

Performance and Policy

CUSTOMER SERVICE DEPARTMENT

BY ORDER OF THE DIRECTOR



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Chief of Staff (Acting) ←

AUTHORITY: Defense Commissary Agency Directives Management Program is established in compliance with Department of Defense (DoD) Directive 5105.55, Defense Commissary Agency (DeCA), → March 12, 2008. ←

APPLICABILITY: This directive applies to all DeCA commissaries.

HOW TO SUPPLEMENT: Regions with outside continental United States (OCONUS) activities may supplement this directive as needed for overseas commissaries. A copy of the supplemental guidance will be forwarded to HQ, DeCA, Attn: DO, 1300 E Avenue, Fort Lee, VA 23801-1800.

HOW TO OBTAIN COPIES: This directive may be read or downloaded from → DeCA's Internet Web site, www.commissaries.com. ←

SUMMARY: This directive provides policies and procedures for the operation of customer service departments in all DeCA commissaries.

SUPERSEDES: DeCAD 40-6, September 2001

OFFICE OF PRIMARY RESPONSIBILITY (OPR): HQ DeCA/DO

COORDINATORS: DeCA HQ AM, CIO, DO, EE, HR, HS, OC, PM, PS, RM, SE, XP, GC, IG, IR, LL, and regional offices

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CHAPTER 1

CUSTOMER SERVICE DEPARTMENT

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

1-2. RESPONSIBILITIES OF CUSTOMER SERVICE DEPARTMENT. The customer service department consists of the checkout section and the cash control section. The department is responsible for the following functions:

- a. Record individual purchases and collect payments, including coupons, from patrons;
- b. Ensure there are adequate safeguards for the media, including coupons and credit/debit card slips;
- c. Maintain accurate and complete cash records;
- d. Prepare accountability reports and deposits;
- e. Identify patrons authorized to shop in the commissary;
- f. Handle patron complaints in a sensitive manner;
- g. Process refund transactions;
- h. Maintain high sanitation standards;
- i. Ensure that the queuing area is set up prior to store opening, if applicable;
- j. Issue change funds to the cashiers and collect funds from cashiers;
- k. Properly ship coupons to the coupon clearing house (CCH) contractor;
- l. Deposit funds;
- m. Maintain a high level of service. Ensure adequate registers are open to prevent excessive waiting time to checkout;
- n. Post a sign and block the checkout lane with a chain whenever a checkout register becomes inoperative or the checkout lane is closed;

o. Maintain a visitor register for personnel on official business who must enter the cash control office (see paragraph 3-3g);

p. Maintain vigilance over DeCA resources to prevent theft, loss, or misuse of Government funds and merchandise.

1-3. RESPONSIBILITIES OF CUSTOMER SERVICE DEPARTMENT SUPERVISOR. The customer service department supervisor is responsible for the overall operation of the department and is responsible to the store administrator for funds control and efficient operation of the customer service department. This includes the following:

a. Ensure optimum number of checkout lanes →are← open to handle the anticipated patron flow. Ensure there is adequate oversight (supervisory presence) of patron checkout traffic and cash control.

b. Ensure customer waiting time to checkout does not exceed DeCA standard of no more than a 15-minute wait per patron or more than four patrons waiting per open register.

c. Ensure that only personnel authorized in writing are →performing overrides and/or approving ← voids in the amount of \$6.00 or more, audactions (→cash register entries which result in a negative transaction←) regardless of the dollar amount, →voided transactions,← and suspended and/or →retrieved← transactions. Additionally, ensure that authorized personnel are not approving any of these actions associated with sales transactions they have processed.

d. Prepare, process, and approve customer refunds. Personnel shall not approve refunds for items that they or family members have purchased. Only personnel appointed in writing by the store director will approve refunds. →Maintain DeCA Form 40-17, Patron Refund Register.←

e. Maintain records of cashier performance to identify training needs or to document adverse actions, as necessary (see paragraph 2-3).

f. Review cashier reports daily and investigate cash variances to determine causes. Report excessive overages or shortages (more than \$6.00 per business day) to the store administrator/director/manager. Review operator performance reports for number and amount of canceled transactions, voided transactions, audactions, drawer openings, coupons, etc. Prepare a memorandum for record (MFR) for all excessive overages or shortages.

g. Control supervisor keys, → self-checkout (SCO) attendant cards, ← terminal keys, →checkstand coupon drawer keys, ← safe combinations, and keys to the entrance of the cash control office, in accordance with (IAW) DeCAD 30-18, DeCA's Security Programs, Chapters 2 and 5. This directive is located →at DeCA's Internet Web site, www.commissaries.com.←

h. Provide and document all training.

i. Implement applicable safety requirements IAW DeCAD 30-17, Safety and Occupational Health Program. Provide and document safety training on DeCA Form (DeCAF) 30-72, Employee Safety and Health Record. Coach and reinforce proper (ergonomic) scanning techniques.

j. Limit the assignment of the access class in the Point of Sale (POS) system to only the needs of employees to perform their job. The scanning coordinator and store director's office (SDO) personnel should be the only personnel with access to file/item section of the POS. Front-end personnel

should not have access. Regions may approve exceptions for small commissaries. Limit customer service non-supervisory access to the minimum required when it becomes necessary to give the customer service non-supervisors access to POS due to operational requirements.

k. Investigate open suspended transactions at close of each day, determine if there are any problems, and resolve these problems.

l. Ensure passwords are not shared. Voids, audactions, refunds, and loans can be improperly cleared →or← issued in POS without the password holder's knowledge if other personnel know the password.

m. 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 temporary duty status (TDY)) who has knowledge of the combination. Update Standard Form (SF) 700, Security Container Information, at the time personnel are given the combination to the safe or when the safe combination is changed.

n. Provide anti-robbery procedural training during new employee orientation (all employees) and annually for customer service department employees.

o. Conduct initial and annual counterfeit currency identification training for all personnel with responsibility to handle cash. Additional information on counterfeit currency identification can be found in DeCAD 30-18, DeCA Security Programs, paragraph 5-14.

p. Supervise all employees assigned to the customer service department.

q. Ensure housekeeping and sanitation requirements are met for the department. The patron service center should be uncluttered and the cash control office should be neat and orderly. Ensure the checkout stands, belts, trays, and scanners are clean.

1-4. RESPONSIBILITIES OF STORE ADMINISTRATOR. Numerous management positions, such as store administrator →, **general manager**, ← or retail manager supervise the customer service department. For purposes of this directive, the term store administrator will be used. The store administrator is directly responsible for the overall planning, organization, and direction of cash handling and safeguarding of funds and shares fully in the overall management, direction, and control of the commissary.

CHAPTER 2

CASHIER SCHEDULING AND PERFORMANCE

2-1. CASHIER SCHEDULING. The customer service department supervisor will prepare cashier work schedules based on the following:

- a. Projected sales for each day of the schedule period;
- b. Office of Personnel Management regulatory guidance;
- c. Local union/work council agreements;
- d. Number of →full-time and← part-time employees, intermittent employee availability;
- e. POS generated reports→; and←
- f. DeCA Handbook (DeCAH) 50-11, Using Employees on Intermittent Work Schedules.

2-2. CASHIER TRAINING. Since checkout operations involve close attention to details, direct dealings with customers, and the handling and safeguarding of funds, personnel must be thoroughly trained when hired. In addition, 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. Cashiers must be impressed with 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.

a. Upon being hired, a cashier will receive 8 hours of training, as listed below, before being assigned to a cash register and this training will be documented on the individual's training record, DeCAF 40-132, Commissary Orientation/OJT Program, Figure 2-1. All regularly assigned and auxiliary cashiers will, on a continuing basis, receive training annually for a minimum of 2 hours, and all training recorded on the cashier's training record. This training shall include: produce recognition, register accuracy and speed, policies and procedures related to the handling of cash and other media, departmental recording, audactions, voids, security, safety, identification process, recognition and acceptance of different forms of payment, visitor policy, refund procedures, and customer courtesies. If a cashier has →never← operated a POS register before, a trained cashier →will← be assigned to work alongside them until familiarity with the duties is assured.

b. Cashier training will →also← include the different types of media, including check information as described in Chapter 6, coupons in Chapter 7, food stamps in Chapter 8, and Women, Infants, and Children (WIC) in Chapter 9, as well as detection of counterfeit currency.

Instruction "Sample"

COMMISSARY ORIENTATION/OJT PROGRAM <i>(For use of this form, see DeCADs 40-3, 40-4 and 40-6; OPR is DO.)</i>					
DEPARTMENT	COMMISSARY		TRAINEE		
Customer Service (DeCAD)					
I. CORE TASKINGS <i>(Accomplished during Initial Department Orientation)</i>	DATE OF TRAINING	SUPERVISOR'S INITIALS	I. CORE TASKINGS <i>(Accomplished during Initial Department Orientation)</i>	DATE OF TRAINING	SUPERVISOR'S INITIALS
A. Safety Procedures (DeCAD 30-17)			c. Close register		
1. Work area			2. Collect/verify negotiable instruments		
2. Equipment			a. Cash, checks, money orders		
B. Security Procedures (DeCAD 30-18)			b. Vendor coupons		
1. Local operating procedures			3. Bagger procedures		
2. Anti-robbery procedures			a. Bagger agreements		
3. Bomb threat procedures			b. Bagger training		
C. Sanitation Standards			II. SPECIALIST TASKINGS	DATE OF TRAINING	SUPERVISOR'S INITIALS
D. Patron Service Procedures (DeCAD 40-6)			A. Patron Service Procedures (DeCAD 40-6)		
1. Identify authorized patrons			1. Handle suspect credentials		
2. Process returns/refunds			2. Assist in resolving customer complaints		
3. Prepare food quality reports			3. Process special orders		
4. Handle customer complaints			4. Support disabled patrons		
E. Checkout Procedures (DeCAD 40-6)			B. Fund Handling/Safeguarding Procedures (at opening) (DeCAD 40-6)		
1. Operate cash register			1. Perform cash counts		
a. Open register			2. Issue change funds to cashiers		
b. Operate register			3. Verify change funds/safe counts		
(1) Identify meat products			C. Close Out Procedures (end of day) (DeCAD 40-6)		
(2) Identify produce items			1. Prepare cashier settlements		
(3) Price look-up codes			2. Collect/verify cash receipts		

DeCA Form 40-132, Part A, Aug 1999

Supersedes DeCAF 50-27, Feb 1993, which is obsolete.

This form was designed by FormSoft Group, Ltd. using FormFlow99 v3.0

COMMISSARY ORIENTATION/OJT PROGRAM					
DEPARTMENT	COMMISSARY		TRAINEE		
Customer Service (DeCAD)					
II. SPECIALIST TASKINGS	DATE OF TRAINING	SUPERVISOR'S INITIALS	II. SPECIALIST TASKINGS	DATE OF TRAINING	SUPERVISOR'S INITIALS
3. Collect/verify checks, money orders, etc.			D. Coordinate Bagger Activities (DeCAD 40-6)		
4. Verify change fund			E. Resolve Customer Complaints (DeCAD 40-6)		
D. Daily Receipt Deposit Procedures (DeCAD 40-6/DeCAD 70-6)			F. Review Cashier Accuracy (DeCAD 40-6)		
1. Prepare reports of deposit			G. Maintain Employee Records (DeCAD 40-6)		
2. Prepare deposit slips			H. Performs Pickups for Media (DeCAD 40-6)		
3. Deposit receipts			I. Perform Overrides/Refunds (DeCAD 40-6)		
III. MANAGERIAL DUTIES	DATE OF TRAINING	SUPERVISOR'S INITIALS	IV. OTHER DUTIES	DATE OF TRAINING	SUPERVISOR'S INITIALS
A. Conduct Self Inspections (DeCAD 40-1)			A.		
B. Establish Work Schedules			B.		
C. Ensure Effective Utilization of Cashiers (DeCAD 40-6)			C.		
			D.		
TRAINEE'S SIGNATURE		SUPERVISOR'S SIGNATURE		DATE	

DeCA Form 40-132, Part A, Aug 1999

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**DeCA Form 40-132, Commissary Orientation/OJT Training – Customer Service
 Figure 2-1**

2-3. CASHIER PERFORMANCE MEASURES. The customer service department supervisor shall keep track of each cashier's performance. The department supervisor will use →POS and← management reports →to← monitor each cashier's progress. When needed, individual or group training will be given. Cashiers who do not meet performance standards must be counseled. If they do not improve, appropriate personnel action will be taken. The cashier performance measures to be watched are:

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

2-4. FAMILY MEMBER CHECKOUT POLICY.

a. Cashiers will not process purchases for family members and/or other persons residing in their household, IAW DeCAD 30-18, Chapter 3→; this prohibition also includes the SCOs when the employee is the SCO attendant. ←

b. 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.

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

CHAPTER 3

AUTHORIZED PATRONS

3-1. AUTHORIZED PATRONS.

a. Commissary privileges are authorized for individuals, organizations, and activities as defined in →DoD Instruction 1330.17, Armed Services Commissary Operations←, and DoD Instruction, 1000.13, Identification Cards (ID) for Members of the Uniformed Services, their Dependents, and Other Eligible Individual Members. 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.

3-2. 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. Exceptions are noted below. Questionable status will be referred to the installation. This is not an all inclusive list and DeCA does not grant privileges.

a. Military Personnel. These personnel consist of Active Duty and Guard & Reserve members of the Army, Navy, Air Force, Marine Corps, and Coast Guard. This also includes commissioned officers, ship's officers, and members of the crew of vessels of the National Oceanic and Atmospheric Administration and commissioned officers of the Public Health Service.

b. Retired personnel of the Uniformed Services to include guard and reserve personnel.

c. Dependents of the personnel listed above.

d. Surviving Spouse. A widow or widower who has not remarried, or who, if remarried, has through divorce, annulment, or the death of the spouse become unmarried.

e. Military Personnel of Foreign Nations. Military personnel of foreign nations on active duty under competent orders or have in their possession an ID issued by the U.S. Uniformed Services.

f. Agent. A person temporarily authorized (not to exceed 1 year unless extended for continuing hardship) to assist an authorized patron with shopping or shop for them. The installation commander or designated representative may sign letters authorizing personnel to act as an agent.

g. In the case of a divorce, children residing in the household of a former spouse are **not** considered to be members of the authorized sponsor's household for commissary privileges, except children who reside with a former spouse meeting the requirements for commissary privileges based on 20 years of marriage during a period the member or retired member performed 20 years of service, called the 20/20/20 rule, (i.e., former wife has her own military ID), or the dependent is entitled to privileges as

a result of sponsor's abuse per 10 USC 1072(2) (H) (reference (r)) or the former spouse has remarried another authorized military spouse (i.e., former wife has her own military ID). No agent status can be granted.

h. Retired Civilian Employees of the U.S. Coast Guard. Retired civilian employees of the Coast Guard who, on June 30, 1939, were serving as officers or crew on Lighthouse Service vessels, light keepers, or depot keepers of the former Lighthouse Service, and who after June 30, 1939, and at the time of retirement, were civilian employees of the Coast Guard serving as lighthouse keepers or on board Lighthouse or other Coast Guard vessels.

i. Official Organizations and Activities of the Military Services. This applies to official organizations and other resale activities of the U.S. Military Services (except concessionaires) that are operated for uniformed personnel on Active Duty.

j. Non-DoD Government Departments or Agencies in Overseas Areas. This includes organizational and individual support. Individual U.S. employees who are hired in continental United States (CONUS) under transportation agreements of a non-DoD Federal department or agency and their dependents assigned overseas may be authorized commissary privileges.

k. Civilian employees of the U.S. Government Stationed OCONUS. Commissary privileges will be authorized to all DoD civilian employees and dependents of their household who are employed in overseas locations. Civilian employees in Guam and Puerto Rico must have been hired under a transportation agreement to shop in the commissaries at those locations.

l. Civilian employees of the Military Services within the U.S. when specifically authorized by the secretary of the department.

m. Hospitalized Veterans. Hospitalized veterans are authorized commissary privileges when they have been discharged under honorable conditions and a commissary is available. This does not include outpatient treatment.

n. Totally Disabled Veterans. This applies to veterans discharged under honorable conditions who are eligible for compensation due to 100 percent service-connected disability, as determined by the Veterans Administration.

o. Congressional Medal of Honor recipients.

p. American Red Cross Personnel.

(1) CONUS. Privileges may be extended to all uniformed or non-uniformed, full-time, paid, professional, and headquarters staff personnel of the Red Cross who are assigned to duty with Military Services by the Red Cross, and who reside within a military installation in the U.S.

(2) OCONUS. 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 Red Cross, who are U.S. citizens and assigned to duty overseas with the Military Services by the Red Cross.

q. United Service Organization (USO).

(1) When it is within the capability of the major overseas commander and without detriment to the ability to fulfill the military mission, commissary privileges may be extended to USO clubs and agencies to purchase subsistence supplies for use in the club snack bars which support active duty military and their families.

(2) In overseas areas, privileges may be extended to USO area executives, USO executive directors, and assistant directors who are U.S. citizens and assigned duties overseas when it is within the capability of the overseas commanders, and when it is without detriment to their ability to fulfill the military mission.

r. U.S. Non-Government, Non-Military Agencies, and Individuals in Overseas Commands. Commissary support may be authorized in overseas commands by the Secretary of the Military Department concerned on a reimbursable basis, when such agencies and individuals are serving the U.S. Armed Forces exclusively, and when it has been determined that the granting of the privilege would be in the best interest of the U.S., and when failure to grant such privileges would impair the efficient operation of the U.S. military establishment.

s. U.S. Civilians TDY Overseas. U.S. civilians traveling overseas may be eligible for commissary privileges if their orders are annotated for this privilege and the Host Nation Agreement allows this privilege. Civilians should verify eligibility with the installation and obtain necessary documentation to shop.

→t. 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 is available from local civilians or by importation only at prohibitive cost.

u. Armed Services Young Men's Christian Association (ASYMCA). Commissary privileges may be provided only in overseas areas 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 when it is within the capability of the appropriate commander and without detriment to the ability to fulfill the mission. ←

v. DeCA employees →in the 50 United States, the District of Columbia, and U.S. Territories, ←performing official duties in a commissary are authorized to purchase commissary products, →excluding tobacco products, ← for their personal consumption during meal periods and authorized breaks →within their scheduled working hours.

3-3. PATRON AND VISITOR IDENTIFICATION.

a. The store director will ensure that all personnel required to check patron and visitor identification are provided training annually.

b. The official U.S. military uniform will be recognized as a positive means of identification to permit shopping in commissaries, and use of the uniform as positive ID will not have to be requested by installation commanders unless a monthly 100% ID check is being performed. Personnel in uniform are still required to show an ID when paying by check. Physical training attire is **not** considered a positive means of identification to permit shopping in the commissary.

c. IDs must be checked at the cash register, except for those in uniform unless they are using a personal check as tender. The customer service department representative or cashiers will ensure that all persons are positively identified as authorized patrons prior to making a purchase. This includes the SCO registers.

d. A designated agent or guardian of an authorized commissary patron may enter the commissary on his or her own or with the authorized patron. A letter of authorization or agent card identifying the agent or guardian and the patron must be presented along with picture identification. The letter of authorization is obtained from the installation commander or designated representative.

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.

f. →For commissaries with four (4) or more checkout terminals, i.e., in-lanes and self-checkouts, where IDs are checked solely at the checkout, commissary←personnel shall conduct ID spot checks at the entrance to the commissary at least 1 day per month, for a 2-3 hour period during morning commissary operating hours, and for a 2-3 hour period during afternoon/evening commissary operating hours. Store directors will determine the dates and times for ID spot checks and shall vary these dates and times from month to month so that dates and times of spot checks are not easily predictable. →In commissaries where personnel normally check the ID both at the commissary entrance and at the register, ID spot checks are not required.← Region directors may require more frequent and more prolonged spot checks in all commissaries, or in selected commissaries, as they deem appropriate.

(1) During ID spot check periods, commissary personnel stationed at the commissary entrance are required to see the ID of anyone who attempts to enter the commissary. Should someone attempt to enter the commissary who does not have appropriate ID, commissary personnel shall either establish that the person is a visitor accompanying an authorized patron who does have ID, or shall politely ask any person without appropriate ID to leave the commissary. Children under the age of 10 are excluded from having to show an ID.

(2) During periods of ID spot checks only, the store director shall prominently post a large sign (about 12" x 24") at the commissary entrance that informs patrons of the random spot checks, Figure 3-1, Sample Sign for ID Spot Check periods.

(3) During periods of ID spot checks, commissary personnel shall remind patrons who have visitors accompanying them that visitors are not authorized to make commissary purchases and that patrons are not permitted to make purchases for their visitors.

(4) In addition to the periodic ID spot checks at the entrance, the store director 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.

(5) Create a →locally devised log that shows the date, time, and person(s) performing the ID spot checks. Keep the spot check log on file for 1 year. ←

(6) Prepare and forward a DeCA Interest Report (DIRep) as necessary to describe any infractions of DoD ID check policy.

(7) Region 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 need to be coordinated directly with store directors/managers.

→g. 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 not be retained by the commissary but returned to the installation's point-of-contact (POC) at least weekly.

(1) 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.

(2) Ensure the log is secured when unattended.

(3) 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.

(4) 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.

(5) Do not retain copies of patron visitor logs. ←

h. Official visitors to a DeCA commissary will be signed in and out on the 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:

- (1) Medical and sanitation food inspectors;
- (2) Vendors and vendor stockers possessing permanent badges;
- (3) Daily delivery personnel identified by their distinctive uniform or company insignia;
- (4) Contract employees possessing permanent badge or a DoD Common Access Card (CAC); and

(5) Armored car service personnel.

i. 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.

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

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

ATTENTION PATRONS

**TO PROTECT YOUR COMMISSARY BENEFIT,
WE ARE CONDUCTING A 100% ID CHECK
AND ASK THAT YOU IDENTIFY ANY
VISITORS WHO WILL ACCOMPANY YOU
INTO THE COMMISSARY.
BEFORE STARTING YOUR
PURCHASE TRANSACTION, CASHIERS
WILL ALSO REQUEST THAT YOU SHOW ID
AT THE CHECKOUT.**

*(THIS SIGN SHOULD BE TASTEFULLY DONE TO MATCH THE COLORS OF YOUR
STORE DÉCOR.)*

Sample Sign for ID Spot Check
Figure 3-1

3-4. SUSPECT CREDENTIALS.

a. Persons presenting a mutilated or altered 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 or altered 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.

b. Expired ID. Persons presenting an ID that has expired will not be allowed to shop. The commissary representative will inform the customer that they will be required to have a new ID card before shopping in the commissary again.

3-5. SUSPECTED PRIVILEGE ABUSE.

a. Commissary management has a responsibility to notify the installation police or appropriate investigative agency when privilege abuse is suspected. When a customer reports suspected abuse, the manager should refer the customer to the appropriate installation officials. If necessary, the store director should verify the appropriate contact point with installation officials. Managers must use good judgment 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;
- (2) Excessive number of large orders on a frequent basis;
- (3) Buying excessive quantities of an individual item;
- (4) Making numerous purchases in a single day; and
- (5) Persistent efforts to exceed sales restriction limits.

b. It is imperative that management reports suspected abuse and leaves the investigative and follow-up actions to appropriate installation authorities.

3-6. COMMISSARY PRIVILEGES FOR BOY SCOUT JAMBOREE PARTICIPANTS.

a. Boy Scout groups on the way to and from a national or worldwide scout jamboree may request commissary privileges from the appropriate installation commands in the United States. The installation commander has approval authority to grant such privileges to the Boy Scouts and will sign a letter of authorization for shopping in the commissary.

b. For overseas privileges, the scout representative will contact the appropriate installation command for authorization to shop in the commissary. A letter of authorization from the installation command will be needed to shop in the commissary.

c. The purchase of tobacco products is not authorized.

d. The purchase may be made by cash, check, or credit/debit card and surcharge will be applied.

e. To obtain entrance into the commissary, the scout representative would present the letter of authorization and another form of personal identification such as a picture driver's license.

f. To assist management of jamboree site(s) with the purchase of food products, the store director, if requested, should provide the representative(s) with vendors' points of contact so they may contact the vendor directly to obtain food products. The scout representative will be responsible for dealing directly with the companies for the purchase and payment of any food items purchased.

3-7. EMERGENCY SUPPORT OF DOD CIVILIAN EMPLOYEES AND DEPENDENTS. DoD U.S. civilian employees and their dependents that are directly affected by a natural disaster or other emergency situation and are on evacuation orders, are authorized use of the commissary at the emergency site or their safe haven location as determined by the installation commander. Privileges for the commissary apply only when it is impractical to procure such commissary supplies from civilian stores and do not include the purchase of tobacco products.

3-8. EMPLOYEE SHOPPING. DeCA employees →in the 50 United States, the District of Columbia, and U.S. Territories,← who are performing official duties in a commissary, are authorized to purchase commissary products, →excluding tobacco products, ← for their personal consumption during meal periods and other authorized breaks →within their scheduled working hours.←

- a. Employees will positively identify themselves as such by presenting the cashier with their CAC.
- b. Purchases will be consumed on commissary premises, in or outdoors.
- c. Sales receipts will be retained with the product until purchased goods are fully consumed or disposed of properly.
- d. Cashiers will not process their own purchases.
- e. Employees using SCO registers for their own purchases when purchasing food to be eaten in the store 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.←
- f. Employees with full shopping privileges that are off duty and making purchases will remove purchases from the store.

→g. Employees cannot make purchases for unauthorized patrons.←

CHAPTER 4

CUSTOMER SERVICE DEPARTMENT SERVICES

4-1. EMPLOYEE COURTESY AND SERVICES.

a. The customer service department 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. Patrons not in military uniform are to be identified prior to making purchases in a commissary by showing their ID to the cashier. If paying by check, all customers, whether in uniform or not, must show their ID.

b. Cashiers will welcome each patron with a smile and friendly courteous greeting. The cashier will complete the sales transaction and 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 civilian employees who work in the sales area will wear a name tag containing their first name.

d. Cell phones will not be brought into or stored in the cash cage, funds storage room, or checkout stands. 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.

4-2. CHECK WRITING SERVICES. A "pay to" stamp should be available at the checkout counter. Pre-approval of personal checks is not required.

4-3. 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 1 HALF HOUR BEFORE REGULARLY SCHEDULED OPENING TIME."

c. One or more checkout aisles 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." Those commissaries with a single queuing line may place one sign near the entry to the queuing area instead of placing signs at each register.

e. Disabled patrons who rely on service animals trained to assist them will be permitted to bring their service animals into the commissary while shopping. A service animal is defined as any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an

individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, alerting customers with medical problems (epilepsy), or fetching dropped items. This also applies to service animals in training. Managers may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.

f. Blind and severely 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 paragraph 3-2g. 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.

4-4. 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 so 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.

4-5. 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 customer service department 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 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 will not perform duties while seated. The POS system was designed for a standing cashier, facing the customer, with a left hand movement to move scanned items to the out-going belt. A stool or any other sitting device will not be placed within the check stand (the approximately 2-foot by 4-foot) work area. Placement of any stool in this workspace interferes with the operation and creates ergonomic risk. To accommodate a cashier who is under a prescribed standing/sitting work cycle from a medical authority to recover from a musculoskeletal disorder, each affected commissary will establish a local procedure to provide this accommodation. At a minimum, this procedure should address the possibility of performing other tasks from a sitting position, the security of the cash register and system, and establish the designated seating area (e.g., a stool or other sitting device may be placed in the cart lane located to the rear of the working check stand, or placed in an open space if the check stand is at the end of the row). The placement of a stool in a cart lane should only be used if actual patron checkout traffic demands are insufficient to require all lanes to be open. Store procedures should be flexible enough to accommodate for the range of time variations of the stand/sit cycle and enable maximum productivity from the worker without aggravating their injury. ←

4-6. EXPRESS LANES.

- a. All express lanes will be 20 items or →fewer, ← unless the installation commander requests an exception.
- b. 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.
- c. If the store has more than one express lane, one of the express lanes will be designated as a “no checks” lane.
- d. When possible, use well-trained cashiers to keep the express lane moving quickly. Do not use the express lane to train newly hired cashiers.
- e. Military personnel in uniform may be given priority 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.
- f. 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.
- g. The store director will coordinate changes to express lane policies with the installation commander prior to implementing the changes.

→4-7. SELF-CHECKOUT (SCO) REGISTERS. SCO registers are checkout stands available for patrons who wish to checkout their own groceries.

- a. 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.
- b. The attendant will check each patron’s ID before the patron begins to scan their items.

- c. The attendant has the full capability to take over any of the SCO transactions.
- d. Checks cannot be taken at SCO registers. If a patron has a check, the attendant can tender it at the attendant register.
- e. No more than two SCO registers will be used for express orders.
- f. The customer will bag their own groceries as this is part of the SCO process; however, they may request bagger services.
- g. SCO attendant cards will be assigned to specific individuals and setup with the minimum permissions necessary for the attendant to perform their duties.
- h. 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% coin count will be accomplished at least weekly.
- i. SCO Mobile Terminals. The SCO mobile terminal allows SCO attendants to monitor multiple SCOs at once from a hand-held terminal. SCO mobile terminals enable SCO attendants to hear alerts, monitor lanes, scan items for transactions, and provide assistance directly from the mobile terminal.
 - (1) Use of SCO mobile terminals is mandatory.
 - (2) All SCO attendants will be trained to use the SCO mobile terminal.
 - (3) Keep all SCO mobile terminals secure when not in use. Do not pass the SCO mobile terminal from one SCO attendant to another without properly signing off and on. ←

4-8. BAGGER SERVICES.

- a. Baggers are individuals who have been granted permission by the local commander to engage in the 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. All baggers must comply with all local requirements to bag, and must sign a *Bagger Understanding* that must be maintained on file by the elected head bagger, Figure 4-1.
- b. Baggers are not employees of the commissary or of the installation. In no instance will customer service department 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. Baggers who may also be authorized patrons may not shop while performing bagger and carry out services.

d. Customer service department 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. Customer service department personnel will advise their supervisors 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. In the event 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 subparagraph 4-8.b. above, the store director, in his or her 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 ←, Figure 4-2.

Bagger Understanding

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 post 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 or 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 base. 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.

Name:

Date:

Bagger Understanding

Figure 4-1

Instruction "Sample"

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 _____ (*here set forth the complained of conduct*). 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.

STORE DIRECTOR

**Revocation of Permission to Enter Commissary
Figure 4-2**

4-9. 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. Patron education is the key to maintaining good customer relations. Customers must be tactfully convinced that the reason for not double bagging and reusing personal bags is environmentally sound and precludes waste of funds.
- e. 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.←

4-10. PRICING ERRORS. The customer service department 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 pays only the displayed price.
- 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 proper department key. 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 displayed price against the charged price at the POS. Annotate on the sales receipt which price was adjusted and a refund was given; initial and date. Return the receipt to the customer.
 - (3) If coupons are presented after the sale is completed, while the customer is still present at the checkout, the cashier will call for assistance from the customer service department supervisor or designated →employee← who is authorized →, in writing,← to process audactions to refund customers the value of the coupons. →These transactions will be logged on DeCAF 40-17, Patron Refund Register, and the receipt will be attached to the form.←
 - (4) Authorized personnel will make refunds at the refund terminal.

4-11. 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. NOFs 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 key enter only item price.

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

(1) Valid items not in the POS Price Look-Up (PLU) file;

→ (2) Cashier enters an erroneous PLU, Universal Product Code (UPC), or Global Trade Identification Number via key entry; ←

(3) Cashier enters bagger number and selects item number key instead of bagger key;
and

(4) Bad packaging barcodes.

c. Report all NOF items to the SDO →daily.←

4-12. SALES RETURNS.

a. Merchandise paid for and removed from the commissary may be returned and exchanged for another of the same item, cash refund, or credit card refund. If for any reason the patron is not satisfied with merchandise purchased in the commissary, cheerfully refund the patron's money.

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

(1) A customer service department representative will complete DeCAF 40-45, Food Quality Report, Figure 4-3. 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 DeCA Form 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 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 exchange the baby formula for another baby formula only.

(1) **CONUS.** 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 electronics benefits transfer (EBT), refer to your state's WIC reference materials for return procedures.

(2) **OCONUS.** Ask for the receipt to determine if the purchase was made using WIC Overseas (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 is not allowed and is 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 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.**

f. **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. ←**

Instruction "Sample"

FOOD QUALITY REPORT		DATE	
<i>(For use of this form, see DeCAD 40-6; OPR is PL)</i>		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 FormFlow99 v3.0

One copy retained by Commissary; One copy to Patron

**DeCA Form 40-45 - Food Quality Report
 Figure 4-3**

4-13. 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 control office. When authorized by the region because of store size or other considerations, a refund can be processed at a cash register.

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

b. Issue a separate cash till for refunds, except for instances where refunds are not processed on the refund terminal but at a cash register. Stock tills with funds consistent with anticipated volume/amounts of refunds.

c. Process the item for refund by →scanning the item or keying in the UPC. ←

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

→e. Annotate all refunds on DeCAF 40-17, Patron Refund Register, Figure 4-4. Ensure all columns are completed on DeCAF 40-17. Include surcharge on the “Amount of Refund” column. 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 in the SDO. ←

f. 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. ←

g. Patron's refunds from cash, check, or debit purchase will be in cash. After determining the appropriate refund amount and documenting the transaction in the POS system, the customer service department supervisor or designated employee will give the patron an immediate cash refund.

h. 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) Total purchase credit card refunds cannot be processed at store level. Total credit card refunds will be sent to the credit card reconciliation group to be processed.

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

Instruction "Sample"

PATRON REFUND REGISTER (For use of this form, see DeCAD 40-6; OPR is DO.)				DATE
PATRON'S NAME SIGNATURE	ITEM REASON	AMOUNT OF REFUND	DEPT	COMMISSARY REP'S SIGNATURE DeCA FORM 40-457
Mary Joe Smith <i>Mary Joe Smith</i>	Pearl Shampoo 99999-00000 didn't want	2.67	Grocery	Jane Doe not required
John Adams <i>John Adams</i>	T-Bone Steak Tasted bad	8.91	meat	Jane Doe customer declined

DeCA Form 40-17, Jan 1996

This form was designed by FormSoft Group Ltd. using FormFlow 99 v3.0

DeCA Form 40-17 - Patron Refund Register
 Figure 4-4

4-14. CONTAINER DEPOSIT.

a. Some states require that container deposit be assessed against sales of bottled and canned soft drinks and other items. Commissary items with container deposit will be entered into the scanning 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. Commissaries should not be the collection point for returnable containers.

4-15. SCALE CALIBRATION.

a. When scales are installed, the vendor will calibrate the scale as part of the installation process.

b. If local or state governing organizations perform inspections on the scales and the scales are not weighing correctly, they will place a red sticker on the scales, prohibiting use until corrected and re-inspection has been done. For POS, the vendor is responsible for correcting the problem, calibrating the scale, and notifying the governing organization that the corrections have been made. The governing organization will re-inspect the scale for compliance.

c. Annual calibration of POS scales is not required. If the store is required to obtain a re-calibration annually by state law, then the store will have to absorb the expense for the calibration.

→**4-16. SALE OF TOBACCO ITEMS.** The Food and Drug Administration regulations restrict the sales of cigarettes or smokeless tobacco 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 purchases, cashiers are not allowed to ask a patron for their birth date. The cashier is required to check the birth date on the ID card of anyone purchasing tobacco products if the person appears to be under the age of 27. 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. For those purchasers in uniform, who give the appearance of being under the age of 27, cashiers must verify the purchaser's age from the appropriate photo ID card.

c. 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. ←

CHAPTER 5

CHANGE FUND

5-1. MANAGEMENT OF THE CHANGE FUND.

a. The store director is responsible for the overall accountability of the change fund. The store director will designate, in writing, the change fund custodian, who is usually the customer service department supervisor or lead teller. 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). This delegation carries full responsibility for the same knowledge, control, and safeguarding of funds as required of the change fund custodian. The delegation of authority must be maintained on file and posted in the cash control office.

b. Access to the change fund will be restricted to the minimum number of personnel essential to maintain smooth operation and supervision. The store director will 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, DeCA Security Programs, Chapter 5.

c. Change funds will be secured in the commissary safe or other adequate secure facility. Refer to DeCAD 30-18, Chapter 5, for guidance on safeguarding commissary funds.

5-2. CHANGE FUND LIMIT. The total change fund will not exceed \$1,000 per cash register unless the region grants a waiver in writing.

5-3. INCREASES/DECREASES TO THE COMMISSARY CHANGE FUND. DeCA regions are responsible for overseeing the establishment/disestablishment of change funds and for approving/disapproving changes in the change fund amounts at commissaries. →Commissaries are to follow guidance provided by Financial Policy, Systems and Services Division (RMCF) and their respective regional operations office.←

5-4. STORAGE OF FUNDS. Change funds will be stored in an approved safe, vault, or other funds storage container. Refer to DeCAD 30-18, DeCA Security Programs, Chapter 5, for additional guidance. SF 702, Security Container Check Sheet, Figure 5-1, will be affixed to the exterior of the safe and used to record unlocking and locking of the safe. Retain completed SF 702s for 1 year.

5-5. DAILY VERIFICATION OF THE CHANGE FUND. At the opening and closing of each business day, the change fund will be counted and recorded in a log by the custodians responsible for performing the counts for any funds being distributed. The →change fund count, by denomination, and← total amount will be recorded in a locally devised log, along with the date and time the count was completed and will be signed by the custodian. →An annotation will be made to account for any funds in transit to financial institution for change.←

5-6. CHANGE FUND INTEGRITY. The store director and/or designated representative is responsible for properly documenting loss of change fund. The documents must reflect any overages and/or shortages in the change fund. Management must document and take necessary precaution to prevent the 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 reported to the store director immediately and to the local criminal investigation authority, if applicable. 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. Any cash overages/shortages will be reflected accordingly on the DD Form 707, for that day.

5-7. CHANGE FUND AUDITS. Commissary change funds may be audited at the discretion of the DeCA Director, region director, zone manager, or store director. No additional funding will be expended or required to support the requirements of these procedures.

5-8. VERIFICATION OF THE CHANGE FUND.

a. The store director/administrator/general manager will conduct quarterly unannounced change fund verifications. All media must be counted, including prepackaged currency and individual bills and coins retained in the tills →and SCO bill and coin dispensers.← Customer service department supervisor will retain a copy of all verification reports in the cash control office and forward a copy of the report to Headquarters Financial →Policy, Systems and ←Services Division. Additional random verifications may be conducted at the discretion of the store director. The change fund custodian or alternate must be present at all times during the cash counting/verification. The verification will be conducted IAW DeCAD 70-6, Chapter 30.

b. Exceptions to the store director/administrator performing the verification will be necessary when either of them have access to the safe. In those circumstances, the region, at their discretion, will designate other DeCA personnel to perform quarterly verifications.

5-9. COMMISSARY CLOSURES. For those commissaries that are scheduled for closure, refer to DeCAD 70-6, Chapter 30, for disposition of funds upon closing.

5-10. SLUSH FUNDS. Slush funds are not authorized. 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, and funds derived from overages discovered during the cash count.

5-11. 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. 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.

b. Initiate a DeCA emergency change fund memorandum of understanding (MOU), to negotiate with your local servicing bank or other entity. 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 5-2. 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 to your region security specialist;
- (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.

c. 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 5-3. The two SF 1034s cancel each other out. Retain on file for 7 years. Fax a copy of the SF 1034 to your region DO.

d. 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 government purchase card (GPC) to obtain emergency change fund.
- (3) Use currency from any foreign nation as emergency change fund.

e. In the event that 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 HQ, Performance and Policy, Operations Division (DOB). Any waiver of the emergency change fund does not constitute approval for co-mingling personal funds and treasury funds.

Instruction "Sample"

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 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						
<input type="checkbox"/> PROGRESS	TITLE			Amount verified; correct for		
<input type="checkbox"/> ADVANCE				(Signature or Initials)		
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			
\$						
1 When stated in foreign currency, insert name of currency.				PER		
2 If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title.				TITLE		
3 When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which he signs, must appear. For example: "John Doe Company, per John Smith, Secretary", or "Treasurer", as the case may be.						

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.

**SF 1034 - Public Voucher for Purchases and Services Other Than Personal,
 Sample for Obtaining Change Fund
 Figure 5-2**

Instruction "Sample"

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:		APPROVED FOR	EXCHANGE RATE	DIFFERENCES		
<input type="checkbox"/> PROVISIONAL		= \$ 1,000.00	NA = \$1.00			
<input type="checkbox"/> COMPLETE		BY ²				
<input type="checkbox"/> PARTIAL						
<input type="checkbox"/> FINAL						
<input type="checkbox"/> PROGRESS		TITLE		Amount verified; correct for		
<input type="checkbox"/> ADVANCE				(Signature or Initials)		
Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.						
(Date)		(Authorized Certifying Officer) ²			Commissary Store Director (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
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**SF 1034 - Public Voucher for Purchases and Services Other Than Personal,
 Sample for Returning Change Fund
 Figure 5-3**

CHAPTER 6

NEGOTIABLE INSTRUMENTS ACCEPTED FOR PAYMENT

6-1. ACCEPTABLE NEGOTIABLE INSTRUMENTS. All negotiable instruments tendered to the commissary must be in U.S. dollars. Types of negotiable instruments accepted in payment of commissary purchases are:

- a. Cash;
- b. Personal checks for up to \$25 over the amount of the purchase;
- c. Travelers' checks and money orders;
- d. Food stamp EBT;
- e. →Temporary Assistance to Needy Families (TANF) EBT cash assistance←;
- f. WIC vouchers, checks, EBT, or →WICO← vouchers;
- g. Debit cards for up to \$25 over the amount of the purchase.
- h. Credit cards (VISA, MasterCard, Discover, and American Express) for only the amount of purchase;
- i. American Red Cross (ARC) Form 140C, American Red Cross Disbursing Order. In the event of a major disaster or an emergency, CONUS and OCONUS commissaries are authorized to accept and process the ARC Form 140C, (Non-Cash Grant for Purchase). Refer to the DeCAD 70-6, Chapter 6 →, for instructions←;
- j. 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;
- k. 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. These checks will be tendered as personal checks. The Social Security number (SSN) of the individual presenting the check will be required for entry into the POS system;←
- l. Coupons;
- m. Manufacturer Rebate/Refund Checks;
- n. GPC;
- o. Gift Certificates approved by DeCA and the U.S. Treasury;
- p. Checks from U.S. Government agencies, such as Federal Emergency Management Agency (FEMA), when made payable to the commissary. Checks will be entered into the POS system as a traveler's check/money order; and

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

6-2. 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 (with no patron's name printed on the check), unless business account bearer is a charge sale customer; and
- h. Expired debit and credit cards.

6-3. 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 6-1. 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. Title 10 U.S. Code 113 and Executive Order 9397 authorizes the request for personal data when accepting checks for payment. → See Figure 6-1 for required information. ←

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 cash, debit/credit card, or gift certificate.

c. SSN.

(1) Due to increased concern over identity theft, DeCA has taken steps to provide assurance to the patron/sponsor that their SSN will not be used for any unauthorized purpose. There is no longer a requirement for the SSN to be written on the front of the check or printed on the back of the check. However, the → sponsor's ← SSN will be entered into POS from the customer's ID card when paying by check.

(2) The SSN inquiry system was developed to eliminate the printing of SSN on the front of the check and the POS system printing of the SSN on the back of the check. This system requires that the SSN be correctly entered into the POS system from the patron's ID card for validation against the negative check file. The check is endorsed **without** the SSN on the check. It is imperative that the cashier obtains the sponsor's SSN from the patron's ID card. This is necessary to correctly maintain the negative check file and for processing collections of dishonored checks that are not redeemed at the store.

(3) Do not request additional identification from a widow/widower if only the sponsor's or the check writer's SSN is on the ID card, but record the transaction using the SSN on the ID card presented.

(4) The SSN inquiry system will allow DeCA to continue to track dishonored checks without compromising the privacy of the patron/sponsor. The SSN will be captured in the transaction logs for linking to a database where DeCA and the Defense Finance and Accounting System (DFAS) personnel can access the SSN for collection requirements only.

→ (5) DeCAP 40-111, Privacy Act Notice to Patrons, must be posted at all registers accepting checks along with any Privacy Act statements provided by the U.S. Treasury applying to electronic fund transfers such as Paper Check Conversion Over the Counter (PCCOTC) or Electronic Verification and Imaging System (ELVIS). ←

**INFORMATION REQUIRED ON A CHECK
 BY CATEGORY OF CHECK WRITER**

<u>INFORMATION REQUIRED ON CHECK</u>	<u>CATEGORY OF CHECK WRITER</u>					
<u>Sponsors Information</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>
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	

Check Writer's Information (in addition to sponsor's information):

Name		X		X	X
Phone Number*	X	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 or no home telephone number and no work telephone 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.

**Information Required on Check by Category of Check Writer
 Figure 6-1**

➔6.4. ELECTRONIC VERIFICATION AND IMAGING SYSTEM (ELVIS).

a. DeCA and the United States Treasury have agreed to process checks provided by DeCA patrons through the Treasury's ELVIS. To process a check electronically, Treasury requires DeCA to scan both sides of the check and provide ELVIS with an image of each side of the check. Bank account number and routing information are collected from the Magnetic Ink Character Recognition 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. Patrons are required to completely fill out the check and sign it. Checks will be returned to the patron after processing and imaging through POS.

c. The customer service department will pull the SF 215, Deposit Ticket, and 5515, Debit Voucher Report, from ELVIS daily. Provide the SF 215 and 5515 (exclude blank 5515s) to the SDO for reconciling with the DD 707, Report of Deposits. ←

6-5. 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-presentment format. This electronic re-presentment 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-presentment will be timed to coincide with the military paydays. Checks that fail the two re-presentment processes will be sent to DFAS-Columbus (DFAS-CO) for collection action. Refer to Public Folders/Store Library/Returned Checks Management for procedures.

➔6-6. 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). Retain the original check and debit voucher in a folder until further notification. ←

6-7. 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, Novus (Discover), and American Express credit cards.

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

6-8. 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.

6-9. GOVERNMENT PURCHASE CARD (GPC).

- a. Non-appropriated Funded Activities and Appropriated Funded Activities are required to use cash, check, or approved credit card to pay for purchases.
- b. 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.
- c. With IDs checked at the register, store directors/managers should ensure cashiers are trained to recognize and accept the GPC. Additionally, the individual would normally have in his/her possession some type of base/installation identification/pass or organization identity card that can be used to cross-reference the GPC.
- d. 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.
- 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.

CHAPTER 7

ACCEPTANCE AND REDEMPTION OF MERCHANDISE COUPONS

7-1. MERCHANDISE COUPONS. Coupons come in the form of printed paper and Internet advertisements, redeemable as a cash substitute for legal tender when purchasing the items specified on the coupon. DeCA commissaries accept all valid 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. 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 DeCAD 70-6, Chapter 9.

7-2. PROCEDURES FOR CASHIERS. 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. However, valid coupons will be accepted anytime prior to the completion of the sale transaction. At CONUS commissaries, including Alaska and Hawaii, a coupon is considered invalid, and will not be accepted, if presented at a date later than the expiration date. OCONUS commissaries may continue to accept coupons for up to 6 months following their prescribed expiration dates. Charge sale customers may use coupons if the transaction is processed through the cash register.

7-3. 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 (see paragraph 7-2, 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 ("value no more than \$2.00"), etc.

7-4. COUPON ACCEPTANCE PROCEDURES. 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.

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

b. Coupons will be either scanned or rung up individually. “For free” coupons will be rung up manually. Coupons accepted for case lot/truckload sales must be separated from the pad and presented as individual coupons. **Do not accept full pads of coupons.** Send only coupons that have been removed from pads to CCH. The coupon-processing contractor must comply with the terms of the manufacturer’s offer and will not accept pads of coupons for redemption as it can give the impression of fraud and abuse of coupons. The CCH will return pads of coupons to DeCA unpaid.

c. 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. The cashier must ensure that the words “negotiable instrument” are printed on the face of the check/certificate. 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 CCH. Customer’s SSN is not required on these manufacturer rebate checks. Mail-in rebates are not accepted at the cash register. Mail-in rebates are the responsibility of the customer.

d. Only accept manufacturer and military only coupons. DeCA does not accept commercial store coupons, such as Lucky's, Food Lion, etc. Store coupons from commercial grocery stores are in-store promotions. The commercial grocery 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.

NOTE: “Military only” coupons will NOT be accepted for tobacco products.

e. 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, except in unusual circumstances, and should not give the impression DeCA is favoring one vendor over another. It is not recommended that DeCA employees give out coupons.

f. Coupons will only be accepted as specified on the coupon. If a coupon states a particular type, size, or brand, this coupon cannot be used on a different size or product. Written approval must be obtained in advance from the appropriate region for any deviation from this policy.

g. 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.

h. 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 either enter the coupon value or scan the coupon for the value of the number of items purchased. The cashier must 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.

i. 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 only high enough to 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.

j. Coupons are considered a cash substitute for legal tender and must be 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. If a cashier moves to another register, the coupons should be turned in to the customer service department supervisor to ensure coupons are not co-mingled with other cashier's coupons. Ensure coupons are separated from cash and checks.

k. Commissaries may accept Internet coupons. **Internet coupons cannot be accepted for free products.** Internet coupons must contain a typical barcode → and PIN and may also contain a GS1 DataBar or a Dot Scan Barcode below the expiration date. "Buy One Get One Free" coupons are acceptable if they meet all other requirements. ←

l. Title 10 U.S. Code 2486(d) 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.

m. Accept one coupon per item, except for the following exception;

(1) There is one "special" situation in which commissary personnel may accept multiple coupons on the purchase of a single item. These multiple coupon situations are typically short-term and applicable only during a particular commissary promotion. Manufacturers or brokers who voluntarily wish to use multiple coupons in support of a promotion item or event must submit on company letterhead a typed and signed request to the appropriate region Operations Business Area. The request must identify the starting and ending period of the offer, item UPC, description, face value of the coupon, number of coupons allowed per item, and the commissaries involved. The appropriate region will approve the request by endorsement and signature, provide the approved request to the vendor/manufacture and affected stores, and retain a copy on file.

(2) Typically, the program mentioned above is one wherein a manufacturer or broker provides, directly to the commissary, coupons for use in support of the promotional event. Those coupons are the primary source for multiple couponing used by customers. In other words, coupons are made available when the customer comes to the commissary, purchases the sale item, and is then provided the number of coupons allocated for that particular item. If a customer comes to the commissary with a coupon for that item, the customer has the option of using their coupon or the number of coupons being offered in store for that item. However, the customer cannot add their coupon to the multiple coupons being offered in store, thereby increasing coupon savings not intended by the manufacturer. The

total number of coupons allowed cannot exceed the number the manufacturer or broker offers for that item.

- n. Valid coupons will be entered at the value stated on the coupon. →If the value of the coupon exceeds the cost of the product, the customer will be given the full value of the coupon.←
- o. See paragraph 7-8 for local coupons.
- p. See paragraph 7-10 for case lot sale coupon process.
- q. Coupons may be used for “reduced for quick sale” items.

7-5. 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. Many current coupons also contain a supplementary bar code. This extended bar code enables the communication of 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 that a coupon has been scanned at a value different than the face value of the coupon, the customer will be given the face value of the coupon. The following policy and procedures apply:

(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 customer service department supervisor of the coupon value mismatch and provide the coupon to the manager.

(4) The customer service department 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. 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 e-mail a copy of the front and back of the coupon to DeCA Headquarters, Operations Business Group Division (DOB), ← to report any mismatched coupon value incident. Commissary personnel will also follow instructions that regions may have issued regarding the reporting of mismatched coupon values to regions. After having taken all actions described above, the commissary will send coupons with mismatched values to CCH for redemption IAW DeCAD 70-6, Chapter 9.

(7) Upon receipt of information about mismatched coupon values, DOB will coordinate with the Financial Business Unit, as necessary, to provide information that might be relevant to the redemption of coupons through the CCH. DOB will also coordinate with the Marketing Business Unit 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 will designate someone to scan the coupon in the 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 DOB 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 scanable 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:

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

(2) Cash cage will fax a copy of these coupons to Coupons, Inc., 812-339-2201.

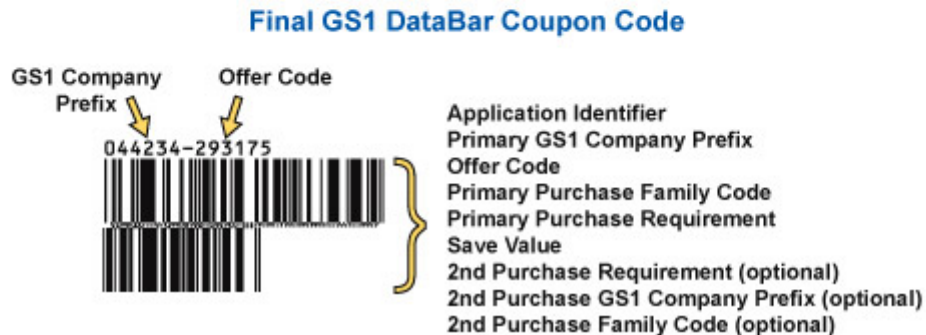
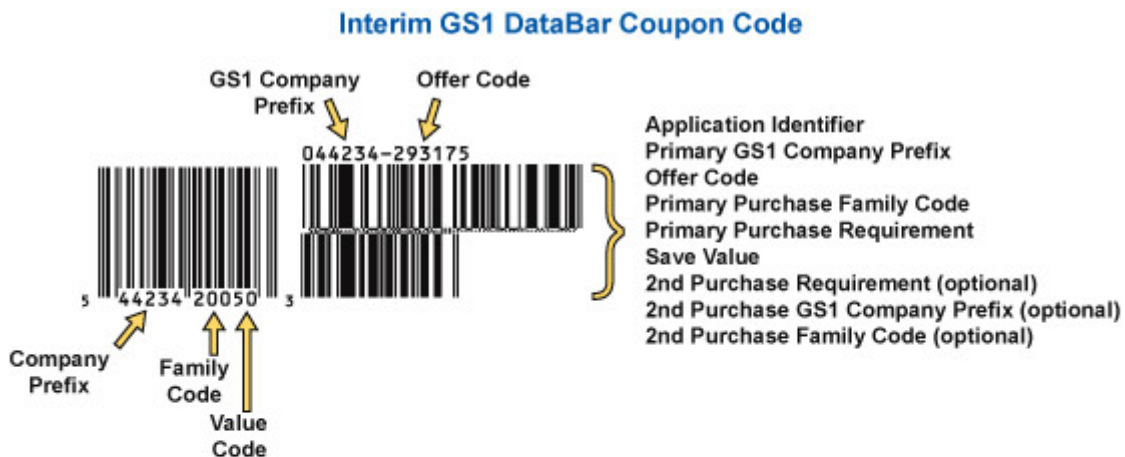
7-6. PROCEDURES FOR CUSTOMER SERVICE DEPARTMENT SUPERVISOR.

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. A 100% coupon audit will be performed on every cashier twice a year. Each cashier will have their coupons counted during pickups and at the end of their shift. →A locally devised log will be used to document and track the results of all coupon audits.← The coupon audit tracking →log← shall be maintained and kept on file for 1 year.

→7-7. **GS1 DATABAR.** The coupon industry is moving to a new barcode for coupons, called the GS1 DataBar, Figure 7-1, which will affect all coupons. Starting June 1, 2008, manufacturers are required to use the GS1 DataBar alongside the traditional barcode. Beginning January 2010, only the GS1 DataBar will be used.

Interim DataBar & DataBar Coupon Breakdown



**Interim Databar & DataBar Coupon Breakdown
 Figure 7-1←**

7-8. 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. →Local coupons are also referred to as route salesperson coupons.← 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 “manufacturer coupon” total used for DeCAF 70-15 and DD Form 707 must be reduced by the amount of local coupons.

b. Vendor representatives will submit route salesperson coupon offers in writing to the regional office via the store director. The store director must obtain approval from the region 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 or cash will not be accepted as payment for coupons.

c. Commissaries may accept local and route salesperson coupons provided they meet the criteria for a valid coupon. Every coupon should contain:

- (1) The word “coupon”;
- (2) A message to the retailer specifying the terms and conditions for accepting the coupon;
- (3) Redemption address or instructions on how to redeem the coupon;
- (4) The purchase requirement, e.g., “Coupon good only on the 15-oz size package of...,” or “Coupon good only on the purchase of four cans of...,” etc.;
- (5) Specify the face value or “free terms” of the coupon; and
- (6) Location or commissary for which the offer is valid.

d. Cashiers will accept and account for local and route salesperson coupons in the same manner as manufacturer coupons. Local coupons will be tendered as a manufacturer coupon in POS; however, they must be kept separate from manufacturer coupons. The customer service department supervisor must also keep the coupons segregated during pickups.

e. Local and route salesperson 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.

f. Local and route salesperson coupons will NOT be sent to the CCH. When sufficient amounts of these coupons accumulate, but at least monthly, route salesperson coupons will be submitted to the local salesperson for redemption or local coupons will be sent to the local vendor for redemption. Request the vendor or salesperson remit the payment within 30 days and make the check payable to the Defense Commissary Agency. Ensure that the value of the local coupons is subtracted from the DeCA Interactive Business System (DIBS) generated transmittal (transmittal which is included in the coupon shipment to CCH). A transmittal document will be prepared and given to the local vendor with the local coupons attached. Procedures for coupon transmittal processing are described in DeCAD 70-6, Chapter 9.

g. When checks for these shipments are received, the commissary will send them immediately to:

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

h. On the bottom left of the check, indicate the number of coupons, bottle caps, etc., redeemed, the total value of the coupons, and the amount of the handling fees paid that the payment represents.

i. Surcharge is automatically charged to the cost of the item and the customer receives the difference.

j. Ensure that the local coupon total is subtracted from the DIBS-generated transmittal (transmittal which is included in the coupon shipment to the CCH).

7-9. 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 is automatically charged to the cost of the item and the customer →must pay the surcharge. ←

b. Ensure that the value of these promotional items is subtracted from the DIBS-generated transmittal (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 and a copy of the transmittal document will be given to the local vendor along with the bottle caps/similar type items. Procedures for coupon transmittal processing are described in DeCAD 70-6, Chapter 9.

→7-10. **COUPON LINKING FOR CASE LOT SALES.** Coupon linking is the process by which store personnel, in cooperation with sales representatives, program their point-of-sale system to automatically tender a coupon for an item when that item is scanned.

a. Coupon linking can **only** be used for case lot sales, with the following exception: when high dollar value coupons; e.g., \$5.00, are presented by a sales representative for an individual item, the coupon may be linked to that item with region approval.

b. Coupon linking for case lot sales is not mandatory.

c. Sales representatives will obtain prior approval from the store director before a coupon is linked to an item.

d. All terms and conditions of the coupon will be met for coupons being linked.

- e. The coupons for linking will be provided to the store in advance.
- f. The store director's office 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.
- g. Ensure all linked coupons are separated from coupon booklets, backing removed, etc., and mixed with the other coupons for that day's business.
- h. Ensure all items are unlinked from coupons upon conclusion of the case lot sale and prior to opening for the next day's business. ←

CHAPTER 8

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) AND TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF) PROGRAM

8-1. →SNAP←.

a. The →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 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 states, the District of Columbia, →Puerto Rico,← and Guam. →Local field office contact information is available on the Internet at www.usda.gov/cga/contacts/fieldoffices/.←

c. The states under the Food Stamp Act of 1977 as amended by Public Law 105-→269, July 2, 2004←, issue food stamps. These can be in the form of coupons or EBT→;however, the only form of benefit currently being issued is the EBT card. Paper food stamps must be accepted if presented for payment. Contact the local FNS field office for redemption information.←

d. Eligible commissaries in the locations indicated above will participate in →SNAP←, by accepting food stamps in exchange for edible food items.


e. The USDA assigns an authorization (code) number to military commissaries for accepting food stamps. Applications for an authorization number may be obtained from the district representative, Food and Nutrition Service, USDA. The district representative completes Form FNS 254, Food Stamp Program →Permit←, Figure 8-1, and mails the form to the store director. →The permit must be displayed in the customer service area.←

f. The customer service department supervisor should be familiar with the Food Stamp Program Regulation and the Food Stamp Program Training Guide for Retailers. The regulation can be obtained from the district food stamp office and the training guide is located on the USDA Web site, www.fns.usda.gov, and in →DeCA← public folders under Store Library, Policy Letters/Guidance.

g. Prominently display the following posters in the front entrance or checkout area.

- (1) FNS Poster 110, June 2001 - Using Food Stamp Benefits Poster, Figure 8-2;
- (2) FNS Poster 132, June 2001 - We Accept Food Stamp Benefits, Figure 8-3;
- (3) →FNS Poster 136, March 2002 - Penalties for Violation of the Food Stamp Program, Figure 8-4; and←
- (4) FNS Poster 240, June 2001 - Report Abuse of the Food Stamp Program Poster, Figure 8-5.

These posters can be obtained from the USDA Web site, www.fns.usda.gov.

	U.S. Department of Agriculture - Food and Nutrition Service
FOOD STAMP PROGRAM PERMIT	
FNS NUMBER:	
Store 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 food stamp benefits on condition that the acceptance and redemption of all coupons/instruments shall be in accordance with the rules and regulations governing the Food Stamp 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 STORE MOVES, IS SOLD/CLOSED OR VOLUNTARILY WITHDRAWS FROM THE FOOD STAMP PROGRAM, PLEASE CONTACT YOUR SERVICING FIELD OFFICE.

Issued by FNS Representative: _____ Date of Issue: _____

THIS PERMIT MUST BE DISPLAYED IN A CONSPICUOUS PLACE

→FNS Form 254 - Food Stamp Program Permit←
Figure 8-1

Using Food Stamp Benefits



Food Stamp 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.

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



For information on applying for food stamp 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 USDA, Director, Office of Civil Rights, Room 326W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD).



USDA is an equal opportunity provider and employer.
United States Department of Agriculture • Food and Nutrition Service
FNS-110 • Revised June 2001

FNS Poster 110 - Using Food Stamp Benefits
Figure 8-2

We Accept Food Stamp Benefits



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: USDA, Director, Office of Civil Rights,
Room 326W, Whitten Building,
1400 Independence Avenue, SW,
Washington, DC 20250-9410

or call: (202) 720-5964 (voice and TDD).

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




USDA is an equal opportunity provider and employer.

United States Department of Agriculture • Food and Nutrition Service
FNS-132 • Revised June 2001



FNS Poster 132 - We Accept Food Stamp Benefits
Figure 8-3

Penalties for Violation of the Food Stamp Program




Penalties Include:

- Permanent disqualification** when the owner or employees purchase or traffic in food stamp 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 food stamp 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 Food Stamp 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 • Revised March 2002



→FNS Poster 136 - Penalties for Violation of the Food Stamp Program←
Figure 8-4

Report Abuse of the Food Stamp Program



Please contact: USDA Food & Nutrition Service Field Office
or
U.S. Department of Agriculture Office of the Inspector General toll free 800-424-9121
Within the Washington, D.C. metropolitan area, call 202-475-5022

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

USDA is an equal opportunity provider and employer.
United States Department of Agriculture • Food and Nutrition Service
FNS 240 • Revised June 2001



FNS Poster 240 - Report Abuse of the Food Stamp Program
Figure 8-5

8-2. →SNAP← ASSISTANCE.

a. Representatives of the Food and Nutrition Service, USDA, will provide →SNAP← information to the commissary. These personnel can be granted permission to enter the commissary for reviewing the food stamp redemption program. If they visit the commissary, obtain a copy of their report and send a copy to the regional office.

b. The following USDA publications are available to assist →with SNAP← and can be obtained through the local state agency responsible for →SNAP←.

(1) The Food Stamp Act of 1977 as amended by Public Law 105-→269, July 2, 2004.←

→(2) The Food and Nutrition Act of 2008 as amended by Public Law 110-246, October 1, 2008.←

(3) Food Stamp Program Regulation, →7 C.F.R., parts 271-283.←

(4) The Food Stamp Program Training Guide for Retailers.

8-3. ACCEPTING FOOD STAMPS FOR PAYMENT. Food stamps can be accepted as full or partial payment for the purchase of food products to include surcharge as designated by Public Law 88-525, 88th Congress, H.R. 102222, August 31, 1964. Cashiers may **NOT**:

a. →Accept food stamps for vitamins and medicines←;

b. Accept food stamps in payment for tobacco products, pet foods, or other non-food items; or

c. Accept food stamps for hot foods, →such as BBQ chicken or steamed seafood,← or prepared foods →if a place is provided for customers to eat them in the store.← The lookup number or UPC for these items →must← be programmed to be non-eligible for food stamp purchase in the POS system.

8-4. →SNAP ←ELECTRONIC BENEFIT TRANSFER (EBT) PROGRAM.

a. State agencies under the authority of the USDA are delivering food stamp benefits through the EBT Program. Recipients of these benefits will use their state issued magnetic-stripe plastic (debit) card at the commissary's POS to purchase authorized groceries. Food stamps and EBT debit card recipients can cross state lines to use their EBT debit card in all states, →the District of Columbia, Puerto Rico, and Guam.← Store representatives must attend any training sessions that the state offers pertaining to the EBT Program.

b. The EBT food stamp debit card will be accepted at the POS terminal to purchase authorized groceries. The PIN identifies the customer. No additional ID is required. Most states no longer issue food stamp identification to EBT customers.

c. The customer service department supervisor will ensure the total EBT food stamp sales are included with all media pick-ups/ turn-ins. Follow →POS guidance and ←the instructions in the Food Stamp Program Training Guide for Retailers to reconcile the end-of-day EBT food stamp transactions.

d. EBT off-line processing will only be used for recipients of the state in which the commissary is located. The customer service department will follow procedures provided in the EBT Retailers Manual 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 food stamp 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 customer service department 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 Food Stamp Program 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. ←

8-5. TANF EBT → CASH ASSISTANCE ← PROGRAM. →TANF provides EBT cash assistance to qualifying families with children and is administered by the Children, Adults, and Families Division of the Department of Health and Human Services (DHS). All services are provided through local state DHS 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. The customer service department will perform the functions required for processing EBT cash → assistance ← transactions IAW current POS system procedures.

CHAPTER 9

WOMEN, INFANTS, AND CHILDREN (WIC) PROGRAM

9-1. 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 Food and Nutrition Service 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.

b. Each state's WIC program establishes minimum stock requirements for food categories. The name brands and categories may differ from state to state. 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.

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 state procedures.

d. Approval of 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 region director to DeCA HQ. All WIC contractual agreements between the states and the commissaries will be reviewed/approved by DeCA General Counsel prior to the commissary participating in the WIC program. Procedures for processing and reimbursement by the states will be determined by individual negotiations with the state.

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.

9-2. ACCEPTING WIC VOUCHERS/CHECKS FOR PAYMENT.

a. The WIC purchases will be rung through the cash register IAW the local state procedures. Normally, WIC purchases must be rung as a separate transaction and completed IAW with local state regulations. The cash office will review the WIC vouchers for accuracy of required information. WIC purchases will be accepted at all registers, except where there are at least two express lanes and one is designated as "cash only."

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 checks will have the recipient's name, exact products to be purchased, and spaces for validation by the cashier.

e. States that issue vouchers will have the recipient's name, exact products to be purchased, and spaces for validation by the cashier. Ring the sale as a WIC transaction and accept the voucher in payment. The voucher will be processed according to instructions provided by the state agency.

f. The 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 DeCAD 70-6, Chapter 29. Most of these states also require their unique form to be completed and returned to them along with the applicable vouchers. The Resale Accounting Division (RAD) will put WIC charge sales into DIBS. However, individual states will specify in the agreement the frequency for submission of the vouchers.

9-3. WIC EBT PROGRAM. State agencies under the authority of the USDA Food and Customer Service (FCS) are delivering WIC benefits through the EBT system. This program allows WIC clients to access their benefits through the EBT system using their state issued SMART CARD at the commissary's POS system.

a. The customer service department supervisor will:

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

(2) Ensure that 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 that the WIC EBT and cash terminal receipts are forwarded to SDO for preparation/completion of DeCAF 70-15 and DD Form 707. Refer to DeCAD 70-6, Chapter 5, for the preparation of DeCAF 70-15, and DD Form 707, and for forwarding the financial documentation to DFAS-CO and the RAD.

b. If the state does not provide WIC terminals for each register in the store, commissaries will designate registers as WIC terminals. These registers should be open at all times.

9-4. PREPARATION OF DD FORM 707 AND DECAF 70-15. At start of next business day, the customer service department personnel will be responsible for forwarding the end-of-day WIC settlement report, showing the net dollar amount of EBT sales transactions to the SDO for completion of DD Form 707 and DeCAF 70-15. Additional procedures are described in DeCAD 70-6, Chapter 5.

CHAPTER 10

FUNDS CONTROL

10-1. CONTROL OF FUNDS AND STORAGE AREA.

- a. All cash handling areas will have limited access and follow the procedures described in DeCAD 30-18, DeCA Security Programs, Chapter 5, Protecting Commissary Generated Funds.
- b. Complete the SF 702, Security Container Check Sheet, with all of the required information at the time the safe is opened, locked, or checked.
- c. The store director will designate in writing those personnel authorized access to the cash handling areas.

10-2. CASH CONTROL.

a. At the beginning of each sales day, the teller 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 work out of the same till at the checkstand or SCO attendant station. ← If a cashier needs additional funds during the day, the funds will be taken from the change fund and issued as a loan in POS. The teller will enter the pickup amount in the POS system after pickup and verify the amount with the cash report or audit log.

→ b. Pickups should be made when cash amounts in tills are \$1,000 - \$1,500. However, in areas where cash sales are higher than normal, region directors have the authority to waiver, in writing, the above pickup limits. 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) Teller 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) The teller will ensure any reports generated from performing pickups are accounted for and retained. Use of DeCA Form 40-75, Daily Checker Record, Figure 10-1, is optional.

c. 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, tellers will query cashier to ensure groceries were never taken by the customer for these transactions. ←

Instruction "Sample"

DAILY CHECKER RECORD <small>(For use of this form, see DeCAD 40-6; OPR is DO.)</small>			DATE 4-26-06	CHECKER NO. 225
MEDIA	QTY	AMOUNT	TERM ACCOUNTING REPORT	
\$100 Bills		200.00		
\$50 Bills		50.00		
\$20 Bills		300.00		
\$10 Bills		80.00		
\$5 Bills		65.00		
\$1 Bills		70.00		
Halves				
Quarters		18.75		
Dimes		5.30		
Nickels		1.05		
Pennies		63		
Rolled Coin				
CASH TOTAL		790.73		
Checks	1	10.00		
Food Stamps				
WIC	1	27.60		
Misc Checks/MO	1	25.00		
VCM Credit Card				
Patron Credit Cards	3	197.80		
Vendor Coupons	41	27.60		
Debit Tender	4	261.00		
NAF Credit Card				
EBT Future				
EBT Food Stamps	6	248.35		
EBT Cash				
Appropriated Charge				
Other				
Total		1339.73		
Over (+) / Short (-)		0	REMARKS:	
CHECKER SIGNATURE (When on controlled count)				
CASH CLERK SIGNATURE <i>[Signature]</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.

This form was designed by FormSoft Group Ltd. using FormFlow 99 v3.0

DeCA Form 40-75 - Daily Checker Record, Side 1

Figure 10-1

Instruction "Sample"

DATE 4-26-06	LOANS AND PICKUPS		CHECKER NO. 225
1ST PICK-UP		TERM ACCOUNTING REPORT	
Cash		400.00	
Checks	10	1,263.18	
Food Stamps			
WIC			
Misc Cks/MO			
Patron Credit Cards	5	789.01	
Vendor Coupons			
Debit Tender	6	493.55	
EBT Food Stamps	7	562.00	
EBT Cash			
Appropriated Charge			
TOTAL		3,507.74	
2ND PICK-UP			
Cash		1,050.00	
Checks	22	3,463.26	
Food Stamps			
WIC			
Misc Cks/MO			
Patron Credit Cards			
Vendor Coupons			
Debit Tender	15		
EBT Food Stamps	1	186.92	
EBT Cash			
Appropriated Charge			
TOTAL		4,700.18	
3RD PICK-UP			
Cash			
Checks			
Food Stamps			
WIC			
Misc Cks/MO			
Patron Credit Cards			
Vendor Coupons			
Debit Tender			
EBT Food Stamps			
EBT Cash			
Appropriated Charge			
TOTAL			

10-3. 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 should be initiated to determine the cause. A record of the inquiry should be filed with the day's receipt records.

→a. When an overage/shortage is identified, the teller will recount the media and try to resolve. A second teller (if available) will verify the discrepancy for overage/shortage in excess of \$6.00. The customer service supervisor will inform cashiers of the overage/shortage. ←

b. The store director/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/administrator suspects that supervisory personnel are manipulating the procedures to cause variances for cashiers, the store director will investigate and take action as necessary. Supervisory personnel will be informed of these procedures and measures to be taken before they are implemented. In case of significant variances in any media amounts, store director and security personnel will perform an impartial investigation and inquiry of all personnel involved.

→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. Any cash overages/shortages will be reflected accordingly on the DD Form 707 for that day. ←

10-4. PREPARATION OF DEPOSIT.

a. The teller will subtract loan amounts and prepare the tills for next day's business by removing all media except loan amounts. The teller will then reconcile totals for the different media.

b. Bank deposits must be made on what was actually on hand for deposit rather than the deposit amount reported in the POS system.

c. Immediately notify the store director/administrator of any unresolved discrepancies between the funds on hand for deposit and the amount the POS indicates should be the deposit.

d. When reconciled, the teller will prepare the SF 215, Figure 10-2, and retain the agent copy for the commissary operations department.

e. The funds with the SF 215 will be immediately secured in the commissary safe, until transferred to the bank or DFAS.

→f. The cash office will forward the POS generated cashier reports, POS sales reports, DeCA Form 40-17 with attached receipts, and the agent copy of the SF 215 to the SDO. ←

10-5. DEPOSIT OF FUNDS. Funds (cash and other negotiable media) in excess of the change fund will be deposited daily with the finance office, authorized disbursing agent, or depository designated by the finance office. Funds will be deposited 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 region director's written approval 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 region director to not make daily deposits and make arrangements to deposit the next business day. 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 photo or microfiche copies of all → non-scannable ← checks, front and back, are made and secured.

f. SF-215 will be prepared IAW DeCAD 70-6, Chapter 5, and taken/sent to the bank or finance office with each deposit.

g. Deposit shortages, when notified by the bank or DFAS, will be immediately investigated and local criminal investigation activity notified, if necessary.

Instruction "Sample"

→

STANDARD FORM 215 (REV 5/90)
 PRESCRIBED BY DEPT. OF TREASURY
 1 TFRIM 5-3000 215-102

DEPOSIT TICKET

DEPARTMENT OF THE TREASURY
 FINANCIAL MANAGEMENT SERVICE

DEPOSIT NUMBER	DATE PRESENTED OR MAILED TO BANK M M D D Y Y	8-DIGIT OR 4-DIGIT AGENCY LOCATION CODE (ALC)	AMOUNT
(1) 282415	(2) 05-06-07	(3) 6355	(4) 121,426.59

SINGLE SPACE ALL ENTRIES ON THIS LINE
 USE NORMAL PUNCTUATION—OMIT \$ SIGN

(6) AGENCY USE
 FORT NOWHERE COMMISSARY
 123 YELLOW BRICK ROAD
 OZ, KS 98765

HQCXXX
 SALES 5-5-07

ACCOUNTING & FINANCE OFFICER NAME DEFENSE FINANCE & ACCOUNTING SERVICE-Columbus Center DFAS-CO-FPS PO BOX 182204 COLUMBUS, OH 43218-2204	(7) NAME AND ADDRESS OF DEPOSITARY BANK OF THE WEST 181 LILLIPUT LANE, OZ, KS 12345
--	---

(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 UNCONTROLLEDIBLE ITEMS INCLUDED THEREIN.

_____ AUTHORIZED SIGNATURE	M M D D Y Y _____ CONFIRMED DATE
-------------------------------	--

(9) DEPOSITOR TITLE DEPARTMENT OR AGENCY AND ADDRESS

DEPOSITARY FORWARD THIS DOCUMENT WITH STATEMENT OR TRANSCRIPT OF THE U.S. TREASURY ACCOUNT OF THE SAME DATE

ORIGINAL

SF Form 215 - Deposit Ticket
 Figure 10-2 ←

10-6. SEPARATION OF FUNCTIONS. Separate functions that must not be combined are collecting funds from the cashiers and preparing DD Form 707, Report of Deposits. The personnel who clear the registers, collect funds, and deposit, will not prepare the DD Form 707.

10-7. 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 engineering, 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, then 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. You may checkout customers if power is available to operate the POS. Safety of the employees and patrons must be the primary concern in these situations.

10-8. KEY CONTROL.

a. Procedures for key control are described in DeCAD 30-18, Chapter 2. All significant customer service department 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 customer service department keys must be secured and access limited to customer service department 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 store director, customer service department 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 in accordance with DeCAD 30-18, 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. ←

10-9. PROTECTION OF COMMISSARY FUNDS. Commissary funds must be protected by ensuring the procedures in this directive and other DeCA directives are implemented. The following describes functions where these controls need 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 (paragraph 1-3);

(2) Limiting →log-in access levels← to only those levels →in which← each employee needs to perform their job (paragraph 1-3);←

(3) Investigating open suspended transactions at close out to determine if there are any problems (paragraph 1-3 →and paragraph 10-2←);

(4) Not sharing passwords because voids, audactions, refunds, and loans can be improperly cleared/entered/issued in POS, if the passwords are shared (paragraph 1-3);

(5) Ensuring separation of functions exists between the cash cage and SDO (paragraph 1-3 →and paragraph 10-6←).

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) (paragraph 5-1);

(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← (paragraph 5-5);

(3) 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← (paragraph 5-8);

(4) Immediately notifying the store director of any →variance← in the change fund (paragraph →5-6←).

c. Ensure the accuracy and timeliness of bank deposits by:

(1) 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←; and

(2) Immediately notifying the store director/administrator of any unresolved discrepancies between the funds on hand for deposit and what the POS indicates should be deposited (paragraph 10-4).

d. Ensure cash controls are in place by:

(1) Appointing personnel, in writing, to approve voids, refunds, clearing suspended transactions, and audactions in POS (paragraph 1-3);

(2) Not allowing customer service personnel to override or approve their own voids of \$6.00 or over and audactions (paragraph 1-3);

→(3) Not sharing tills. Multiple cashiers will not work out of the same till at the checkstands or SCO attendant station (paragraph 10-2);←

(4) Conducting inquiries for cashiers with excessive over and/or short variances of \$6.00 or more and retain the documented results on file (paragraph 1-3 →and paragraph 10-3←);

(5) Informing the store director of excessive variances when they occur (paragraph 1-3 →and paragraph 10-3←);

(6) Requiring cashiers to turn in receipt tapes for any suspended transactions that they leave open (paragraph 10-2);

(7) Researching any suspended transactions that are still open at close out for irregularities before clearing them (paragraph 10-2);

e. Ensure pickup procedures are followed by:

(1) →Requiring pickups when cash amounts in tills are \$1000 - \$1500← (paragraph 10-2); and

(2) Entering pickups into the POS when they are made or as soon as possible thereafter (paragraph 10-2).

f. Ensure refund procedures are followed by:

(1) Requiring that returned merchandise be taken to the refund terminal for a refund (paragraph 4-13);

(2) Entering all returned items in POS by →scanning the item or manually entering the← UPC (paragraph 4-13);

→(3) Logging all refunds on DeCA Form 40-17 (paragraph 4-13); and,

(4) Retaining a copy of all refund receipts with DeCA Form 40-17 (paragraph 4-13).←

g. Ensure coupon procedures are followed by:

(1) Securing coupons in the cash register till or coupon drawers until they are picked up (paragraph 7-4);

(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 (paragraph 7-4);

(3) Requiring cashiers to scan coupons individually with each order (paragraph 7-4 →paragraph 7-5←); and

(4) Accepting coupons only for the products that are applicable to each order (paragraph 7-→4←).

h. Ensure security procedures are followed by:

- (1) Completing the SF 702 with all of the required information, at the time the safe is opened, locked, or checked (paragraph 10-1);
- (2) Maintaining a memorandum, signed by the store director, designating those personnel authorized access to the cash handling areas (paragraph 10-1);
- (3) 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) who has knowledge of the combination (paragraph 1-3);
- (4) Updating SF 700 at the time personnel are given the combination to the safe or when the safe combination is changed (paragraph 1-3);
- (5) Placing funds picked up on the sales floor in bank bags for transport to the cash office (paragraph 10-2); and
- (6) Safeguarding funds IAW DeCAD 30-18, Chapter 5 → (paragraph 10-1). ←
 - i. Ensure controls over keys are followed by:
 - (1) Including all significant customer service keys on the key and lock inventory (paragraph 10-8);
 - (2) Documenting all permanently issued POS keys on DD Form 1150 or DeCAF 30-63 (paragraph 10-8);
 - (3) Securing customer service keys and limiting access to customer service personnel who need them to perform their jobs and personnel responsible for key control. (paragraph 10-8);
 - (4) Requiring SCO attendant cards to be signed in/out daily (paragraph 10-8); and
 - (5) Immediately deactivating any SCO cards that are unaccounted for at the beginning or end of each operational day (paragraph 10-8).

APPENDIX A

ACRONYMS

ARC	American Red Cross
→ASYMCA	Armed Services Young Men's Christian Association←
→BOH	Balance-On-Hand←
CAC	Common Access Card
→CAO	Computer Assisted Ordering←
CCH	Coupon Clearing House
CONUS	Continental United States
DeCA	Defense Commissary Agency
DeCAD	Defense Commissary Agency Directive
DeCAF	Defense Commissary Agency Form
DeCAH	Defense Commissary Agency Handbook
DFAS	Defense Finance and Accounting System
DFAS-CO	Defense Finance and Accounting System-Columbus
→DHS	Department of Health and Human Services (DHS) ←
DIBS	DeCA Interactive Business System
→DIRep	DeCA Interest Report←
DOB	HQ, Performance and Policy, Operations →Business Group← Division
DoD	Department of Defense
EBT	Electronic Benefit Transfer
→ELVIS	Electronic Verification and Imaging System←
FCS	Food and Customer Service
→FEMA	Federal Emergency Management Agency←
→FNS	Food and Nutrition Service←
FRB	Federal Reserve Bank
GPC	Government Purchase Card
→GPLD	Government Property Lost or Damaged←
IAW	In accordance with
ID	Identification Card
MFR	Memorandum for Record
MOU	Memorandum of Understanding
NOF	Not on File
NSF	Non-sufficient Funds
OCONUS	Outside Continental United States
→PCCOTC	Paper Check Conversion Over the Counter←

PIN	Personal Identification Number
PLU	Price Look-Up
→POC	Point-of-Contact←
POS	Point of Sale
RAD	Resale Accounting Division
→RMCF	Financial Policy, Systems and Services Division←
SCO	Self-Checkout
SDO	Store Director's Office
SF	Standard Form
SNAP	Supplemental Nutrition Assistance Program
SSN	Social Security Number
TANF	Temporary Assistance to Needy Families
TDY	Temporary Duty
UPC	Universal Product Code
USDA	U.S. Department of Agriculture
USO	United Service Organization
USS	United Seamen's Service
WIC	Women, Infants, and Children
WICO	WIC Overseas