



## DEFENSE COMMISSARY AGENCY

HEADQUARTERS  
1300 E AVENUE  
FORT LEE, VIRGINIA 23801-1800

REPLY TO  
ATTENTION OF

OCT 27 2008

PM


NOTICE TO THE TRADE – DeCA NOTICE 09-03

SUBJECT: Defense Commissary Agency Headquarters Communications Phone System

The Defense Commissary Agency (DeCA) is in the process of deploying a new phone system within our Headquarters (HQ) building. The new phone system will become operational October 31. This system will empower the HQ staff with advanced technologies that will enable us to work smarter and more efficiently. Voice messaging directories and operator assistance will still be available. The only noticeable difference to our patrons and government and industry partners will be the following:

- The DeCA HQs phone number will change from 804-734-8060 to 804-734-8000.
- When calling DeCA you will be connected to a central call center and directed to dial the extension of the DeCA staff member that you wish to speak with.
- If you already know the current number of the person you wish to contact, you may choose to dial the last 5 digits of their number when prompted to enter their extension.
- If you know the correct spelling of the last name of the individual with whom you wish to speak, you may use our automatic touch system to connect directly to them.
- If you do not know the name or number of the individual you wish to speak with you will have the option of speaking with an operator for assistance.

My point of contact for this action is Mr. Thomas Owens at 804-734-8000, ext. 8727 or [thomas.owens@deca.mil](mailto:thomas.owens@deca.mil).

  
Richard S. Page  
Chief Operating Officer