



DEPARTMENT OF DEFENSE
Defense Commissary Agency
Fort Lee, VA 23801-1800

DIRECTIVE

DeCAD 40-28
October 24, 2014

FPO: Operations & Policy Directorate
OPR: MPOS/MPS

SUBJECT: Specialty Department Operations

References: See Enclosure 1

1. **PURPOSE.** This Directive:

- a. Rescinds Defense Commissary Agency Directive (DeCAD) 40-28, "Specialty Departments Deli, Bakery, Seafood, Plants, Etc." (Reference (a)) and establishes DeCA Manual (DeCAM) 40-28.1, "Specialty Departments," (Reference (b)).
- b. Is established in compliance with Department of Defense (DoD) Directive 5105.55, "Defense Commissary Agency (DeCA)," (Reference (c)).

2. **APPLICABILITY.** This Directive applies to all DeCA activities.

3. **POLICY.** It is DeCA policy that:

- a. DeCA has overall responsibility for all specialty departments inclusive of delicatessens, bakery, fresh seafood, and sushi operations. Accountable oversight and methodology for processing payment is contingent upon ownership of specialty department product. Deli, sushi, and seafood operations are under the oversight of the meat department or other designated manager. Bakeries are under the oversight of the grocery department manager or other designated manager.
- b. All new initiatives must be submitted to the Directorate of Sales (MPS) and Directorate of Health and Safety (MPH). As a note, any proposed initiatives may not be in conflict with Exchange food court operations in accordance with (IAW) DoD Instruction 1330.21, "Armed Services Exchange Regulations," (Reference (d)). New initiatives are not authorized without prior evaluation and preliminary approval from the area office, program manager (PM), and

contracting officer (KO) (in contract operations). MPS will ensure new initiatives are accomplished through the Governance process, inclusive of costs, to ensure Agency approval.

c. In contractor managed operations, the specialty department contractor, under the oversight of the PM, will determine the stock assortment IAW the Performance Work Statement (PWS); however, the stock assortment may not conflict with other departments in the store. In the Europe Area, stock assortment selection is determined by the PM, area director, store director, and specialty department manager.

d. All specialty departments will offer the customer a cost savings compared to like items sold in local supermarkets. Contract operations have specific savings for core items or by category as specified in the PWS.

e. Responsibility for inventory will reside with the contractor in contract operations and the Government in the Europe Area. Responsibility for operating supplies may reside with the Government or contractor, in contract operations, IAW the PWS. Secured storage areas must be provided to the contractor for all contractor owned inventory and operating supplies. Responsibility for operating supplies resides with the Government in the Europe Area.

f. Specialty department contractors may request transfer of specific commissary owned food to incorporate into products sold, enhance display cases, add to product offered for sale, and process for resale IAW the PWS and DeCAD 70-6, "Financial Procedures for the Accounts Control Section and the Office of the Commissary Officer," (Reference (e)).

g. All specialty departments should deliver the best quality, patron convenience, and service commensurate with that provided by the local commercial supermarket sector. A full selection of merchandise should be available to customers throughout peak periods of the business day.

h. All specialty department managers should stress the importance of customer service to specialty department personnel. Specialty department managers should talk with customers, accomplish patron surveys (except the Europe Area), take special orders, and have suggestion forms available.

i. All specialty department personnel must meet applicable installation medical authority requirements and may be required to have valid medical and food handler training certificates. Trained personnel must be on duty at all times to provide counter service.

j. All specialty department personnel must maintain a high standard of personal hygiene as required in the Department; uniforms must be worn while performing all duties.

k. All specialty departments should use new item and sales signs. Manufacturer point of sale (POS) material and advertising support is encouraged.

l. All specialty department managers may conduct in-store product demonstrations and/or customer sampling of products available in the commissary IAW reference (b).

4. RESPONSIBILITIES.

a. SALES, MARKETING & POLICY GROUP (MP).

(1) Operations & Policy Directorate (MPO). The Director, MPO shall develop policy and provide assistance for guidance and operational issues.

(2) Sales Directorate (MPS). The Director, MPS shall:

(a) Be the Office of Primary Responsibility (OPR) for oversight of the specialty departments.

(b) Ensure coordination with the Resale Contracting Division (LEAR), MPH, MPO, and Store Support Directorate (SOS) on all new initiatives.

(c) Ensure coordination is accomplished in advance with MPH to determine when a Hazard Analysis Critical Control Points (HACCP) plan is required and with LEAR to ensure the contractor is notified of requirement.

(d) Ensure file maintenance is accomplished for all new types of items being introduced by specialty department contractors.

(e) Ensure that the KO, in conjunction with the PM and store director, approve specialty department hours of operation, changes to hours of operation, and holiday operating hours.

(f) Approve product lookup codes (PLU), ensure their standardization, and post to DeCA OneNet, Store Toolbox, DeCA Standardized Universal Product Lookup Codes.

(g) Be responsible for validating patron savings through the contracting officer.

(h) Work with MPH and SOS to ensure all formal recalls, advisory notices, and queries received at DeCA Headquarters (HQ) are forwarded to LEAR to, in turn, query the specialty contractors and area points of contact (POC) to determine the product status within DeCA IAW Defense Logistics Agency (DLA) Regulation 4155.26, "DoD Hazardous Food & Nonprescription Drug Recall System," (Reference (f)).

(3) Health and Safety Directorate (MPH). The Director, MPH shall:

(a) Provide guidance and assistance for all health and safety policies and procedures.

(b) Ensure coordination with the LEAR, MPS, and SOS on all new initiatives.

(c) Be responsible for determining when HACCPs are required in coordination with MPS and LEAR. Approve all HACCP plans and checklists following notification from LEAR.

(d) Respond to queries concerning approved sources.

(e) Work with MPS and SOS to ensure all formal recalls, advisory notices, and queries received at DeCA HQ are forwarded to LEAR to, in turn, query the specialty contractors and area points of contact (POC) to determine the product status within DeCA.

b. INFRASTRUCTURE GROUP.

(1) Acquisition Management Directorate (LEA). The Director, LEA, through LEAR shall:

(a) Enter into, administer, change, and terminate contracts. Ensure that all contract actions comply with appropriate laws, executive orders, regulations, and other applicable procedures and approvals.

(b) Coordinate all new initiatives with MPH, MPS, and SOS.

(c) Determine when HACCPs are required in coordination with MPH. Ensure the contractor provides the HACCPs to area CSO after contract award or before implementation of new initiatives where the HACCPs are required.

(d) Ensure contractors provide notification to MPS, MPH, and SOS when recalls affect products in their stock assortment. Ensure contractors provide detailed information regarding the product as needed to determine where product was received or offered to patrons.

(e) Designate and authorize, in writing, the Contracting Officer Representative (COR) to perform specific technical and administrative functions.

(2) Logistics Directorate (LEL). The Director, LEL shall:

(a) Provide assistance for equipment.

(b) Provide assistance for shipment of supplies to all areas, contingent upon the PWS and product and supplies to the Europe Area.

(c) Approve equipment transfers within DeCA and coordinate transportation for approved equipment transfers.

c. STORE OPERATIONS GROUP (SO).

(1) Store Support Directorate (SOS): The Director, SOS shall:

(a) Provide guidance and assistance in the execution of these policies and procedures.

(b) Ensure changes to hours of operation and holiday operating hours are coordinated with the specialty department contractor.

(c) Coordinate with LEAR, MPH, and MPS on all new initiatives prior to implementation.

(d) Ensure contractors provide notification to MPS, MPH, and LEAR when recalls affect products in their stock assortment. Ensure contractors provide detailed information regarding the product as needed to determine where product was received or offered to patrons.

(2) Store Management. Store directors shall:

(a) In contractor specialty departments, nominate, via the Contracting Officer Representative Tool (CORT), a COR to monitor contractor performance IAW contract performance requirements and the Quality Assurance Surveillance Plan (QASP).

(b) Ensure compliance with Agency policies and contracts, where applicable.

(c) Ensure specialty department managers are actively involved in store operations and meeting the needs of the military community through participation in store staff and patron council meetings as well as discussions involving new store construction or renovation projects.

(d) Ensure all specialty department product labels are scale generated (hand written labels are not permitted) and contain sell by dates. Ensure all items that are exact weight and have a UPC are entered into the front end POS system and scanned into the proper department.

(e) Ensure prices are correctly entered into the POS system and verified for accuracy.

(f) Ensure that the contracting officer, in conjunction with the specialty department program manager and area director, approve specialty department hours of operation, changes to hours of operation, and holiday operating hours.

(g) Ensure cashiers are aware of the requirement to either scan the item's bar code label, key in the item's bar code number if the bar code will not scan, or key in the item's PLU, if applicable. Ensure the deli specialty department is notified immediately when items do not scan.

(h) Request new PLU codes from MPS when needed.

(i) Review and reconcile POS reports at the end of the day to ensure the contractor is given credit for all specialty department sales.

(j) Approve all specialty items being returned for credit/refund and ensure all returns and re-ships are returned to the specialty department as soon as possible to allow the specialty department to determine the effect of voids on accountability of government owned product or

payment of contractor-owned product. Monitor all returned products to determine the reason for the return/refund in Government-owned and managed operations.

(k) In contract operations, ensure operating supplies are ordered, tracked, and received when Government furnished, as specified in the PWS. In DeCA Europe, ensure operating supplies are ordered, tracked, and received.

(l) Respond to MPH, SOS, and LEAR for all applicable product recalls and advisory notices with actions taken or negative response and address all approved source queries.

(m) Ensure scales are tested monthly and calibrated IAW the scale service contract.

(n) Ensure the highest standards of sanitation exist at all times IAW the TB MED 530 "Tri-Service Food Code," (Reference (g)).

(o) Specify in writing who will conduct the specialty department management self-inspection in the Europe Area. In all operations, conduct the self-inspection using the DeCA Self Inspection Food Hazard Control Checklist, DeCAF 40-92, at least once every calendar week (Sunday - Saturday) to ensure a high standard of sanitation and ensure the specialty department manager has posted a cleaning and sanitation schedule in the specialty department area.

(p) Ensure the COR conducts the specialty department management self-inspection in contractor operated operations, as required by the contract and the QASP. Additionally, ensure the specialty department manager has posted a cleaning and sanitation schedule in the specialty department area.

(q) Develop written procedures for performing refrigeration alarm system checks, refrigeration system checks, and include points of contact for potential refrigeration losses. Notify the specialty department immediately when an alarm goes off indicating failure of the cooling system where contractor-owned product is located.

(r) Ensure all commissary funds issued to support remote cash registers located in specialty departments are properly accounted for IAW DeCAD 40-6, "Customer Service Department," (Reference (h)). Ensure all personnel authorized to operate the specialty department registers are appointed in writing, fully trained, and have favorable background investigations.

(s) Promote and ensure recycling of all eligible materials.

(t) Review and verify performance relative to HACCP plans and checklists.

(u) In the Europe Area, ensure the store director authorizes receiver in writing.

(v) In the Europe Area, maintain responsibility for inventory of product.

(3) Specialty Department Management. Specialty department managers shall:

- (a) Ensure proper stock assortment of items is available at all times throughout the business day to meet customer demand.
- (b) Be responsible for providing correct pricing for input into POS system.
- (c) Ensure price labels do not cover any required markings such as ingredients and allergen information.
- (d) Ensure coordination with store management to validate items are ringing in the correct POS department.
- (e) Retain ownership of product, if contractor-owned, until sold and reconcile daily.
- (f) Ensure DeCA standardized PLUs are used and store management is notified when new PLU codes are needed. Ensure item UPC is used when available.
- (g) Be responsible for stocking, maintaining, and physically placing received product into the appropriate storage area as well as maintaining the storage area in a clean and orderly fashion.
- (h) Inform store management if recalled products are on hand.
- (i) Ensure all employees have received training IAW Food Code requirements.
- (j) Ensure compliance with safety requirements in DeCA Directive 30-17, "DeCA Safety and Occupational Health Program Standards," and DeCA Manual 30-17.1, "Safety and Occupational Health Program Manual," (References (i) and (j))
- (k) Develop, implement, and post a cleaning and sanitation schedule.
- (l) Ensure compliance with security requirements in DeCAD 30-18, "DeCA Security Programs," (Reference (k)).
- (m) Ensure scales are tested monthly.
- (n) Schedule demos with store management. Contractors will supply merchandise IAW the PWS.
- (o) Review and verify performance relative to HACCP plans and checklists.
- (p) Coordinate with store management to ensure needed non-expendable supplies are ordered, tracked, received, and made available to maximize sales and increase patron satisfaction.

5. MEDICAL FOOD INSPECTORS (MFI). MFIs shall:

- a. Document all items used for medical food inspection samples.
- b. Perform periodic inspections to evaluate the effectiveness of the sanitation program and offer advice on correcting discrepancies.

6. INDUSTRY. Manufacturers shall:

- a. Comply with the Food Code, Food Safety and Applied Nutrition Division's regulatory guidance for labeling of pre-packaged goods.
- b. Provide a primary shelf life schedule for their respective products.
- c. Ensure compliance with all applicable Federal, State, and local regulations regarding product label and safety. Examples include Country of Origin Labeling (COOL) and Bio-terrorism registration. All markings will be clearly displayed on packages, as required by law.

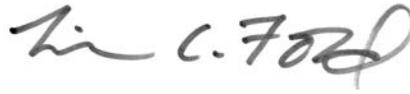
7. MANAGEMENT CONTROL SYSTEM. This Directive contains internal management control provisions that are subject to evaluation and testing as required by DeCAD 70-2, "Internal Control Program," (Reference (1)).

8. RELEASABILITY – UNLIMITED. This Directive is approved for public release and is located on DeCA's Internet Web site at www.commissaries.com/employees.

9. EFFECTIVE DATE. This Directive:

- a. Is effective October 24, 2014.

b. Will expire effective October 24, 2024, if it hasn't been reissued or cancelled before this date IAW DoDI 5025.01 (Reference(g)).

A handwritten signature in black ink, appearing to read "Tim C. Ford". The signature is written in a cursive, slightly slanted style.

Timothy C. Ford
Chief, Executive Services Division

Enclosures

1. References
2. Acronyms

ENCLOSURE 1

REFERENCES

- (a) DeCAD 40-28, "Specialty Departments Deli, Bakery, Seafood, Plants, Etc." January 31, 2008 (hereby Rescinded)
- (b) DeCAM 40-28.1, "Specialty Departments Operations," October 24, 2014
- (c) DoD Directive 5105.55, "Defense Commissary Agency (DeCA)," March 12, 2008
- (d) DoD Instruction 1330.21, "Armed Services Exchange Regulations," July 14, 2005
- (e) DeCAD 70-6, "Financial Procedures for the Accounts Control Section and the Office of the Commissary Officer," January 1999
- (f) Defense Logistics Agency (DLA) Regulation 4155.26, "DoD Hazardous Food & Nonprescription Drug Recall System," November 14, 2003
- (g) TB MED 530 "Tri-Service Food Code," 7 October 2013
- (h) DeCAD 40-6, "Customer Service Department," June 2007, Administrative Reissuance Incorporating Through PC-3, April 6, 2012
- (i) DeCAD 30-17, "DeCA Safety and Occupational Health Program Standards," February 2010
- (j) DeCAM 30-17.1, Safety and Occupational Health Program Manual," February 2010
- (k) DeCAD 30-18, "DeCA Security Programs," March 2006
- (l) DeCAD 70-2, "Internal Control Program," December 17, 2007
- (m) DoD Instruction 5025.01, "DoD Directives Program," September 26, 2012, Incorporating Change 1, effective August 20, 2013

ENCLOSURE 2

ACRONYMS

COOL	Country of Origin Labeling
COR	Contract Officer Representative
CORT	contract officer representative tool
CSO	Consumer Safety Officer
DeCA	Defense Commissary Agency
DeCAD	Defense Commissary Agency Directive
DeCAM	Defense Commissary Agency Manual
DLA	Defense Logistics Agency
DoD	Department of Defense
HACCP	Hazard Analysis Critical Control Points
HQ	Headquarters
IAW	in accordance with
KO	Contracting Officer
LEA	Acquisition Management Directorate, Policy/Systems Division
LEAR	Resale Contracting Division
LEL	Logistics Directorate
MFI	military/medical food inspector
MPH	Health and Safety Directorate
MP	Sales, Marketing & Policy Group
MPO	Operations & Policy Directorate
MPOS	Operations & Policy Directorate, Operation Guidance & Program Standardization Division
MPS	Sales Directorate
OPR	Office of Primary Responsibility
PLU	Product Lookup Code
PM	program manager
POC	point of contact
POS	Point of Sale
PWS	performance work statement
QASP	Quality Assurance Surveillance Plan

SO	Store Operations Group
SOS	Store Support Directorate
UPC	Universal Product Code