



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

MPS

January 9, 2019

NOTICE TO THE TRADE – DeCA NOTICE 19-04

SUBJECT: Manufacturer's FDS Distributor Performance Reporting

The purpose of this notice is to request information in addition to the data requirements detailed through attached NTT 18-57, Manufacturer's FDS Distributor Performance and Responsibilities, released July 27, 2018.

Please use the attached template to provide high-level information (manufacturer, broker, or UPC identities are not requested) weekly, by Friday, for the following categories:

- OOS Out of stock, insufficient inventory to fulfill orders from distributors
- VLT Minimum 3 days late inbound from manufacturer
- NEW Until 1st order is received, at which time it becomes OOS if not filled
- DEN Balance on Hand (BOH) issue or picking failure (missed or not replenished from reserve slots)
- VCT Cut by MFG on inbound order
- PHS DeCA Deletes that continue to be ordered (until off DeCA's systems)
- TMP One time Buy items, club packs
- REJ Store order rejects (not reported in fill rates)

Request this information beginning February 1, 2019. The information will assist us in better understanding our fill rates and provide areas to focus our efforts for improvement.

Points of Contact for this notice are Ms. Stephanie Faughnan, Branch Chief, Logistics, stephanie.faughnan@deca.mil or 804-734-8000 x48779, and Ms. Amber Almond, Business Operations Specialist, amber.almond@deca.mil or 804-734-8000 x86239.

Thank you for your support in delivering a relevant and vital benefit to the most deserving customers in the world.

Tracie L. Russ
Director, Sales

Example Metric (Percent) Return in Excel Format

Week Ending	Distributor Name				MFG	Distributor Fill Rate					GRAND
	OOS	VLT	DEN	TOTAL	VCT	NEW	TMP	PHS	REJ	TOTAL	TOTAL
12/29/2018	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

OOS	Out of stock, insufficient inventory to fulfill order from distributor
VLT	Minimum 3 days late inbound from MFG
NEW	Until 1st order is received, at which time it becomes OOS if not filled
DEN	BOH issue or picking failure (missed or not replenished from reserve slots)
VCT	Cut by MFG on inbound order
PHS	DeCA deletes that continue to be ordered (until off DeCA's system)
TMP	OTB items, clubs packs
REJ	Store order rejects (not reported in fill rates)



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July 27, 2018

NOTICE TO THE TRADE – DeCA NOTICE 18-57

SUBJECT: Manufacturer's FDS Distributor Performance and Responsibilities

The purpose of this notice is to review Manufacturer's FDS Distributor Performance and Responsibilities pursuant with the Brand Name Resale Ordering Agreement Master Terms and Conditions (ROA), dated October 2012, available for review on www.commissaries.com and through the following link: <https://commissaries.com/sites/default/files/2017-03/bn-roa.pdf> and to notify Industry of the requirement for Distributors to provide on-going feedback in the form of weekly reports.

Information from the following reports will be used for file and shelf maintenance, category management discussions, and will be a focus topic during Top to Top and business review meetings. Our objective is to increase product availability, build the basket, and drive transactions by delivering a premier customer experience in every store.

Pages 16 and 17 of the ROA include the following reporting requirements from FDS Distributors and will assist in achieving and maintaining DeCA's expected **95% or better fill rate**.

1. Vendor cuts and fill rates, versus expectation.
2. Store rejects and exceptions.
3. Balance on hand and due in quantities for UPCs reported on the add/delete file.

These reports are required on a weekly basis, (#1/#2 by Tuesday and #3 by Friday) to DeCA Logistics and should include, at a minimum, UPCs, DCs, stores, and cut or reject reasons, as applicable to the report content.

Points of contact for this notice are Ms. Stephanie Faughnan, Supervisory Logistics Management Specialist, stephanie.faughnan@deca.mil or 804-734-8000 x48779, and Ms. Amber Almond, Logistics Business Operations Specialist, amber.almond@deca.mil or x86239.

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