



DECA MANUAL 40-05.01

GROCERY DEPARTMENT OPERATIONS

VOLUME 2

Originating Component:	Operations & Program Standardization Division
Effective:	February 15, 2021
Releasability:	Unlimited. This manual is approved for public release and is located on DeCA's internet website at www.commissaries.com .
Reissues and Cancells:	DeCA Manual 40-5.1, "Grocery Department Operations", May 11, 2012
Approved by:	James Hudson Principal Deputy, Director Store Operations

Purpose: This manual provides detailed step-by-step procedures for carrying out the policy, assigns responsibilities, and provides guidance and procedures for operating all activities in Defense Commissary Agency (DeCA).

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SECTION 10: FREEZE AND CHILL SECTION

10.1. QUALITY CONTROL. Expiration dates will be checked prior to stocking cases. Ensure product is rotated properly using the FIFO method. Spot check code dates daily. Never stock products past their recommended “Sell Buy” date.

10.2. THAW AND SELL ITEMS. Product received in frozen state and subsequently sold in a chill or shelf stable fashion must be properly labeled with expiration date IAW industry guidelines. The Perishable Division of the Sales Directorate (MPSP) will act as Industry POC to disseminate guidelines. Additional information is in Sharepoint, DeCA Public Documents, Thaw and Sell.

10.3. EQUIPMENT CHECKS. Periodically check refrigeration and freezer equipment for proper operation. Ensure scheduled preventative maintenance services are conducted IAW contract specifications and schedules. Requirements and procedures for stores with temperature checks within their CA contracts are found in the commercial activity of each CA contract.

10.4. DAILY TEMPERATURE MAINTENANCE.

a. If automated recording thermometers or alarm systems are not installed, maintain a list of the equipment to be checked and the required temperature for each unit in a folder or binder in a convenient location outside the view of the patron. Record temperature checks on daily temperature maintenance log, DeCAF 40-9 (Figure 8-1) for all display cases, walk-in boxes, cold storage facilities, and spot coolers according to commissary operating instructions. Annotate temperature charts three times daily and at least two times on days the store is closed. Defrost cycle information must be recorded for each unit and can be obtained from the refrigeration maintenance technician. Retain DeCAF 40-9 for a period of 1 year.

b. Stores with automatic refrigeration alarms will check alarm systems weekly. For other than 7-day stores, the check should be made in the evening prior to a non-operating day.

c. Ensure temperatures are within the allowable variances. Quality standards temperature limits (figure 8-2) provide temperature limits for display cases, reach-in storage, and walk-in storage rooms.

d. Check temperatures any time there is an adverse weather condition or known power outage. Ensure all management, commissary contract monitors (CCM), and other knowledgeable personnel know how to reset the compressors.

10.5. REFRIGERATED TRUCKS AND VANS. Ensure temperature surveillance is scheduled, conducted, and recorded on DeCAF 40-9 for refrigerated trucks and sea vans. Follow the same procedures listed in paragraph 10.4 for stores without alarm systems for refrigerated trucks and vans. Additionally, temperature checks for refrigerated vans and trucks will be performed every 4 hours.

10.6. NON-OPERATIONAL ALARMS. When the alarm systems are not operational, follow the same procedures listed in paragraph 10.4 for stores without alarm systems.

DAILY TEMPERATURE MAINTENANCE LOG <small>(For use of this form, see DeCAD 40-3: OPR & DO)</small>							<small>*Indicate Plus or Minus</small> Checkers will record actual time and temperature and initial in appropriate block.						
DEFROST CYCLE HOURS:							CASE IDENTIFICATION:						
TO	TO	TO	TO				ALARM SYSTEM (Check One) <input type="checkbox"/> YES <input type="checkbox"/> NO						
DEPARTMENT			PROPER TEMPERATURE RANGE				TO		PERIOD (Month/Year)				
TYPE OF EQUIPMENT: (Check Two)							<input type="checkbox"/> FREEZER <input type="checkbox"/> DISPLAY CASE <input type="checkbox"/> CHILL BOX <input type="checkbox"/> STORAGE						
DATE	TIME	TEMP*	INIT	TIME	TEMP*	INIT	TIME	TEMP*	INIT	TIME	TEMP*	INIT	COMMENTS
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
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DeCA Form 40-9, Jul 1991

Supersedes AF Form 638 and TSA Form 126-R

**Daily Temperature Maintenance Log, DeCA Form 40-9
Figure 8-1**

DISPLAY CASE ENTERING AIR TEMPERATURE LIMITS

Produce	+36 to +40 degrees Fahrenheit
Deli, Clerk Service	+34 to +38 degrees Fahrenheit
Fresh Meat	+22 to +26 degrees Fahrenheit
Milk Roll-In	+26 to +30 degrees Fahrenheit
Multi-deck Dairy	+30 to +36 degrees Fahrenheit
Chest, Ice Cream (includes Jumbo Wide Island)	-28 to -22 degrees Fahrenheit
Chest, Frozen Food (includes Jumbo Wide Island)	-12 to -5 degrees Fahrenheit
Multi-deck Frozen	-8 to -3 degrees Fahrenheit
Multi-deck Pre-Pack Meats	+28 to +32 degrees Fahrenheit
Multi-deck Meat	+24 to +28 degrees Fahrenheit
Dual-Temp Meat	-12 to -3 degrees Fahrenheit
Glass Door Frozen	-6 to -1 degrees Fahrenheit
Bakery	+36 to -40 degrees Fahrenheit
Egg Spot Merchandiser	+36 to +40 degrees Fahrenheit
Multi-deck Deli, Self Service	+32 to +35 degrees Fahrenheit
Glass Door Ice Cream	-15 to -10 degrees Fahrenheit
Multi-deck Ice Cream	-15 to -12 degrees Fahrenheit
Glass Door Medium Temp	+25 to +29 degrees Fahrenheit
Fish Case	+28 to +34 degrees Fahrenheit

REACH-IN STORE BOX TEMPERATURE LIMITS

Blast Freezer	-25 to -15 degrees Fahrenheit
Medium Temp Reach-In	+36 to +40 degrees Fahrenheit
Low Temp Reach-In	-6 to +2 degrees Fahrenheit

WALK-IN STORAGE ROOM TEMPERATURE LIMITS

Controlled Temperature Storage	+60 to +65 degrees Fahrenheit
Candy Storage	+58 to +65 degrees Fahrenheit
Dairy Storage	+34 to +37 degrees Fahrenheit
Frozen Food Storage	-10 to 0 degrees Fahrenheit
Primal/Sub-Primal w/Hose Bib	+32 to +36 degrees Fahrenheit
Primal/Sub-Primal w/o Hose Bib	+28 to +32 degrees Fahrenheit
Meat Holding	+28 to +32 degrees Fahrenheit
Meat Processing	+46 to +50 degrees Fahrenheit
Meat Wrapping	+46 to +50 degrees Fahrenheit
Deli Storage	+34 to +37 degrees Fahrenheit
Produce Storage	+38 to +42 degrees Fahrenheit
Produce Processing	+58 to +65 degrees Fahrenheit
Bakery Cooler	+34 to +37 degrees Fahrenheit
Bakery Freezer	-6 to 0 degrees Fahrenheit
Pre-Pack Meat Storage	+32 to +36 degrees Fahrenheit
Hard Chill Storage	+26 to +36 degrees Fahrenheit

Quality Standards Temperature Limits

Figure 8-2

SECTION 11: SANITATION

11.1. GENERAL. Ensure the highest standards of sanitation exist within the grocery department at all times. A weekly inspection must be conducted using DeCA Self-Inspection Food Hazard Control Checklist-Grocery Department, DeCAF 40-85 (Figure 9-1a). Cleaning and sanitation schedules will be posted conspicuously in all areas to enhance employee awareness. Approved cleaning agents, procedures, and cleaning frequencies will be listed. Sanitation practices in all DeCA stores and CDCs will be IAW the current edition of the Food Code, U.S. Department of Health and Human Services.

11.2. SANITATION COORDINATOR. Based on the risks of food-borne illness inherent to retail food operations, SDs will designate a sanitation coordinator within their store. The positions must be assigned to a manager above individual department level to ensure authority and accountability necessary to exercise the duties of this position.

a. The sanitation coordinator will be the person in charge, as defined in the Food and Drug Administration (FDA) Food Code/Tri-Service Food Code, and will be available during routine food safety and sanitation inspections. As a requirement of the FDA Food Code/Tri-Service Code, the sanitation coordinator will successfully pass an accredited food safety and sanitation training program and certification exam. The Department Operations Food Safety Course, offered by DeCA's Workforce Development, will be the primary training course for this requirement. After completion of this course, the sanitation coordinator will be able to demonstrate knowledge in the 17 specific food operation areas of knowledge outlined in FDA Food Code/Tri-Service Food Code, section 2-102.11, and become a certified food protection manager.

b. A collateral duty statement must be included in the incumbent's official position description. Assignment of the sanitation coordinator does not relieve the SD from ultimate responsibility for food safety and sanitation. If the designated/trained sanitation coordinator is not available during routine food safety and sanitation inspections, a fully qualified substitute must accompany the inspecting official.

11.3. ESTABLISHING A REPORTING SYSTEM. Establish a system to notify personnel of all spills, broken bottles, etc., to ensure they are cleaned up immediately. Use the store intercom or PA system for notification.

11.4. SELF-INSPECTION CHECKLIST. The entire grocery department will be inspected at least once every 7 days and recorded on DeCAF 40-85 to ensure a high standard of sanitation exists. The current condition of the department should match the latest self-inspection. The inspections will be kept on file for a period of 1 year.

11.5. CLEANING SCHEDULES. Cleaning schedules should be established locally, or IAW

your CA PWS, if applicable. Cleaning schedules for CA contracts are coordinated with the SD and are posted, as specified below.

- a. All in-house cleaning schedules will be posted in a conspicuous place and include:
 - (1) Frequency
 - (2) Supplies needed
 - (3) Procedures for cleaning (how to)
- b. Cleaning schedules will be maintained for:
 - (1) Refrigerated and freezer rooms
 - (2) Display cases, to include portable units
 - (3) Backrooms
 - (4) Salvage area
 - (5) Receiving dock areas
 - (6) Storage rooms

11.6 OUTSIDE CLEANING AND MAINTENANCE. Requirements and procedures for stores with CA contracts are found in the commercial activity PWS of each CA contract. Ensure all paper, trash, cigarette butts, and gum are cleaned from the outside area of the store. Lawns and shrubs will be maintained according to your inter-service support agreement or PWS.

11.7. INSPECTIONS BY MEDICAL PERSONNEL. Medical Food Inspectors will perform periodic inspections of the store to evaluate the effectiveness of the sanitation program and offer advice on correcting discrepancies. The sanitation coordinator, or a fully qualified substitute, will be available during routine inspections to walk with the MFI. Read the discrepancies carefully, making sure what you sign is factual and not generalized. The form must be annotated to reflect the date each discrepancy was corrected. Zone manager's and area director's consumer safety office will be notified of unsatisfactory scoring immediately following issuance of the report. The area director's consumer safety office will validate the findings and advise on corrective action. A copy of the written findings, with corrective actions annotated, will be faxed to the consumer safety officer within 5 working days for satisfactory reports and within 24 hours in the event of an unsatisfactory rating. The area director should be notified of unsatisfactory inspections within 24 hours.

11.8. PERSONAL HYGIENE AND SANITATION GUIDELINES FOR PRODUCT DEMONSTRATIONS.

a. Personal Hygiene. Product demonstrators will:

(1) Not perform product demonstrations if they are obviously ill (i.e., runny nose, sneezing, open sores, runny eyes).

(2) Wear clean, neat clothing and preferably a light colored apron or smock.

(3) Use a hair restraint such as a hair net, cap, or head covering that prevents loose hair from coming in contact with products while deterring random hand contact with hair by employees.

(4) Keep hands and fingernails clean. Wash hands after taking break, between incompatible activities, using restroom, smoking, eating, etc. Excessively long fingernails are not permitted. Fingernails should not exceed no more than a ¼" with no fingernail polish. Protective gloves are acceptable when changed frequently (as often as one would wash their hands) during the presentation period.

(5) Not wear jewelry, except for plain wedding bands.

(6) Obtain a medical certificate if required by installation medical authorities.

b. Sanitation. Product demonstrators will:

(1) Keep product refrigerated until just prior to preparation.

(2) Use clean and sanitized utensils (tongs, forks, etc.) and preparation surfaces (tables, cutting boards, etc.) to handle product whenever possible.

(3) Limit handling of product by customers by using individual paper cups, saucers, or inserting toothpick in portions for ease of handling.

(4) Limit the amount cooked at one time; dispose of product not served within 2 hours.

DeCA SELF INSPECTION FOOD HAZARD CONTROL CHECKLIST Grocery Department <small>(For use of this form, see DeCAD 40-5; OPR is PL.)</small>					
INSPECTED BY				DATE	
RECEIVING	Y	N	REMARKS/ACTION	DATE CORRECTED	INIT.
1. Properly labeled product from approved source.					
2. Product delivered in clean trucks. If required, refrigeration control maintaining chill at 32 - 40 degrees Fahrenheit; and frozen 0 - 10 degrees Fahrenheit.					
3. Products received in excellent condition, if applicable, sufficient shelf life remaining.					
STORAGE					
1. Food stored separately or above non-foods to prevent contamination and rotated FIFO. Outdated product removed from system.					
2. All refrigerators/freezers maintaining chill (34-37 degrees Fahrenheit), frozen (-10 - 0 degrees Fahrenheit).					
3. Refrigerator/freezer temperatures checked and recorded three times daily (if manual); or if automatic alarm system, system checked weekly.					
4. Storage area cleaned of all damaged, broken packages & spilled goods.					
5. Salvage area cleaned, non-foods separated from food items.					
6. Marked down salvaged goods approved by medical inspectors.					
7. Merchandise on medical hold isolated and identified.					
DISPLAY					
1. All display refrigerators/freezers maintaining chill (34 - 37 degrees Fahrenheit); frozen (-10 - 0 degrees Fahrenheit).					
2. All items with sell-by dates reviewed and out-of-date stock removed daily (unless extended by medical food inspectors).					
3. Broken, damaged, and spilled items removed daily or more often if needed.					
4. Personnel and stockers' hands washed and cleaned IAW good hygiene practices.					
5. Eating, drinking and use of tobacco products, chewing gum, wearing of jewelry (except plain wedding band) prohibited.					
6. Personnel with infections restricted from handling food.					
7. Only MFI inspected and approved foods authorized for sale beyond sell-by date.					
HOUSEKEEPING					
1. Floors, walls, ceilings cleaned and in good repair.					
2. Display shelves and cases cleaned with frequency to ensure debris does not interfere with equipment operations and provide aesthetic environment for customer.					
3. Unnecessary clutter that interferes with efficient operations removed.					

DeCA Form 40-85, Oct 1999

Supersedes DeCAF 40-85, Jul 1993

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

**DeCA Self-Inspection Food Hazard Control Checklist, Grocery
Department, DeCA Form 40-85, Page 1
Figure 9-1**

Instruction "Sample"

RECORDS	Y	N	REMARKS/ACTION	DATE CORRECTED	INIT.
<p>1. Daily temperature maintenance log, DeCAF 40-9, (if manual); or if automatic alarm system, system printouts, maintained.</p> <p>2. Self inspection forms with annotated action maintained on file for 12 months.</p>					

DeCA Form 40-85, Oct 1999

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DeCA Self-Inspection Food Hazard Control Checklist, Grocery
Department DeCA Form 40-85, Page 2
Figure 9-1b

SECTION 12: DAMAGED/DISTRESSED MERCHANDISE

12.1. DAMAGED MERCHANDISE CONTROL PROCEDURES. Commissaries will only sell food products that are in good, safe, and edible condition. Non-edible items may be sold at reduced price if the product can be used as originally intended.

a. The SD will designate, in writing, a person or persons to be the damaged merchandise control monitor(s).

(1) The damaged merchandise control monitor is responsible for maintaining merchandise placed in the damaged merchandise area. The monitor will keep the area neat, clean, and in good sanitary condition at all times.

(2) Coordinate with the MFI to train the damaged merchandise control monitor and employees handling damaged merchandise on how to determine which food items are suitable for price reduction and which items must be disposed of.

(3) Damaged merchandise will be physically segregated from undamaged items and stored appropriately. For commissaries with CA contract shelf stocking support, it is the contractor's responsibility to perform this segregation. Twenty-gallon trash cans with liners and lids, or other suitable leak proof containers, are recommended for storing perishable food in refrigerated areas.

(4) Undamaged items that are separated from damaged items will be cleaned and placed on display shelves at the full price as soon as possible. For commissaries with CA contract shelf stocking support, it is the contractor's responsibility to stock the undamaged merchandise to the shelf.

b. The SD will provide the necessary guidance and standards and monitor the damaged merchandise control area.

c. Guaranteed sale items will be returned to the vendor for full credit.

12.2. COORDINATION WITH MFI. Coordinate with the MFI to determine which food items are suitable for price reduction and which must be disposed of. In the absence of an MFI, the appropriately trained damaged merchandise control monitor will make this determination.

12.3. PROCESSING DAMAGED MERCHANDISE. Once determination has been made as to items that are salable at a reduced price, or are unsalable, the following will apply:

a. Use a special price label to identify damaged items that are reduced for quick sale. Place a single line vertically through the UPC with a black marker. Reduced price labels will be applied

by suitable price label equipment. The item will then be placed in the area designated by the SD for resale. For CAO stores, ensure markdown products are scanned in salvage mode in CAO for adjustments to BOH and tracking purposes.

b. Reduced product will be entered at the register utilizing PLUs 501 for edible and 502 for non-edible; ensure the item has been flagged in POS as “price required.” Items damaged by the CA contractor that are reduced for quick sale shall be recorded on the Contractor Damaged/Expired Merchandise Report, and the amount of loss shall be the difference between the regular and quick sale price.

c. Items certified as unsalable will be disposed of by the responsible person in a dumpster, compactor, or by other means provided by the installation civil engineer, contractor, or public works. For CAO stores, ensure unsalable products are scanned in salvage mode in CAO for adjustments to BOH and tracking purposes. Items damaged by the CA contractor that are unsalable, shall be recorded on the Contractor Damaged/Expired Merchandise Report and the amount of loss shall be the full regular price of the item.

d. All baby formula containers, to include liquid and powdered, must be completely emptied prior to placing in refuse containers.

e. Under no circumstance will reduced priced merchandise be held back for individual employee purchase. Product must be placed in designated area for all eligible patrons to purchase.

12.4. DAMAGED CLEANING SUPPLIES. Ensure damaged cleaning supplies that cannot be sold at reduced prices are used as commissary operational supplies. Damaged cleaning supply type items should be emptied from their original containers into plain or generic type containers. Damaged items placed in plain generic containers must be labeled as to their contents. If supplies cannot be emptied from the original container, the merchandise must be stamped or tagged with a label, “Defense Working Capital Fund (DWCF).” The label must be dated and the signature or initials of the SD or designated representative annotated on the label.

12.5. DISTRESSED MERCHANDISE. Distressed merchandise is merchandise which has lost customer demand because of noncompetitive price, change of season, age, or other reasons. These items may be reduced in price to stimulate sales to prevent a total loss to the government.

12.6. DOCUMENTATION. Documentation required for damaged/distressed merchandise markdowns will be maintained IAW DeCAD 70-6, Financial Procedures for the Accounts Controls Section and the Office of the Commissary Officer.

12.7. PRICE REDUCTIONS. Price reductions are authorized for damaged/distressed merchandise to minimize losses while ensuring the wholesomeness of the merchandise. The

percent of price reduction will be determined by the demand for the item. The following conditions will apply:

- a. Up to 50% off the original sell price can be approved by the SD.
- b. Up to 75% off the original price can be approved by the area director.

12.8. DISPLAYING MARKED-DOWN MERCHANDISE. After markdown approval, the damaged merchandise control monitor will display the reduced price merchandise for sale in a designated area. Monitor the display area daily for cleanliness and remove any expired product. A professionally made sign will be posted on or above the display area which will read “Clearance Corner.”

12.9. MIS-PICKS. Mis-picks that cannot be returned to the distributor will be researched for price point, hand-priced IAW DeCAM 40-5.1, paragraph 5.4, e, and displayed for sale in the clearance corner.

- a. If the item is available in the area PowerHQ file, use DeCA price plus the 1% COPPS markup.
- b. If the item is not available in the PowerHQ file, price comparably with a like item.

12.10. DISPOSAL OF UNSALABLE PRODUCT. Items which have become unsalable due to age, or damage has made them unfit for human consumption, must be disposed of.

- a. Losses which are caused by other than normal operation may require the application of DeCAF 40-70, Government Property Lost or Damaged (GPLD) Survey Certificate, manual or automated (Figure 10-1), IAW DeCAD 40-15, Managing, Accounting, and Reporting of Government Property, Chapter 4.
- b. The SD or designated store manager will advise when a GPLD action is required.

GOVERNMENT PROPERTY LOST OR DAMAGED (GPLD) SURVEY CERTIFICATE					
(For use of this form, see DeCAD 40-15; OPR is DO.)					
1. ACTIVITY			2. ORIGINATOR NAME AND GRADE		
3. TO (Region)			4. VOUCHER NO.		
I certify that the loss of or damage to the items described below was not caused by negligence, willful misconduct or deliberate unauthorized use. I further certify that the loss of or damage to the items occurred under the circumstances described herein.					
5. ITEM NO.	6. NSN OR MFR PART NO.	7. NOMENCLATURE	8. QTY	9. UNIT COST	10. TOTAL COST
					0.00
					0.00
					0.00
					0.00
					0.00
			11. TOTAL COST OF LISTED ITEMS		0.00
12. CIRCUMSTANCES OF LOSS OR DAMAGE					
13. DATE		14. TYPED NAME, GRADE AND ORGANIZATION SIGNATURE (Dist Mgr, Comtry Off, Hand Receipt Holder)			
15. REVIEWING AUTHORITY (PBO/Opns)			16. TO (Director/Commander)		
17. I have reviewed the evidence pertaining to the loss or damage and agree/do not agree (strike one out) that the loss or damage to the property was not due to negligence, willful misconduct, or deliberate unauthorized use. The following action is authorized: <ul style="list-style-type: none"> <input type="checkbox"/> An inventory adjustment for the property which was not lost through negligence, willful misconduct, or deliberate unauthorized use. <input type="checkbox"/> Repair the damaged property and charge to O&M/stock fund as fair wear and tear as damage was not caused by gross negligence, willful misconduct, or deliberate unauthorized use. <input type="checkbox"/> The circumstances surrounding the loss or damage warrant the processing of a report of survey, DD Form 200, to be initiated immediately. <input type="checkbox"/> Other action (Specify) 					
18. DATE		19. DIR/CDR TYPED NAME, GRADE		SIGNATURE	

DeCA Form 40-70, Jan 1992

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

Government Property Lost or Damaged (GPLD) Survey Certificate
Figure 10-1

SECTION 13: MERCHANDISE ON MEDICAL HOLD

13.1. RESPONSIBILITY. SDs are responsible for the disposition of merchandise identified on all food activities (ALFOODACT) messages. SDs, in conjunction with MFIs, will ensure merchandise identified as subject to recall is removed from store shelves and placed in an area designated by the SD. ALFOODACTs are administered by DLA/DSCP and are available on their website at [https://www.dla.mil/TroopSupport/Subsistence/FoodSafety/fso/ALFOODACT/Supply Chain/Subsistence/Information/ALFOODACT](https://www.dla.mil/TroopSupport/Subsistence/FoodSafety/fso/ALFOODACT/SupplyChain/Subsistence/Information/ALFOODACT).

13.2. MONITORING. The SD will appoint, in writing, an individual to be responsible for monitoring items placed on medical hold.

13.3. ISOLATED AREA. The SD will ensure an isolated area is designated for perishable and semi-perishable products placed on medical hold.

13.4. NOTIFICATION OF DISPOSITION INSTRUCTIONS. When commissaries receive an ALFOODACT message, they should follow the recall procedures outlined on DLA's Web site, <https://www.dla.mil/TroopSupport/Subsistence/FoodSafety/fso/ALFOODACT/> and DLA Regulation 4155.26. You can also find information on OneNet, Sharepoint, DeCA Public Documents and ALFOODACT. Those procedures should, at a minimum, include the following:

- a. Ensure the ALFOODACT reaches the widest dissemination and determine, through inventory, if recalled product is on hand.
- b. If product is on hand, follow the instructions outlined in the ALFOODACT, usually found in paragraph 7 or 8 in the body of the message. At a minimum, message recipients will be instructed to secure recalled items in a medical hold status pending further guidelines from DSCP. The ALFOODACT may contain additional instructions, depending on the nature of the recall.
 - (1) Annotate on the ALFOODACT message the results, date, and signature of individual performing the check.
 - (2) Maintain a file and summary log of ALFOODACT messages by message serial number for a minimum of 1 year. Summary log must include: serial number, positive/negative (if positive how many), name of the person who performed the check, and the date.
 - (3) Public Health and Safety (SOH) will produce a signed template with pertinent product information for posting in the affected stores (Figure 11-1). SOH will distribute the proposed signage template to the stores for distribution.

13.5. VOLUNTARY RECALLS. Manufacturers may initiate voluntary product recalls. Stores will follow manufacturer instructions for product disposition and ensure credit is received through a VCM or DSD or DSD-S credit.

To All DeCA Patrons

If you purchased:

Product Name

**with a pack date between Apr 6 and Apr 20, 2007,
use by/sell by date between Apr 23 and May 7, 2007**

Please be aware that this item is being recalled by the manufacturer.

Please return the _____ for a full store refund.

The reason for the recall is the possibility of contamination with _____

**If you have any questions please contact the store director at
(XXX) XXX-XXXX.**

Thank you,

DeCA Management

**Recall Signage
Figure 11-1**

SECTION 14: VENDOR CREDIT MEMORANDUM (VCM)

14.1. VCM POLICY. A VCM is used by Industry to reduce the price of an item or to credit DeCA for the item entirely. VCMs may be presented and accepted for:

a. Unsalable Merchandise: Items not fit for sale, excluding manufacturers with a swell allowance agreement with DeCA. This includes outdated merchandise resulting from a vendor suggested order.

b. Price Reductions: Items reduced voluntarily by the vendor in order to promote sale of products or short dated items reduced for quick sale.

(1) Commissaries may accept VCMs for price reductions for DSD type items and prepackaged meats.

(2) Vendor price reductions (VPR) that are made in conjunction with DeCA's semi-annual case lot sales, based on guidance from the Promotions/Marketing Division of the Sales Directorate (MPMM).

(3) Price reductions may be used for promotions, truckload sales, or case lot sales.

(4) Prices may be reduced for dead stock items that have been temporarily added back into PowerHQ.

c. Returned Merchandise. Products in good condition voluntarily returned to the vendor at their request and/or items donated by a vendor to other organizations on military installations. Product cannot be removed from the commissary without a signed/approved VCM.

d. Guaranteed Sale Items. Seasonal items that do not sell and are not unsalable and/or items that do not sell within a specific period of time.

e. Voluntary Recall/ALFOODACT. Medical or manufacturer voluntary recalls.

f. Distributor VCMs. Shortages, mis-picks, credits, damages, infestation prior to receipt, expired or short dated product, etc.

g. Manufacturer deletes.

h. VCMs may be accepted for random weighted markdowns only. All other VPRs will need to be completed on a DeCAF 70-140, VPR Agreement Worksheet, and processed in Store Portal under VPR Agreements.

14.2. ACCEPTING PAYMENT FOR IN-STORE DEMOSTRATION (DEMO) PRODUCTS AND SUPPLIES THROUGH POS.

a. Demo products and supplies can be paid for at three different times; however, surcharge will be added to all purchases.

(1) At the register prior to the start of the demo.

(2) At the register immediately after the demo.

(3) If payment for demo product or supplies cannot be made immediately, a VCM will be prepared and held in the admin office for vendor payment.

(a) VCMs for demos will not be held for more than 2 weeks.

(b) Payment will be made at the register as a normal sale, not as a VCM, plus the surcharge must be assessed.

14.3. FINALIZING VCMS. VCMs will be completed IAW DeCAD 70-6, Financial Procedures for the Accounts Controls Section and the Office of the Commissary Officer.

SECTION 15: FOOD DONATION PROGRAM

15.1 GENERAL. Only those damaged/distressed food items, which have been certified by the MFI as edible and have not sold at a reduced price after a reasonable length of time, or unmarketable product may be donated by the commissary or CDC to:

a. Organized, charitable organizations and instrumentalities of the United States designed to help needy military families/members, such as the Army Community Services food lockers. These organizations have first priority for donations.

b. A charitable not-for-profit entity such as a food bank or a state or local agency that is designated by the Secretary of Defense or the Secretary of Health and Human Services as authorized to receive such donations.

c. A chapter or other local unit of a recognized national veterans organization that provides services to persons without adequate shelter or a not-for-profit organization that provides care for homeless veterans and is designated by the Secretary of Veterans Affairs as authorized to receive such donations.

NOTE: These groups are responsible for providing the commissary with documentation showing they have been designated to receive donations IAW MP Guidance 19-10, Food Donation Program, dated September 3, 2019. A list of each store's authorized donation centers can be located on OneNet, Sharepoint, DeCA Public Folders, Logistics-Equipment Supplies, DeCA Recycling and Food Banks.

15.2. PROCEDURAL REQUIREMENTS.

a. Unmarketable/unsalable foods for which vendor reimbursement is authorized, such as guaranteed sale items, product that has been willfully or maliciously damaged by vendor stockers, and outdated product resulting from a vendor recommended order, may be donated. Vendors must provide reimbursement to the commissary before donating these products. Authorization to donate foods may be obtained either by vendor-written annotation on DeCAF 70-10, VCM, or by using the Vendor Product Donation Authorization Form (Figure 13-1). Retain a copy of the VCM with the products set aside for pickup.

b. Record all commissary and vendor product donations on DeCA Form 70-20, Subsistence Request for Issue or Turn-In or Transfer (Figure 13-2). Ensure the required certification by the MFI is obtained, as shown on the sample form.

c. Once properly certified and documented, commissaries are authorized to hold edible foods for which a vendor has furnished reimbursement to the commissary and voluntarily authorized the donation of those products. The frequency and time of pickups by an authorized food

donation organization should be mutually agreed upon by the commissary and the food donation organization.

d. Only authorized food donation organization representatives may pick up donations. Representatives must sign DeCAF 70-20, Subsistence Req. for Issue, Turn-in or Transfer to authenticate receipt of donations. These forms will be maintained on file in the office of the SD with the applicable VCM and/or Vendor Product Donation Authorization Form.

e. Government owned or leased equipment may not be used to transport donations.

f. The total quantities of food donated through the Government-owned program should be accounted for and reported quarterly to DeCA headquarters.

g. In accordance with Public Law 104-210, the commissary and vendor are not subject to civil or criminal liability for good faith donations of grocery food products.

SECTION 16: PRIZES, GIFTS, AND DONATIONS

16.1. USE OF ALLOWANCE/ACCRUAL FUNDS FROM PROMOTIONAL PROGRAMS, PRIZES, AND GIFTS.

a. Selection of items for DeCA's promotional packages is based solely upon sound business practices. Under no circumstances does participation by a manufacturer and/or broker in a cause promotion, directly or indirectly, influence MPMM in this decision making process. The support of a cause promotion is incidental to meeting the needs of our commissary patrons. Any promotional activities, including those involving non-promotional dollars, should be presented directly to MPMM. All promotional activities will be clearly communicated to the stores by MPMM in conjunction with the promotional package.

b. Promotional programs for commissaries often result in the presentation of prizes and gifts to customers or cash donations to a variety of causes. SDs are often asked to assist in fund raising efforts by local installations. These requests come in the form of direct commissary donations of products and solicitation of Industry donations to support a specific installation activity or event. DeCA personnel may not actively participate in drawings nor solicit donations in any form from Industry representatives. Commissary personnel may not donate commissary products or commissary money to causes of any type. Industry representatives who sponsor a promotion must clearly state the beneficiaries. Promotional rules will be clearly stated in presentations to the MPMM level. The following rules apply to the property or money given to DeCA organizational activities.

(1) DeCA cannot accept a gift except as authorized by law.

(2) DeCA may ONLY accept awards won by participating in authorized MPMM approved merchandising contests. When a store wins a contest that provides an award involving money, gift cards, or merchandise, i.e., washers, dryers, bicycles, or barbecue grills, the contest prize may be accepted and controlled by DeCA. DeCA Form 40-279, Store Merchandising Contest Award Control Log (Figure 14-1), will be maintained by the office of the SD to document the date and type of promotional event, type of award, name of company issuing the award, name of the authorized DeCA personnel who accepted receipt of the award, and how the award was processed in support of store operations. Maintain the control log for a period of 6 years and 3 months and destroy at the end of the retention period. Contest awards involving money (including checks), may only be applied to price reductions on MPMM approved promotional items or tents, store banners, and store decorations. Only checks awarded through a merchandising contest may be cashed and applied as payment toward rental of tents, store banners, and store decorations. The commissary will document the transactions on the control log, including the serial numbers and dollar amounts of each check to be cashed. List the name of the company where the tent, banner, or store décor purchase/rental was procured, and attach the receipt(s). Change (cash) remaining from the sales or rental transaction will be deposited in the change fund and recorded as an overage. File a memorandum for record with the day's change fund receipt records. Contest awards, in the form of merchandise, will be turned over to

the installation commander who will determine the charitable beneficiaries. MPMM sanctioned promotional programs will be identified in the published promotional packages, to include area or local unique “S” coded store level optional events. Trophies, plaques, or other similar memorabilia, in recognition of performance achievements in promotional programs, may be accepted.

(3) Industry prize giveaways and gifts are intended for authorized commissary patrons and installation organizations that provide gifts and donations to military members and their dependents. At the request of Industry, SDs may provide a list of organizations seeking financial or product support. This list should be prepared with the assistance of the installation command and updated as needed. SDs cannot suggest individual recipients, but may list previous recipients of Industry donations upon request.

(a) Industry representatives are responsible for providing and setting up drop boxes with entry blanks for patron participation, arranging to draw names of winners, notifying winners, and awarding promotion proceeds directly to winners.

(b) If promotional proceeds are in the form of checks intended for patron use exclusively in a commissary, Industry representatives will make checks payable to “Defense Finance Accounting Service, Columbus” (DFAS-CO), but award those checks directly to winners. Likewise, if the promotional proceeds are commissary gift cards, the Industry representative will award them directly to the winner. DeCA personnel will not accept, handle, or store these checks or gift cards prior to presentation by patrons in payment for commissary purchases.

(c) DeCA personnel will instruct Industry representatives who sponsor a promotion in which a beneficiary is designated, e.g., Morale, Welfare and Recreation (MWR), schools, Boy Scouts, Chaplain’s Fund, etc., to take action that ensures promotion proceeds are awarded directly to the designated recipient. If promotional proceeds are in the form of checks, Industry representatives will make checks payable to the designated recipient and never to DeCA, a commissary SD, or any other DeCA employee. DeCA personnel will not accept, handle, or store these checks.

c. DeCA personnel may display non-monetary promotional prizes (e.g., automobiles, boats, bicycles, computers, stuffed animals, etc.) as part of promotional activity, and must exercise reasonable care to safeguard these items from damage or loss. DeCA personnel will not bear responsibility for damage to, or loss of, such items, unless this damage or loss can be traced directly to negligence of DeCA personnel.

(1) Industry representatives may not use commissaries as “long-term storage” locations for such items. To the extent possible, these items will not be kept in commissaries any longer than the period of the promotion with which the items are associated.

(2) Under no circumstances will “presentation” checks list DeCA as one of the sources of the funds or imply that the prize is a “courtesy” of a DeCA area, zone, or store.

d. Promotional allowances, such as a monetary amount offered for ordering a truckload, are presented at the Sales Directorate, not the store level, and will be used to generate additional patron savings through DeCA gift cards or price reductions. Promotional allowances may not be used to fund equipment, services, or manpower normally funded by appropriated funds. Examples of unauthorized use of promotional allowances are printers, FAX machines, microwaves, office supplies, landscaping, tent rentals, security services, employee parties, or employee cash awards.

e. Promotional Allowances Scenarios: See Figure 14-2.

16.2. PROMOTIONAL CONTEST. DeCA employees, baggers, sales representatives, their vendor stockers and other employees, contractors and their employees, and family members of all of these may not enter Industry-sponsored promotional contests in commissaries. Nor are they permitted to accept promotional proceeds from any commissary promotional activity.

Store Merchandising Contest Award Control Log <small>(Prescribing Directive DeCAD 40-5: OPR is DOB)</small>		Date, Printed Name and Signature of Contest Award Beneficiary or Date and Name of Commissary Purchasing Agent for Tents, Banners, and Store Decor				
Receipt Date of Contest Awards	Printed Name and Signature of Authorized DeCA Representative	Name of Merchandising Contest	Printed Name and Signature of Contest Sponsor/Company Representative	List Contest Prizes Awarded to Store (Cash, Merchandise, CertifChecks)	List Quantities Dollar Amounts, and Serial Numbers (where applicable)	Describe How Contest Award Was Processed in Support of Store Operations *Attach Tent, Banner, Sales/Rental Receipts *(if applicable)
Date:						Name Date:
Date:						Name Date:
Date:						Name Date:
Date:						Name Date:
Date:						Name Date:
Date:						Name Date:

DeCA Form 40-279, May 2008

Store Merchandising Contest Award Control Log, DeCA Form 40-279
Figure 14-1

SECTION 17: PROMOTIONAL PROGRAM AND DISPLAYS

17.1. DISPLAYS. Display items in the best location to reinforce the commissary's low price image and any special promotional theme. An important consideration in this plan is to try to display product before its normal location in the shopping pattern near a complementary product category. Displays should not impede the field of view for any closed circuit television systems. Displays are intended to accomplish the following:

- a. Move a high volume of merchandise.
- b. Increase sales of a particular item and its complement.
- c. Capitalize on promotional opportunities.
- d. Reduce an overstock condition.
- e. Stimulate acceptance of a new product.
- f. Create suggestive selling.
- g. Pass along VPR savings to patrons.
- h. Create a feeling of excitement in the commissary.
- i. Satisfy patron demand and take pressure off the shelf on major VPR items, where shelf capacity is inadequate.

17.2. MAJOR TYPES OF DISPLAYS. Merchandising displays can affect the commissary in a variety of ways. They help shape the commissary image, improve employee productivity in relation to sales, and serve as a shopping aid. Display items should always have signs and be sufficiently stocked to sustain sales.

- a. End aisle displays are a major source of added sales. They are built at the end of the gondola and are ideal for tie-ins or multiple items.
- b. Mass displays are built along walls or the front of the store and used primarily for tie-ins and multiple high volume or bulk items. Mass displays should be tied to a season, holiday, or theme, and should be related to other items promoted.
- c. Island displays are built in the center of aisles where they are accessible from all four sides. They are ideal for tie-ins, bulky items, or produce.

d. Dump basket displays are the easiest to build and remove and are used primarily for impulse buys. They display well in the queuing line for difficult to stock, or high volume items such as baby food, bar soap, or tuna.

e. Small displays (also called aisle or stack displays) can be located in an aisle or any unused corner of the sales floor. They are often used for slower moving items. Unless aisle width is extensive, avoid placing stack displays in the aisle.

f. Wing displays are a type of cut case or aisle display used on both sides of an end aisle display. Wing displays should be related to the featured items on the end display (i.e., a wing display of boxed juice to complement an end display of bottled juice).

g. Shipper/Pallets can be located in an aisle, an unused corner of the sales floor, or as a wing display. However, always evaluate the location to ensure there is adequate aisle width and shoppers are not impeded.

17.3. THE MOST EFFECTIVE DISPLAY. Generally, the most effective display is the one that works (i.e., sells the most amount of product without congesting the sales area).

a. End aisle and floor displays, such as island and mass displays, produce 87% of all impulse sales in the commissary. Floor displays should always be located in heavy traffic areas to gain maximum visibility.

b. Single item displays which feature only one product have a profound influence on sales because they eliminate choosing multiple products.

c. Multiple product displays are those which feature more than one item. If the items on display are tied-in correctly, the sales of all items displayed will increase significantly. Usually, displaying more than five items on a display should be avoided because it tends to make displays appear cluttered and can have a negative impact on sales. Some categories of product, however, experience sales increases when variety is greater than five. Cookies and crackers are a good example.

17.4. PROMOTIONAL ACTIVITIES. MPS is responsible for the development of category management in our stock assortments, worldwide monthly promotions, pricing strategies, and planograms.

a. MPMM is responsible for management of DeCA's worldwide promotional program for all product categories. The MPMM promotional program is published for a 2- or 3-week period to coincide with the promotional periods for displays and other promotional activities each year. Each package is published no later than 110 days prior to the start date of the promotion period. Worldwide buy items are selected by MPMM from the core of DeCA's promotional sales program. OCONUS locations should participate in all worldwide buy promotions for items

normally stocked. Many items included in the promotional package are line priced, which means that all flavors/varieties of the listed item are also promoted at the special price.

b. Item selections for each promotional period are based on a number of factors, including tie-in of related products, category growth and size, sales trends of the product, and the value it represents to the customer. Price alone, although important, is only one factor in selection. The existence of a lower price in prior marketing data may be the result of a one-time price used for grand openings and similar events.

c. While there is no specific display location required for an item(s) on the program, each item will be assigned a specific 2- to 3-week display period and designated as either “primary” or “secondary.” Primary items should be displayed in key locations such as walls, entrance areas, and front-end caps. Secondary items should be displayed on the remaining end caps, walls, entrance area locations, or on wing/tie-in displays. All items must be displayed to the maximum extent possible to fill the 80% of display space allocated for the MPMM portion of the program, to include Power Buys and Managers Specials.

d. The remaining 20% of available display space will be allocated for MPMM/store-managed DSD program and/or local items unique to a limited geographical location. SDs will continue to promote certain DSD categories to include soda, bakery, and salty snacks. The remaining DSD categories are managed at MPS. VCMs are authorized for DSD promotional activity.

e. With the exception of case lot sales, promotions of national brand name items outside of a DeCA HQ sales package and seasonal/holiday programs are not authorized unless coordinated with the promotions manager at MPMM.

f. In general, commissaries are not required to display/promote items published on the program if promotional pricing has not been accurately transmitted from the manufacturer and is higher than published in the promotion package. VCMs should not be used to reduce the item(s) unless directed by MPMM with the following exceptions:

(1) Promotional pricing in Europe is centrally managed. DeCA Europe commissaries are only authorized to write a VCM to reduce the price of promotional items after coordination with MPMM (Europe).

(2) Alaska and Pacific Theater commissaries will write VCMs at store level for all promotional items.

g. Companies may transmit a lower price than published in the promotional package. In this event, the commissary should order and display the item at the lower price point.

h. Notices of cancellations of promotions or promotional items will be published by MPMM.

i. Commissary management should ensure appropriate POS materials are used in support of all scheduled activities for the duration of those activities. To assist MPMM in evaluating

Industry support, SDs should inform MPMM of any unresolved problems or lack of merchandising support from Industry. SDs in Europe and the Far East should report problems to their area office, rather than MPMM, for resolution.

17.5. CASELOT SALES. Case lot sales are promotions where commissaries sell the majority of items by the case. DeCA mandates two case lot sales a year, May and September. The MPMM Promotions Team supplies a list of items for each store to choose from. These items may be augmented with the club pack items and DSD items at the local level. Stores may select the timeframe in May and September to conduct the case lot sale that best meets their needs. Dates should be coordinated with local industry representatives.

a. MPMM will assign a unique Product Look Up (PLU) to each item selected for participation in the worldwide case lot sales. These PLU numbers will be loaded via PowerHQ for each item. Only one stock-keeping unit (SKU) may be assigned to a PLU. Commissaries may not group more than one SKU in a line into one PLU, e.g., use “Jack’s Kiwi Juice,” not “juice, all flavors.” Items with a unique UPC, or which have a case pack of one, do not need a PLU and can be scanned using the barcode. Case packs of one item will need a PLU if they are also sold in the store and are a special price just for the case lot sale.

b. If prices for case lot sale items are not sent down through file maintenance, commissaries should enter the case sell price from the “Case Off Invoice w/Scandown Price” column of the spreadsheet. Commissaries should not apply the coupon offers to the case cost price, as these will be processed during the customer transaction utilizing the coupon procedures.

c. Additional guidance is issued by the MPMM Promotions Team prior to each mandated case lot sale.

d. Disabled patrons are to be accommodated with the least possible inconvenience.

(1) Disabled patrons shall be allowed to enter the case lot sales area to begin shopping 30 minutes prior to normal case lot sale opening time. However, cashiers will not be scheduled to open early. Commissaries will post a sign reading: “Physically disabled patrons may enter the case lot shopping area to shop up to 30 minutes before regularly scheduled opening time.”

(2) Disabled patrons shall be allowed to move to the head of the checkout line during case lot sale events. Commissaries will post a sign at the case lot sale checkout counter that reads, “Physically disabled patrons may exercise head-of-line privileges at this checkout or request assistance from commissary personnel in doing so.”

(3) Disabled patrons may present a letter of authorization designating a person of their choice (agent) to accompany and assist them or shop on their behalf during case lot sales events. The installation commander or designated command representative is responsible for the preparation of the agent authorization letter.

17.6. GUARD/RESERVE SALES. There are two types of Guard and Reserve sales: those held “on-site” at a Guard/Reserve location and online pre-order/pre-pay sales with the merchandise delivered to a Guard/Reserve location. All Guard and Reserve sales must be coordinated with the Guard and Reserve branch of the Promotions/Marketing Division.

a. On-site sales. The standard operating procedures for on-site sales are located on OneNet, Systems, Sharepoint, DeCA’s Document Center, Guard/Reserve Support, DeCA Public Documents, Standard Operating Procedure (SOP).

b. Online pre-order/pre-pay sales. Procedures for online pre-order/pre-pay sales are located on OneNet, Systems, Sharepoint, DeCA’s Document Center, Guard/Reserve Support, DeCA Public Documents, Standard Operating Procedure (SOP).

17.7. POINT OF SALE (POS) MATERIALS.

a. The effective use of all forms of POS materials plays a significant part in achieving category sales increases and enhances the overall success of our merchandising programs. Manufacturer and broker representatives are encouraged to play an active role in all promotional activities. Commissary management should control the use of all POS materials.

b. All products for which promotional pricing and/or activity has been accepted should be highlighted/identified by appropriate POS materials at each POS location. It is essential that commissary management and manufacturer/broker representatives work in concert to achieve mutually beneficial results.

c. DeCA furnished signs, such as promotion specific signs furnished by MPMM and alternate machine or professionally printed signs, cards, or posters depicting promotional offers, are authorized for use. Industry furnished materials may be accepted provided they are neat and professionally printed. Theme-oriented decorative materials, shelf talkers, special offers, coupons, educational fliers, and recipes are acceptable and offer added customer service benefits.

d. All signs should contain a description of the item being promoted and the sale price. The description should be complete enough to distinguish the item from similar items that may not be promoted.

e. Commissary personnel will ensure the prices contained on all POS materials agree with the prices displayed by corresponding shelf tags and the price reflected in the POS.

f. Commissary personnel and vendors are encouraged to work together to optimize promotional activities within each store. Vendors are encouraged to assist in furnishing and placing POS materials in each store. Vendors should coordinate their activities with commissary

management but will not be required to obtain initials/dates on signs or other materials for approval purposes. Industry is encouraged to provide special emphasis and assistance in furnishing and placing POS materials for commissaries located overseas. This is particularly important for small overseas stores.

17.8. ADVERTISING. Any advertising of sales and savings to patrons is restricted to flyers, handouts, or other no-cost media distributed within the store and other on-base locations. Appropriated funds shall not be used to fund any form of direct advertising. Any information provided to the patron shall be aimed at maximizing the value of the benefit. Sale prices will not be used in any handout material that can be removed from the store. Flyers specifically addressing commissary sale items shall not be mailed to patrons. This restriction does not apply to authorized informational mailings that are no cost to the commissary. Advertising on local radio or television is not authorized unless the broadcast area is considered closed circuit for the installation housing area or the broadcast is through the Armed Forces Radio and Television Service in OCONUS locations.

17.9. PRESENTATION SAMPLES. Presentation samples are not authorized at store level except for local unique items which may be considered by the SD. Requests for additions and deletions of these type items will be forwarded to MPS for approval, subsequent contracting action, and updating the area stock list database.

17.10. IN-STORE CUSTOMER DEMONSTRATIONS AND SAMPLING.

a. In-store customer demos or sampling are encouraged. Ensure the product is available for immediate purchase.

b. Vendors may also distribute trial size or free merchandise directly to patrons. Free merchandise, which is also available on store shelves, will be distributed only after the patrons have passed through the checkout.

c. Sampling, demonstrations, or free distributions of tobacco-related products are not authorized.

d. SDs may authorize vendors to conduct in-store product demonstrations for customer sampling of products available in the commissary. These types of in-store activities provide a service to our patrons and encourage product sales.

e. Store employees, unless they are off duty and in the store as authorized patrons, are not permitted to participate in product samplings. However, DeCA employees may participate in sampling of products if it is used to assist in determining product acceptability and only sample size quantities are consumed.

SECTION 18: TOBACCO

18.1. BACKGROUND.

a. As the result of a DoD policy change that went into effect in November 1, 1996, tobacco products became an exchange category in commissaries and are sold as consigned exchange inventory at exchange prices. The decision was made by DoD to support the Department's efforts to enhance military readiness by discouraging smoking and promoting healthier lifestyles.

b. The original memorandum of agreement (MOA) was signed on October 29, 1996, between DeCA, Army and Air Force Exchange Service (AAFES), and Navy Exchange Service Command (NEXCOM). It defined the concept of selling tobacco products as consigned exchange inventory in the commissaries. The MOA between DeCA and AAFES was renegotiated and became effective February 1, 2004. The MOA between DeCA and NEXCOM was signed and became effective May 1, 2004. The provisions of the MOAs will remain in effect unless otherwise terminated by agreement.

c. As used here, the term "tobacco/tobacco products" includes cigarettes, cigars, smokeless tobacco, chewing tobacco, and pipe tobacco, unless otherwise specified.

d. The Exchange Services are reimbursed for the dollar value of tobacco products sold through POS. The price of tobacco products sold in commissaries will equal the current local exchange price for tobacco products when the 5% surcharge is added at the cash register.

e. The Exchange Services retain title to all tobacco products in the commissaries. DeCA manages the tobacco products as consigned exchange inventory. Commissaries will provide sufficient sales floor space to the Exchange Services to display tobacco products based on customer demand.

f. Tobacco products will not be introduced into any additional commissary on a Navy or Marine Corps installation.

g. Any changes to these procedures or user's manual that impact DeCA's tobacco inventory balance must be approved by DeCA HQ, AAFES HQ, and NEXCOM HQ.

h. Cost Recovery Fee: DeCA will deduct from the sales proceeds remitted to the Exchange Services a cost recovery fee of 2.9% of sales before surcharge for handling fees.

i. Termination of Agreement. In the event the MOA is terminated, or an individual commissary closes, DeCA/the commissary will return to the exchange all exchange inventory on hand and/or the applicable payment for these products less outstanding exchange liabilities for the initial inventory.

j. Sale of Restricted Products. On August 28, 1996, the FDA published regulations restricting the sale and distribution of cigarettes and smokeless tobacco to protect children and adolescents.

(1) On December 20, 2019, the President of the United States signed into law the Consolidated Appropriations Act (HR1865) prohibiting the sale and distribution of tobacco products, nicotine vapor products, and alternative nicotine products to all persons under the age of 21 years.

(2) As a matter of Federal law, the Defense Commissary Agency and all of its commissaries in the United States and its territories and possessions will not sell or distribute tobacco. While the tobacco purchase age in the United States has changed to 21, the age for purchase at overseas locations will remain at 18 years of age.

(3) Effective August 1, 2020, all commissaries in the United States and its territories and possessions are required to place an age restriction of 21 on all tobacco products and nicotine vapor products, including electronic cigarettes. The age restriction of 18 will remain in effect at the overseas locations. This change will be made to the POS system under file maintenance procedures.

(4) All commissaries will post signage no later than July 1, 2020, to inform patrons of this policy change and will endeavor to stock sufficient quantities of tobacco cessation products prior to its implementation.

(5) Requires age verification for tobacco customers who appear to be under the age of 21. As stated by the FDA, retailers must card everyone appearing under the age of 21, even if the consumer is a loyal and frequent tobacco customer known to be of legal tobacco consumption age. Because the appearance issue is subjective, the FDA has issued guidance for retailers, but they should use their best judgment to protect themselves and the customers. Card customers when there is any conceivable doubt, and educate loyal customers that the requirement is a Federal law.

(6) Requires all cigarette transactions be conducted face to face (prohibits vending or self-serve displays).

k. Prohibiting tobacco advertisement:

(1) Bans free samples of cigarettes and will allow only very limited free samples of smokeless products. The FDA has ruled that matches are permitted to be given with the sale of cigarettes; however, a ruling has not yet been made for lighters, so retailers are advised not to give away lighters as of the effective date, June 22, 2009. In addition, the FDA issued guidance recently saying tobacco purchases must be separate from loyalty programs rewarding customers with cash back, rewards, points and discounts on non-tobacco items. Tobacco purchases cannot count toward loyalty programs; however, a buy one, get one free promotion or similar restriction to tobacco items would be permitted

(2) Bans the act of selling cigarettes in any package size smaller than a pack (no single sales or mini-packs).

(3) Prohibits gifts or free items in connection to tobacco purchases. Manufacturers that own the rights to tobacco brands are not permitted to make non-tobacco merchandise containing the brand, such as shirts or hats, and retailers are not permitted to sell or give away such items.

l. The Exchange Services will notify DeCA of their policies on any purchase restrictions that exist. Where no law exists, the installation commander will be requested by the Exchange Services to determine sales limitations applicable for the installation. This provision allows the installation commander latitude in dealing with state or local tax officials and does not convey authority to prohibit the sale of tobacco products.

m. Signage on Sale of Tobacco Products: Commissaries will post the applicable installation, local, state, or host country laws concerning restrictions on the possession of untaxed tobacco products in a conspicuous place. Commissaries may post signs approved by the Exchange Services. Color advertising is permitted at retail locations.

n. The AAFES forms referred to in this manual will be obtained from the local exchange. Copies of all completed forms must be given to the AAFES POC. The AAFES POC should provide a copy of the completed form with the reference number assigned to the commissary.

18.2. TOBACCO PRODUCT SELECTION.

a. The Exchange Services, in coordination with the Sales Directorate, will determine brand and brand variety of tobacco products carried in each commissary based on product movement, historical data, sales projections, and space availability.

b. Commissaries will be provided a list of all cigarettes and tobacco products on the master stock assortment lists that are available for ordering from AAFES Distribution Center (DC). Commissaries can order any of these items. If an item requested by a customer is not on the master stock assortment, the SD may e-mail the area POC to request this product be added to the stock list for the commissary. Ensure the following information is provided: UPC, vendor, and description. The product must have sufficient sales projections to be added.

c. The Exchange Services are responsible for establishing manufacturer contracts to order tobacco products for sale in commissaries.

d. A tobacco item will not be discontinued just because a local exchange does not carry the product. Items should only be discontinued if the sales do not warrant the continued stocking of the product. If sales are less than 0.25% of tobacco sales, the item may be deleted. The discontinuance should be discussed and agreed upon with the exchange manager or POC before the product is removed from the stock list. The MOA specifies DeCA will provide adequate display space for the sale of tobacco products based on customer demand. Current customer demand should be used to determine product mix and shelf space allocations. There is no requirement to allocate the same amount of shelf space previously allocated to tobacco if current sales do not justify allocation.

e. Europe commissaries and exchanges located on the same installation will carry the same number and variety of smokeless tobacco and cigarette products. This requirement does not apply to cigars or pipe tobacco. Tobacco stock assortments will be determined by, MPSP (Europe) and coordinated with AAFES HQ. Commissary requests to delete low demand tobacco products will be forwarded through the respective zone manager to MPSP (Europe) for approval. MPSP (Europe) will coordinate deletions with AAFES HQ.

f. Commissaries will sell cigarettes only by the carton. At the discretion of the area director, individual containers of smokeless tobacco may be sold. This will ensure that item movement will be captured so that correct ordering occurs.

18.3. TOBACCO MERCHANDISING. Merchandising: MPS and AAFES will determine the planogram for tobacco products sold in the commissary based on customer demand. The planogram for each store can be located on SOWb at OneNet, Systems, EBS, SOWb link. Tobacco products will not be displayed on end caps. The Exchange Services will inform DeCA HQ of exchange merchandising policies. All tobacco allowances and rebates obtained because of contracting actions are retained by the Exchange Services.

18.4. TOBACCO STORAGE AND STOCKING.

a. Sales Floor/Storage. Commissaries will provide sufficient sales floor space to display tobacco products based on customer demand and sales. DeCA will also provide secure storage space for exchange tobacco products within commissaries. DeCA must reimburse the Exchange Services for any shrinkage more than 0.85% of tobacco product sales. It is in DeCA's best interest to safeguard exchange tobacco inventory. Display cases shall be secured along with non-self-service, ensuring cases. Ensure the product and the price can be seen by the customer

b. Stocking. The commissary is responsible for stocking and merchandising of tobacco products.

18.5. TOBACCO PRICING.

a. In order to support the *Healthy People 2010* goals, DoD established the following pricing policy on November 1, 2000, for tobacco products sold in, at, or by the Armed Services exchanges and commissaries:

(1) Prices of tobacco products sold in the military resale outlets in the 50 United States and Washington, D.C., shall match the local prevailing price in the local community and shall not be lower than 5% below the most competitive commercial price in the local community, to include sales tax. Prices are set by AAFES HQ by pricing zones. As of March 2017, DoD mandated prices be the same as local commercial market.

(2) Prices of tobacco products sold in military resale outlets in Europe, Far East, Guam, and Puerto Rico will be established by AAFES HQ.

b. The local exchange is required to conduct a survey quarterly to determine the selling price of cigarettes.

c. After the survey is completed, the local exchange will forward the results to AAFES HQ for consolidation by exchange zones. The prices are sent to MPS to be distributed to each commissary. The prices will be DeCA shelf price minus the 5% surcharge.

d. A price adjustment inventory must be conducted for all price changes. Inventories will be taken before the store opens on the effective date, or after closing the last day before the price change goes into effect.

e. Extend the document to obtain separate totals for markups and markup cancellations. Prepare AAFES Form 4350, Retail Price Vouchers, one for markups and one for markup cancellations.

f. Post the AAFES Form 4350 to the Tobacco Document Log (TDL) to column (6), Price Adjustment Increase, as transaction code (TC) 441 or Column (7), Price Adjustment Decrease, as TC 442.

18.6. TOBACCO PRICE CHANGES.

a. Price changes for commissaries supported by AAFES DCs in the United States, its territories and possessions, and Far East commissaries will receive pricing through DeCA HQ

(1) Pearl Harbor and Moffett Field commissaries will receive pricing from NEXCOM HQ. AAFES pricing for tobacco, and not NEXCOM pricing, will be used in the Chinhae and Orote (Guam) commissaries.

(2) Each time there is a price change, commissaries will inventory all tobacco products on hand affected by the price change at the regular shelf price before the VPR. Procedures for price adjustment inventories (PAI) are described in paragraph 18-5.c. Extend the price change, post to the TDL, and forward a copy of the PAI to the exchange POC.

(3) Based on price change information, commissary personnel must update POS, print and post updated shelf labels, and conduct physical PAI counts. These PAIs must be completed before opening the next business or the effective day of the price change.

(4) Commissary personnel should update the POS and print a PLU report prior to conducting the physical counts and then print and post the updated labels. No physical count should be taken on items where the new price shown on the Price Change Voucher (PCV) report already matches the PLU. Conduct physical PAI counts of the items whose new prices differed

from the PLU price. Count the total quantity of these items on hand. **NOTE:** Count only those items that have changed price and count all stock on display and in holding/storage areas.

(5) Exchange and commissary prices must be continuously synchronized; vendor promotions (VCMs/VPRs) must start and stop simultaneously at all exchange and commissary facilities on the same installation.

(6) Commissaries will apply commissary shelf/selling tobacco price changes to the commissary POS and at shelf locations. In commissaries located in the 50 United States, Pacific overseas areas, and Puerto Rico, commissary personnel must manually change tobacco prices in POS.

b. Price Changes for DeCA Europe Commissaries.

(1) In DeCA Europe, all commissaries will have the same selling price for tobacco products.

(2) Europe's pricing for commissaries will be processed and sent from AAFES HQ to MPSP (Europe) or through DeCA HQ. Once pricing is received, the commissaries will be notified of the new pricing via e-mail and the effective date of the price change. DeCA Europe commissaries will not change prices until officially notified by the area POC. DeCA Europe commissaries will not accept price change notifications from local AAFES exchanges. Refer any price changes to the area POC.

(3) Each time there is a price change, commissaries will inventory all tobacco products on hand that are affected by the price change. Procedures for PAIs are described in paragraph 18.6.c below. A copy of the PAI will be forwarded to the exchange and scanned to the Europe Accounting Branch (CCRUAB) within 24 hours.

(4) Commissary personnel will update the POS based on price change information received via file maintenance from the area POC. Commissary personnel must complete POS price updates, print and post updated shelf labels, and conduct physical PAI counts before opening the next business day or the effective day of the price change.

(5) In the event the electronic update is not received in time for the effective date, the local SD will use the price list faxed from DeCA Europe to manually update the prices in POS.

c. PAI.

(1) To account for any gain/loss to the tobacco account resulting from price changes, commissary personnel must complete a PAI each time any tobacco item changes price. SDs will schedule commissary personnel to conduct the physical inventories required to document the price change.

(2) U.S. commissaries will use the AAFES price change documents to record the PAI.

(3) Overseas commissaries should use POS HHT to inventory the product on hand on the price change.

(4) Enter the total quantity of each item counted for the PAI, expressed in terms of sales units, e.g., cartons for cigarettes, on the PCV report. Compute the gain/loss for each item, then, total the gains/losses for all items.

(5) For AAFES supported commissaries: By close of business on the day following the effective date of the price change, commissary personnel will provide the PAI to the AAFES POC. Retain a copy of each completed PCV in the commissary tobacco folder for posting to the TDL.

(6) For Moffett Field and Pearl Harbor commissaries: By close of business (COB) on the day following the effective date of the price change, commissary personnel will mail the PAI to:

NEXCOM
ATTN: Tobacco Buyer
3280 Virginia Beach Blvd
Virginia Beach, VA 23452-5724

Retain a copy of each completed PCV in the commissary tobacco folder for the completion of the tobacco reconciliation sheet.

d. Tobacco Item Listing Report. A tobacco item listing report, commonly referred to as a PLU report, will be printed every Monday and/or after an out-of-cycle price change. The report will be used to validate prices on the store ordering/vendor shipped (STO/VES), manifest, transfers, etc. If there is a VPR, the VPR will not be used for pricing documents. The regular price before the VPR will be used for pricing.

e. Automated Price Changes through POS.

(1) In March 2010, AAFES changed their procedures for determining tobacco prices. Previously, each local exchange conducted a price survey of the local retail tobacco prices, determined the selling price, and gave the commissary a hard copy of the price change. Today, the local exchanges continue to conduct price surveys quarterly and then send the prices to AAFES HQ to consolidate prices by state/zone. AAFES currently sends an Excel spreadsheet with the new prices to DeCA HQ and the spreadsheet is sent to each commissary.

(2) Under the proposed procedures, prices will be received in the DeCA buffer zone and they will be transferred to POS. AAFES will transmit the prices by Department of Defense Activity Address Code (DoDAAC). AAFES currently sends DeCA a price file; however, it does not contain all of the elements required to download the prices to POS. Currently, AAFES sends DeCA all of the prices by store, whether or not the store carries the item. DeCA systems sorts through the file and only transmits prices for items carried by the store.

18.7. TOBACCO ORDERING AND RECEIVING.

a. Ordering and receiving for U.S. commissaries.

(1) Commissaries that can meet the minimum quantities for ordering short-dated tobacco products (Skoal and Copenhagen) will use the CAO/DAX system, where installed, for ordering and receiving tobacco products from vendors. The CAO/DAX ordering and receiving procedures are provided in the AAFES/Commissary Tobacco Manual. The commissary will use the AAFES hand-held device (HHD) to scan the shelf label/product and enter order quantities. The orders are then transmitted to AAFES HQ for forwarding to the vendor. Stores that cannot meet minimum shipments will order the tobacco items from AAFES DCs. These procedures do not apply to Pearl Harbor and Moffett Field

(2) After printing the BRANCH REQ EDIT REPORT, print the applicable SD PO WRITE RECVG RPT WRKSHEET.

(3) Give the receiver the worksheet to file until the merchandise is received. If UPS/FedEx delivers to the office, ensure the package is taken to receiving to be properly received.

(4) The receiver will verify the quantities received. If there are any quantity differences, change the total on the purchase order (PO). Re-extend the receipt for the quantity changes.

(5) Verify the prices with the current shelf price.

(6) If there are any price differences, prepare an AAFES Form 4350, Retail Price Voucher; prepare one form for price markups and a separate form for markup cancellations.

(7) Post the receipt with any quantity adjustment to the TDL, column (5), Warehouse Manifest, and update to TC 431. If there are any pricing adjustments, post to column (6), Price Adjustment Increase, as TC 441 or Column (7), Price Adjustment Decreases, as a TC 4412.

b. Ordering and Receiving from AAFES DC.

(1) Ordering: The selection of items will be made jointly by DeCA and AAFES. AAFES buyers will identify those vendors' products that will be stocked in the AAFES DC for store replenishment.

(a) AAFES HQ will establish all contracts and files needed to support their DC replenishment. Local AAFES personnel do not establish these types of items, nor determine what is stocked in AAFES DCs. Tobacco products will be ordered via assisted ordering software or manual order process using DeCA HHTs.

<u>Distribution Center</u>	<u>Acronym</u>	<u>Warehouse Number</u>
Dan Daniels DC	DDDC	1059902
Waco DC	WADC	1059915
West Coast DC	WCDC	1059966

(b) The AAFES DC manager establishes and provides the ordering and delivery schedules to the commissaries. All store personnel who order and receive tobacco will be familiar with this schedule. A copy will be posted in a visible location and a copy also kept on file at the store. Authorized commissary personnel will order cartons in multiples of one.

(c) Commissaries are not required to order cases unless commissary sales for a specific UPC warrant the ordering of a case(s). When processing the order, always order in cartons, not cases. The local exchange will process the order using the commissary's 7-digit facility number.

(d) DC ordering (called polling) is a "Fill or Kill/No Back-Order" system. Only one shipment per order will be made by the DC, according to DC established delivery schedules.

(e) The DC will provide a schedule for transmitting the order. This is found on the AAFES DC schedule. The schedule also contains the day of the week the DC will pick/process the order for shipment. The commissary's delivery date will also be provided by AAFES. Orders must be transmitted NLT 1400 Central Standard Time (CST) on the poll order date, as shown in column 8 of the AAFES DC schedule. Ensure the transmission is received at AAFES HQ before the cutoff time for the day.

<u>Time Zone</u>	<u>Local Cutoff Time</u>
Eastern	1500
Central	1400
Mountain	1300
Pacific	1200
Alaska	1100

(2) Reviewing Orders: The next business day after the order was transmitted, log into the Sister Service Report Viewer (SSRV) on a DeCA computer. Enter your user name and password. Click on "Login." At the next screen, enter the store's 7-digit facility number. At the top, click on "hide all." This makes it easier to find the different reports. Find the "LG – WCS BRNCH REQ EDIT REPORT." Click the box on the left of the report to expand the file. Click on the last report and print (Figure 16-1). The first pages of the report will show the items ordered from the DC and the vendor. The next pages after the items ordered show any rejected items and the reasons why. The following pages show where the merchandise is coming from and the DC or vendor. Research must be done to determine why the items were rejected.

(3) Tobacco Deliveries: Each order delivered from an AAFES DC will be accompanied with a truckload list (TLL) and may also be accompanied by a copy of the manifest from the DC. The TLL documents the number of cases in the shipment.

(a) The day the order is to be delivered from the SSRV, print a copy of the manifest from the DeCA COMMISSARY (10 digit) DeCA DMST

(b) When the order is delivered, the driver will bring the AAFES WAREHOUSE MANAGEMENT SYSTEM – BILL OF LADING (Figure 16-2).

(c) After the driver unloads the truck, the receiver will count the number of cases received. If it agrees with the bill of lading, the receiver will sign and date the document, along with the AAFES driver. Retain a copy of the signed bill of lading.

(d) If there is a difference between the number of cases on the bill of lading and the actual number of cases, annotate the shortages/overages on the bill of lading. Ensure the receiver and the driver sign the bill of lading.

(e) If there are any visible damages to the cases/cartons, annotate the damages on the bill of lading. The receiver and the driver will sign the bill of lading. If there is major damage, take pictures to document the damage.

(f) After the driver leaves, immediately conduct a 100% count of the cartons received. Annotate the quantities received on the AAFES manifest (Figure 16-3). Circle the quantities that agree; when there is a difference, line through the printed quantities and write in the quantity received.

(g) If there is excessive damage, take pictures to send to the DC for credit. Small dents on corners of cartons are not considered excessive damage and these items can be sold.

(h) For shortages/overages, complete the following and e-mail to the DC customer service office.

Listed on	Yes/No Manifest	Trailers		
Date	Was Discrepancy noted on signed bill of lading:			
Facility No.:	Label Description	CR	Cost	Retai
Qty: Shortage/Overages				

(i) Ensure your 7-digit AAFES facility number is on the subject line of the e-mail and send to the DC customer service office (CSO):

DDDC Customer Service
DDDCustSer2@aafes.com WADC Customer
Service WADCCSO@aafes.com
WCDC Customer Service WDCCS@aafes.com

(j) In the body of the email include the following: facility name, 7-digit facility number, and point of contact telephone number.

(k) If the correct number of cartons was received, but items were mis-shipped, prepare a separate e-mail. Ensure the commissary's 7-digit facility number is in the subject line and send to the DC CSO as applicable. Complete the following for each item mislabeled:

Facility Name:
Point of Contact:
Telephone Number:

CRC NUMBER ORDERED

CRC Number: _____ Price: _____ Quantity: _____
Description: _____

CRC NUMBER RECEIVED

CRC Number: _____ Price: _____ Quantity: _____
Description: _____

(l) Within 24-hours of receipt of merchandise, the AAFES DC must be notified of any quantity discrepancies. Complete the following information and e-mail to the DC CSO.

LABEL INFORMATION

Origin Dist.Center #: _____ Name: _____

Label Requisition Number: _____ Label Requisition Date: _____

DD/MM/YY Cycle Number: _____ Manifest

Number: _____ Batch Number : _____

Location Number: _____

(m) Do not just change the price on the manifest for mis-shipped items. If you do not send the required e-mails, the commissary will not be given credit for the mis-shipped items, damages, or missing cases/cartons.

(n) Verify the sell prices on the manifest with the price list sent by AAFES HQ to DeCA HQ Sales Directorate (MPS). Do not use the VPR price. If the prices are different, prepare an AAFES Form 4350, Retail Price Change Voucher (Figure 16-4). A separate form will be used for price increases and a separate form for price decreases. Complete the following blocks at the top of the form: Markup or markup cancellation, commissary name, facility 10-digit number, and date prepared. Total the amount in the change column. In the reason block, enter the reason for the price adjustment (e.g., manifest number and date). Sign the Retail Price Change Voucher in approval block.

(o) Ensure the store receives a reply to the e-mails sent to the DC CSO giving credit for the missing, damaged, and mis-shipped items. E-mail should be received within 2 weeks. Follow-up if the adjustment has not been approved and e-mailed back to the commissary. DC CSO is the only one who can approve quantity adjustments on manifest.

WACO DISTRIBUTION CENTER

DSN 566-8505

1-800-543-2057

1-254-666-8505

DAN DANIELS DISTRIBUTION CENTER

DSN 274-2867

1-800-338-2179

1-757-888-2867

WEST COAST DISTRIBUTION CENTER

1-888-675-5540

1-209-234-3742/3789

(4) Tobacco Receiving from DC: After the delivery has been made and signed for, the delivery driver will depart. Prior to moving tobacco products from the receiving point, store receivers will conduct a 100% line-item count of merchandise received and compare those counts to the manifest. A manifest may accompany the shipment or can be printed prior to delivery. Manifest reports are on the SSRV by each commissary's unique 10-digit facility number and reports are listed separately by the supporting warehouse. Prior to scheduled delivery time, each store will print the manifest the day the merchandise is delivered to the commissary. A copy of the manifest for conducting the 100% line-item count will be given to the receiving office. Commissaries are not required to send copies of the manifest/requisition document to the exchange DC CSO unless they ask for the documentation.

(5) Receipt Processing: The AAFES system automatically charges the dollar value from each manifest to that commissary's book inventory within the AAFES system. The dollar value of the order is charged to the commissary when the order leaves the DC.

(a) Commissary personnel will post the receipt retail total as printed on the manifest/requisition to the TDL, column 5 (Warehouse Receipt - Transaction Code (TC) 431). NOTE: If there are discrepancies, still, post the total value shown on the manifest. Any

adjustment for discrepancies will be handled as described below. Do not change the manifest total in column (5) of the in-store TDL.

(b) Total Shortages: AAFES CSO will process the manifest adjustment as credits for the commissary by using TC 412. Commissaries will post these adjustments to column 11 of the TDL, using brackets.

(c) Total Overages. AAFES CSO will process debits for the commissary by using TC 412. Commissaries will post the adjustments to column 11 of the TDL.

(d) Credits/debits for shortages will be available on the daily merchandise reports, once processed by the AAFES CSO. If the credits/debits do not appear on the SSRV report within 2 weeks, notify the servicing DC. Once the adjustment is posted to the SSRV report, if there is a difference in the adjustment amount, the commissary POC will contact the servicing DC CSO.

(6) Price Discrepancies. Once the shipment has been verified by quantity, the next step is to verify the sell price charged on the manifest against the current commissary sell/shelf price. NOTE: VPR items should be at the regular, non-VPR sell price, not the VPR price. For all other cigarettes, the shelf price should match the manifest price. Print a PLU report for the Monday or the effective day of the price change.

(a) If a price discrepancy is identified, annotate the correct sell price on the manifest by line. Re-extend the manifest and list the new manifest dollar amount. Post the difference to the TDL, column 6 for increases and column 7 for decreases. Do not change the manifest total on the TDL.

(b) Send a copy of the adjusted manifest to your local AAFES tobacco POC. The AAFES POC will prepare a PCV, send it to AAFES HQ Finance and Accounting (FA) for processing, and send a copy to the commissary. The PCV should equal the amount posted to column 6 or 7 TDL.

(c) AAFES HQ FA will adjust the price discrepancy using a TC 441 if the adjustment was a markup and a TC 442 if it was a markdown. The price adjustment should match the amount posted to column 6 or 7 of the TDL. If the adjustment does not appear on the daily merchandise report within 2 weeks, contact your local AAFES POC for assistance or contact the applicable AAFES representative.

(7) Merchandise in Transit (MIT). MIT is DC product shipped, but not received at time of the accountable inventory. End of year inventory processes will be published under separate cover. There should not be MIT for vendor supplied merchandise, unless the receipts are not posted before the closing date for the fiscal year.

c. Ordering and Receiving for Commissaries from NEXCOM DCs.

(1) For NEXCOM Installations. Commissaries supported by NEXCOM DCs for tobacco will call their order into the CSO for processing.

(2) The receiving procedures are as follows:

(a) Deliveries are line-item received against the order sheet for each order placed. Quantities are verified at the time of delivery. Any discrepancies will be noted on the order sheet and the manifest. Both NEXCOM delivery and store personnel must sign the manifest.

(b) Update prices on the order sheet to agree with the current PLU shelf prices. If not the same, change the price before extending the order sheet. Extend the order sheet and attach the adding machine tape. Extend at the regular shelf price and not the VPR price.

(3) After the orders have been received and extended, mail the original extended order sheet and the manifest to:

NEXCOM
ATTN: FCFI
Caller Service 15601
Norfolk, VA 23511-5000

(4) A copy of the order sheet and the manifest will be placed in the tobacco folder for posting to the TDL.

(5) Caution: Do not enter the dollar value of tobacco products receipts into PowerHQ.

d. Ordering and Receiving for Commissaries in Japan, Korea, Guam, and Puerto Rico.

(1) Fort Buchanan: Tobacco will be ordered from the local exchange.

(2) Commissaries in Japan, Korea, and Guam order tobacco products directly from the AAFES DCs or from the local exchange using the AAFES HHD.

(3) The Orote (Guam) and Chinhae commissaries will order from the local AAFES DC.

(4) Ordering: The local AAFES POC for the commissary tobacco program will provide training on the use of the HHD. The AAFES DC manager will establish and provide ordering and delivery schedules to the SDs. A listing of approved items will be provided to commissary personnel by AAFES.

(a) Designated commissary personnel will scan the shelf label/product using the AAFES HHD and determine order quantities for the selected item(s). For details on UPC scanning and transmission of the order, see the AAFES HHD user guide provided by the local exchange.

(b) DC polling is a “fill or kill” system. The DC will make only one shipment per order. Commissary orders will be placed, picked, loaded, and delivered, based on schedules published by the DC manager.

(5) Physical Receiving: A manifest/requisition document will accompany each order shipped by the DC and will identify the number of cases of each line item shipped. Commissary personnel will receive merchandise by line-item. Any discrepancies, such as overages, shortages, or damage, will be annotated on the manifest/requisition document and signed by both the delivery person and DeCA in-checker. Additionally, if any discrepancies are noted, the commissary POC will contact the local AAFES accounting POC and report shipment discrepancies. The AAFES system automatically charges the dollar value of each manifest to that commissary’s book inventory within the AAFES system; therefore, commissaries do not have to send copies of the manifest/requisition document to the exchange POC/accounting office.

(6) Processing Receipts. Commissary personnel will post the receipt retail total as printed on the manifest/requisition to the TDL.

NOTE: Post total value shown on the manifest/requisition. Any adjustments for discrepancies will be handled as described below.

(7) Processing Discrepancies. Upon return of the discrepancy document from the AAFES POC/accounting office, commissary personnel will enter the dollar value of the approved discrepancy on the tobacco reconciliation sheet. Commissary personnel will note the system batch number and fiscal month on the tobacco reconciliation sheet and close out the entry. This will create an audit trail for any future questions that may arise.

e. Ordering and Receiving for Europe Commissaries. Stores in DeCA Europe that order tobacco products directly from the AAFES DC or from the local exchange will use the AAFES HHD.

(1) Ordering. The selection of items will be made jointly by -MPSP (Europe) and AAFES, and will be consistent with each store’s capacity to store and display products, as determined by MPSP (Europe). AAFES and MPSP (Europe) buyers will identify those tobacco products that will be stocked in the AAFES DCs for store replenishment. The AAFES buyer will establish all files needed to support DC replenishment. The local AAFES POC for the commissary tobacco program will provide training on the use of the AAFES HHD.

(a) The AAFES DC manager will establish and provide ordering and delivery schedules to the SDs.

(b) DeCA MPSP (Europe) will provide a listing of approved items to the commissary.

(c) Designated commissary personnel will scan merchandise using the AAFES HHD and determine order quantities for shelf stock replenishment. For details on UPC scanning and transmission of the order, see the AAFES HHD user guide provided by the local exchange.

(d) DC polling is a “fill or kill” system. The DC will make only one shipment per order.

(e) Commissary orders will be placed, picked, loaded, and delivered based on schedules published by the DC manager.

(f) The day after the order is transmitted; commissary personnel will verify with the DC’s CSO that the order was generated at the DC and identify any NIS items.

(2) Physical Receiving. A manifest/requisition document will accompany each order shipped by the DC and identify the number of cases shipped. Commissary personnel will line item count merchandise. Any discrepancies, such as overages, shortages, or damage, will be annotated on the manifest/requisition document and signed by both the delivery person and DeCA in-checker. Additionally, if any discrepancies are noted, the commissary POC will contact the local AAFES accounting POC and report shipment discrepancies. The AAFES system automatically charges the dollar value from each manifest to that commissary’s book inventory within the AAFES system; therefore, commissaries do not have to send copies of the manifest/requisition document to the exchange POC/accounting office.

(3) Processing Receipts. Commissary support personnel will scan the manifest/requisition document for processing to the Resale Accounting Branch (CCRCR)

(4) Upon return of the discrepancy document from the AAFES POC/accounting office, the CCRCR will adjust the tobacco record of operations. The CCRCR will note on the discrepancy document the system batch number and date, and close out the entry. This will provide an audit trail.

18.8. DAMAGED/DISTRESSED TOBACCO MERCHANDISE. The tobacco inventory at commissaries is subject to the same wear and tear and pilferage as any other commissary item. At times, there will be unsalable product, e.g., partial cartons of cigarettes, partial boxes of chewing tobacco, partial boxes of cigars, and damaged tobacco products of all kinds.

a. Salvage. Losses from salvage and/or damaged merchandise must be absorbed by the commissary if a credit is not given for such merchandise by the vendor/distributor. The value of merchandise for which the vendor/distributor agrees to give credit must be determined before the merchandise is taken from the commissary. Salable merchandise, such as partial cartons, can be transferred to the exchange. DeCA must absorb the loss for other damaged or missing packs. Determine the value of any merchandise for which credit is received and record the credit using DeCAF 70-10, Vendor Credit Memo. Provide a copy of the documentation to support the credit to the exchange representative and place the original copy in the tobacco folder. Any salvage or

damaged merchandise for which credit is not received will be destroyed according to commissary procedures. Damaged/distressed merchandise should be handled as follows.

b. Damaged/Distressed:

(1) Commissary and exchange POCs should meet at least once every 2 weeks to review commissary merchandise displays, stock levels, and presence of damaged/distressed items.

(2) Both DeCA and the exchanges should minimize costs and labor investment associated with handling damaged/distressed tobacco products.

(3) For DeCA Europe, unsalable tobacco products may be transferred at commissary shelf price value to the local exchange on a DeCAF 70-20 for inventory adjustment, if authorized by the exchange.

(4) Return to vendor for full credit.

(a) The first and least costly option is to simply have the vendor issue a return authorization and issue a check/credit voucher for damaged/distressed goods at the commissary. This will save any additional handling or transfer costs for documenting and moving goods to the exchange.

(b) When possible, the commissary POC should coordinate with the exchange POC on the return of product, so a copy of the AAFES credit charge voucher or NEXCOM charge back can be included with the shipment. If this is not possible, the VCM will be used to document return to vendor shipments. VCMs should be prepared and sent to the exchange. The VCM will be extended at the commissary shelf price. If a check is received, it should be made out to the exchange and the vendor should deliver the check and a copy of the VCM to the exchange. A copy of the signed, completed VCM will be placed in the tobacco folder and posted to the document log. Ensure the VCM is extended at the regular shelf price without the promotional price.

(c) Commissary personnel will include the values of these transactions on the tobacco reconciliation sheet.

(d) If the vendor issues a check at the time the product is picked up, the vendor will deliver the check to the exchange, or the commissary will forward the check to the supporting exchange for processing. Determine the shelf price by pack, by dividing the carton price by 10. Prepare the transfer document for the number of salable packs times the pack price.

(5) If a carton is partially damaged, or packs are missing, the remaining undamaged packs can be transferred to the exchange at the commissary regular shelf price.

(a) Commissary POCs will coordinate with exchange POCs regarding disposition of such items. Commissaries will document these transactions on an AAFES Form 7350-006 to the exchange, signed by both commissary and exchange POCs.

(b) SD office personnel will retain copies of documentation in the tobacco folder and forward documentation to the exchange. Commissary personnel will include the values of these transactions on the TDL. The exchange will process these transfers into their accounting system.

(6) Damaged/distressed merchandise that CANNOT be sold and for which the vendor will not provide credit will be handled as follows:

(a) Commissary POCs are responsible for coordinating with exchange POCs, to advise disposition of such items. Commissary personnel will take all actions necessary to dispose of any such unsalable items, and will **NOT** physically ship such items to exchanges. The commissary will document the commissary shelf price on a memorandum for record annotated as "IDENTIFIABLE UNCREDITED LOSS," signed by both commissary and exchange POCs.

(b) Commissary personnel will retain copies of documentation in the tobacco folder and forward documentation to the exchange.

(c) Commissary personnel will NOT include the values of these transactions on the TDL. Commissaries will absorb these identifiable losses in the 0.85% of loss variance permitted in the consigned inventory tobacco program.

(d) Exchanges will keep this documentation on file, for use in explaining the year-end inventory variance. Exchange personnel will NOT process the certification of destruction or the supporting price change into their accounting system. NOTE: By handling identifiable losses as described above, the value of these normal operating losses will be in the year-end inventory variance.

(8) Excessive Damaged/Distressed Merchandise. If it appears that partial cartons or other distressed inventory are excessive, a meeting with the exchange POC, the SD, commissary POC, and the local vendor should be scheduled to resolve the matter, as applicable.

(9) DeCA must absorb this loss as part of the inventory shrink.

18.9. TOBACCO PROMOTIONS.

a. Procedures for accounting gains and losses to the value of the inventory resulting from promotional and incentive programs must be adopted and followed at all commissary activities. VPRs always impact inventory values. There are two acceptable methods of accounting for inventory gains/losses resulting from VPRs.

(1) Determine inventory gains/losses from the POS VPR Promotion Report. Determine the quantity sold from Category Analyzer.

(2) Provide copies of the documentation to support the inventory gains/losses to the local exchange representative. Place the original copy of the supporting documentation in the tobacco folder. Post the VPR amount to Tobacco Document Log, column 10, VPR.

(3) Once a month, Philip Morris, RJ Reynolds, and Imperial Tobacco Group (ITGB) may offer VPRs. ITGB offers a promotion for a quarter and may not be effective for the whole 3 months.

(4) VPRs will be set up according to POS procedures. The VPRs for Philip Morris and RJ Reynolds are usually effective the last Monday of the month until the last Sunday of the following month. Each VPR e-mail will contain the specific dates of the promotion.

(5) At the end of the promotional period, print a movement report in accordance with POS procedures. Prepare a PCV and AAFES Form 4350, check the markup cancellation box, and submit to the AAFES POC with the movement report for processing. Attach the copy of the item movement to the PCV for back-up.

(6) Post the VPR to the Tobacco Document Log, column 10, VPR. Post each VPR separately. Do not combine different vendors together.

b. Commissary Tobacco Promotions, Except for Overseas Commissaries.

(1) System-Wide Promotions. The Exchange Services may establish promotions with the different tobacco vendors. The Exchange Services will provide procedures for implementation of these promotions.

(2) Local Promotions. The local exchange may establish promotions with the different tobacco vendors. The promotion must be applicable to both the commissary and exchange.

(3) The Exchange Services will provide procedures for promotional and incentive programs.

(4) The commissaries will use the POS VPR Promotion Report to track the number of units sold for the different promotions, if needed. In addition to the information provided to Exchange Services and DeCA, a copy of the end-of-promotion period report for tobacco products is provided to the vendor with a copy retained in the commissary tobacco file. The amount of the credit posted to the TDL is determined by calculating the number of promotional cartons sold times the amount of the reduction. Using this method, it is imperative that receipts are extended at the original (higher) price and those ending inventories are extended at the original price. There is no need to be concerned with floor stock protection since the ending inventory is extended at the original price and the credit is based on the number of cartons sold.

(5) Coupons. Only coupons that are available to the general public will be permitted. Special “Military Only” coupons are prohibited. Coupons affixed to cigarette cartons may be accepted if offered to the general public. The vendor must offer the coupons to both the exchange and the commissary at the same time. Coupons offered to customers through periodicals, newspapers, etc., will be accepted.

(6) Exchange policies will apply to promotional activities such as giveaways, etc.

c. Overseas Commissary Promotions.

(1) System-Wide and Local Promotions. AAFES may establish promotions with the different tobacco vendors. The exchange will provide procedures for implementing the promotion to MPSP (Europe).

(2) Coupons: Coupons affixed to cigarette cartons may be accepted if offered to the general public. The vendor must offer the coupons to both the exchange and the commissary at the same time.

(3) Exchange policies will apply to promotional activities such as giveaways, etc. Exchange policies will apply to POS and off-shelf displays.

18.10. TOBACCO TRANSFERS.

a. To Exchanges/Other Commissaries:

(1) Tobacco products may be transferred to the exchange or other commissaries at the shipping commissary’s shelf price. Prepare an AAFES Form 7350, Transfer Voucher (Figure 16-5).

(2) Complete the top portion of the form, and then list the products to be transferred in columns A, B, C, D, G and H. In column G, use the shipping commissary’s regular shelf price (not VPR price). Extend the document.

(3) Post the transfer to Tobacco Document Log to column (8), Transfers to Exchange/Commissary, as TC 529.

b. From the Exchange:

(1) The exchange will prepare the AAFES Form 7350 for the merchandise requested by the commissary.

(2) When the merchandise is received from the local exchange, count the merchandise and sign the form. If there are discrepancies, line through the incorrect quantity and enter correct quantity. Ensure the exchange signs the document.

(3) The exchange will transfer the merchandise at their retail price (which includes surcharge). Prepare an AAFES 4350 for the difference between the prices that AAFES transferred the merchandise and the current commissary shelf price. Use the regular shelf price, not the VPR price.

(4) Post the AAFES Form 7350 to the Tobacco Document Log to column 9, Transfers from Exchange, as a TC 530. Post the Retail Price Change Voucher, AAFES Form 4350, to column 7 as a TC 442.

c. Between Commissaries:

(1) When transferring between commissaries, prepare an AAFES Form 7350. The price on the Transfer Voucher will be the regular shelf price of the shipping store. The shipping store will post the transfer to the Tobacco Document Log, column 8, Transfers to Exchange/Commissaries, as a TC 529.

(2) The receiving commissary will verify the quantities received and sign for receipt. The commissary receiving the merchandise will post the transfer to Tobacco Document Log, column 10, Transfers from Exchange/Commissaries, as a TC530. The receiving commissary will verify the prices. If the prices are different, prepare the AAFES Form 4350 for any price differences. Separate forms will be prepared for any markups and markup cancellations. Post to Tobacco Document Log, column 6, Price Adjustment Increase, as TC 441 and/or column 7, Price Adjustment Decrease, as TC 442.

18.11. TOBACCO VENDOR CREDIT MEMORANDUMS.

a. When outdated or damaged merchandise is picked up by the vendor representative, sign the vendor's credit document. The vendor will only give credit at exchange cost.

b. Complete an AAFES Form 7250, Charge Credit Voucher (Figure 16-6). Insert the cost amount in column G and DeCA shelf price column I. Extend the document. In the "number" block, enter the control number from the vendor's documentation. Attach a copy of the vendor's credit document.

18.12. ACCOUNTING FOR EXCHANGE-OWNED TOBACCO PRODUCTS IN DeCA COMMISSARIES.

a. General: DeCA has agreed to pay the Exchange Services for losses to the tobacco accounts that exceed 0.85% of sales; therefore, DeCA must have a standard and reasonably efficient way of determining the gain or loss in the tobacco account. TDLs will include all accountable transactions for a month to determine the gain/loss in the tobacco account.

b. Tobacco Folder: All commissaries that handle tobacco products will establish and maintain a tobacco account folder by month and by the exchange fiscal year (February-January). The tobacco account folder will contain all documents, e.g., receipts, transfer documents, sales certification, physical inventory, and documents that record transactions relating to the status of the tobacco account during a month. The first month is February and the last month is January. The folder to be used is a hard copy with two partitions and six fasteners. The documents will be placed in the folder as follows:

- (1) Inside Front Cover: Signed Tobacco Log
Signed Tobacco Reconciliation Worksheet
Daily Merchandise Reports
Monthly Merchandise Reports
AAFES TC Reports
- (2) 1st Partition Front: Manifests
Vendor Receipts (STO/VES)
- (3) 1st Partition Back: Price Changes
- (4) 2nd Partition Front: VPRs
- (5) 2nd Partition Back: Transfers
VCMs
Miscellaneous Documents

(6) Inside Back Cover: Sales Documentation. At the end of each month, send a copy of the TDL to the local Exchange. Also, file a copy of the document log with the tobacco documents for the quarter.

c. TDL. The TDL (Figure 16-7) is used to track all documents that record transactions relating to the status of the tobacco account during the month. All commissaries that sell tobacco products will use the TDL. TDLs will be set up by month. The TDL in Excel that was previously sent to the commissaries can be used.

(1) Document numbers are assigned to all transactions that impact accountability. Assign a document number as described below. Record the next number for the month on the TDL with the reference number, date, and dollar amount under the applicable column. The document number assigned will be written on the document in the upper right hand corner. Each month, send a copy in Excel format of the completed TDL to the Store Support Directorate (SOS) tobaccodoclogs@deca.mil and to the local exchange or AAFES HQ accounting by the 10th of the month. The SD will sign the Tobacco Reconciliation Worksheet.

(2) Prepare and document all tobacco accountable documents sent to the exchange with the Tobacco Transmittal Batch Ticket (Figure 16-8). If documents are lost, DeCA will have a

record of what was sent to the exchange. Ensure copies of the transmittal log and the accountable documents are retained.

(3) When an adjustment is required, a price change will be completed and attached to the document requiring any corrections and then sent to the exchange. Ensure the adjustment is given a document number and is listed on the transmittal log before sending it to the exchange.

(4) Description of TDL. The beginning inventory will be posted to the first line of the Daily Running Total, column 14. After training has been provided by the AAFES HQ tobacco training team, verify all entries with the daily Merchandising Report printed from AAFES computer system. The total amount in column 14 at the end of the month will be the final book inventory for that month. When a formal inventory is taken (at the end of the exchange fiscal year), the inventory dollar value will be the beginning inventory figure for the next month. The TDL preparer and the SD will sign and date the log on the last page. When a formal physical inventory is taken, record the dollar amount on the last page.

COLUMN NUMBER	COLUMN NAME	TRANS CODE	DESCRIPTION
(1)	Control Number		<p>Every document that affects tobacco accountability will be assigned a control number and entered on the TDL. The control number will be written on each and every document in the upper right hand corner. The first character will be a “T” designating tobacco. The second character designates the month by using the following character designation:</p> <p>October: B November: C December: D January: E February: F March: G April: H May: J June: K July: L August: M September: N</p> <p>The third and fourth characters are numeric characters assigned in sequential order. These numbers are preprinted on the document log.</p>
(2)	Reference Number		Enter the reference number associated with the document, such as: PO number, price change number, transfer number, and manifest, etc.
(4)	STO/VES Receipt Amount	491	Enter the receipt sell amount after manually extending the receipt using the prices from the daily PLU report. Extend at the regular shelf price and NOT the VPR price. If the prices on the receiving document do not agree with the PLU report, verify the price and extend at the current shelf price, then research the correct price. When entering the receipt data into STO/VES, verify that the commissary sell price agrees with the sell price in STO/VES. Highlight all price differences. If the price in STO/VES is incorrect, prepare a “Notification of Adjustment” and forward with the receipt to AAFES accounting office.
(5)	Warehouse Manifest	431	Post the amount that appears on the manifest. The AAFES system automatically charges the dollar value from each manifest to the commissary’s book inventory. If there are quantity changes, determine the value of the quantity changes and post as a separate entry to column 5. If the prices on the warehouse manifest do not agree with the PLU report, verify the price and extend at the current shelf price. Do NOT extend using the VPR price. Post the sell price adjustment as a separate entry in column 5.
(6)	PAIs – Gains	441	Post all markups as a gain. All price change documents may be posted as one entry on the log. Price change increases/decreases are on separate price change documents. They are not mixed on the same document. Post price change gain adjustments for vendor receipts and warehouse manifest in column 6.
(7)	PAIs – Losses	442	Post all markdowns as a negative number (-). All price change documents may be posted as one entry on the log. Post price change loss adjustments for vendor receipts and warehouse manifest as a negative number (with a minus sign).
(8)	Transfers to Exchange	529	Post all transfers to AAFES from the commissary at the DeCA shelf price. Post all negative numbers with a minus sign (-).
(9)	Transfers from Exchange	530	Post all transfers from AAFES to the commissary at the exchange price. Post all transfers to the commissary as a gain. Post the 5% difference as a separate negative entry (-) in column 7.

(10)	VPRs	510/444	At the end of the promotional period, post the amount on the AD/Markdown Report or POS VPR Report. Post all negative numbers with a minus sign.
(11)	Other Adjustments	412	Post any adjustments reflected on the Merchandise Report after verifying why the correction was made. If additional information is needed to verify the entry, call AAFES accounting at 1-800-582-3289.
(12)	VCMs	419	Post all VCMs for merchandise that the vendor has given credit for, such as aged and damaged merchandise. Post all negative numbers with a minus sign.
		460	Post checks tobacco vendors have given to AAFES for processing. Post all negative numbers with a minus sign. Do not post a second time if it has already appeared on the Merchandise Report under TC 419.
(13)	Sales	427	Enter the amounts from the sales certification for the periods of 1-15 and 16 to the end of the month. Post all sales with a minus sign.
(14)	Balance		The total column amount is a running balance of the tobacco accountability. The Excel spreadsheet will automatically calculate the balance.
(15)	Date of RMDS Report		Record the date the transaction appears on the Daily Merchandise Report or AAFES TC report. It may not be in the same month as the posted transaction. Sales from the 16 th to the end of the month will appear in the next month, except at the end of the AAFES fiscal year.
(16)	Amount Agrees with RMDS		Verify that the sell amount on the Daily Merchandise Report or TC report agrees with the entry on the document log. If they agree, enter “Y” for yes. If they do not agree, enter “N” for no, and determine the reason why. If the error is DeCA’s, enter the amount as an adjustment to the correct transaction exchange POC. If the difference is because the commissary has a different sell price, and the correction on the receipt document has been forwarded, allow time for the paperwork to get to the AAFES accounting office and be processed. The correction should be posted within 2 weeks. Ensure all “Ns” are resolved.

d. Commissary Tobacco TCs:

TRANS CODE	TC NAME	DESCRIPTION
41412-XX	Non-HQ General Journal Vouchers (GJV)	Offices outside AAFES HQ will use for corrections or adjustments of any kind. Support these entries with a copy of GJV. The various sub-TCs indicate the type of adjustment made.
419-00	Purchase Journal CONUS	Records the payment to vendors for matched receiving reports and invoices (may have been part of a previous month’s un-audited accrual) processed in the current month. The sub-TC indicates the type of receipt and is used primarily for vender credit memos.
414-XX	Receipts of CONUS Procurement	Receipts processed manually for open orders and regular orders from CONUS vendors.
427-XX	Miscellaneous Corrections – Headquarters	Corrections made by AAFES HQ for any reason. To correct entries booked through other TCs. Supporting document is a GJV or notice of journal entry for distribution centers, VPRs and sales.

431-XX	Mechanized TV Receipts (DC shipments)	Record mechanized shipments from DCs.
437-00	Year End MIT Reversal	Reverses prior months TC438.
438-00	Year End MIT	Record the value of inventories force-charged but not received, or received but not charged as of the physical inventory date. Automatically reverses in the following month.
441-XX	Price Changes-Markups	Sell price increases above the original sell price. Also includes markup for labor and video rental and management fee.
442-XX	Price Changes-Markup Cancellation Regular	Decreases in sell price that cancel part or all of previous markups. Although representing price reductions, treat markup cancellations as negative markups. This TC requires approval of AAFES HQ. A change in pricing policy and fluctuations of currency exchange rates also fall under this category. Although these decreases are not part of the cost of goods calculation, any reduction to sell price will affect the facility's cost percent which will, in turn, affect cost of goods.
444-10	Price Changes-Markup Cancellation-VPR On-Line	Record decreases in the sell price based on a vendor promotion.
460-XX	Mechanized Case and Sales	Reports input sales transactions at branch level through electronic transmission to AAFES HQ. Checks received from vendor for damaged or outdated merchandise.
473-XX	Markdowns-Directed-HQ-OSC/OR	Record decreases in the sell price of all merchandise. It includes warehoused and open-order merchandise, when directed or authorized by HQ AAFES, USR/OR.
491-XX	Mechanized Receipts	Record mechanized receipts. Offset to purchases-in- transit (PIT). Charge PIT for invoices paid by Financial Management and Accounting Directorate.
529-01	On-Line-Transfers-Out	Manual transfers processed through AAFES tobacco system data entry screens. The TC 529 transaction is created for the shipping facility.
530-01	On-Line-Transfers-In	Manual transfers processed through Integrated General Ledger Accounting System data entry screens. The TC 530 transaction is created for the receiving facility.
563-01	Frozen Accrual- Commissary Sales	Frozen accrual account used for Fiscal Month January sales. Automatically reverses in following month.
564-01	Frozen Accrual- Commissary Sales Reversal	Reverses prior month's TC563.

18.13. TOBACCO INVENTORIES.

a. At Moffett Field and Pearl Harbor, a 100% physical inventory of tobacco products must be conducted at the end of each exchange quarter. The scheduled dates of inventories are the last business day of the exchange quarter after COB. At AAFES-supported tobacco commissaries, inventory will be taken annually. Semi-annual inventories with the exchange are only required if the commissary was out of tolerance the previous year. The physical inventory will be conducted jointly by commissary and exchange personnel.

b. DeCA requires all commissaries selling tobacco to conduct monthly in-house inventories. If the stores were in tolerance for the previous Exchange Service fiscal year, they are not required to do a joint semi-annual inventory with the exchanges.

18.14. TOBACCO RECONCILIATION.

a. Each month, about 2 weeks after AAFES closes their books, AAFES will e-mail SO and SO sends to the field store the Transaction Code (TC) Report (Figure 16-9) from February to the current month for all of the transactions that happened in the AAFES accounting months.

b. Click on the month you want to print at the bottom of screen, go to “File”→“Page Setup,” then on the “Page” tab click on “Landscape.” Next, click on the “Sheet” tab and then click on the box next to “Gridlines.” The spreadsheet can be printed on 8 ½ by 14 inch paper. Columns not required for reconciling can be hidden; these columns are: column A, FACILITY NBR, ACCOUNT NBR, SITE ID, REF CODE 1, REF COD 2, REF CODE 3, and REF CODE 4. To hide the columns, go to “Print” →“Set Up,” hold down the “Control” key and then click on the columns that can be hidden. Then go to “Format”→“Column”→“Hide.” Before printing click on “Print Preview” and ensure the form will print on one page. If it will not fit, reduce the right and left margins. If that does not work, reduce the size of the other columns. Do not touch the “SELL AMOUNT” column. Recheck the “Print Preview” and ensure that all columns will fit on the page. Then print.

c. Remember, there is a time delay in the posting of the accountable documents by AAFES of at least 2 weeks, except for manifests.

d. Match the TC Report to the TDL. Because of the delay of postings and the difference in accounting months, you may need to use previous TDLs to match the entries on the TC Report. Begin by matching the manifests. These should match exactly. From there, match the price changes, transfers, VPRs, VCMs, and other adjustments. When the report and log agree, indicate on the tobacco document log, columns 15 and 16, that the entries match the date. If they do not match, research why. If it is a DeCA error, post the correction in the current month. If it is an AAFES error, notify AAFES and request a correction be made. Follow up to ensure the correction is processed.

e. On the TC Report, “Ref 1” usually contains the manifest number, purchase order number, control number, or month. The other “Ref” columns contain additional information to help to match the entries to the TDL.

f. If you are having problems with the reconciliation, contact the Store Support Directorate (SOS) POC at DeCAHQSTobaccoPOCStoreOperations@deca.mil.

g. DeCA is required to reconcile the tobacco accounts with the Exchange Services monthly and at the end of the Exchange fiscal year. Based on the reconciliation, any losses exceeding

0.85% must be reimbursed to the Exchange Services. The Excel version of the TDL will be completed and submitted to the Agency POC monthly.

h. All commissaries, except DeCA Europe commissaries, must complete the TDL monthly and reconcile with the AAFES Daily Merchandise Reports/TC Reports. The TDL and inventories may be completed monthly. The TDL and the inventory certification will be submitted to Store Support Directorate (SOS). The SOS POC will review the reports from each store and take appropriate action, if necessary. The annual report will be consolidated and the reports sent to SOS. The beginning inventory for the TDL will reflect the end-of-year physical inventory. The inventory dates will be published by the Exchange Services every January.

i. DeCA Europe. DeCA Europe will use the Excel version of the TDL. These reports will be completed monthly by the CCRCR.

j. Possible Contributing Factors to Inventory Variances. When commissary reconciliations show excessive variances, the following items should be reviewed:

- (1) Inaccurate inventory counts on both the yearly and monthly inventories.
- (2) Inaccurate price change counts.
- (3) Failure to remove promotional items off sale once the sale ends.
- (4) An incorrect price on PO or manifests. Prices are not corrected to the current DeCA sell price.
- (5) Promotional items inventoried at FPR selling price instead of regular selling price.
- (6) Over processing/under processing quantities in POS (processing errors).
- (7) Incorrect POS prices.
- (8) Incorrect item movement counts on promotional items.
- (9) Copies of transfers, price changes, and/or credit memos not forwarded to AAFES for processing.
- (10) Selling promotional items at an incorrect VPR price.
- (11) Inaccurate sales figures reported.
- (12) Theft/pilferage.
- (13) Not verifying that the POS price, PO price, and AAFES price (from the price list provided by price surveyor) are all in unison.

- (14) DC not contacted for shipping discrepancy.
- (15) Unreported MIT.
- (16) DC did not process credit for shortage/overage.
- (17) Price change for price discrepancies not submitted.
- (18) Lack of communication between AAFES and DeCA POCs.

18.15. DISPOSAL OF DAMAGED/OUTDATED TOBACCO PRODUCTS

- a. Damaged or outdated merchandise for which the vendor will not provide credit cannot be transferred to the exchange, except for undamaged packs in a carton that can be transferred to the exchange to sell.
- b. The amount of the damaged/outdated merchandise cannot be written off on the Tobacco Document Log. This loss becomes part of your 0.85% authorized loss.
- c. Complete the AAFES Form 6450, Standard Certificate of Disposal (Figure 16-10), using commissary shelf price. Ensure the commissary SD and the exchange POC sign the form.
- d. Phillip Morris, RJ Reynolds, and, ITGB do not provide any credit for outdated or damaged merchandise. Liggett will provide credits for outdated and damaged merchandise. Phillip Morris will provide credit for outdated Skoal and Copenhagen. Request a credit voucher from the vendor representative for outdated/damaged merchandise.

BRANCH REQUIREMENTS EDIT REPORT						
BRANCH	NAME	WHEE	NAME	REQ TYPE	DATE	
1042326	LAN COMM TOR	1059902	AAFES DDDC	UPC	01 MAR 2011 UPC CONVERSION	
ITEM NUMBER	CRC	UPC	QTY	WEEK	DESCRIPTION	
41131100301	2293538	433001111336	0018	0009	*** UPC NOT IN INF ***	
41131100302	1001619	027200011186	0010	0009	KOOL 100 BOX CARTON	
41131100303	1047000	027200011186	0015	0009	KOOL KING SIZE BOX CARTON	
41131100306	7243868	027200011209	0010	0009	KOOL KING SIZE CARTON	
41131100707	1145473	027200011361	0000	0009	KOOL BLUE KSB CARTON	
41131100710	0734797	026100805734	0000	0009	NEWPORT 100 BOX CARTON	
41131100712	1299000	026100805765	0005	0009	NEWPORT MENTHOL GOLD BOX CAR	
41131100713	1023803	026100805789	0030	0009	NEWPORT KINGS CARTON	
41131100714	1001726	026100805758	0030	0009	NEWPORT KING SIZE BOX CARTON	
41131100903	1064798	026100805772	0010	0009	NEWPORT 100'S CARTON	
41131100910	1046507	028200172307	0005	0009	BENSON & HEDGES 100'S DELUXE	
41131101005	1039691	028200171300	0015	0009	BENSON & HEDGES MENTHOL 100'S	
41131101007	1044502	028200136305	0030	0009	MARLBORO 100'S BOX CARTON	
41131101007	1044502	028200136306	0005	0009	MARLBORO RED 100'S SOFT PACK	

BRANCH REQUIREMENTS EDIT REPORT						
BRANCH	NAME	WHEE	NAME	REQ TYPE	DATE	
1042326	LAN COMM TOR	1059902	AAFES DDDC	REGULAR	01 MAR 2011 REJECTED POLLS	
ITEM NUMBER	CRC	QTY	WEEK	DESCRIPTION	DUE-IN	MESSAGE
41101100906	7243868	0000	0009	KOOL BLUE KSB CARTON	020311	ZERO POLL
41101101005	1039691	0030	0009	MARLBORO 100'S BOX CARTON	010311	NIS-REPOLL
41101101011	1040005	0030	0009	MARLBORO KING SIZE BOX CARTON	010311	NIS-REPOLL
41101101015	1039716	0030	0009	MARLBORO MENTHOL GOLD KING S	010311	ZERO POLL
41101101017	1034701	0010	0009	MARLBORO GOLD KING SIZE BOX	010311	NIS-REPOLL
41101101303	1021534	0005	0009	VIRGINIA SLIMS GOLD 120'S SO	010311	NIS-REPOLL
41101101307	1106004	0000	0009	VIRGINIA SLIMS 100'S SOFT PA	010311	ZERO POLL
41101101806	2155430	0000	0009	CAMEL BLUE KING SIZE BOX CAR	020311	ZERO POLL
41101102103	1048008	0000	0009	SALEM MENTHOL BOX CARTON		ZERO POLL
41101000901	4814037	0005	0009	SONOMA RED 100 SOFT CARTON	040311	CRC DUP
4110100000006	1227781	0010	0009	CIG GOLD TOAST UT LT 100 - C		WEEK NO*
41101001101	3775007	0005	0009	RASTE 100'S BOX CARTON	010311	NIS-REPOLL
41101001307	1021403	0005	0009	CLASS A FILTER KINGS CARTON	040311	NIS-REPOLL
41101001311	1063334	0000	0009	CLASS A BLUE 100'S CARTON	040311	ZERO POLL

AAFES Branch Requirements Edit Report
Figure 16-1

BILL OF LADING - 308111
CONTAINER NUMBER: AAFES02200
TO: 0012063 3951-19-11-02 HOCNCH
VANCE COGN TOBACCO
BLEG 410
216 FIELD ST
VANCE AFB
OK 737055

AAFES WAREHOUSE MANAGEMENT SYSTEM WALK
FROM: 1059315 3760-91-01-00
WACO AAFES
MAFES WACO DC
1801 EXCHANGE PARKWAY
WACO TX 767126

28/02/11 13:33:39 PAGE: 1
CARRIER: 91024000
AAFER TRANSPOR

OPENING SEAL:
KIND OF PACKAGE, DESCRIPTION OF ARTICLES,
SPECIAL MARKS AND EXCEPTIONS
CLOSING SEAL:
FRT HAZ CLE CODE SEAL TRCB

CASES	WEIGHT (LBS)	CUBE	DELIVERY TIME/DATE	RECEIPT TIME/DATE
6	67.95	4.85	67.95	4.85
6 *** BRANCH TOTAL ***				

6 TREIGHT MIL KINGS
6 *** BRANCH TOTAL ***

DRIVER SIGNATURE
RECEIVED BY
DRIVER COUNT

* Transportation here under is for the account of the U.S. Government and any charges will be *
* paid by the Army & Air Force Exchange Service, an instrumentality of the U.S. Government. *

"YOUR ASSURED RECEIVING WORKS"
- Accurate Delivery
- Special Loss Accrual
- Audit Verified

Truck Load List (TLL)
Figure 16-2

SHIPPING MANIFEST - 308331		20/02/11 11:33:35 PAGE: 1	
CONTAINER NUMBER - AAFES9230		20/02/11 11:33:35 PAGE: 1	
TO: 1012065 3051-19-11-03		20/02/11 11:33:35 PAGE: 1	
VANCE CORN TORONTO		20/02/11 11:33:35 PAGE: 1	
BLDG 410		20/02/11 11:33:35 PAGE: 1	
216 FIELD ST		20/02/11 11:33:35 PAGE: 1	
VANCE AFE		20/02/11 11:33:35 PAGE: 1	
HOUNCES		20/02/11 11:33:35 PAGE: 1	
FROM: 1059915 3760-11-01-03		20/02/11 11:33:35 PAGE: 1	
AAAFES		20/02/11 11:33:35 PAGE: 1	
AAAFES NACO DC		20/02/11 11:33:35 PAGE: 1	
1801 EXCHANGE PARKWAY		20/02/11 11:33:35 PAGE: 1	
NACO		20/02/11 11:33:35 PAGE: 1	
TX 767126		20/02/11 11:33:35 PAGE: 1	
NEW SELL PRICES EFFECTIVE TUESDAY, 01/03/11		20/02/11 11:33:35 PAGE: 1	
S - SELL DESCRIPTION USED		20/02/11 11:33:35 PAGE: 1	
A - INDICATES VFA ITEM COST		20/02/11 11:33:35 PAGE: 1	
I - DEFAULT VALUE USED		20/02/11 11:33:35 PAGE: 1	
PROMO ACCT SUECHG		20/02/11 11:33:35 PAGE: 1	
EVENT DEPT TYPE		20/02/11 11:33:35 PAGE: 1	
OK WK		20/02/11 11:33:35 PAGE: 1	
NEW SELL PRICE		20/02/11 11:33:35 PAGE: 1	
CURRENT SELL PRICE		20/02/11 11:33:35 PAGE: 1	
QTY COST PRICE		20/02/11 11:33:35 PAGE: 1	
ITEM # CRC #		20/02/11 11:33:35 PAGE: 1	
40123812 41305163 1006527		20/02/11 11:33:35 PAGE: 1	
073000001483		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
073100001079		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
070195000063		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
028200101508		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
028200163309		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
0110000037060		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
028200106902		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
028200127006		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
028200117509		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
020400050382		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
028200105505		20/02/11 11:33:35 PAGE: 1	
41305163 1006527		20/02/11 11:33:35 PAGE: 1	
028200117908		20/02/11 11:33:35 PAGE: 1	

AAAFES Manifest
Figure 16-3a

SHIPPING SUMMARY - 308311
CONTAINER NUMBER - AAFES280
TO: 1012665 3051-19-11-20 HONOLULU
VANCE COMM TOBACCO
BLDG 410
216 RICH ST
VANCE AID OK 727055

AAAFS WAREHOUSE MANAGEMENT SYSTEM WACC
FROM: 1058925 3753-91-01-20
WACO NAPES
AAAFS WACO DC
1851 EXCHANGE PARKWAY
WACO TX 757126

28/02/11 13:33:33 PAGE: 2

ACCT DEPT	PRODUCT COST	WAREHOUSE SURCHARGE	TRANSPORT COSTS	INITIAL BRANCH COST	TOTAL BRANCH SELL
331-10	2229.70	20.95	0.00	2250.65	2753.60
ACCOUNT 031 TOTAL	2229.70	20.95	0.00	2250.65	2753.60
* RETAIL TOTAL *	2229.70	20.95	0.00	2250.65	2753.60
** MANIFEST TOTAL **	2229.70	20.95	0.00	2250.65	2753.60
TOTAL PIECES SHIPPED					
TOTAL LABELS					

AAFES Manifest
Figure 16-3b

READ ONLY FORM

[illegible]

AAFES FORM 4350-007 (REV NOV 03) (PREV EDITIONS USABLE) Item No. 750435007 CRC No. 522-3797

*Delete in Applicable Statements EOP 55-22

Retail Price Voucher, AAFES Form 4350
Figure 16-4

[illegible]

Transfer Voucher, AAFES Form 7350
Figure 16-5

DeCA TOBACCO DOCUMENT LOG (Revised Jan 2011)																			
STORE:										FACILITY NO:					MONTH:				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)					
Control No.	Ref. No.	Date	STOVES Receipt Amount	Warehouse Manifest	Price Adj. Income	Price Adj. Expense	Transfer To Exchange	Transfer From Exchange	SPR	Other Adj.	VCMe	Sales	Balance	Date of Month Report					
Beginning Inventory - 30 JANUARY 2011																			
TF-01			40.412	431	101	-20243	229	500	131	413	419	427							
TF-02																			
TF-03																			
TF-04																			
TF-05																			
TF-06																			
TF-07																			
TF-08																			
TF-09																			
TF-10																			
TF-11																			
TF-12																			
TF-13																			
TF-14																			
TF-15																			
TF-16																			
TF-17																			
TF-18																			
TF-19																			
TF-20																			
TF-21																			
TF-22																			
TF-23																			
TF-24																			
TF-25																			
TF-26																			
TF-27																			
TF-28																			
TF-29																			
TF-30																			
Total			\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0						

Tobacco form 10.0

Tobacco Document Log, Tobacco Form 11-01
Figure 16-7a

DeCA TOBACCO DOCUMENT LOG (Revised Jan 2011)														
STORE:		0		FACILITY NO: 0		MONTH:		FEBRUARY 2011						
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)
Cumul. No.	Ref. No.	Date	STONTS Receipt Amount	Warehouse Shrinkage	Pile Adj. Increase	Pile Adj. Decrease	Transfer To Exchange	Transfer From Exchange	YPR	Dble. Adj.	YRMs	Sales	Balance	Date of Next Report
Transfer to Cash			491411	41	41	42543	529	50	44	412	49	17		
Forward			\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
TF-31													\$0	
TF-32													\$0	
TF-33													\$0	
TF-34													\$0	
TF-35													\$0	
TF-36													\$0	
TF-37													\$0	
TF-38													\$0	
TF-39													\$0	
TF-40													\$0	
TOTAL			\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Physical Inv. 28 February 2011														
DIFFERENCE BETWEEN BOOK INVENTORY AND PHYSICAL INVENTORY														
PERCENT OF GAIN/LOSS														
INVENTORY TO SALES RATIO														
CUMULATIVE TOTALS FOR AFTES ACCOUNTING YEAR USING BOOK INVENTORY:														
PRIOR TOTALS NONE														
TOTAL FOR AFTG YEAR \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0														

Tobacco form 10-01

Tobacco Document Log, Tobacco Form 11-01
Figure 16-7b

TOBACCO RECONCILIATION WORKSHEET		YEAR TO DATE							
COMMISSARY NAME:		MONTH	YEAR TO DATE						
ACCOUNTING PERIOD ENDING 28 FEBRUARY 2011									
1. BEGINNING INVENTORY									
Total Inventory- Taken On COB 29 January 2011			\$0						
2. RECEIPTS									
From 31 January - 28 February 2011									
a. Directly from Vendors		\$0	\$0						
b. From Exchange Distribution Center		\$0	\$0						
3. PRICE CHANGE INCREASE		\$0	\$0						
4. PRICE CHANGE DECREASE		\$0	\$0						
5. TRANSFERS TO EXCHANGE		\$0	\$0						
6. TRANSFERS FROM EXCHANGE		\$0	\$0						
7. VPRs		\$0	\$0						
8. OTHER ADJUSTMENTS		\$0	\$0						
9. VCB		\$0	\$0						
10. TOTAL		\$0	\$0						
11. SALES		\$0	\$0						
12. ENDING STOCK INVENTORY		\$0	\$0						
13. PHYSICAL INVENTORY		\$0	\$0						
14. GAIN/LOSS FOR ACCOUNTING PERIOD		\$0	\$0						
15. PERCENTAGE OF GAIN/LOSS		\$0	\$0						
		#DIV/0!	#DIV/0!						
Remarks:		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Previous Month:</td> <td style="width: 50%;">\$</td> </tr> <tr> <td>Write off for Feb 2011</td> <td></td> </tr> <tr> <td>Total for year</td> <td>\$</td> </tr> </table>		Previous Month:	\$	Write off for Feb 2011		Total for year	\$
Previous Month:	\$								
Write off for Feb 2011									
Total for year	\$								
PREPARED BY:		STORE DIRECTOR:							
(Name)		(Name)							
(Date)		(Date)							

Tobacco form 11-01

Tobacco Document Log, Tobacco Form 11-01
Figure 16-7c

DeCA's Version of AAFES
TRANSMITTAL/BATCH
TICKET

TO: (MAIL ADDRESS)

DATE:

FROM: (STORE NAME)

STORE 10 DIGIT FACILITY
NUMBER:

TRANSMITTAL NUMBER:

NUMBER	TYPE OF DOCUMENT	DATE OF DOCUMENT	DOLLAR VALUE
01			
02			
03			
04			
05			
06			
07			

FISCAL MONTH:

EFA Transmit Date:

Sys Batch #:

User Batch #:

TC

Commissary Tobacco POC

Date Mailed

Phone Number

AAFES Accounting

Date Received

Tobacco Transmittal Batch Ticket
Figure 16-8

TRANSACTION CODE (TC) REPORT									
"FISCAL PERI"	"TRN CD"	"COST AMT"	"SELL AMOUNT"	"REF 1"	"REF 2"	"REF 3"	"REF 4"	"TRN DESO"	
AUG FY 08	43109	25024.08	35817	0000308085	3760 9101	031 10		TV-MECH REC-WACO	
AUG FY 08	43109	17357.84	24857	0000308082	3760 9101	031 10		TV-MECH REC-WACO	
AUG FY 08	43109	28358.94	40384	0000307374	3760 9101	031 10		TV-MECH REC-WACO	
AUG FY 08	43109	27740.6	37770	0000367742	3760 9101	031 10		TV-MECH REC-WACO	
AUG FY 08	49150	675	1112	0010371798	8917	0227	140000	MECH RCTPT DECA TOBACCO	
AUG FY 08	41201	-138.2	-183	861815				PYMTS/RECT APP - WRONG PO	
AUG FY 08	41201	-768.05	-943	861143				PYMTS/RECT APP - WRONG PO	
AUG FY 08	41201	-254.4	-350	863558				PYMTS/RECT APP - WRONG PO	
AUG FY 08	41201	-437.1	-340	863658				PYMTS/RECT APP - WRONG PO	
AUG FY 08	44110	0	30	120808				PRICE CHANGES-MARKUP-OIL	
AUG FY 08	44210	0	-5	140808				PRICE CHANGES-MARKUP-OIL	
AUG FY 08	44410	0	-3895	240108				PRICE CHANGES-VPR ON-LINE	
AUG FY 08	44410	0	-1475	010308				PRICE CHANGES-VPR ON-LINE	
AUG FY 08	44410	0	-150	310308				PRICE CHANGES-VPR ON-LINE	
AUG FY 08	44410	0	-3805	290308				PRICE CHANGES-VPR ON-LINE	
AUG FY 08	44410	0	-81	310308				PRICE CHANGES-VPR ON-LINE	
AUG FY 08	51071	-579.5	0	T000215569	TOB.VPR	RJRDECA	7JUL-13JUL	TOBACCO INCOME	
AUG FY 08	51071	-1173	0	T000215573	TOB.VPR	RJRDECA	14JUL-27JUL	TOBACCO INCOME	
AUG FY 08	51071	-1173	0	T000218573	TOB.VPR	RJR	28JUL-10AUG	TOBACCO INCOME	
AUG FY 08	52801	-2429.85	-3219	01	4124100100	03110		ON-LINE TRANSFERS OUT	
AUG FY 08	52801	-10482.89	-13887	02	4124100100	03110		ON-LINE TRANSFERS OUT	
AUG FY 08	52801	-1377.65	-1825	03	4124100100	03110		ON-LINE TRANSFERS OUT	
AUG FY 08	52801	-2363.52	-3131	04	4124100100	03110		ON-LINE TRANSFERS OUT	
AUG FY 08	53001	288.8	486	57661	4124100100	03110	57861	ON-LINE TRANSFERS IN	
AUG FY 08	53001	288.8	496	57607	4124100100	03110	57867	ON-LINE TRANSFERS IN	

AAFES TRANSACTION CODE (TC) REPORT

FIGURE 16-9

[illegible]

SECTION 19: GROCERY AND WAREHOUSE DEPARTMENT

19.1. RESPONSIBILITIES. Grocery department operations present a variety of potential hazards requiring care and attention by supervisors and workers to prevent injuries and property damage. The department manager is responsible for ensuring that all employees know and follow safety rules. Failure to enforce/follow safety procedures (e.g., wearing personal protective equipment (PPE)) may result in disciplinary action of the supervisor and employee.

a. The manager/supervisor will work closely with the facility/directorate-level safety representative. The safety representative's function is to assist in any safety-related efforts (e.g., providing safety information, assisting in department's area inspections, and serving as a safety liaison to facility management, assisting in providing safety training).

b. The manager/supervisor is responsible for providing safety training with coinciding documentation (DeCAF 30-72) for employees; investigating and completing accident reports should an accident occur; conducting (or assisting) periodic safety inspections of work areas, and initiating action to correct discrepancies.

19.2. WAREHOUSE AND RECEIVING OPERATIONS.

a. Receiving and loading docks.

(1) Frequently used loading docks should be located away from streets and intersections. Vehicles parked at docks shall not block general purpose vehicle routes unless control devices (e.g., cones, barricades, warning signs) are used to redirect traffic.

(2) Dock surfaces shall provide a smooth and even surface for MHE (material handling equipment) and workers. Where necessary, aisle ways should be established and marked. Edges of docks shall be marked when there is a chance of workers falling. Markings will be 4-inch wide yellow or yellow and black-striped lines. Where the potential for serious injury exists from a person walking or falling off the dock, or the dock surface is higher than 4 feet above ground level, removable railings shall be installed which will not interfere with surrounding operations.

(3) Dock widths will be 2-feet wider than the widest vehicle or most common material being transported. Additional clearance shall be provided to permit safe turns.

(4) Mechanized equipment will be used when appropriate. Order filling, merchandise inventory, and other related tasks should be planned so workers are not raised by PIT up to the pallet racks/shelves, but instead the pallets are brought down to them at floor level. The safest and most efficient method is to always keep the fewest number of people working above floor level for the least amount of time. When elevated work cannot be avoided, personal PPE and PIT safety equipment shall be used as prescribed in DeCAM 30-17, Volume 1, Sections 11 and Volume 2 Section 14.

(5) Aisles shall be wide enough to enable employees to move about freely while handling material or removing it from bins, racks, or piles. Aisles will be clearly marked. Trucks, material, and other objects not in use will not be allowed to stand or extend into pedestrian aisles. Aisles leading to circuit breakers, emergency eyewash stations, fire alarm pulls, sprinkler valves, fire exits, and fire extinguishing equipment shall be kept clear.

(6) Floor surfaces, platforms, and ramps shall be kept clean and in good condition. Ramps used by PIT will have their slope calculated. Ramps in excess of 10% will have a caution sign posted adjacent to the ramp which must be observable by the operators.

(7) Dock boards used in trailer loading and unloading should be capable of holding four times the expected load and be wide enough to permit easy maneuvering. Workers will ensure the dock boards are in a secure position and have substantial contact with the dock (or loading platform) and the carrier's equipment. Dock boards will be lowered or slipped into place and not dropped. If stored upright, they will be secured from falling.

(8) The necessity for wearing PPE will be determined by the facility's PPE hazard assessment.

(9) Electrically operated receiving bay doors shall have the control switches located so the doors may be observed during the complete range of movement while opening and closing. Controls shall be clearly marked, distinguishable, and wired so the doors move only when pressure is applied to the actuating switch and movement stops when the switch is released. Each electrically operated door shall be equipped with a manual override to allow operation during power outages. Overhead doors that use cables to support their weight for opening or closing movement will be equipped with automatic safety stops to halt door movement in the event the cable(s) break.

(10) Wheel chocks will be available and used for each receiving bay which uses PIT forklifts to on-/off-load trucks. Receiving bays which have mechanical restraining devices built into the dock (dock locks) are exempt from this requirement except when the restraining devices are inoperable. Therefore, it is recommended that each bay have a dedicated set of chocks.

(11) The edges of roofs over exterior loading docks shall have sufficient gutters and downspouts to prevent excessive rainwater buildup or runoff on the dock.

(12) A pallet puller and chain will be used only in situations where MHE cannot enter trailers being offloaded, and no other means to offload are available. The chain will be inspected prior to use. A safety zone will be established between the pallet and PIT, and to the sides for a distance of at least 30 feet. Orange or red safety cones will identify the safety zone. The PIT operator and a safety observer standing outside the safety zone will ensure the safety zone is clear, and the trailer is properly chocked before engaging in pallet pulling operations. The pallet will be pulled to the edge of the trailer using the slowest speed needed to move the pallet. Care must be taken to avoid sudden jerks or fast speeds.

b. General Warehouse Operations.

(1) All warehouse employees may be subject to wearing PPE. The necessity for PPE will be determined by the facility's PPE hazard assessment.

(2) An 18-inch clearance will be maintained on stacks less than 15-feet high; and a 36-inch clearance maintained on stacks over 15-feet high from sprinklers, joists, rafters, beams, and roof trusses. When combustible materials are involved, regardless of stack height, a 36-inch clearance shall be maintained. A 24-inch clearance shall be maintained between stored materials and substandard firewalls. The installation fire department will be consulted if the fire rating of a wall is unknown.

(a) An 18-inch clearance will be maintained around light or heating fixtures.

(b) When supplies are stacked above the horizontal level of lower roof truss members or beams, horizontal clearance between supplies and structural members or other installed devices will be 18 inches.

(3) In warehouses, aisle marking and widths may be any color so long as they clearly define the area considered as aisle space. The lines may be composed of dots, squares, stripes, or continuous, but they too must define the aisle area. The recommended width of aisle markings varies from 2 to 6 inches; therefore, any width two inches or more is considered acceptable. The recommended width of aisles is at least three feet wider than the largest equipment to be used. The minimum width of an aisle will be four feet. The DeCA Area Safety Manager (ASM) must approve exceptions to these marking requirements.

(a) All loading docks, stairways, and any area that changes elevation will be identified by painting solid yellow or yellow and black stripes along the edge at the point of the elevation change. The edges of MHE entry and exit doors shall be similarly highlighted.

(b) All corners of storage racks and other permanent type fixtures within the warehouse shall be highlighted by painting or taping solid yellow or diagonally cut yellow and black stripes at least 36 inches high. Bollards or corner guards may also be used to protect entry and exit ways, or other resources. Corner guards are not required to highlight corners of storage racks.

(c) Warehouse storage racks shall be installed and inspected IAW manufacturer's instructions. The Facility Manager and/or the Grocery Manager will visually inspect racks periodically to verify they are in safe condition; free of damaged and deformed (bent or twisted) shelves and vertical and horizontal supports. Any damage that occurs to a rack system will be reported to a supervisor for immediate inspection. Any rack beams, supports, struts, etc., with rips, tears, or deflections ½ inch or greater will be replaced. If structural integrity of the rack system is in question, the supervisor will contact either the installation safety office, DeCA engineer, or area ASM for assistance. The rack's storage weight capacity will be posted and not exceeded. Vertical supports will be secured to the floor by at least one bolt and rear safety

guards (push through grate/bar) installed where items stowed can be pushed through the rack into open aisles. Safety pins will be installed for each horizontal support brace (front and back) and at least two cross supports will be used on each pallet stored on open racks.

(4) Overreaching and stretching to reach overhead objects shall be avoided. A ladder appropriate for the situation will be used. Climbing on pallet racks is prohibited.

(5) Stocking carts or hand trucks (dollies) will not be loaded to restrict the operator's travel view nor loaded with excessive weight so the operator can't easily maneuver.

(6) Lamps and lamp holders for fixed lighting located above aisles through which vehicles are commonly driven, or that may otherwise be exposed to physical damage, will be located not less than 12-feet above the floor.

(7) Unserviceable pallets (e.g., broken, splintered, badly warped, loose boards, protruding nails) shall not be used. These pallets will be either returned to the appropriate vendor or distributor; or if beyond repair, disposed of properly.

(a) Wooden shipping pallets will not normally be used as walking or working surfaces as they are not designed for this purpose. However, when used on a material order selector/ picker, and when the operator is wearing approved fall protection equipment as specified in DeCAM 30-17, Volume 2, Section 14.7, the operator may step onto the raised pallet to perform required duties. Prior to standing on the pallet, the selector/picker will be positioned alongside the material racks with minimal space maintained between the racks and the selector/picker. The operator will ensure the weight limitations of the selector/picker are not exceeded, including the weight of the operator. Pallets will not be used as work surfaces on any other MHE such as narrow aisle reachers, walkie-stackers, swing reaches, pallet jacks, or forklifts.

(b) All palletized and unpalletized merchandise shall be placed and secured in a safe manner to preclude rocking and tipping of pallets and to prevent unbalanced stacks. There shall be at least two cross member supports placed under each pallet of merchandise stored in the racks.

(c) Pallets not in use should be neatly stacked for storage. They can be stored both inside and/or outside; however, the local fire prevention/protection authority (such as the local fire department chief) must be conferred with to determine proper placement, quantity, and storage height. They will never be stood vertically on end, but shall be stacked flat, one upon the other, no higher than 20 pallets (The 20 pallet limit is for wooden pallets. Plastic pallets may be stored to the same vertical height.) Rationale: This number increase will aid in reducing square footage required to store pallets. This increased pallet height does carry some additional safety/risk management concerns. These include, but are not limited to, ensuring sprinkler heads are not obstructed/struck by the pallets, adding/removing pallets above shoulder height is performed by a forklift to prevent/reduce risks to back injuries, and stacking pallets plumb (i.e., straight up and down) to prevent falling over.

(d) Unused pallets can be stacked on top of each other as an ergonomic tool to raise the working height of loaded pallets off the floor and minimize exposure to low-level manual lifting tasks.

(e) Pallets identified for use to display bulk containers of product on the sales floor will be of best quality available. These pallets will be free of any defects (missing, cracked, or splintered boards; exposed nails) that may cause injury to employees or patrons.

(f) The use of plastic pallets may raise the fire load capacity of an area to the next highest commodities class, and their use/storage must be conferred with the local fire authority to determine the adequacy of current sprinkler systems. Dead (unloaded) plastic pallets will not be stored within the racks.

(8) Roller and gravity chutes are the most commonly used conveyors in DeCA operations. A guardrail should be used on each side of the rollway to guide merchandise and prevent it from running off the conveyor. This is especially advisable at corners and turns.

(a) A live roller conveyor has electrical power applied to all or some of the rollers. They shall be designed to eliminate hazards from pinch points and moving parts.

(b) Personnel shall never be allowed to climb or step upon any conveyor.

(c) Walk-In Freezers/Coolers.

1. Each walk-in refrigerator and freezer will be equipped with at least one door that can be opened from the inside, if locked on the outside, to permit escape. The door will either be equipped with an immediate accessible quick release opener or a lift-off safety bar mounted on the inside of the door. Quick release opening devices will be periodically checked for proper function and repaired if found unserviceable. Supervisors and/or CCMs will ensure all DeCA/contract employees and vendor stockers who may be required to enter these areas are aware of door emergency exit features and how they operate. If the doors are locked or can be locked, they will be equipped with permanent signs mounted on the outside door surface that read: "DETERMINE NO ONE IS INSIDE BEFORE LOCKING DOOR." At DeCA facilities where the local language is other than English, the sign will be bilingual; in English and the local language. These signs may be produced locally and should be designed or laminated to withstand environmental conditions, if necessary.

2. If only one person is assigned to work in the walk-in freezer, the worker will not enter without someone else knowing they are working alone inside the freezer. A worker from the store may serve this purpose. If such an arrangement is not possible, the employee who will be working in the freezer shall notify their supervisor or another local management official before entering and after exiting the freezer. Dependent upon the task(s) to be performed, a frequency of contact (e.g., every 15 minutes) will be established between the worker and this other individual to ensure the well-being of the worker. DeCAM 30-17, Volume 2, Section 16.13, has additional guidance on working alone.

3. Necessity for PPE will be determined by the PPE hazard assessment for the operations. If required, PPE that contacts the skin (e.g., headgear, gloves) will be personally issued. If required, outer garments (e.g., coveralls, parka) may be provided for group wear.

4. Storage racks shall be in safe condition, free of broken or bent shelves, and supported on solid legs. Adequate air space will be maintained between storage racks and walls. Merchandise will not be stacked against refrigerator/freezer walls.

5. Adequate aisle space shall be provided for MHE and personal access to palletized product and internal shelving.

6. Blower fans shall be properly guarded to preclude personal injury. All lights are to be operational with safety globes or guards in place.

7. Accumulation of ice on freezer room walls, ceiling, and floor will be removed whenever a buildup of ice becomes noticeable. Door seals and curtains will be maintained in proper condition to aid in preventing icing and replaced when no longer serviceable to prevent ice buildup.

8. The tops of freezers/coolers, unless specifically approved by the area engineer, will not be used as a storage area.

c. Balers/Compactors.

(1) Only trained DeCA employees, contractor employees, and vendor stockers can load and operate (i.e., turn on/off) balers and compactors. Only trained DeCA/contractor employees can unload balers and compactors. The baler/compactor operator/instruction manual will be used to provide this instruction/training. If a Job Hazard Analysis (JHA) has been conducted on the baler operations, it will also be used as part of the instruction/training program. Training will be conducted prior to first use, with refresher training provided whenever local DeCA management has reason to believe that any affected personnel who have already been trained do not have the understanding and skill required to safely operate the equipment or when equipment changes occur. The individual(s) selected to conduct this training must be familiar with the operation of the baler/compactor and could include, but not be limited to, the equipment's manufacturer representative, facility safety representative, or an experienced DeCA employee considered by local management as capable of conducting this training. Receipt of different equipment will require retraining.

(a) Training for DeCA employees will be recorded on DeCAF 30-72, Employee Safety and Health Training Record, Section 3.

(b) The contractor shall ensure all contractor employees who use the baler/compactor are trained in the safe operation of this equipment. Contractor will maintain record of this training and present it upon request to the CCM for verification.

(2) Any individual under the age of 18 may not operate or unload balers/compactors, or assist another individual with these tasks. Sixteen- and seventeen-year-old trained workers can only load (i.e., place cardboard inside) balers/compactors when all of the following conditions are met:

(a) The balers/compactors meet ANSI Z245.5-1990 standard for balers and American National Standards Institute (ANSI) Z245.2-1992 for compactors, or any other standard that is adopted by ANSI and certified by the Secretary of Labor to be at least as protective of the safety of minors as the ANSI standards.

(b) Balers and compactors have an on/off switch incorporating a key-lock or other system, and control (i.e., operation) of the system is maintained by an individual authorized to operate the unit and who is 18 years old or older.

(c) The baler/compactor on/off switch is maintained in the “OFF” position when not in use.

(d) Balers and compactors have signs posted on the front and near the controls which state, “TO BE OPERATED BY AUTHORIZED EMPLOYEES ONLY. This machine meets ANSI standard Z245.5-1990 (for balers) and Z245.2-1992 (for compactors). Employees who are 16 or 17 years of age may only load paper or cardboard into this machine. No employee under the age of 18 may operate or perform unloading tasks.”

(3) The baler loading chamber door (safety gate) shall be in satisfactory operating condition. The chamber door shall be lowered prior to operating the baler and must remain lowered during the entire compression stroke. The baler must be equipped with a safety interlock switch to prevent operation unless the safety gate is lowered. If the safety gate/safety interlock switch is not functioning properly, the baler/compactor shall be effectively taken out of service so it cannot be used until repairs are completed.

(4) Balers will be equipped so the baler ram will reverse travel if the loading chamber door is obstructed.

(5) On balers/compactors located outside commissaries, doors will be kept completely closed and secured, if possible, any time operators are not in the immediate vicinity (i.e., in sight of the unit). Operators must check for person(s) inside or around the equipment before use and before securing the equipment. When the baler/compactor is left unattended, operators will ensure the start switch is locked “OFF” and the key is removed, or the equipment’s electrical disconnect device is turned off and locked out to prevent an unauthorized, untrained individual from activating the baler/compactor. Key control measures will be implemented to ensure key(s) are issued only to personnel authorized to operate/unload the baler/compactor. When the facility is closed for operations, management will ensure that the exterior baler/compactor has been de-energized/locked out to prevent unauthorized operation.

(6) The perimeter of the floor area near the bale chamber door where the bale will be ejected will be marked with yellow stripes to indicate the hazard area for personnel to stand clear

of while making a bale, normally a 6- by 6-foot boxed area. In addition to having the same bale discharge area marked with yellow stripes, horizontal balers equipped with a hinged bale chamber door will have the floor area that encompasses the full movement of the chamber door similarly marked.

(7) PPE needs will be IAW the results of the PPE hazard assessment of the operation. PPE usage during bale unloading activities may include items such as safety-toe footwear, leather gloves, and eye protection.

(8) Baling wire will be stowed in a location and manner not to create an impalement hazard from inadvertent contact or a tripping hazard.

(9) An adequate work area will be provided around the baler/compactor to permit safe maintenance, servicing, and cleaning; this area will be free from obstructions that could create a slip or trip hazard.

(10) Protection of the operator of horizontal balers/compactors having a loading height less than 42 inches from the point of operation (i.e., the area where work is actually performed upon the material) shall be accomplished by one of the following means:

(a) Sustained manual pressure controls, with the control panel located in such a way that the operator cannot reach the loading zone or pinch-point areas while depressing the start (on) control. - OR -

(b) The point of operation guard/barrier shall prevent entry of any part of the body into the point of operation. The guard/barrier will create no pinch-point between the guard and moving parts; offer maximum visibility of the point of operation; and be easily accessible for inspection and maintenance.

19.3. SALES FLOOR AND DISPLAYS.

a. Floors. Floors shall be maintained in a clean, dry, and uncluttered manner. Removal of cardboard while constructing mass and end cap displays should be organized and prepared for subsequent (prompt) disposal to prevent clutter and unsafe work practices. Sales floor surfaces and their cleaning treatment should promote a slip-resistant condition. Immediately block off the floor area adjacent to a spill and mop the area dry as soon as possible. Sweep broken glass into a dustpan, rather than picking it up by hand, and carefully remove it.

b. Mats. Matting can be used in various sections of the sales floor area (e.g., produce, entrance ways, and dairy coolers) to aid in maintaining a safe floor. Mats should be checked often to ensure they are lying flat (e.g., no rolls or curled edges), not over-saturated with water, or unsightly with excessive debris.

c. Floor tiles. Floor tiles will be maintained in good condition. Tiles that are cracked/broken will be promptly replaced. Prior to replacement, the floor tiles must be identified as whether

they contain asbestos or not. Match work procedures according to the result of the determination.

d. Asbestos Floor Tiles. Vinyl floor tiles installed prior to 1980 may have ACM. Specifications for the “as built” construction plan, the DeCA Area engineer or ASM, or the host installation asbestos management office may be able to confirm the presence of asbestos. Otherwise, floor tiles installed prior to 1980 will be considered as Presumed Asbestos Containing Materials (PACM). Specific safety procedures for ACM/PACM is provided in DeCAM 30-17.01.01, Section 8.

e. Display Case. The exterior condition of display cases will be checked during department safety inspections to ensure proper condition (e.g., free of broken/cracked see-through panels, free from damage/sharp metal edges). Ensure the following on frozen and chilled food display cases:

- (1) Compressors and fans are adequately guarded to preclude personal injury.
- (2) Food storage areas are free from sharp or jagged edges and solidly supported.
- (3) All food cases are grounded using three-wire receptacles. Service cord/conduit cable is in good repair and not “pinched” between the case and a nearby structure. Service cords for roll-around cases will be positioned out of the path of travel when the case is moved. Inspecting the condition of these cords must be included in the periodic safety surveys of the sales floor area.
- (4) Proper food case temperature is maintained and all leakage (e.g., gas, water) is immediately reported and cleaned up.
- (5) Water, food, and other drippings on the floor are immediately blocked off and cleaned as soon as possible.
- (6) All electrical connections are unplugged at the outlets or turned off at the circuit breaker with Lockout/Tag out procedures implemented prior to cleaning, servicing, or maintaining display cases.
- (7) Care should be taken when removing and discarding light bulbs in need of replacement to prevent breakage and the potential for cuts and abrasions.

f. Walk-In Coolers. Walk-in coolers (e.g., dairy cooler) safety criteria parallels those mentioned in Section 19, paragraph 8c in DeCAM 30-17-01-02.

g. Stocking. Because the public has free access to a large portion of these operations, take extra care to maintain safe operating conditions.

(1) MHE (non-powered) will be used to the fullest extent to transport product to the sales floor for stocking. To prevent potential musculoskeletal injury and to prevent striking an object

or person, do not overload. To avoid damaging the flooring materials when using manual pallet jacks to move palletized loads onto the sales floor, use caution and proper operating practices (such as raising the load, avoiding sharp turns, ensuring the jack's wheels are in good condition). Local policy may be made concerning the use of electric pallet jacks on the sales floor. Managers should consider adequate aisle space and patron safety during peak hours.

(2) Do not leave box cutters unattended when not being used. When not in use, the blade will be retracted fully into the cutter's case. Cutters with permanently exposed blades are prohibited. Ensure used blades are disposed of in a safe manner. Knives are prohibited for use as box cutters. When opening a box, cut only one side at a time, while making sure to keep the body (especially the other hand) away from the cutting path of the blade. Reposition the box or the body to cut each side around the box. Each facility will develop their procedure for safely discarding used blades.

(3) Report any damage to shelving components immediately to the supervisor to initiate prompt repairs. Replace damaged shelving immediately when replacement shelving is available. Dependent on the damage type, immediate local repairs or isolation of the damaged section may be needed to provide protection for both stockers and patrons.

(4) Be alert for broken glass when reaching into packing cases in which glass items have been shipped. If removal of broken glass is required, use cut-resistant gloves. Procedures for safely discarding broken glass will be established by each facility.

(5) Do not leave boxes, carts, and other packing in the walking/shopping areas.

(6) Milk crates will not be used as a step stool.

h. Palletized Displays. Pallets used to display bulk products will be selected based upon the high quality available in the store. Pallets used for this purpose will not have any missing boards, splinters, exposed nails, or other defects that may cause harm to patrons or employees. Devices such as a "pallet guard" or locally developed barriers can be used to isolate potential hazards from pallets with ill repairs/tripping hazards from exposed corners.

i. Merchandising. Product displays will be placed/built as not to create a safety hazard. Merchandise shelving and display cases shall be arranged to accommodate the most spacious aisles practical with a logical smooth flow for heavy foot traffic. Layout should avoid blind corners to prevent collisions; however, where unavoidable, mirrors should be mounted to afford views around those corners. The height of each end cap display should reflect a consistent profile, compatible in height with the products allocated to the top shelf of the gondola run located behind the end cap within the interior (center) aisles of the store.

(1) Decorations will not be placed as to obstruct viewing emergency exit signs or to obstruct the spray pattern from sprinkler heads. Decorations/signage hanging from the ceiling above passageways will have their lower edge positioned no lower than 7 feet above the floor surface to prevent it from striking personnel in the head/face area.

(2) Displays/decorations will not be placed to restrict or obstruct emergency exit ways, exit doors, fire alarm devices, or fire extinguishers.

j. Mass Displays. When building mass displays, do not stack product too high for customers to reach or create a dangerous situation where unstable stacks of product could fall. Plexiglas or other materials used for intermediate shelving should have smooth, round corners, and be in overall good condition.

k. Shopping Carts. Shopping carts will be continuously observed and inspected monthly for damage. Damaged carts will be taken out of service until repaired. This monthly inspection will be recorded on a locally developed form and contain at least the date of the inspection and name of the individual conducting the inspection. This record of inspection will be maintained for one year. Carts with damaged child safety seats, damaged specially designed child carriers, or damaged/missing child safety belts will be removed from service until repairs are made. Child safety straps are often damaged when nesting carts, as they get tangled up in other carts. It is recommended to snap straps together during the inspection so they will not be damaged and require replacement.

(1) Motorized shopping carts that are identified by the manufacturer as “indoor use only” will only be used indoors. Prior to charging, the service cord and plug will be inspected for damage (e.g., broken outer shield, missing grounding pin). Cart storage and charging locations must not block aisles, exit ways, fire extinguishers, etc., and remain easily and readily accessible by disabled patrons. Periodically “test drive” motorized carts to ensure proper operation.

(2) Shopping cart manufacturers’ recommended safety inspection and maintenance program for the cart and restraint system will be implemented. Actual conduct of these services can be conducted using in-house personnel or integrated into the cart’s servicing/maintenance contract.

(3) Shopping cart corrals located in parking lots will be securely fastened to the ground to prevent movement. Damaged corrals will be repaired or removed.

19.4. VENDOR COOKING. Such operations, if not properly controlled, can create serious safety, fire, and health hazards. Store directors shall develop a local policy letter to address how they will ensure the following standards are met. Before implementation, the policy will be coordinated with installation safety, fire, and food quality assurance officials.

a. Vendor cooking demonstrations must be located and equipment arranged and used so as to pose no hazards to patrons, employees, and facilities. Only electrical operated cooking devices will be used.

b. Avoid locating demonstrations in the middle of shopping aisles.

c. Ensure tables or stands for placement of equipment are stable and equipment is not located on them close to the edge where it could fall if bumped. Demonstrators actively cooking

products for patron sampling will not leave cooking equipment unattended when in use or while the cooking equipment is still hot to the touch. When hot oils are in use, lids must be secured and monitored at all times.

d. Vendors must place knives and other utensils in a safe, out-of-the-way location when not being used.

e. All equipment brought in by the vendor must be inspected by the store, department, or general manager, or commissary safety representative to ensure it is in good operating condition.

f. If extension cords are used, they must be rated to carry the electrical load of the cooking appliances to be used. The ampere rating of the extension cord must meet or exceed the rating of the appliance. Cords will be properly placed to prevent clutter and tripping hazards.

g. If the appliance requires an electrical ground, ensure the electrical connection provides one (e.g., electrical cord ground pins are not broken or missing).

h. Vendors should be briefed on safety procedures to include cooking hazards, tripping hazards, the location of the nearest fire alarm pull station/fire extinguisher, and evacuation routes.

i. The commissary safety representative will periodically monitor cooking demonstrations to ensure the operations remain safe.

19.5. OTHER APPLICABLE SAFETY CRITERIA (NOT ALL INCLUSIVE). Detailed safety requirements for pit, energy-control (lockout/tag out), hazardous materials, etc., are located in DeCAM 30-17.1, Volume 1 and 2 and must be applied, where applicable.

GLOSSARY

G.1. ACRONYMS.

AAFES	Army and Air Force Exchange Services
ALFOODACT	All Food Activities
ANSI	American National Standards Institute
ASM	Area Safety Manager
BCCRC	Resale Accounting Branch, Resource Management Directorate
BOH	Balance on Hand
CA	Commercial Activity
CAO	Computer Assisted Ordering
CAOS	Computer Assisted Ordering Specialist
CARTS	Commissary Advanced Resale Transaction System
CCM	Commissary Contract Monitor
CCRCR	Resale Accounting Branch
CDC	Central Distribution Center
CMF	Catalog Master File
COB	Close of Business
COMS	Commissary Operations Management System
CONUS	Continental United States
COPPS	Commissary On-Line Product Pricing System
CSO	Customer Service Office
CST	Central Standard Time
DAX	Demand Analytics
DC	Distribution Center
DDDC	Dan Daniels Distribution Center
DDO	Defect Documentation/Observations
DDR	Distributor Discrepancy Rate
DeCA	Defense Commissary Agency
DeCAD	Defense Commissary Agency Directive
DeCAF	Defense Commissary Agency Form
DeCAM	Defense Commissary Agency Manual
DFAS-CO	Defense Finance and Accounting Service-Columbus
DLA	Defense Logistics Agency
DoD	Department of Defense
DoDACC	Department Of Defense Activity Address Code
DOORS	DeCA Overseas Ordering and Receiving System
DSCP	Defense Supply Center Philadelphia
DSD	Direct Store Delivery
DSD-S	Direct Store Delivery-Single
DTI	Delivery Ticket Invoice
DWCF	Defense Working Capital Fund
EBS	Enterprise Business System
EDI	Electronic Data Interchange

EDW	Electronic Data Warehouse
ESL	Electronic Shelf Labels
FA	Finance and Accounting
FDA	Food and Drug Administration
FDS	Frequent Delivery System
FIFO	First In First Out
GPLD	Government Property Lost or Damaged
GTIN	Global Trade Identification Number
HBC	Health and Beauty Care
HHD	Hand Held Device
HHT	Hand Held Terminal
HQ	Headquarters
IAW	In Accordance With
ID	Identification
ITGB	Imperial Tobacco Group
JHA	Job Hazards Analysis
MFI	Medical Food Inspector
MHE	Material Handling Equipment
MIT	Merchandise in Transit
MOA	Memorandum of Agreement
MPH	Public Health and Safety Directorate
MPLD	Distribution/Transportation Division, Logistics Directorate
MPS	Sales Directorate
MPMM	Promotions/Marketing Division, Sales Directorate
MPSP	Perishable Division, Sales Directorate
MRE	Meal Ready-To-Eat
MWR	Morale, Welfare, and Recreation
NEXCOM	Navy Exchange Service Command
NIS	Not In Stock
OCONUS	Outside the Continental United States
OOP	Overseas Ordering Point
OPP	Overseas Processing Point
OSA	Off-Shore Acquired
OSS	Overseas Support Section
PACM	Presumed Asbestos Containing Materials
PAI	Price Adjustment Inventories
PCV	Price Change Voucher
PEL	Price Extended List
PHQ	Power HQ

PIIN	Procurement Instrument Identification Number
PIT	Purchases-In-Transit
PLU	Product Look-Up
PO	Purchase Order
POC	Point of Contact
POS	Point of Sale
PWS	Performance Work Statement
RF-HHT	Radio Frequency Hand-Held Terminals
ROD	Report of Discrepancy
ROR	Requisition Order Report
RSA	Receiving/Storage/Holding Area
RSUL	Requisition Status Update List
SD	Store Director
SKU	Stock Keeping Unit
SOP	Standard Operating Procedure
SOS	Store Operations Directorate
SSRV	Sister Service Report Viewer
STO/VES	Store Ordering/Vendor Shipped
TC	Transaction Code
TDL	Tobacco Document Log
TLL	Truckload List
TOTM	Tailored Operational Training Meals
UPC	Universal Product Code
VCN	Vendor Credit Memorandum
VPR	Vendor Price Reduction
VRGC	Voucher Register General Control
WADC	Waco Distribution Center
WMS	Warehouse Management System

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