



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

REPLY TO
ATTENTION OF:

DO

JUL 11 2011

MEMORANDUM FOR REGION DIRECTORS
ZONE MANAGERS
STORE DIRECTORS

SUBJECT: Policy Changes – Monthly Identification Card Spot Checks (PC1-DeCAD 40-6) and Customer Service Department (PC2-DeCAD 40-6)

1. PURPOSE.

- a. Policy Change (PC) 1 requires monthly spot checks of identification (ID) cards at commissaries.
- b. PC2 implements changes to Defense Commissary Agency Directive (DeCAD) 40-6, Customer Service Department, June 5, 2007.
- c. PC2 also adds the requirement for individual bundles of bills to be broken down and counted, individual rolls of coins in open bricks to be counted, and premade tills to be counted when conducting the daily verification of the change fund.
- d. Additionally, PC2 adds the requirement for the self-checkout (SCO) attendant to check coupons when verifying a patron's ID at the SCO.

2. APPLICABILITY. This PC applies to all commissaries.

3. RESPONSIBILITIES. Region directors, zone managers, and store directors are responsible for implementing guidance and monitoring compliance at all commissaries.

4. NEW GUIDANCE.

- a. DeCAD 40-6, paragraph 5-5, is replaced with the following:

5.5. DAILY VERIFICATION OF THE CHANGE FUND. At the opening and closing of each business day, the change fund will be counted. Individual bundles of bills will be broken down and counted; individual rolls of coins in opened bricks will be counted; and individual tills, if prepared for the next business day, will be recounted. The count will be recorded in a log by the custodians responsible for performing the counts for any funds being distributed. The change fund count, by denomination and total amount, will be recorded in a locally devised log, along with the date and time the count was completed, and will be signed by the custodian. The count for the individual tills may be recorded by the number of tills and total amount per till. For example, "10 tills @ \$250 = \$2,500;" this does not remove the requirement to count and verify all premade tills. An annotation will be made to account for any funds in transit to financial institution for change.

b. DeCAD 40-6, paragraph 4-7b, is changed to the following:

b. The attendant will check each patron's ID before the patron begins to scan their items. At this time, the attendant will also ask if the patron has any coupons to redeem. The SCO attendant will verify the coupons are valid and not expired (in OCONUS they may be accepted up to 6 months past the expiration date). Additionally, the SCO attendant must be alert when the customer tenders the coupons to ensure they are dropped into the coupon acceptor after scanning.

c. DeCAD 40-6, paragraph 3-3f, is replaced with the following:

f. Identification card spot checks will be conducted as outlined below:

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

(2) Region directors may concur with requests from installation commanders who wish to perform some sort of spot check; however, installation personnel should do the spot checks. These spot checks need to be coordinated directly with store directors/managers.

(3) Requirements for conducting 100 percent ID checks under specific Force Protection Conditions including those conducted under periodic Random Antiterrorism Measures, and during antiterrorism or Force Protection exercises/events, will be conducted as required in DeCAD 30-18, Table 14-1.

5. RELEASABILITY – UNLIMITED. These PCs are approved for public release and are located on DeCA's Internet Web site at www.commissaries.com.

6. POINT OF CONTACT. Ms. Danna Eldridge, Performance and Policy Directorate, Customer Service Division, DSN 687-8000 or 804-734-8000, extension 48772; and Mr. Robert Bunch, Performance and Policy Directorate, Chief of Customer Service Division, DSN 687-8000 or 804-734-8000, extension 86190.

7. EFFECTIVE DATE. These PCs are effective immediately and shall remain in effect for 180 calendar days from the date of signature or until rescinded, superseded, converted to a new publication, or incorporated in DeCAD 40-6, whichever is sooner.


JoAnn Chambers
Chief of Staff