of rental cash registers is a last resort and may only be used when approved in advance and worked through the G&R POC in the SOS.

Figure 37. DeCAF 40-75, Daily Checker Record, Front

DAILY CHECKER RECORD <i>(For use of this form, see DeCAD 40-6; OPR is DO.)</i>			DATE 8-24-12	CHECKER NO. 1005
MEDIA	QTY	AMOUNT	TERM ACCOUNTING REPORT	
\$100 Bills		200.00		
\$50 Bills		50.00		
\$20 Bills		860.00		
\$10 Bills		120.00		
\$5 Bills		75.00		
\$1 Bills		14.00		
Halves		-		
Quarters		10.75		
Dimes		3.30		
Nickels		1.05		
Pennies		.37		
Rolled Coin		17.50		
CASH TOTAL		1351.97		
Checks	34	3987.11		
Food Stamps		-		
WIC		-		
Misc Checks/MO		-		
VCM Credit Card		-		
MANUAL Patron Credit Cards	9	310.24		
Vendor Coupons		-		
Debit Tender		-		
NAF Credit Card		-		
EBT Future		-		
EBT Food Stamps		-		
EBT Cash		-		
Appropriated Charge		-		
Other		-		
Total		4297.35		
Over (+) / Short (-)				
CHECKER SIGNATURE (When on controlled count)			REMARKS	
CASH CLERK SIGNATURE <i>Judy Sunshine</i>				

DeCA Form 40-75, Aug 2001 (Front)

Supersedes DeCAF Form 40-75, Nov 2000 and DeCAF/WP 40-75, Apr 1998, which are obsolete.

Figure 38. DeCAF 40-75, Daily Checker Record, Back

DATE	LOANS AND PICKUPS		CHECKER NO.
8.24.12			1005
	1ST PICK-UP		TERM ACCOUNTING REPORT
Cash		440.00	100-100
Checks	27	296.83	50-50
Food Stamps			10-150
WIC			20-180
Misc Checks/MO			<u>480</u>
Patron Credit Cards			
Vendor Coupons			
Debit Tender			
EBT Food Stamps			
EBT Cash			
Appropriated Charge			
TOTAL		776.83	
	2ND PICK-UP		
Cash		750.00	100-400
Checks	34	423.16	50-50
Food Stamps			10-60
WIC			20-240
Misc Checks/MO			<u>750</u>
Patron Credit Cards			
Vendor Coupons			
Debit Tender			
EBT Food Stamps			
EBT Cash			
Appropriated Charge			
TOTAL		1173.16	
	3RD PICK-UP		
Cash		200.00	50-100
Checks	12	197.46	20-100
Food Stamps			<u>200</u>
WIC			
Misc Checks/MO			
Patron Credit Cards			
Vendor Coupons			
Debit Tender			
EBT Food Stamps			
EBT Cash			
Appropriated Charge			
TOTAL		397.46	

APPENDIX TO ENCLOSURE 12

QUICK REFERENCE GUIDE FOR ON-SITE SALES

- Have proper power, power cables and shelter for the sale
- Ensure RC/RD terminals available and are operating properly
- Ensure the children terminals are operating properly
- Ensure all borrowed children are in working order
- Ensure all borrowed children have the proper terminal IDs (This has to be changed at the borrowing store)
- Ensure the borrowed registers have their tills with them
- Ensure the operator numbers have been set up (1001, 1002, 1003, etc.)
- Ensure the pick-up soon limit and the pick-up now limit has been changed to 9999999
- Ensure the RC/RD terminals are in remote mode prior to transporting them to the site
- Ensure there is ample cabling for the connection of the registers (Recommend 50' cables for extended runs)
- Have ample fatigue mats for the cashiers
- Have ample receipt tape and printer cartridges available
- Have credit card imprinters and credit card slips available
- Ensure the mobile carts are properly strapped down or shrink wrapped prior to transporting them to the sale site and back to the store
- Follow the Guard/Reserve SOP located on OneNet, Public Folders, Guard/Reserve Support, Standard Operating Procedure (SOP)
- Follow the instructions located on OneNet, Resource Center, Store Toolbox, CARTS (Commissary Advanced Retail Transaction System), Case Lot/Outside/G&R Sales, Training Guides, CARTS Mobile Terminal Sustainment Training
- Call the IBM Help Desk at 1-888-502-8078 if you have issues setting up the RC/RD terminals or you can call your CARTS point-of contact (POC) in SOS.

ENCLOSURE 13

CONTRACTOR OPERATED CASH REGISTERS IN SPECIALTY DEPARTMENTS

1. APPLICABILITY. This enclosure applies only to those specialty departments, i.e., delicatessen (deli), bakery, seafood market, etc., with contracts allowing contractor-operated cash registers.

2. CONTRACTOR REGISTER OPERATION. Contracts allowing contractor-operated cash registers must include the proposed hours of contractor-operated cash registers and stipulate the contractor shall comply with procedures in this manual, Reference (b); Reference (aa); and DeCAM 40-28.1, “Specialty Department Operations,” (Reference (rr)).
 - a. Registers must be part of DeCA’s current point-of-sale (POS) system. Locally procured stand-alone registers, or any other type register not part of the current POS system are not authorized. DeCA POS registers may be permanently wired or wireless mobile terminals.

 - b. Store directors will coordinate with the contractor for optimum placement of the cash register within the applicable specialty department.

 - c. Contract personnel authorized to operate the cash register will be appointed in writing. CSD managers will train contractor personnel assigned to operate the cash register. Minimum training is eight (8) hours for initial training and two (2) hours for annual refresher training.

 - d. Acceptable forms of payment are cash, checks, TC/MO, gift cards, SNAP (food stamp) EBT, EBT cash assistance, debit, and credit cards; WIC or WICO, however, will not be accepted for payment in the specialty departments. Additionally, coupons shall be accepted.

 - e. The contractor and store management will determine if the cash office will issue one change fund till daily or a separate till for each contract operator. If only one till is issued daily, all contractor personnel assigned to operate the register shall use this till. If separate tills are issued, each contract operator will have their own operator number and passwords will not be shared. Cash offices shall issue a till with a loan equal to the amount issued to commissary cashiers. A log will be maintained and signed by contract personnel when the till is issued and the loan amount verified. Cash office and contractor personnel will sign the log when the till is turned in at the end of the contractor’s shift as acknowledgement the till and funds were returned to the cash office. A sample log is shown in Figure 39. Cash offices shall monitor the amount of monies in the till and when the monies exceed \$1,000, cash offices shall pick up the excess cash/checks.

 - f. The contract officer representative (COR) assigned to monitor contractor performance is responsible for monitoring contractor compliance with established procedures for cashier functions that include: end of operating day procedures, handling of cash receipts, processing of signed checks, and control of coupons. Cash offices will assist in the monitoring process by reconciling the till with the POS to ensure accuracy of the contractor-operated registers. The

cash office will not inform the contractor of the amount that the contractor is responsible for until after the contractor has turned in the till and all media for the day.

g. The contractor shall pick-up the change fund till before the scheduled opening of the contractor-operated cash register. The contractor shall turn in the till no later than 15 minutes after the cash register is closed for the day. Both parties will sign the log acknowledging that the contractor turned the monies over to the cash office.

h. The cash office shall count the money in the till at the end of the day and inform the contractor of any discrepancies.

i. The contractor shall reimburse DeCA for any register shortages. The amount of the shortage shall be deducted from the Sales Certification Invoice for the contractor-managed department. Overages will be accounted for and deposited with the daily receipts the same as for all cashiers.

j. If the credit card system is down, credit cards shall not be manually processed in the specialty department. A sign shall be placed by the cash register to inform customers that credit cards will not be accepted at this time.

k. Purchases at contractor-operated registers shall be primarily for items offered by the specialty department and a commissary provided sign shall be posted saying “(name of specialty department) Register” to inform customers. Patrons may pay for purchases of items outside these specialty departments; however, those items should supplement these specialty departments’ purchases, and shall be limited in nature. Weighed items will not be sold in the department. Fruit (e.g., banana, apple, etc.) that compliments the specialty department and are priced by the item (each) may be sold. Store directors shall ensure that signage regarding this policy is posted at the contractor-operated register.

l. The contractor shall apply a “PAID” sticker to all products purchased at the contractor-operated register. The contractor shall be responsible for security of these stickers. The contractor shall place the purchased items in bags provided by the commissary.

m. Any operations that require a manager override will be handled by authorized CSD personnel.

n. All refunds shall be handled at customer service.

o. Store management shall review the daily POS reports to ensure that items are scanned, if scannable, and prices are not manually entered into the system. Discrepancies will be reported to the COR.

p. The commissary is responsible for any maintenance of the cash register. The contractor shall immediately inform the customer service department of cash register problems.

q. The contractor shall place a commissary provided “closed” sign at the register when the register is not open. Otherwise, the contractor shall operate the cash register during scheduled operating hours.

r. Contractor personnel shall treat every commissary patron with courtesy and respect at all times and in every patron contact situation. As a minimum, contractor personnel shall courteously greet each patron prior to the start of a sales transaction; request identification and scan the ID card at the beginning of each transaction; state the total amount of the patron’s transaction after all items the patron has selected for purchase have been processed; and thank the patron for shopping in the commissary at the completion of the sales transaction.

s. Only persons who have been positively identified as authorized patrons are permitted to make purchases in a commissary. Contractor personnel shall positively identify anyone who attempts to make a purchase in the commissary as an authorized patron before permitting such purchases. Positive identification shall be by means of an acceptable ID card. Purchases will not be allowed to customers who do not have the appropriate ID. ID card training will be included in the initial and refresher register operation training.

t. The handling of food and money must be kept separate. If plastic gloves are used to handle food, they must be removed to handle money and other non-food items. New gloves must be put on before starting work again. Gloves should be changed as often as one would wash their hands.

ENCLOSURE 14

POINT-OF-SALE (POS) EQUIPMENT

1. ADDITIONAL OR REPLACEMENT POS EQUIPMENT. When any POS equipment is needed over and above initial authorization, reconfigurations (e.g., removal of in-lanes and addition of SCOs), or as replacement of store damaged or lost equipment, a DeCAF 40-316, DeCA Point-of-Sale (POS) Change Request Form, Figure 40, must be completed. Note: The requirement must be funded by the commissary, area, or Store Operations.

a. The store director will complete the DeCAF 40-316 and send the form with justification for the request to their zone manager for approval. Appropriate justifications include replacement of equipment that is damaged, lost, or the commissary is in need of additional equipment.

b. The zone manager will forward the request through the area director to the Store Support Directorate (SOS).

c. SOS will evaluate the request and approve/disapprove.

d. If approved, SOS will provide funding information and forward the request to the Program Management Office (LEIP) to order the equipment and arrange installation through the POS vendor.

2. DETERMINING POS EQUIPMENT REQUIREMENTS. When determining POS equipment requirements, the following methodology will be used:

a. Business Objects, or similar business intelligence program, will be used to obtain the number of registers currently in use and sales per register. Data encompassing the previous 12 months will be analyzed to determine the average number of registers in use. This data will provide a starting point for determining the optimum number of registers in a store.

(1) Using the data for the in-lane with the highest sales, multiply those sales by 20 percent, and subtract the result from that register's total sales. This is the In-lane Baseline. A sample is shown in Figure 41.

(2) Compare all in-lane registers' sales, except the express lane, to the In-lane Baseline. If the in-lane registers are equal to or greater than the In-lane Baseline, then the store is in need of at least one additional in-lane register.

(3) The same procedures in 2a(1) and 2a(2) above will be used to determine the SCO Baseline and if additional self-checkouts (SCO) are needed. Furthermore, the average units per customer should be reviewed to determine the correct type of SCO based on Table 13-1. Generally, two to three in-lane registers will need to be removed to accommodate two side-by-

side SCOs unless the store has vacant floor space in the register area. The number of registers showing less than 1 percent of sales should be considered for removal.

b. Examine help desk tickets for malfunctioning equipment. Equipment down time can be the reason behind a reconfiguration request.

c. Store sales will be adjusted by a factor of .90 for installation realignments.

d. Although the data may indicate an additional register or SCO is warranted, there may not be space in the commissary to add it or funding may not be available.

Table 2. SCO Type Selection Criteria

Average Units Per Customer	Type of SCO
1-5	1 bag unit
6-10	2 bag unit
11-15	3 bag unit
16-20	3-4 bag unit
21-40	5-6 bag unit or carousel
More than 40	Belted SCO, if available; if not, in-lane register should be considered rather than SCO

3. STORE RENOVATIONS AND NEW STORE CONSTRUCTION

a. The Design/Construction Division (LEED) will notify SOS of all store locations for new or renovated construction.

b. SOS will determine POS requirements following the method in paragraph 2. Consideration should be made to reduce the number of in-lanes whenever any of the current in-lanes show usage of less than 1 percent of store sales. The average units per customer should be analyzed for SCOs and type(s) of SCOs should be determined based on Table 2.

c. After determining finalized POS system equipment and installation schedules, SOS will provide those requirements to LEED and the Planning and Energy Division (LEED) for inclusion during the design process.

d. SOS will use the following criteria to determine if existing POS equipment will be transferred to the new facility or new equipment is necessary:

(1) A physical inspection of the equipment's appearance as wear and tear varies mostly by sales volume.

(2) If the physical inspection and help desk ticket history finds the equipment to be in good shape, transfer equipment that is 2 years or less in age.

Figure 40. DeCAF 40-316, DeCA Point-of-Sale (POS) Change Request Form

DeCA Point-of-Sale (POS) Change Request Form	
<i>(OPR is MPO; See DeCAM 40-6.1 for instructions)</i>	
Date Raised: _____	Raised by: _____
Type of Request:	
Hardware (additional / replacement) _____	Software (system change) _____
Documentation _____	
Summary of Request: _____	
Justification:	
<div style="border: 1px solid black; height: 150px; width: 100%;"></div>	
Date Needed: _____	Priority Requested: _____
Estimated Cost: _____	Funding Source: _____
Required Approvals	
Store Director: _____	Zone Manager: _____
Area Director: _____	Store Support Directorate: _____

DeCA Form 40-316, September 2014

Figure 41. POS Equipment Reconfiguration Determination Sample

Lane Sales Summary

Date Prepared: 10/09/2013

10/1/12 To 1/31/13

EAST AREA - Zone 2

Store: NORFOLK NAVSTA - HQCCBH

Lane	Type	Net Qty	AVG Units per Customer	Net Sales	AVG Sales per Customer	Customer Count	% of Total Sales
1	Front End Lanes	201,798	9.5	\$511,345.20	\$24.08	21,237	2.80 %
2	Front End Lanes	277,798	9.9	\$707,469.42	\$25.17	28,104	3.88 %
3	Front End Lanes	416,289	38.9	\$971,339.09	\$90.67	10,713	5.33 %
4	Front End Lanes	406,483	43.2	\$957,077.12	\$101.61	9,419	5.25 %
5	Front End Lanes	579,864	43.9	\$1,359,115.63	\$103.01	13,194	7.45 %
6	Front End Lanes	506,534	45.0	\$1,185,968.61	\$105.42	11,250	6.51 %
7	Front End Lanes	839,978	44.0	\$1,964,930.64	\$102.97	19,083	10.78 %
8	Front End Lanes	918,995	44.5	\$2,157,614.08	\$104.38	20,670	11.83 %
9	Front End Lanes	551,458	45.9	\$1,301,540.42	\$108.29	12,019	7.14 %
10	Front End Lanes	653,784	45.5	\$1,529,836.29	\$106.50	14,364	8.39 %
11	Front End Lanes	494,789	47.1	\$1,157,992.55	\$110.26	10,502	6.35 %
12	Front End Lanes	479,982	45.8	\$1,124,566.82	\$107.30	10,481	6.17 %
13	Front End Lanes	356,591	44.6	\$848,724.89	\$106.25	7,988	4.66 %
14	Front End Lanes	310,998	45.3	\$734,072.38	\$106.99	6,861	4.03 %
15	Front End Lanes	26,813	49.7	\$64,292.74	\$119.06	540	0.35 %
51	Customer Service Deli	-1,942	-24.6	\$-6,775.01	\$-85.76	79	-0.04 %
55	SCO Playstation	9,317	5.0	\$25,024.64	\$13.56	1,846	0.14 %
61	Wireless Standalone	-14	-14.0	\$-33.14	\$-33.14	1	-0.00 %
171	SCO Units	153,684	9.1	\$387,286.09	\$22.93	16,892	2.12 %
172	SCO Units	158,101	8.9	\$394,893.14	\$22.31	17,703	2.17 %
173	SCO Units	162,419	8.9	\$405,043.06	\$22.31	18,159	2.22 %
174	SCO Units	178,888	9.3	\$450,063.61	\$23.45	19,191	2.47 %
22		7,682,607	28.4	\$18,231,388.27	\$67.45	270,296	100.00 %

IN-LANE:

Highest in-lane net sales is Register 8: \$2,157,614.08

Multiply by 20% = \$ 431,522.82

Subtract 20% from net sales = **In-lane Baseline** \$1,726,091.26

Compare In-lane Baseline (\$1,726,091.26) to net sales for the other in-lanes. If all in-lane registers' net sales exceed \$1,726,091.26, then an additional register is needed. In this instance, no additional in-lane is needed.

SCO:

Highest SCO net sales is SCO 174: \$450,063.61

Multiply by 20% = \$ 90,012.72

Subtract 20% from net sales = **SCO Baseline** \$360,050.89

Compare SCO Baseline (\$360,050.89) to net sales for SCOs 171-173. If all SCOs' net sales exceed \$360,050.89, then an additional SCO is needed. In this instance, an additional SCO is needed. However, only one of the in-lane registers is doing less than 1 percent of store sales, and three in-lanes are generally removed to add SCOs. In this example, SCOs could only be added if additional empty floor space is available.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

ADA	Americans with Disabilities Act
ARC	American National Red Cross
ASYMCA	Armed Services Young Men's Christian Association
CAC	Common Access Card
CARTS	Commissary Advanced Resale Transaction System
CCH	coupon clearinghouse
C.F.R.	Code of Federal Regulation
CIC	Coupon Information Corporation
CM/SE	Choctaw Management/Services Enterprise
COMS	commissary operations management system
CONUS	continental United States
COR	contract officer representative
CRV	container redemption value
CSD	customer service department
DeCA	Defense Commissary Agency
DeCAD	Defense Commissary Agency directive
DeCAF	Defense Commissary Agency form
DeCAH	Defense Commissary Agency handbook
DeCAM	Defense Commissary Agency manual
DeCAP	Defense Commissary Agency poster
DET	data entry terminal
DFAS	Defense Finance and Accounting Service
DFAS-CO	Defense Finance and Accounting Service-Columbus
DIBS	DeCA Interactive Business System
DIRep	DeCA Interest Report
DISA	Defense Information Systems Agency
DOB	date of birth
DoD	Department of Defense
DoDFMR	Department of Defense Financial Management Regulation
DoDI	Department of Defense Instruction
DoDM	Department of Defense Manual
DXM	Dextromethorphan
EBT	electronic benefit transfer
EDIPI	electronic data interchange personal identifier
EO	Executive Order
FCS	USDA Food and Customer Service

FEMA	Federal Emergency Management Agency
FNS	Food and Nutrition Service
FPCON	Force Protection Conditions
GPC	government purchase card
GPLD	government property lost or damaged
GTIN	global trade item number
G&R	guard and reserve
HHR	hand-held register
HQ	headquarters
IAW	in accordance with
ID	identification
IGIS	Security Branch
LAN	local area network
LEAA	Enterprise Acquisition Division
LEED	Design/Construction Division
LEEP	Planning and Energy Division
LEIP	Program Management Office
LEITT	Telecommunication and Network Branch
LELE	Equipment Division
MFR	memorandum for the record
MICR	Magnetic Ink Character Recognition
MOU	memorandum of understanding
MPO	Operations and Policy Directorate
MPOS	Operation Guidance and Program Standardization Division
MPS	Sales Directorate
MPSC	Category Management Division
MSR	magnetic stripe reader
MWR	Morale, Welfare, and Recreation
NAF	non-appropriated fund
NAP	Nutrition Assistance Program
NETCOM	Telecommunication and Network Branch
NOAA	National Oceanic and Atmospheric Administration
NOF	not on file
NSF	non-sufficient funds
OCONUS	outside continental United States
OTCnet	Over the Counter Channel Application
OJT	on the job training

PAS	Presidentially appointed, Senate confirmed
PCCOTC	Paper Check Conversion Over the Counter
PCI	Payment Card Industry
PIN	personal identification number
PLU	product look up
POC	point-of-contact
POS	point of sale
PTSD	Post Traumatic Stress Disorder
RM	Resource Management Directorate
RMCF	Financial Services Branch
RMCFA	Financial Services Branch Accounting
RMCP	Policy Systems and Services Branch
RMCR	Resale Accounting Branch
SCO	self-checkout
SDO	office of the Store Director
SF	standard form
SNAP	Supplemental Nutrition Assistance Program
SOP	standard operating procedure
SOS	Store Support Directorate
SSN	Social Security Number
TANF	Temporary Assistance to Needy Families
TASO	Terminal Area Security Officer
TDY	temporary duty
TGA	Treasury General Account
TMA	TRICARE Management Activity
UPC	universal product code
UPS	uninterrupted power source
USDA	United States Department of Agriculture
USO	United Service Organization
USPHS	United States Public Health Service
USS	United Seamen's Service
U.S.	United States
VCM	vendor credit memorandum
VPR	vendor price reduction
VRGC	voucher register and general control
WIC	Women, Infants, and Children
WICO	Women, Infants, and Children overseas