



DECA MANUAL 40.04.01

PRODUCE DEPARTMENT OPERATIONS

Originating Component: Sales Directorate

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Purpose: This manual:

- Provide detailed step-by-step procedures for carrying out the policy, assigns responsibilities, provides guidance and procedures for operating all produce departments in Defense Commissary Agency (DeCA) commissaries.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This Manual applies to all DeCA activities and all DeCA personnel in accordance with (IAW) Department of Defense (DoD) Directive (DoDD) 5105.55, “Defense Commissary Agency (DeCA).”

1.2. POLICY. This Manual is issued under the authority of DeCA Directive (DeCAD) 40-4, “Produce Department Operations,” DeCA Directive 70-2, “Internal Control Program,” and DoDD 5105.55.

1.3. INFORMATION COLLECTIONS. This Manual contains internal management control provisions that are subject to evaluation, testing, and other requirements of DeCAD 70-2 and as specified by the Federal Managers’ Financial Integrity Act.

SECTION 2: RESPONSIBILITIES

Ordering Requirements

2.1. PREPARATIONS FOR ORDERING. It is essential that management develop effective, ongoing communications with their produce contractor for fresh fruit and vegetables (FF&V). The produce contractor, also referred to as the produce house or supplier, will assist greatly in keeping you informed about product availability, product quality, price, market conditions, and current market trends. Good communication with the vendors of plants and bagged salads will provide the same positive benefits. Produce managers should ensure the following are accomplished to facilitate the ordering process.

- a. Maintain clean, well-organized backup storage areas and keep product rotated, to preclude spoilage and loss.
- b. Check inventory levels and item movement records, prior to order placement making adjustments to support paydays, major sales events, and holidays.

2.2. ORDERING FF&V. The produce contractor maintains an order-processing center and provides a web-based retail ordering system. The contractor receives and processes orders. The contractor provides weekly prices and maintains an electronic product catalog. DeCA's authorized ordering personnel are assigned a unique username and password that identifies them with the contractor's web-based ordering system. Ordering personnel must obtain a manual call number from the Office of the Store Director (SDO) for input to the web-based ordering system. DeCA's authorized ordering personnel shall order seven mandated promotional items and one plant.

- a. The contract delivery schedule should be based on the number and frequency of deliveries required to keep sufficient quantities of fresh product on hand. Any changes to the contract delivery schedule must be accomplished by a formal contract modification. Order only items and quantities needed for business prior to the next delivery, as control of produce freshness and quality depends first and foremost on ordering accuracy.

- b. When determining order requirements, ensure the never out/core items listed in Appendix A are in stock and available throughout scheduled operating hours. Maintain a stock assortment of organic FF&V items. Forecast orders after taking an inventory of product on hand, using the current order guide, as well as input provided by the produce contractors. For the Continental United States (CONUS), orders will be placed 24 hours prior to delivery via the contractor's web site. For the Pacific Theater, orders for airlift will be placed not less than 48 hours prior to its delivery to the current freight forwarder. Surface orders will be placed not less than seven calendar days prior to the date of delivery to the port of embarkation. European Area commissaries will coordinate with their assigned supplier for ordering and delivery schedules.

- c. When items are not available/shipped with regular contract delivery, it is the contractor's responsibility to find product from alternative sources. The produce manager must contact the

contractor to replace the not available/shipped items prior to the next shipment. In Europe, the produce manager must go through the DeCA Contracting Office when items are not available.

d. FF&V are highly perishable and vary in availability and price. The produce manager, or designated person, must order carefully, combining good judgment and experience. Refer to the previous month's, prior year's history, or three month's average report in the order web site, as well as available item movement reports, to determine quantities needed to meet patron demand. Consider how much stock is on hand, on order, and how much will sell before receipt of the next order. Order enough produce to last from one delivery to the next without causing excesses or shortages. There should be enough products at the end of the day to fill displays for the next day's opening, and to last until the next shipment arrives.

e. Order and display as many items as possible in bulk to sell by the pound or individually. Potatoes, apples, oranges, grapefruits, onions, and carrots are items normally sold packaged/bagged for patron convenience, along with a selection of the same products sold individually. To the extent practicable, mirror the unit pricing measures (per pound, each, or bag) of commercial stores in the area.

f. Managers will ensure that at least one "Produce Manager's Special" is available every day and is clearly marked. An ongoing, consistent, promotional program used to create customer excitement should also be in place. Use an effective cross-merchandising program to highlight seasonal displays and stimulate joint sales with other departments. Use produce contractor provided specials, or select items that will create customer interest, stimulate sales, coincide with storewide promotions and holidays, and offer considerable savings compared to local competition.

2.3. DIRECT STORE DELIVERY ITEMS (DSD).

a. DSD is a direct vendor ordering method, ordered with enough frequency to be delivered directly to the store sales area with minimal or no backup stock. Items are to be ordered by unit pricing code (UPC).

b. Documentation and guidance can be found at DeCA OneNet, Systems, DeCA Interactive Business System/ contracting officer/Warehouse Management System, (DIBS/CAO/WMS) Users Manual, Headquarters, and Web direct store delivery, (Web/DSD) and Frequent Delivery System (FDS) Materials.

2.4 DIRECT STORE DELIVERY-SINGLE (DSD-S) ORDER.

a. DSD-S is an ordering and receiving system for "Single" type distribution items. Ordering is performed with the radio frequency hand held terminal (RF-HHT) or in DIBS, by scanning items from an order worksheet or by manually keying in the items to be ordered and the quantity, and will be ordered in Environmental Management Services (EBS) when the Produce

Department is phased in. The call number is automatically assigned based on the month of the required delivery date.

b. Documentation and guidance can be found at DIBS/CAO/WMS User's Manual, Headquarters, and Web/DSD-S Materials.

2.5. AUTHORIZED PRODUCE ITEMS/CATEGORIES. The items/categories of products listed below are assigned a "Produce Department" classification. To ensure proper accountability of the produce department is maintained, produce management will review price lookup files weekly to ensure only the following are included (Coordinate with DeCA HQ Store Operations for requests to merchandise additional category items for approval):

- a. All FF&V.
- b. Prepackaged, value-added (processed) items; i.e., salads, carrot sticks, fruit cups.
- c. House plants.
- d. Fruit and vegetable trays, in-house and commercially prepared.
- e. Ornamental produce.
- f. Fresh pasteurized cider and other selected juices as authorized by HQ DeCA.
- g. Specialty produce items.

2.6. GROCERY PRODUCTS AUTHORIZED TO BE MERCHANDISED IN THE PRODUCE DEPARTMENT. Grocery food items and the following categories of items that are assigned as "Grocery Department" classification are authorized to be merchandised in the produce department. Produce management will be responsible for coordinating with the grocery manager to ensure grocery items displayed in produce are ordered, stocked, and priced.

- a. Fresh tofu, egg rolls, won ton wrappers, kimchee, and related refrigerated products as authorized by HQ DeCA.
- b. Refrigerated dressings, toppings, fruit pieces, dips, and related refrigerated products.
- c. Visual bags of trail mixes, dried fruits, specialty nuts, dates, and figs.
- d. Prepared garlic.
- e. Dry packages of salad mixes, toppings, and batter mixes that are labeled "Produce."
- f. Seasonal fresh fruit glazes.

SECTION 3: RECEIVING

3.1. IN-CHECKING FF&V. Receiving personnel will inform in-store medical food inspector of all deliveries. Receivers will be authorized in writing, by the store director, to perform receiving functions for the department. Personnel are not authorized to receive shipments that he/she orders. Each case of product will be inspected upon receipt for correct quantities, condition, and quality. The overall sanitary condition that is free of debris and clean of the delivery conveyance will be evaluated at time of receipt and remarks recorded on DeCA Form (DeCAF) 40-53, Commissary Receiving Tally Register. (Figure 1)

a. Produce suppliers will provide two copies of the invoice at the time of delivery. Once the driver's and receiver's signatures have been obtained on the clean (without corrections) copy, the driver may leave. Assign a tally number and record the receipt on DeCAF 40-53. Secure the clean invoice copy and the signed requisition/order/receipt worksheet with the call number and total dollar amount until they are taken to the SDO for processing. Maintain department copies of all invoices for monthly inventory balancing.

b. Transshipments (DeCA Europe stores only) will be received using procedures stated in DeCA EU H 70-6(1), "Transshipments."

c. Ensure personnel are available to move product to the appropriate holding/storage areas and properly rotate the inventory into its proper locations using the first-in first-out (FIFO) method, except when new items are received in a ripe condition. Ripe products must be used first to prevent losses. Produce personnel should always receive/in-check the products in the chilled holding/storage area to maintain the proper temperatures.

3.2. DSD/DSD-S. Ensure discrepancies are annotated on invoices and signed by both the driver and the authorized receiver before the driver leaves the building. Clearly annotate the changes to received quantities by placing a single line through the number, annotating the correct quantity, and initialing the changes. Change the totals to reflect the discrepancies. In DeCA Europe, changes are annotated on the invoice, but the original total is paid. A credit is obtained from the contractor for those changes to offset the original amount paid. Prepackaged salads are shipped with code dates on the cases and can be immediately rotated into the properly refrigerated cooler. DSD-S/DSD items without code dates will be dated with indelible ink or labeling gun prior to FIFO storage procedures in the appropriate cooler. Produce personnel should always receive/in-check the products in the chilled holding/storage area to maintain the proper temperatures. All prepackaged salads are DSD and must be received IAW with Grocery Directive 40-5.1-3 using the DIBS HHT, not from a desk. The prepackaged salads must be scanned as an individual unit upon the point of delivery. Upon delivery of all packaged salads (Fresh Express, Dole, Organic Girl, Earthbound, and Ready Pac) must be separated by brand and UPC. Each individual UPC has to be scanned and processed. This process must be completed before the delivery driver departs. All discrepancies must be annotated on the invoice receipt and a copy provided back to the driver before departure.

3.3. RECEIVING DISCREPANCIES. Designated receiving personnel should resolve all discrepancies between quantity shipped, quantity received, and non-conforming produce. Non-conforming produce is produce that is defective in appearance (i.e., sales appeal) or workmanship, or is otherwise not in conformity with quality standards in contract requirements. The produce manager, or designated personnel, is responsible for inspecting produce but may be assisted by the medical food inspection personnel.

a. Use the working copy (with corrections) of the produce house's invoice to perform the receiving function, noting quantity discrepancies, quality issues, and any other discrepancies.

b. For CONUS non-conforming product, the commissary has 24 hours to call the contractor's customer service office to request a credit/price adjustment except for emergency closures, holidays, and weekends..

c. The contractor's customer service representative will evaluate each request and arrange for the product to be picked up or alternate disposition instructions. Pickup of non-conforming product must be made on the next delivery or disposition of the product will be at the discretion of the store director (SD) or designee.

d. If credit is issued for non-conforming product, the agreed upon amount will be deducted from the next delivery ticket, unless the contract states otherwise. Annotate rejection on the working copy of the receipt document. All non-conformances must be documented.

e. Prepare a Produce Inspection Report Worksheet (Figure 2), for documentation and historical purposes and distribute it electronically IAW contracting guidance. When reporting discrepancies and requesting credit, if the unit price marked on the document is a case price, record the number of cases, not units. If the unit price is per pound or each, enter the total number of units, not cases. If significant or continued problems persist, contact the HQ produce specialist(s), or the contracting officer.

f. For produce purchased from the produce contractor using a requirements type contract, follow the same procedures for requesting credits and reporting non-conforming product.

g. For prepackaged salads and produce items that are purchased under a Resale Ordering Agreement (ROA), notify the vendor point of contact by email or phone. The store has the option to accept the product with a price reduction. If the vendor authorizes a price reduction, a DeCAF 70-10, Vendor Credit Memorandum (VCM), will be completed by the store and faxed to the vendor for signature and applied as a credit. Prepare a Produce Inspection Report Worksheet and distribute it electronically IAW contracting guidance.

3.4. RECEIPT OF NEW ITEMS. Separate new items from the rest of the order and immediately prepare a space for display according to the plan-o-gram, if available. Make sure any new items are entered into the point of sale (POS) system, and produce pricing system if produce item. Customer service department personnel are familiar with and can readily identify

the items. Sample new items to stimulate sales and customer acceptance. When possible, provide customers any printed information on the new item.

3.5. RECEIPT OF ORGANIC ITEMS. Refer to Section 13.

Section 4: Storage and Handling

4.1. STORAGE AREAS. Storage areas should be organized and cleaned prior to the arrival of delivery trucks. Different types of produce require different temperature conditions. If there is only one cooler, make sure it is set between 38 and 42 Fahrenheit degrees (3 to 6 degrees Celsius). This is the optimum temperature for maintaining most items. Ensure the temperature in each storage area is the correct one for particular products stored there. Refer to Section 20, Temperature Controls, for additional guidance relating to refrigeration controls. Always store fast selling items as near to the display area or storage door as possible. Use racks or pallets to store products off the floor and 6 inches away from walls. This promotes proper air circulation and access for cleaning. This practice will save work, energy, and time.

4.2. ETHYLENE GAS PRODUCING ITEMS. Certain produce items emit ethylene gas, a by-product generated through the respiration process. This gas is potentially harmful to the freshness of some products if allowed to accumulate excessively in the atmosphere surrounding ethylene sensitive products. Ethylene gas induces the ripening process, and therefore becomes a self-accelerating, aging stimulant. Appendix B provides listings of those produce items that are ethylene gas producers, as well as items that are ethylene gas sensitive.

a. Managers' should plan the appropriate use of backup storage areas to ensure items stored in the backup storage rooms are adequately separated to prevent damage through accelerated respiration of certain products. In developing a plan, consult with the medical food inspector or area office specialist for guidance and recommendations.

b. Ideally, ethylene gas producing items should be stored in a separate room. However, if space is not available, segregate those items as much as possible to one side or area of the storage room, away from other items, particularly those that are ethylene gas sensitive. When segregating these items in the cooler, place the ethylene producing items near the door so when the door is opened, it expels the excess gases. Cardboard barriers placed between the items are usually sufficient in smaller stores.

4.3. ROTATION. Rotate products with each delivery by maturity, processing time, code dating, or FIFO, except when new items are received in an overripe condition. Overripe products must be used first to prevent losses. Mark the date of delivery on each produce case with indelible ink or a labeling gun. Date coded products should be rotated based on sell-by date.

4.4. HANDLING.

a. Always handle produce very carefully. Bruises on the product may not show immediately, however deterioration starts at once and will surface before it is sold or after the customer gets it home. Deterioration means accountability losses and customer complaints.

b. To reduce ergonomic risk factors, use appropriate equipment (e.g., electric pallet jacks, dollies, stocking trucks, conveyors, and shelving) to handle and store product safely. Storage areas should have space for both pallets and storage shelves to reduce the need for stacking product over shoulder height and to accommodate slow selling items. Use safety ladders or other climbing/reaching devices.

Section 5: Processing

5.1. PROCESSING AREA. The produce processing room should be arranged to provide an efficient flow of products from the processing area to the display cases on the sales floor. Keep knives, trays, wrap, and other supplies near the work area. Where space permits, a rework area arranged in a horseshoe shape, with supplies, sinks, and trash containers readily available, works well. Anti-fatigue matting should be placed at permanent workstations to enhance employee comfort and to provide anti-slip protection. If adequate space is available, separate processing and rework areas are advisable. Do not store decorations and operating supplies in the processing/preparation area or in coolers.

5.2. SANITATION. A high level of cleanliness is extremely important in the produce processing area. Tables, knives, cutting surfaces, and floors must be kept clean and sanitized using approved cleaners as discussed in Chapter 18. Lids must be kept closed on trash cans and trash must be removed, as needed, to prevent rodent/insect infestation. Personnel working in the produce department may be considered food handlers and will obtain a medical/training certification card if required by installation policy.

a. Hand washing facilities must be available and used. Soap, warm water, and paper towels must be available for employees to wash their hands as often as necessary. Managers also need to ensure their personnel do not work while ill or when experiencing open cuts/sores on their hands. Personnel engaged in preparing ready-to-eat (RTE) product shall wear effective hair restraints. Managers **MUST** monitor employees and their work habits.

b. Employees will follow all sanitation requirements listed in the TB MED 530/NAVMED P-5010-1/AFMAN 48-147 IP, Tri-Service Food Code, as adopted by the Military Service.

<p>STEP 1</p> <p><u>WASH</u></p> <p><u>USE DETERGENT!</u></p> <p>PREPARE HOT SOAPY WATER USING DETERGENT</p> <p>SCRUB DISHES WITH SCRUB PAD OR BRUSH & HOT SOAPY WATER</p> <p><u>WATER TEMP:</u> 110°F OR HOTTER</p>	<p>STEP 2</p> <p><u>RINSE</u></p> <p>RINSE DISHES WITH FRESH HOT POTABLE WATER</p> <p><u>WATER TEMP:</u> 120°F OR HOTTER</p>	<p>STEP 3</p> <p><u>SANITIZE</u></p> <p>PREPARE SANITIZER TO PROPER CONCENTRATION (PPM) ACCORDING TO MANUFACTURER LABEL.</p> <p>EXAMPLES: <u>CHLORINE (BLEACH):</u> 100-150 PPM <u>J-512 SANITIZER:</u> 200 PPM</p> <p>VERIFY CONCENTRATION USING PROPER TEST STRIPS FOR TYPE OF SANITIZER</p> <p>SUBMERGE DISHES IN SANITIZER FOR AT LEAST 2 MINUTES</p> <p><u>AIR DRY</u> BEFORE USING FOR FOOD PREP</p>
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FRUIT/VEGETABLE WASHING PROCESS

(This process must be followed before cutting fruit or vegetables)

5.3. PROCESSING. Produce should be handled and further processed only when necessary. Time permitting, process items in advance during slow periods so that less processing is required during busy times/days. While processing ready-to-eat items, the use of hairnets, smocks, beard nets, and gloves are required. The use of cut resistant safety gloves are required while using knives.

a. Crisping. Crisping is a process that improves and preserves leafy vegetables by soaking them in cool to warm water and placing them in the cooler to crisp. Items requiring crisping include leafy greens such as mustard greens, watercress, romaine, and other similar items. Procure nesting baskets and dollies or crisping racks so that leafy items may be submerged or washed in the sink, then stored, and stocked in the same basket. When shipping containers of leafy vegetables are opened, products should be crisped, ends trimmed (make sure only a wafer thin layer of the end is removed, just enough to remove the scab and allow water to be absorbed) and banded. Soak in water for a minimum of 20 minutes.

b. Misting. Commissaries without operational misting systems should ensure greens, broccoli, and green onions are watered every two hours. When displaying leafy green produce do not use ice. At the end of each business day, all green, leafy items should be pulled, placed in conditioning baskets containing tepid water, and stored in the chilled storage area. When resetting these sections in the morning, a fresh layer of each item should first be set and then product from the previous day, which has been reworked, placed on top. Broccoli can be displayed in ice but do not display greens in ice. Remove any unsightly leaves and trim any butts that have darkened. Check and recondition items as needed throughout the operating day.

c. Use only potable water for misting and crisping. Whether watering is performed manually or by an automatic misting system, ensure any water on the sales floor is promptly cleaned up to prevent slipping accidents. Automatic misting systems should be monitored as needed to ensure that the misting pattern is properly adjusted. The misting system will be serviced, cleaned, and sanitized IAW the current maintenance agreement.

5.4. GUIDANCE FOR SPECIAL PROCESSING. Slicing watermelons, making fruit baskets, and vegetable/fruit trays, greatly enhances customer satisfaction. Fruit baskets and trays may also be available for ordering through the contractor. Other items that may be cut/sliced to enhance presentation are pineapples, cabbage (green and red), new or exotic fruits, and vegetables. These and other unique special services can make the difference between an average and a superior produce department and commissary. Ensure adequate operating supplies, as described in Section 7, are kept on hand for special processing needs. Use the appropriate personal protective equipment and cutting procedures as described in the “preparing Fruit Bowls” job hazards analysis.

a. Cut melon and fruit/vegetable trays are considered ready-to-eat, potentially hazardous foods that are subject to time and temperature requirements of the food code. Careful attention needs to be given to cleaning the product, using clean, sanitized utensils, and preparation surfaces to minimize contamination and protect the health of our customers.

b. Processing Melons. Cleanse thoroughly with tepid potable water and a vegetable brush to remove adhering dirt. Soak in a tepid solution of chlorine Free Available Chlorine (FAC) solution (pH 6.0–7.5) solution that has been chemical strip tested to be 50-200 ppm for 30 seconds. Use unscented bleach products or sodium hypochlorite rated between 5-6 percent strength that has been chemical strip tested to be 50-100 parts per million (ppm) for 30 seconds. Do not use quaternary ammonium (i.e. J512 Sanitizer). Rinse thoroughly in potable running water. Process (cut) using clean, sanitized utensils and preparation surfaces (tables/cutting boards). Protect cut surface of fruit by covering with plastic wrap. Label each individual piece with time and date of preparation. Refrigerate or display in ice (so that ice covers almost the entire sides of the product) to ensure adequate cooling at 41 degrees Fahrenheit (5 degrees Celsius). Dispose of all products that have not sold within 24 hours of processing.

c. Preparing fruit, vegetable trays, and prepared salads. Start with clean products (cleanse thoroughly with potable water, using a vegetable brush to remove adhering dirt) that are in excellent condition (not bruised, battered, overripe, or spoiled). Soak in a tepid solution of

chlorine Free Available Chlorine (FAC) solution (pH 6.0–7.5) solution that has been chemical strip tested to be 50-100 ppm for 30 seconds. Use unscented bleach products or sodium hypochlorite rated between 5-6 percent strength. Rinse thoroughly in potable water before serving raw. Preparation surfaces (tables/cutting boards) cutting gloves and knives must to be cleaned and sanitized prior to use, as often as necessary during processing, and after use. Each tray must be covered with a plastic lid, labeled with the time and date of preparation, and refrigerated at 41 degrees Fahrenheit (5 degrees Celsius) or lower until sold. Dispose of all products that have not sold **within 24 hours** of processing. Refer to 54-6, Unmarketable Products, for further guidance.

5.5. REWORKING PRODUCE ITEMS. During the day, some products still marketable and of good quality, may be reworked to stimulate quick sale. Make frequent checks of all display areas to remove any unsightly or deteriorated product. Throughout the day, ensure personnel continuously cull product as needed to remove bruised, spoiled, or otherwise deteriorated items. Do not display produce items of a lesser quality than would be purchased at a commercial supermarket. The practice of selling deteriorating produce at a reduced price is not authorized.

5.6. UNMARKETABLE PRODUCTS. Unmarketable products should be discarded immediately. DeCAF 40-331, Produce Salvage Log, is available on OneNet and may be used to document unmarketable products (salvage) to track possible problems with ordering, product rotation and/or receiving procedures. Normal operating losses will be absorbed by the produce department allowed gain/loss tolerance. For a single occurrence of theft or an abnormal loss (i.e., a refrigeration failure), prepare the necessary documents IAW DeCAD 40-15. Unmarketable, but edible, produce items may be donated to the food bank program if the receiving agency falls within the guidelines of the DeCA Food Donation Program. For guidance on donating product. For guidance on donating product refer to MP Guidance 15-02. Only food that have been protected from contamination and have been stored at safe food temperature may be donated (refer to TB MED 530/NAVMED P-5010-1/AFMAN 48-147 IP, Tri-Service Food Code).

Figure 3. DeCAF 40-331, Produce Salvage Log

PRODUCE DEPARTMENT SALVAGE LOG (For use of this form, see DeCAM 40-4.1.; OPR is SOSF)						
DATE	ITEM DESCRIPTION	NUMBER OF PACKAGES	LBS	Price per (LB's or Units)	AMOUNT OF LOSS	REASON FOR LOSS
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

DecA Form 40-331, July 2018

Section 6: Scales and Wrapping Equipment

6.1. CALIBRATION AND MAINTENANCE.

a. All scales are either covered by their respective manufacturer's full burden maintenance contract or the miscellaneous food service equipment maintenance contract. Scale calibration is checked three times per year according to the preventive maintenance contract. If the department manager or SD suspects the scale to be inaccurate, they may request to have it checked during any service call to ensure proper calibration.

b. Use test weights to check all processing room scales monthly for accuracy. Document monthly test weight verifications on DeCAF 40-141 Meat, Produce, and Deli Department Scale and Package log sheet which is located on OneNet. Document the results with a test label showing the exact weight and date which can be affixed to the log sheet. Ensure tare weight for packaging material is adjusted before weighing product.

6.2. TRAINING. Managers will train produce department personnel in the proper use and care of all equipment. Document training on DeCAF 40-132, Commissary Orientation/OJT Program, Part C, Section IV, and DeCAF 30-72, Employee Safety and Health Training Record.

Section 7: Equipment and Supplies

7.1. EQUIPMENT REQUIREMENTS. Ensure adequate supplies and equipment are on hand to meet operating needs. Authorized equipment is based on commissary size. The equipment listing is on DeCA OneNet, commissaries.com, About Us, Business with DeCA, Equipment, Automated Commissary Equipment Description (ACED). Yearly, during June/July timeframe, the Logistics and Engineering Group will disseminate the Push package comprised of initial new store equipment and scheduled replacement equipment (based on normal life expectancy). Ensure the list is thoroughly examined and provide immediate feedback on items not needed or equipment that needs to be replaced due to constant maintenance costs. Not all equipment follows the “normal life expectancy” which means the Push package may need to be adjusted each year.

7.2. PLASTIC BAGS. Plastic bags are the most important supply item in produce. Customers can quickly lose their patience if they are in a produce department with few bag locations or if bags are not available. Ensure the department always has an adequate supply of bags located throughout the produce department. Store bags as close to the department as possible but do not store them in the FF&V storage coolers or processing area.

7.3. SPECIAL SUPPLIES. Operating supplies used for preparing special orders in the produce department will be procured as follows:

a. Bowls, baskets, trays, and containers used for in-house preparations of fruit bowls, vegetable trays, salads, meat and cheese trays, sandwiches, etc., must be procured with Defense Working Capital Funds. The cost of these materials cannot be passed on to the customers or included in the selling price of the item offered (e.g. fruit tray). For outside the Continental United States (OCONUS) only order operating supplies through the DeCA-Commissary Consumable Operational Supplies (DECCO) at the Central Distribution Center.

b. Alternative ordering. An alternative to in-house preparation of fruit bowls and vegetable trays in the produce department is to order them ready-made from an authorized servicing supplier. This method uses stock fund monies and permits the total cost, for processing and packaging, to be passed on to the customer.

Section 8: Pricing

8.1. PRODUCE PRICE MARKUP. A markup of up to 7 percent may be applied to the produce contractor's delivered price for all non-organic produce and to certified organics as directed by the Executive Director, Store Operations. This maximum allowable markup is not intended for automatic application to all items equally, but rather should be applied in consideration of the produce department's overall gain/loss posture. It provides managers with greater flexibility to adapt price structure to safeguard status of account, to react to local market conditions, and to regularly offer manager's specials that both enhance department image and contribute to patron savings.

8.2. PRICING PROCEDURES. The contractor is responsible for entering price changes into their online ordering system no later than midnight each Wednesday. Price changes are effective for the following week, Monday through Sunday. Produce managers will determine the selling price of each item for the entire week (Monday through Sunday). Price changes must be reviewed and signed by the store director or designated personnel.

a. All price changes must be changed and posted prior to the store opening for business. Ensure all new item prices and other price changes are submitted to the SDO for final input into the POS system in a timely manner. Management may delay making the weekly price change for any item(s) for which there is excessive inventory until stocks are depleted. When excesses are depleted, change the item(s) price using the current order guide. Post new price changes to the DeCA Produce Pricing System. Use DeCAF 40-32, Maintenance File Changes (Figure 5), to submit price changes to the SDO for input into the POS system.

b. To calculate the cost price of an item, first decide on the unit (i.e., pound, package, each) by which the item will sell. Base this on convenience for customers, cashiers, and the produce operation. It is always best to sell items by the same unit measure used by local retail stores, if possible. Determine the number of units in a case (container) from information on the shipping document, as marked on the box, or determine by weighing or counting the product. Divide the case price by the total number of units (using the total case weight without adjustment for trimming and waste). Ensure actual case weights and counts match those shown on the delivery document.

c. Always round the cost price, after markup, to the next higher cent (zero mill rule). For example if the cost price, after markup, is \$0.4001, round it up to \$0.41 for OCONUS locations.

d. Sell heavy items, such as whole or sectioned watermelons, by the unit instead of pound. Consolidation of like products, such as all red apples, is authorized for a special sale as long as the price of the similar item does not exceed the markup discussed in paragraph 7.1. Be sure like items in the same commodity are grouped together (apples with apples, grapes with grapes, stone fruits, etc.). Add the total cases received and total price paid, and divide total shipment price by total shipment units for cents per pound or cents each, for total shipment. Caution: Do not

consolidate/average prices on items of varying sizes, unless they will be sold by the pound.

Example:

$$\begin{aligned} \$0.40 \text{ per lb @ } 40 \text{ lbs per case} &= \$16.00 \times 10 \text{ cases} = \$160.00 \\ \$0.50 \text{ per lb @ } 40 \text{ lbs per case} &= \$20.00 \times 5 \text{ cases} = \$100.00 \\ \$160.00 + \$100.00 &= \$260.00 \text{ divided by } 600 \text{ lbs} = \$0.433 \text{ per lb} \end{aligned}$$

e. Once the item cost price is established, determine the sell price by applying the appropriate markup, as discussed in paragraph 7-2.d. Following the previous cost price example of \$0.433, apply a 7 percent markup to establish the maximum sell price of \$0.47 ($\0.433×7 percent $(.07) = \$0.031$; $\$0.433 + \$0.031 = \$0.464$: rounding with the zero mill rule= $\$0.47$).

8.3. LOWERING PRICES. Prices on individual products may be lowered to reduce an excessive department gain, allow for a produce manager's special, bring the selling prices in line with current retail market conditions, and to move produce with high inventory levels. There is no percentage limit for markdowns. However, care must be exercised and management should calculate the total loss before any markdowns are done. When necessary, markdown items to prevent a total loss to the Government. Never display poor quality produce.

8.4. PRODUCE MANAGER'S SPECIALS. The use of daily Produce Manager's Specials is authorized to reduce the prices of items throughout the month depending on availability of product, total inventory position, and local market conditions. Use the previous month's inventory position to estimate the total amount available for price reductions.

a. To determine the sale price for items that are Produce Manager's Specials, divide the dollar amount estimated by the established sell price of the item. For instance, \$200 is available to use for the Produce Manager's Specials, and management wants to use that amount for lettuce that sells for 49 cents and peaches that sell for 63 cents a pound. Local competitors are selling like items at 39 cents and 49 cents. The manager estimates, at 39 cents, the department will sell 300 heads of lettuce a day for 4 days (1200×10 cents reduction = \$120). Apply the remaining \$80 to the peaches at a 14 cent per pound reduction. Divide the remaining \$80 by the 14 cent reduction (571 pounds reduced from 63 cents to 49 cents per pound), and estimate the amount of time it will take to sell the reduced amount by using PLU item movement history.

b. Produce Manager's Specials provide unlimited promotional opportunities. Use of this program is the best tool in the business to increase sales and provide additional customer savings. Choose one or more items weekly, reduce the price, and promote with promotional material. Ensure at least one or more specials is designated at all times.

c. The produce vendor's weekly promotional items with markup may be used as a Produce Manager's Special if the promotional price is lower than the previous week's price.

8.5. DeCA STANDARDIZED PLU CODES. Effective August 23, 2011, DeCA PLUs were to match the Industry Standard Complete listing of authorized PLUs are maintained by the EBS

team. PLU listing found in DeCA One Net. Open the Resource Center tab, select “Store Toolbox”, scroll down and select “DeCA Standardized Universal Product Lookup Codes (PLU).” On the next page, scroll down to “Produce Department PLU’s”, and find links to Produce PLUs and Plant PLUs which contain complete listings of authorized PLUs.

a. If a new PLU is not listed on the spreadsheet, contact the Perishable Division of the Sales Directorate (MPS). If no one is available to issue a permanent number, use the temporary emergency numbers 804-734-8000, 4966, 4967, or 4968 until a permanent number is assigned by the commodity manager.

b. Legislation that impacted all retailers and commissaries made it mandatory for POS systems to be able to scan GS1 labels. These small UPC labels found on most individual fruits and vegetables should be entered into the POS, enabling cashiers and customers at self check-outs (SCO) to scan them, thus speeding up and simplifying the checkout process and preserving your accountability. If the produce item has an item UPC affixed to it, ensure both the item UPC and the PLU are entered into the POS system. The labels contain the industry standard PLU, thus ensuring correct entry into the front end system. Ensure all GS1 UPCs with the corresponding PLU from the GS1 label are entered into POS.

Section 9: Merchandising

9.1. FUNCTION. Merchandising involves store design, product packaging, item pricing, category assortment, and displaying goods in a way that stimulates sales growth. The produce merchandiser's task is to present fruits and vegetables in a way that best captures the customer's attention and persuades them of its positive value in quality and/or price. Produce offers unlimited possibilities for effective display presentations. A properly merchandised produce department will attract all senses and lead to impulse purchases.

a. Keep all merchandising signs neat, clean, properly located, and with the current selling price.

b. Identify all produce items clearly by name, variety, and attributes that help sell, such as free-stone peaches, seedless grapes, or navel oranges. Ensure every item has a sign with an accurate description and price. Use color contrast to accentuate variety and visual appeal: for example, red, green, and blue grapes, or red, yellow, and green peppers.

c. Make shopping interesting by announcing the arrival of "first of the season" items. Use supplied point of purchase (POP)/POS materials to decorate and enhance department presentation.

d. Try new items and allow customers to make the decision of its appeal. Ensure employees know key facts about each product, such as proper care, handling, and preparation. Have employees sample the item so they can answer customer's questions regarding whether the produce is sweet, bitter, spicy, sour, etc.

e. Packaged salad and value-added items requires different display fixtures and merchandising methods compared to bulk items. These items are best displayed in upright merchandisers and are normally arranged using planograms supplied by DeCA HQ MPSA. Most of these items are date coded and require care in stocking to ensure proper rotation.

9.2. COUNTRY OF ORIGIN LABELS. The United States Department of Agriculture (USDA) instituted the Country of Origin Labeling (COOL) regulation in March 2009. The statute requires all retailers to provide origin information on all items if they are covered and licensed by the USDA IAW the Perishable Agricultural Commodities Act (PACA). While DeCA is not required to be licensed by the USDA, all commissaries are required to comply with all COOL requirements except for the traceability provisions.

a. COOL is required for all FF&V, ginseng root, and nuts such as peanuts, macadamias, and pecans. Any produce item that does not have the information on its packaging will need accurate COOL information which can be provided by the supplier via the product itself, master shipping container, or the receiving document. Prepackaged items and GS1 labels (the small labels on most individual fruit and vegetables) usually contain the country of origin and do not require signs. As the country of origin changes for each commodity, usually seasonally, the signage

must be changed accordingly. Produce on display from two or more countries will require COOL for each country.

b. The Secretary of Agriculture may conduct an audit to verify compliance to ensure records are maintained in the normal course of business, and show proof that suppliers are providing the Agency credible information on which to base origin and method of production. All questions relating to compliance of USDA regulatory requirements should be addressed to Headquarters DeCA, Public Health and Safety Directorate.

9.3 BUILDING DISPLAYS. There are various techniques to use to build displays, depending on department layout and available display equipment. Pallets used to display bulk products should be free of splinters and exposed nails, and covered with some type of decorative fixture (pallet protectors). Properly created waterfall effects are eye pleasers, they help create excitement and stimulate sales. All displays to include bins used to display product on the sales floor will be well maintained, neat, clean and attractive. Bins will be at least one-fourth full at all times.

a. If the display case has mirrors at the back, the metal stripping at the bottom of the mirror should never be seen. When produce is stacked higher than the mirror bottom it creates the impression the case is twice as full as it is. Observe how the produce looks in the mirror, as holes and open spaces look twice as large if not properly placed.

b. Clear plastic dividers are the only dividers authorized to be used in the produce department for FF&V. Dividers intended for the case fronts should be perforated for air flow. When dividers are used, the divider should not be seen. Hide dividers by mounding produce high enough to cover the divider, but not too high to damage product.

9.4. MASS DISPLAYS. Mass displays are the most common way of merchandising produce. These displays can attract a great deal of attention and increase sales. However it is important to keep such displays full and fresh. Full displays should not result in damaged product, consist of stacking product too high for customers to reach, or create a dangerous situation where falling product could cause an “avalanche.” All products cannot be mass displayed. Avoid mass displaying slow moving or highly perishable products. Use false bottoms or false fronts to maintain height and mass. Visits to commercial stores will provide ideas to round out the display program. Examples of items suited for mass display are variety melons, cantaloupes, apples, strawberries, lettuce, grapes, kiwi fruit, oranges, grapefruit, corn, peaches, cucumbers, tomatoes, and mangos.

9.5. DECORATION. Stores are prohibited from purchasing store decorations. If a store has a requirement for decorations, coordination with the zone manager and area director for such items is required. Refer to MP Guidance 16-02. There are some safety limitations to the extent of display materials used: do not cover or obstruct fire alarms, fire extinguishers, sprinkler heads, and/or exit signs.

9.6. PRODUCT SAMPLES. As part of a mass display or other promotional program, produce contractors, suppliers, produce vendors, and marketing associations may participate in a sampling program to support the promotional effort. The following procedures should be used for payment of produce and supplies used in a demo:

a. Before or after the demo starts, the sales representative or in-store demonstration personnel will purchase all demo products and supplies at a register in the commissary; surcharge will be applied. The receipt must be kept by the sales representative or in-store demonstration personnel as proof of payment during the demonstration.

b. If the vendor cannot make immediate payment for the product and supplies, a DeCAF 70-10, Vendor Credit Memo (VCM), will be prepared and held in the SDO for vendor payment. The vendor will keep a copy of the VCM for proof of credit during the demo. VCMs must be paid within two weeks and will be processed at the register. At the completion of the actual sale transaction, to include surcharge, the VCM will be marked "Paid in Full - DO NOT PROCESS."

c. **Benefits of Sampling.** As part of ongoing efforts to improve customer perception of our produce departments, sampling produce is just one way to continue to be innovative in our merchandising of FF&V. This requires sampling to be done based on the produce department's inventory position and local market conditions. This sampling is in addition to the sampling demos provided by the produce contractor or supplier(s). If the item to be sampled is not available or is not-in-stock, the store should select another item for sampling until the item can be supplied.

9.7. HELPFUL HINTS FOR SUCCESSFUL MERCHANDISING. Reset the display case(s) frequently to give customers a new, fresh view of the department. The area produce specialist, to include the Sales Produce Category Team, and the contractor's merchandiser may advise and direct as needed. The seasonal plan-o-gram is located in DeCA Public Folders, Store Library, Sales, Marketing & Policy Group, (MP), Produce, Seasonal Plan-O-Gram. Overall appearance, quality and freshness, full variety, product identification, consumer information, sampling, values, cleanliness, merchandising, shopping convenience, personal appearance, helpful employees, signage, and courtesy all influence our customers' shopping experiences. The Sales Produce Management Team, management, or designated representatives, will make a comparative review of local commercial markets monthly. This comparative review will be made to benchmark and possibly apply innovative concepts within the produce department to increase sales and patron service. These areas of review include, but are not limited to, price comparison, quality, merchandising, equipment, signage, supplies, processing methods, etc. Produce contractors or suppliers provide merchandisers to assist in resets, build special displays and provide training on new items or programs. Merchandisers must follow all DeCA regulations and procedures when providing assistance.

Section 10: Promotions

10.1. WEEKLY ADS. A combination of manager specials, power buys, and features provided by the supplier.

NOTE: Merchandisers are contracted to assist in merchandising the produce department. Solicit their assistance and coordinate product quantities to arrive for the build.

10.2. MANAGER'S SPECIALS. Key seasonal items with a significant price reduction compared to the previous week to drive sales. Suggested quantities are provided by the suppliers and participation is mandatory. These items should be displayed on the front tables, first in flow.

10.3. POWER BUY. Key seasonal items with promotional pricing maintained from the week prior, or a slight reduction to help drive category sales. Suppliers provide suggested quantities and the stores are required to provide estimated order quantities with final approval by management. Participation is mandatory. These items should be displayed on the front set of tables (backsides and endcaps).

10.4. FEATURED ITEMS. Items being promoted to enhance the category, additional varieties, or basket builders, and will drive incremental sales. These should be displayed in key locations throughout the department within a commodity.

10.5. NATIONAL PROMOTIONS/AREA PROMOTIONS. These items are the same as those in the weekly ad but have additional support from trade associations. Trade funds will be used to provide educational trips, commissary gift cards, and reduced pricing. These promotions may include requirements such as:

- Large, fresh, and full prominent display located in front of produce department or lobby (WOW factor)
- Point-of-sale display material, received via the produce delivery, which must be incorporated into the display
- Cross merchandised items
- Demo, supported by the association and the produce supplier
- Photo submission
- Volume sold

NOTE: Lavish props are not a requirement -

Details of National/Area Promotions will be posted on OneNet, Public Folders
Sharepoint >DeCA Public Folders >Produce (P-Rep) >Produce Promotions >Weekly
Seven Mandated Items by Supplier, Produce, and Produce Promotions. An email
notification from the Sales Produce Team will indicate upcoming national and area
specific promotions.

Section 11: CUSTOMER SERVICE

11.1. COURTESY AND SERVICE. The importance of courtesy and service to patrons cannot be overstated. Employees must present a neat, clean, appearance, be courteous, knowledgeable, and customer oriented. The professional attitude employee's project when dealing with customers has a lasting effect on customer attitudes toward the rest of the commissary and other store employees. Employees are required to wear a name badge and appropriate smocks/aprons.

11.2. SPECIAL ORDERS/SERVICE. The produce department must be prepared to respond to customer requests for special orders or a special service. Display a sign in the produce department area that advertises acceptance of special orders and services. DeCAF 40-1, Commissary Patron Special Order Form (Figure 6), will be used to annotate all actions taken to include order date, receipt date, customer notification of expected delivery if not-in-stock (NIS), or non-availability of items.

11.3. EXTRAS. It is important that produce personnel are familiar with nutritional values of produce items. They should also be informed on unusual, distinctly flavored or unique/uncommon products. Customer sampling and demo of new and exotic items is a sure way to increase sales, especially on unusual products.

a. Many customers find recipe cards, nutritional information, and promotional material useful in their purchase decisions. FF&V rate high in patron interest, due primarily to increased awareness of the importance of proper diet and exercise. Promotional materials, including recipes, nutritional information, and posters may be available from produce suppliers/distributors.

b. Factors important to a successful produce operation are: knowledge of the product, effective design of product layout, and merchandising. All of these factors reflect pride in workmanship and impact customer satisfaction and purchases.

c. It is a good practice to keep a current price list inside the processing room so employees can quickly and easily verify prices and respond to customer questions. Case prices are available on the weekly order guide for patrons requesting a full case purchase.

d. Encourage patrons to place special orders for seasonal occasions and other events. When a special order is received, promptly notify the customer of its arrival.

Figure 6. DeCAF 40-1, Commissary Patron Special Order Form

 COMMISSARY PATRON SPECIAL ORDER FORM <small>(For use of this form, see DeCAD 40-1; OPR is DO.)</small>		
COMMISSARY NAME		
<input type="checkbox"/> GROCERY DEPARTMENT <input type="checkbox"/> BAKERY	<input type="checkbox"/> DELI	<input type="checkbox"/> MEAT DEPARTMENT <input type="checkbox"/> SEAFOOD DEPARTMENT
		<input type="checkbox"/> PRODUCE DEPARTMENT <input type="checkbox"/> SPECIALTY SHOPS
ITEM DESCRIPTION	SIZE/THICKNESS	QUANTITY
DATE ITEMS NEEDED	PATRON'S NAME	PHONE NUMBER
EMAIL ADDRESS		
EMPLOYEE ACCEPTING ORDER	COMSY PHONE NUMBER	DATE

DeCA Form 40-1, Nov 2010 Supersedes DeCA 40-1, Jan 2000
 Top copy to Patron; Bottom copy retained by Commissary (Store remarks may be annotated on the back of Commissary Copy)

 COMMISSARY PATRON SPECIAL ORDER FORM <small>(For use of this form, see DeCAD 40-1; OPR is DO.)</small>		
COMMISSARY NAME		
<input type="checkbox"/> GROCERY DEPARTMENT <input type="checkbox"/> BAKERY	<input type="checkbox"/> DELI	<input type="checkbox"/> MEAT DEPARTMENT <input type="checkbox"/> SEAFOOD DEPARTMENT
		<input type="checkbox"/> PRODUCE DEPARTMENT <input type="checkbox"/> SPECIALTY SHOPS
ITEM DESCRIPTION	SIZE/THICKNESS	QUANTITY
DATE ITEMS NEEDED	PATRON'S NAME	PHONE NUMBER
EMAIL ADDRESS		
EMPLOYEE ACCEPTING ORDER	COMSY PHONE NUMBER	DATE

DeCA Form 40-1, Nov 2010 Supersedes DeCA 40-1, Jan 2000
 Top copy to Patron; Bottom copy retained by Commissary (Store remarks may be annotated on the back of Commissary Copy)

Section 12: Stocking

12.1. EQUIPMENT. Always begin with proper equipment to improve productivity and customer service. Stocking carts should contain cleaning solution and paper towels to clean display cases/tables that are exposed from depleted product. A paring knife with protective cover and cut resistant safety gloves should be carried by employees for necessary trimming on the floor. Employees are required to wear safety shoes.

12.2. ROTATING AND CULLING. Rotate and cull prior to stocking and cull while stocking new product. Nothing takes away from sales more than bruised, discolored, and over-ripe fruits and vegetables. Proper rotation and culling will improve sales and reduce salvage.

12.3. EFFICIENCY. Stocker efficiency is increased by having organized coolers with specific locations for each product. When transporting produce from work area to sales area, use full stocking carts to optimize trips. Personnel can increase efficiency and quality by stocking with both hands and rotating and culling as they stock.

12.4. HAZARD ASSESSMENT. Ensure a hazard assessment of operations has been conducted to guarantee proper personal protective equipment (i.e., eyewear, gloves, safety-toe foot wear, smocks and cutting gloves) is available and used by personnel. Preventive maintenance must be performed on carts and other equipment to ensure proper working order.

Chapter 13: Organic Produce

13.1. GENERAL. Organic produce is food that has been determined by an independent third party certification program to be produced in accordance with a nationally approved list of materials and practices. Beginning in October 2002, the United States adopted a National Organic Program which prescribes strict growing, production, labeling, and handling standards for organic products and carries monetary fines for noncompliance. Organic and nonorganic produce items will not be allowed to touch each other in the storage area or on the display cases or racks. In addition, organic produce must not come into contact with fungicides, fumigants, and preservatives.

13.2. RECEIVING, HANDLING, STORAGE. Organic and nonorganic produce must be segregated. Upon receipt, check to ensure that organic produce is not commingled with non-organic produce. Train produce receivers to keep track of trucking and receiving records, including temperatures and truck cleanliness. Shippers should provide a farm code on their shipments of organic produce for traceability records. Place a hold tag on any questionable shipments until the questions are cleared up. To avoid dripping contamination, do not store organic produce underneath non-organic produce in the backroom. In the processing room, use separate sinks for washing organic and non-organic produce. If there is only one sink, sanitize the sink between washings of organic and non-organic items.

13.3. DISPLAYING. Use clear plastic dividers or separate containers to prevent organic and non-organic produce from touching in display cases. Clearly label all organic produce. Where possible, display all organic products together in one section and place large signage over the section to identify and promote the products. If commingled, organic product then becomes non-organic and may be displayed with non-organic produce. Remove organic label and display with non-organics.

Section 14: Plants

14.1. GENERAL. Proper merchandising and providing ample floor space within the store for plants will add color and eye appeal to the department. Plants displayed in the entry area of the produce department can be an attractive lead-in and provide a sense of vitality for the department. Carry a variety of plants to grab the customer's attention and possibly expand purchases. Outside plants must be displayed outside. Remove plants that have lost their vitality and beauty.

14.2. PLANT CONTRACTS AND PRICING.

a. There are two types of plant contracts and both impact pricing in different ways. The plant contract should be on file in the store however if you have questions regarding the type of contract, contact the Area produce specialist or the Perishable Division of the Headquarters Sales Directorate.

b. "Guaranteed sale with service" contracts require the produce manager to order and receive the plants. Vendor assistance with ordering the correct quantities and variety is part of the contract because vendor credit is provided for plants that do not sell. The vendor is responsible for watering, trimming and merchandising the plants. Include the plants and any credits in the department inventories. Guaranteed sales are sold with no mark-up.

14.3. AUTHORIZED/UNAUTHORIZED PLANTS

a. Produce departments may carry house plants, table top plants, and plants that live life in a pot.

b. Bedding plants, shrubs, or trees that are planted outside cannot be sold in the commissary.

c. Only a few commissaries can sell cut flowers because they were "grandfathered" into their contracts. No other stores are authorized to have floral contracts.

Section 15: Inventory Procedures

15.1. GENERAL. Management is responsible for the overall accountability of the department and for ensuring department operating (gain/loss) and accountable, inventories are conducted. Ensure all personnel conducting inventories are trained in the proper methods and procedures to complete those inventories successfully. This chapter provides the proper procedures for accomplishing department operating (gain/loss) inventories and accountable inventories.

Further guidance on inventories is available in DeCAD 40-21 and DeCAM 40-21.1.

15.2. ACCOUNTABLE INVENTORIES. Accountable inventories are taken to measure the fiscal year performance of the department over an extended period of time. The accountable inventory provides the actual physical inventory dollar value of all subsistence on hand, not to include salvage. After the accountable inventory is taken at the close of the accountable period, the book inventory is adjusted to equal the actual physical inventory dollar value. DeCA HQ Store Operations determines specific accountable inventory dates for each commissary.

a. Normally, the produce department accountable inventory is performed by commissary personnel (in-house), rather than contractor personnel. The SD will appoint team chiefs and team members to take a total physical count and a full or partial validation count of all produce on hand. Management may serve as the chief of the validation team, but not of the primary team, and may not have access to the primary team's documentation. The primary team chief will be an independent manager, supervisor, or other employee approved by the store director. The produce manager or produce personnel in charge cannot lead the primary team.

b. The produce department, (sales floor and cooler/backroom storage) will be divided into numbered sections only for the Accountable Inventory. Each section will have a corresponding numbered work sheet. For detailed instruction refer to the current Performance Work Statement (PWS) located in DeCA Public Folders, Store Library, Inventory Information.

c. Contract inventory teams, made up of contractor personnel, may be used for produce departments inventories. When contract inventory teams are used, the validation counts may be performed either by in-house or contractor personnel.

15.3. ACCOUNTABLE INVENTORY ALLOWANCE VARIANCE. The accumulative accountable period for formal inventories runs between the previous year's formal inventory date to the current year's scheduled inventory date. The allowable tolerance is up to one percent gain/no loss for accountable inventories. Individual stores cannot exceed the one percent gain/no loss unless provided a waiver by the Executive Director, Store Operations. The Resale Accounting Division, DeCA HQ, should be notified by October 31, each year, of any store specific variances approved for that year's inventory results.

15.4. PROCEDURES FOR ACCOUNTABLE INVENTORIES. Ensure receipt documents are processed within the correct inventory period when delivered on the day of the inventory. If any portion of the delivery is stocked, the receipt will be processed as before inventory. When a delivery will not be needed until after the inventory is conducted, process the receipt as “After Inventory” on the next business day. Store these products in a separate area and post a “Do Not Inventory” sign on the products. Ensure none of the “grocery department” items merchandised in the produce department are included in the inventory count. Never allow the selection or fullness of the department to be negatively impacted because of an inventory.

a. Adjust the department schedule to accommodate late night stocking to ensure the department is ready for store opening the next business day. Take a dollar value count, and full or partial validation count, of all produce items located in the backup storage areas, and processing areas, at invoice cost, no mark-up. The dollar value count for the sales floor will be taken at the selling price. Use of automated inventory equipment/program is authorized. Storage area counts may be taken before the close of business on inventory days; however, no item may be moved from storage for sale until after the inventory. If items do have to be restocked, the count must be adjusted.

b. When performing formal in-house inventories, produce items that need to be weighed and all items on the display line, may be inventoried by the in-house inventory and validation team members simultaneously. Round off fractions of pounds using the zero mill rule. If contractor performed, one count will be performed by contractor personnel and one count by the produce department team. The counts will be reconciled after all counts are completed.

c. After completing the inventory post each section total to DeCAF 40-55, Inventory Control Log.

d. Provide the original worksheets and DeCAF 40-55 to the inventory team chief. Retain copies for your files.

15.5. DEPARTMENT OPERATING (GAIN/LOSS) INVENTORIES. Management will conduct an operating (gain/loss) inventory once a month or quarterly as determined by Store Operations to determine the exact financial position of the produce department. The inventory should be taken after close of business on the last operating day of the month or may be taken up to six days before the last day of the month or up to three days after the end of the month with prior authorization from Store Operations. The department gain/loss inventory will be entered into the automated Produce Pricing System.

a. For the produce department to be considered in tolerance for the monthly (gain/loss) inventory, the allowed variance ranges from a two percent (loss) to a four percent (gain), and the cumulative variance allowed must remain within the one percent gain, no loss.

b. Produce departments will have three months after formal inventory to get their cumulative variance in tolerance while not exceeding the monthly allowable variance of two percent (loss) and up to four percent (gain). For the fourth and all succeeding months, the cumulative variance

allowed must remain within the one percent gain, no loss. Losses should be researched and corrected immediately. Gains can be managed month to month but need to stay within the one percent overall gain allowed for the year (after the first quarter).

NOTE: Stores that are out of tolerance on the formal inventory will need to bring their accounts within the one percent gain limitation immediately and will not have the first quarter exception.

c. A portion of department gains should be returned to the patrons in the form of price reductions and is not limited to the programmed manager's specials. Adjust individual prices, as necessary, based on the results of the monthly inventory. Recurring results of excessive gains or losses are indicative of a serious operational or management problem. The SD, store manager, and department manager will review the operation and document corrective action for review by the zone manager and area director.

15.6. PROCEDURES FOR OPERATING GAIN/LOSS INVENTORIES. Ensure receipt documents are processed within the correct inventory period when delivered on the day of the inventory. Ensure “grocery department” items merchandised in the produce department are not included in the inventory count. Never allow the selection or fullness of the department to be negatively impacted because of an inventory.

a. Produce management should be present for monthly inventories and adjust the department schedule to accommodate late night stocking to ensure the department is ready for opening the next business day.

b. A dollar value count of all produce items located in the backup storage areas not to include salvage, and processing areas will be taken at invoice cost, no mark-up. The dollar value count for the sales floor will be taken at the selling price. Use of automated inventory equipment/program is authorized; HHT, excel spread sheet, however the department gain/loss inventory will be entered into the automated precise positioning service, (PPS).

c. Storage area counts may be taken before the close of business on inventory days. However, no item may be moved from storage for sale until after the inventory. If items do have to be stocked, the count must be adjusted.

d. The original inventory worksheets, inventory report and certification worksheet will be taken to the SDO. The certification worksheet will be scanned by the SDO to the Resale Accounting Branch (RAB) or to the Overseas Resale Accounting Branch, (ORAB) for DeCA Europe. The RAB/ACBU is responsible for completing the Record of Operation, (RO) to determine the account status (gain/loss).

e. When allowable variances are exceeded, for the accountable and/or the gain/loss inventory, management should review all operational areas and investigate possible causes. The review should include, but not be limited to the following:

- (1) Ordering and receiving procedures

- (2) Pricing
- (3) Cross-ringing at register
- (4) Quick lookup display (QLD) in POS for accuracy
- (5) Possibility of employee or patron theft
- (6) Inventory procedures
- (7) Inventory sales ratio
- (8) Accountable documents: Summery Audit List (SAL), credits
- (9) Control over VCMs, if applicable
- (10) Documentation of salvage being generated
- (11) *Swell Allowance*

*The “Swell Allowance” program was designed to reduce the number of unsaleable VCM’s written at the commissaries. Unsaleables are products that are no longer fit for sale, e.g., outdated merchandise, leaky containers, etc. Only those vendors that have written VCM’s to DeCA in the past, for unsaleables, will be asked to participate under this program. By doing so, the manufacturer will agree to convert dollars of VCM’s for unsaleables into a mutually agreed upon percent that will automatically be deducted from each payment. The primary objective is to automate the existing VCM process that was predominantly manual. A current list of participating vendors is available in DeCA Public Folders, Store Library, Swell Allowance. For further guidance refer to DeCAM, 40-5.1, Chapter 2.

15.7. PROCEDURES FOR CONTAINER REDEMPTION VALUE (CRV). Ensure that accountability is preserved in both grocery and produce departments. Stores with CRV will perform the following steps.

- a. Store personnel are to amend the last 707 each month, by following Back Room Procedures v 9.0 (5.4.5 Amending and Creating a New Amendment from CARTS Manual Section 5.19).
- b. On the amended 707, store personnel will reduce the grocery gross amount and increase the produce amount by the produce CRV amount from the spreadsheet.
- c. There will be a correction from grocery and produce sales.
- d. The amended 707 should reflect the correct sale amount for grocery and produce.

Section 16: Personnel Scheduling

16.1. TRAIN EMPLOYEES. Knowledge is the key to efficiency and success. The produce department manager is responsible for providing hands-on training in all areas of produce department operations, for all department employees. Document all training sessions on DeCAF 40-132, Part C, Commissary Orientation/OJT Program (Figure 7), for each employee and retain a copy in the employees' personnel records. Keep personnel records up-to-date. Record all training to include both positive and negative actions.

16.2. SCHEDULING. Ensure personnel are scheduled to meet patron shopping patterns and operational needs. Management must be proactive by reviewing the entire operation to include-receiving, setting up the line, culling, stocking throughout the day, and assisting patrons. Consider assigning employees responsibility for specific areas of the produce display, this allows employees to take pride in workmanship for the appearance of their areas. Proper scheduling ensures quality produce in sufficient quantities and outstanding customer service.

a. Night stocking may be more efficient. Night stocking with one or two people permits the majority of the workforce to be on duty while the store is open, giving better coverage and customer service. Delivery trucks may also be received at night. However, this must be arranged with medical food inspection personnel and suppliers. When night delivery is impractical, late morning or early afternoon delivery should be considered as an option to ensure sufficient product for night stocking.

b. Prepare for upcoming holidays, sales events, vacations and paydays. Consult historical records, such as (order sheets), to determine peak sales periods and personnel requirements.

Figure 7. DeCAF 40-132, Part C, Commissary Orientation/OJT Program

COMMISSARY ORIENTATION/OJT PROGRAM					
DEPARTMENT <i>Produce (DeCAD 40-4)</i>	COMMISSARY		TRAINEE		
I. CORE TASKINGS <i>(Accomplished during Initial Department Orientation)</i>	DATE OF TRAINING	SUPERVISOR'S INITIALS	II. SPECIALIST TASKINGS	DATE OF TRAINING	SUPERVISOR'S INITIALS
A. Safety Procedures <i>(DeCAD 30-17)</i>			2. Clean display cases/storage bins		
1. Facility/work areas			3. Clean floors		
2. Equipment			D. Perform Temperature Checks <i>(DeCAD 40-4)</i>		
3. Lifting			E. Receiving Produce		
B. Sanitation Standards			1. Conduct in-check procedures		
C. Security Procedures <i>(DeCAD 30-18)</i>			2. Inspect incoming produce for:		
D. Process Items for Resale <i>(DeCAD 40-4)</i>			a. Identify/Quantity		
1. Stock display cases			b. Condition		
2. Cull display cases			3. Process DPSC Form 2005-2		
II. SPECIALIST TASKINGS	DATE OF TRAINING	SUPERVISOR'S INITIALS	4. Process price change		
A. Storing/rotating Produce <i>(DeCAD 40-4)</i>			5. Process local purchase receipts		
1. Depalletize items			6. Check receiving documents for proper:		
2. Remove spoiled items from storage			a. Contract number		
B. Process Items for Resale <i>(DeCAD 40-4)</i>			b. (PIIN) Number		
1. Trim bulk produce			c. DODAAC		
2. Tray, wrap, seal and price produce			d. Call Order Number		
3. Reprocess produce			F. Storing/Rotating Produce		
C. Maintaining Area Equipment <i>(DeCAD 40-4)</i>			1. Dispose of condemned subsistence		
1. Clean equipment/tools					

DeCA Form 40-132, Part C, Aug 1999

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Section 17: Safety

17.1. RESPONSIBILITY. Produce department operations presents a variety of hazards, requiring care and attention by supervisors and workers to prevent injuries and property damage. The produce manager and SD are responsible for ensuring all employees follow safety rules and directives. As a condition of employment, employees must follow safety procedures and wear required protective clothing, shoes, and equipment. Failure to follow procedures and abide by safety requirements may result in disciplinary action to both the employee and the supervisor. Guidance for establishing and maintaining the department's safety program can be found in DeCAD 30-17.1, Chapter 20.

- a. The department manager must work closely with the store safety representative in resolving safety issues/problems that may arise. In turn, the store safety monitor can elevate unresolved safety issues/problems to the installation safety office or area safety specialist for resolution.
- b. The department manager must provide appropriate work and safety training with coinciding documentation DeCAF 30-72, Employee Safety and Health Training Record (Figure 8), for each individual working in the department. Refresher training is required annually and whenever a change of equipment, procedures, or job assignment occurs.
- c. The department manager will ensure quarterly safety inspections, with additional inspections conducted when necessary, of the entire department are conducted, discrepancies are corrected, and safety problems beyond the scope of department or store management are brought to the attention of the next level supervisor.
- d. The department manager will conduct quarterly safety meetings with their employees. Document meetings on a cover page and include training roster DeCAF 50-48 signed by all employees present. Meeting subjects and attendance will be documented and retained by the supervisor for two years.

17.2. HAZARD AND ACCIDENT REPORTING.

- a. Reporting Hazards. Unsafe equipment and conditions must be reported to the supervisor(s) immediately. DeCAF 30-66 Hazard Report may be used. See DeCAM 30-17.1 regarding procedures to formally report the hazard. The immediate supervisor, SD, or safety representative should follow-up on correcting unsafe work procedures, equipment, or conditions in the commissary.
- b. Reporting Accidents. All job-related injuries/illnesses, property damage accidents, patron accidents and vendor accidents will be reported to the supervisor immediately. Customer accidents must be reported to the supervisor for appropriate action. If required, material damage must be prepared by the supervisor on DeCAF 30-111, DeCA Property Damage Accident Report. Report job related injury or illness on DeCAF 30-301, Accident Report.

17.3. MISCELLANEOUS SAFETY INFORMATION. Emergency Eye/Face Wash. Portable, self-contained eyewash units are only authorized for use when plumbed, potable water utilities are not available in the facility. In all other facilities, permanently installed, plumbed, emergency eyewash stations must be used. Access to the emergency eye/face wash station will be unobstructed to permit ready access. The emergency eyewash unit should be flushed weekly for three minutes. Management will maintain an in-house log sheet to record the initials of the individual performing the weekly flush and the date of its occurrence. This log shall be maintained for at least two years.

17.4. OTHER SAFETY ISSUES. Listed below are issues to help prevent on-the-job injuries.

a. Produce Hazards. Produce dropped on the processing area and sales floor is a potential hazard and must be cleaned up immediately to prevent slips and trips. To aid in keeping the processing room floor clean and to enhance employee comfort and safety, slip-resistant, tapered-edge rubber anti-fatigue mats of a design that can be removed and easily cleaned are recommended for use.

b. Trash and Garbage Cans. Trash and garbage cans shall be leak-proof. The lids must be closed securely at all times. If the refuse and waste disposal area is adjacent to or part of the general receiving area, initiate a program to keep floors and dock areas clean of refuse and waste. Garbage containers shall be moved on dollies, if available, to eliminate manual lifting.

c. Pallets. Pallets used to display bulk products will be selected based upon the highest 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.

d. Pry Bars. For those stores using pry bars, use the proper size for the job. Bars should have a point or toe to grip the object to be moved and a heel to act as a point of hinge. In some cases, a block of wood under the heel will prevent the bar from slipping and injuring the hand. Damaged bars will not be used and do not use a pry bar as a hammer.

e. Carton cutters. Most commercially available cutters use special retractable, removable blades as the cutting edge. Cut parallel to or away from the body, not toward the body. Keep the other hand away from the direction of cut. Place old blades in a separate, designated, puncture proof container for disposal. Do not throw them in waste cans. Store cutters in scabbards or suitable locations where accidental contact with the blade is eliminated. Cutters should not be placed in clothing waistbands or pockets. Cut resistant gloves must be worn when doing any type of cutting with a knife.

Figure 8a - DeCAF 30-72, Employee Safety and Health Training Record (Pg 1)

EMPLOYEE SAFETY AND HEALTH TRAINING RECORD						
<i>(For use of this form, see DeCAD 30-17; OPR is HS.)</i>						
SECTION 1: ADMINISTRATIVE ISSUES						
1. NAME (Last, First, Middle Initial)		2. STATUS <input type="checkbox"/> Civilian <input type="checkbox"/> Military		3. ORGANIZATION (Name, Department, Office Symbol)		
4. OCCUPATION (Title, Series, Grade Level)		5. OCCUPATIONAL HEALTH MEDICAL EXAMINATION REQUIRED				
6. POTENTIAL HAZARDS ASSOCIATED WITH PRESENT DUTIES						
SECTION 2: MANDATORY ITEMS (To be briefed annually to all personnel)						
Mandatory Items Briefing Dates (MM/DD/YYYY)						
EMPLOYEE'S INITIALS / SUPERVISOR'S INITIALS		/	/	/	/	/
1. POTENTIAL HAZARDS OF THE WORK AREA						
2. POTENTIAL HAZARDS OF THE JOB/TASK, HOW TO RECOGNIZE HAZARDS, AND SAFETY PROCEDURES TO FOLLOW						
3. SAFETY AND OCCUPATIONAL HEALTH PROCEDURES AND GUIDANCE THAT APPLY TO WORKPLACE AND JOB						
4. INDIVIDUAL RESPONSIBILITY FOR ENSURING OWN SAFETY AND THE "SAFETY BUDDY SYSTEM"						
5. EMERGENCY PROCEDURES THAT APPLY TO WORKPLACE AND JOB (Includes evacuation procedures)						
6. LOCATION AND REVIEW OF APPROPRIATE SAFETY BULLETIN BOARDS (including DeCAF 30-2272)						
7. LOCATION OF EMERGENCY NOTIFICATION AND PROTECTION EQUIPMENT (ACTIVITY FIRE PLAN)						
8. REPORTING UNSAFE CONDITIONS, ACTS, EQUIPMENT OR PROCEDURES (Both informally and on DeCAF 30-66)						
9. ACCIDENT REPORTING PROCEDURES						
10. LOCATION OF GOVERNMENT MEDICAL FACILITIES AND PROCEDURES TO OBTAIN EXAMINATION / TREATMENT						
11. EMERGENCY TELEPHONE NUMBERS						
12. PURPOSE AND FUNCTION OF DECAF 30-68, UNSAFE OR UNHEALTHFUL WORKING CONDITIONS						
13. REQUIRED USE OF SAFETY SEAT BELTS (Includes motor vehicle / forklifts)						
14. PERSONAL PROTECTIVE EQUIPMENT (Inform if any PPE is required to perform job)						
15. ERGONOMICS (General Awareness Training)						
16.						
17.						
18.						
SECTION 3. SPECIALIZED TRAINING (If required)						
SUBJECT	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS
1. CASHIER ERGONOMICS TRAINING						
2. BALER / COMPACTOR OPERATION						
3. ASBESTOS AWARENESS						
4. BLOOD BORNE PATHOGENS						
5. HAZARDOUS COMMUNICATIONS						
6. HEARING CONSERVATION						
7. PERSONAL PROTECTIVE EQUIPMENT						
8. LOCKOUT / TAGOUT						
9. ERGONOMICS (Special Training)						
10. FIRE EXTINGUISHER						
11. EMERGENCY RESPONSE & EVACUATION						
12. PERMIT REQUIRED CONFINED SPACE						
13. SAFE LIFTING						
14.						
15.						

DeCA Form 30-72, Jun 2006

Supersedes DeCA Form 30-72, Mar 2003
Page 1 of 2

Figure 8b. DeCAF 30-72, Employee Safety and Health Training Record (Pg 2)

SECTION 4: POWERED INDUSTRIAL TRUCK TRAINING <small>(e.g. forklifts, electronic pallet jacks, reach & tier, etc.)</small>					
1. TRAINING DATE		INITIALS	3. NAME OF TRAINER & EVALUATOR, AND ORGANIZATION		
2. EVALUATION DATE		INITIALS			
4. RE-EVALUATION DATES <small>(When needed, NTE 3 year anniversaries)</small>			5. RE-TRAINING DATES <small>(If necessary, explain in Section 6, Remarks, why needed)</small>		
4a. DATES	INITIALS	4b. EVALUATOR NAME & ORGANIZATION	5a. DATES	INITIALS	5b. EVALUATOR NAME & ORGANIZATION
6. POWERED INDUSTRIAL TRUCK AUTHORIZATION USAGE LIST <small>(Type, Make, Model)</small>					
SECTION 5: PERSONAL PROTECTIVE EQUIPMENT					
CATEGORY	ISSUED (Y / N)	PROVIDED IN AREA (X)	SPECIFIC TYPE	ISSUED DATES (MM/YYYY)	
a. HEAD					
b. EYE / FACE					
c. CHEST / TORSO					
d. ARMS / HANDS					
e. FOOT					
f. RESPIRATORY					
g. BODY (COLD)					
h. OTHER					
SECTION 6: REMARKS					
Employee's Signature _____ Employee's Initials _____					
Supervisor's Signature _____ Supervisor's Initials _____					
Supervisor's Signature _____ Supervisor's Initials _____					

Section 18: Security

18.1. LOSS PREVENTION. Security within the produce department is aimed at preventing losses resulting from pilferage, receiving irregularities, willful damage, and outright theft. DeCAD 30-18, area instructions, and local security operating instructions establish security controls to prevent loss of resources within the department. The produce department manager and SD are responsible for enforcing established security controls and for training employees in security practices and safeguards that prevent fraud, waste, and theft.

18.2. CONTROLS. The security controls summarized below are the minimum that must be enforced to prevent losses within the department.

- a. Report any security problems or violations to the SD.
- b. Do not allow employees to bring personal items into the work area that may be used to conceal pilfered items. Employees must use the lockers provided for storing personal items.
- c. Ensure employees eat and drink only in designated areas.
- d. Limit and control access to the department by challenging and identifying visitors.
- e. Supervise the removal of uncrushed boxes and crates from the department.
- f. Lock exterior doors and windows when not in use.
- g. Ensure padlocks, securing doors or windows, are locked in place and the key is removed.
- h. Ensure accountable keys are properly signed in and out only to persons specifically authorized in writing by the store director to receive them and are not passed from employee to employee.
- i. Secure all delivery documents until delivered to the SDO.

18.3. SHOPLIFTING. Employees must be trained in shoplifting prevention and detection, since their duties require them to spend a good deal of time on the sales floor. Consuming food that has not been paid for, except when offered as part of product demonstrations or product knowledge, is a form of shoplifting. Normally, the suspect has consumed the product, leaving no evidence, and confrontation at this point can be an explosive situation that must be handled carefully and diplomatically. The best deterrent to shoplifting is an alert and well-trained group of employees. DeCAD 30-18, Chapter 4, provides procedures to follow once an individual has been observed shoplifting. Ensure all employees read the chapter and emphasize that no commissary employee has the authority to arrest or apprehend a suspected thief. Employees

should notify the SD or manager on duty immediately of suspected incidents of shoplifting or pilferage.

18.4. EMPLOYEE SAMPLING. Sampling or taste testing items by produce employees is permitted and both the employee and the customers will benefit from the experience. Customers often ask produce employees about the taste and quality of various produce items. Employees should be able to provide knowledgeable answers. However, there is a marked difference between an employee eating a plum at the first delivery of the season, compared to eating a red apple every day of the week. Tasting a fruit does not mean eating a pint of strawberries or half of a watermelon. Clearly defined rules and procedures for employee sampling must be established and conveyed to employees.

Section 19: Sanitation

19.1. GENERAL. Ensure all produce personnel maintain a high standard of personal hygiene, as required in the Food Code (as adopted by the military services). Employees may need current food handler's certificates or health cards, if required by the installation. Check with the installation health authority. For sanitizing fruits and vegetables that are processed for trays, refer to guidance contained in Section 4.

19.2. REQUIREMENTS. Chemicals used to clean and sanitize floors, surfaces, equipment, and utensils and deemed as safe in food processing areas, must be listed in the National Sanitation Foundation (NSF) white pages, known as the "List of Proprietary Substances and Non-Food Compounds" published and administered by and approved for use in food establishments. The list of Proprietary Substances and Non-Food Compounds is available at <http://www.nsf.org/usda/psnclistings.asp>. These chemicals must be used IAW label directions to include proper concentrations and correct water temperature. Ensure employees wear the appropriate personal protective equipment (PPE) when exposed to hazardous chemicals, as noted on the chemical's safety data sheet (SDS). The SDS is a document that describes the physical and chemical properties of products, their physical and health hazards, and special precautions for safe handling, use, and storage. All facilities are required to have an SDS for each hazardous chemical used in the department. Ensure employees have immediate, unrestricted access to chemical inventories and SDS. Chemicals received at stores should have a current material safety data sheet, (MSDS) shipped with the product. If the SDS is missing at time of receipt, acquire a current copy of the SDS online at <http://www.com/msds/index.html> or visit the manufacturers' web site. See DeCAM 30-17.1 for further guidance.

a. For routine cleaning of floors, surfaces, equipment, and utensils, use Category A1 compounds listed in the NSF white pages. Before using category A1 compounds, food items must be removed or covered to prevent contamination. Category A1 products require a thorough rinsing with potable (drinking) water.

b. To sanitize work areas, equipment, and utensils, use authorized sanitizing agents, otherwise known as Category D2, approved for use in produce departments, and listed in the NSF White pages. Category D2 sanitizers must be used according to the label instructions.

c. Dispose of inedible produce, unmarketable products, boxes, and other debris throughout the day.

19.3. SANITATION SCHEDULE. An effective cleaning and sanitizing program, based upon a cyclic or repeating system, must be established. Some tasks must be performed daily, others must be scheduled weekly, monthly, quarterly, or semi-annually. The cyclic cleaning program will prolong product shelf life and equipment projected life-cycles. Figure 9 shows a sample sanitation schedule.

NOTE:*All refrigerated display cases and merchandising tables will be cleaned/sanitized monthly. Schedule sections on a rotating weekly basis, ensuring each case and table is cleaned/sanitized every month, or more often, as needed to maintain required sanitation standards.

19.4. SELF-INSPECTIONS.

a. To comply with applicable portions of the FDA Food Code, management will inspect the entire produce department, including all equipment, at least once per seven days.

b. Management, or designated personnel, will record these self-inspections on DeCAF 40-86, DeCA Self Inspection Food Hazard Control Checklist Produce Department (Figure 11). The condition of the department should be compatible with the findings annotated on DeCAF 40-86. The "Remarks/Action column must be used to document unsatisfactory conditions and action taken to correct the unsatisfactory condition. Retain completed checklists on file, available for review, for a minimum of one year.

**Figure 11a. DeCAF 40-86, Self Inspection Food Hazard Control Checklist
Produce Department (Page 1)**

DeCA SELF INSPECTION FOOD HAZARD CONTROL CHECKLIST Produce Department <i>(For use of this form, see DeCAD 40-4: OPR is PL.)</i>					
INSPECTED BY					DATE
RECEIVING	Y	N	REMARKS/ACTION	DATE CORRECTED	INIT.
1. Produce delivered in clean truck with refrigeration control maintaining temperature at 34-40 degrees Fahrenheit.					
2. Products received in excellent condition with sufficient shelf life remaining.					
3. Ready-to-eat products from approved source.					
STORAGE					
1. Stored products identified with name, date of receipt, rotated - FIFO.					
2. Refrigerator units maintaining proper temperatures of 34-40 degrees Fahrenheit, except bananas, tomatoes, onions, and potatoes which should be stored at 68-72 degrees Fahrenheit.					
3. Refrigerator/freezer temperatures checked and recorded three times daily (if manual); or if automatic alarm system, system checked weekly.					
PROCESSING					
1. Separate unprocessed and ready-to-eat food (melon balls, vegetable trays, etc.) processing sequences with proper cleaning/sanitizing between sequences.					
2. All food contact surfaces properly cleaned and sanitized using approved and labeled cleaning and sanitizing compounds at proper concentrations.					
3. Temperature requirement for processing room is 55-68 degrees Fahrenheit.					
4. Personnel with infections restricted from food handling.					
5. Hands washed and clean IAW good hygiene practices.					
6. Eating, drinking, use of tobacco products, chewing gum, wearing of jewelry (except plain wedding band) prohibited.					
7. Personnel wearing hair restraints and clean outer clothing.					
8. Ice, if used, will be clean, potable, plentiful and changed daily.					
9. Adequate supply of chemical sanitizer test strips maintained and used properly.					
DISPLAY					
1. Products requiring refrigeration maintained at 34 - 40 degrees Fahrenheit.					
2. All equipment, utensils, and display cases cleaned/sanitized with approved/labeled chemicals at proper concentrations. Display cases as needed, but at least monthly; all others daily.					
3. All sliced melons properly covered and stored on ice or in refrigeration.					
HOUSEKEEPING					
1. All cleaning agents stored out of processing/display area.					
2. Walls, ceilings, floors and non-food contact surfaces cleaned and maintained in good repair.					

DeCA Form 40-86, Jan 2007

Supersedes DeCAF Form 40-86, Oct 1999

**Figure 11b. DeCAF 40-86, Self Inspection Food Hazard Control Checklist
Produce Department (Page 2)**

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 40-86, Jan 2007

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Section 20: Temperature Controls

20.1. MAINTAINING CONTROLS. Maintaining proper temperature controls in the display cases, chill room, dry storage area, and processing room helps to ensure the freshest produce possible for the customers.

20.2. REFRIGERATED ITEMS. Temperatures of refrigerated produce items should be kept at 34 to 40 degrees Fahrenheit (1 to 4 degrees Celsius). If separate storage areas are available, one area should be kept at 34 to 36 degrees Fahrenheit (1 to 2 degrees Celsius) and the other area should be kept at 42 to 48 degrees Fahrenheit (6 to 9 degrees Celsius). Refrigeration equipment must maintain proper temperatures for safe produce storage. Correct storage will maintain the nutritional content and reduce the loss of highly perishable products. Each piece of refrigerated display equipment and refrigerated storage rooms must be equipped with a thermometer and will be monitored to prevent refrigeration failure.

20.3. REFRIGERATION ALARMS. In stores with automatic refrigeration alarms, check alarm systems weekly, preferably on the evening prior to a non-operating day. Record results of alarm checks on a general-purpose form placed close to the alarm system control. Be alert/aware of cases not connected to automated refrigeration alarms and manually monitor these cases.

20.4. TEMPERATURE CHECKS. If alarm systems are not installed, or are out of order, check the temperature readings three times daily on each piece of equipment and each storage area, and record on DeCAF 40-9, Daily Temperature Maintenance Log (Figure 12). Maintain temperature charts in a folder or binder, in a convenient location outside the view of patrons. On non-operating days, record temperature checks at least twice, preferably after each defrost cycle. Checks should also be performed any time there is a violent thunderstorm or known power outage.

20.5. ALLOWABLE VARIANCES. Ensure temperatures are within allowable variances: See Figure 10.

- a. Chill Box. 34 to 40 degrees Fahrenheit or 1 to 4 degrees Celsius (single storage area) and 34 to 36 and 42 to 48 degrees Fahrenheit or 6 to 0 degrees Celsius (multiple storage areas).
- b. Chill Display Case. 34 to 40 degrees Fahrenheit (1 to 4 degrees Celsius).
- c. Dry Storage/Processing Room (Separate). 60 to 65 degrees Fahrenheit (16 to 18 degrees Celsius).
- d. Ambient Storage Room (Separate). 60 to 65 degrees Fahrenheit (16 to 18 degrees Celsius).
- e. Bananas, Tomatoes. 56 to 58 degrees Fahrenheit (13 to 14 degrees Celsius).

QUALITY STANDARDS TEMPERATURE LIMITS**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
Multideck 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
Multideck Frozen	-8 to -3 degrees Fahrenheit
Multideck Pre-Pack Meats	+28 to +32 degrees Fahrenheit
Multideck 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
Multideck Deli, Self Service	+32 to +35 degrees Fahrenheit
Glass Door Ice Cream	-15 to -10 degrees Fahrenheit
Multideck 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 STORAGE 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 +30 degrees Fahrenheit

Quality Standards Temperature Limits
Figure 10

Figure 12. DeCAF 40-9, Daily Temperature Maintenance

DAILY TEMPERATURE MAINTENANCE LOG <small>(For use of this form, see DeCAD 40-3; OPR is DO.)</small>							<small>*Indicate Plus or Minus</small> <i>Checkers will record actual time and temperature and initial in appropriate block.</i>						
DEFROST CYCLE HOURS:							CASE IDENTIFICATION:						
TO	TO	TO	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													
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DeCA Form 40-9, Jul 1991

Supersedes AF Form 638 and TSA Form 126-R

**APPENDIX A
NEVER OUT/ CORE ITEMS**

NOTE: Embargo or Airlift Items Not Required In OCONUS Locations.

NOTE: Area Variations Allowed for Store Size – See Waiver on File

NOTE: **MINIMUM** Number of Varieties Per Store Size

<i>FRUIT/NUTS</i>	<i>PERIOD</i>	<i>VEGETABLES</i>	<i>PERIOD</i>
APPLES, BULK K1/K2-3; K3/K4-4; K5-5	ALL YEAR	ASPARAGUS	MAR- JUN
APPLES,BAGGED K1/K2-2; K3/K4-3; K5-4	ALL YEAR	BEANS, GREEN	ALL YEAR
AVOCADOS	ALL YEAR	BROCCOLI	ALL YEAR
BANANAS, YELLOW	ALL YEAR	CABBAGE, GREEN	ALL YEAR
BERRIES	JUL-AUG	CARROTS, BABY	ALL YEAR
MELONS	JUN-SEP	CARROTS, 1# BAG / 1 KILO	ALL YEAR
CHERRIES	JUN-JUL	CAULIFLOWER	ALL YEAR
CRANBERRIES	NOV-DEC	CELERY	ALL YEAR
GRAPEFRUIT	ALL YEAR	CORN	APR - SEP
GRAPES K1/K2/K3-3; K4/K5-4	ALL YEAR	CUCUMBERS	ALL YEAR
KIWIFRUIT	ALL YEAR	GARLIC	ALL YEAR
LEMONS	ALL YEAR	GREENS, COOKING	ALL YEAR
LIMES	ALL YEAR	LETTUCE K5-5; K3/K4-4; K1/K2-3	ALL YEAR
MANGOS	ALL YEAR	MUSHROOMS, PACKAGED	ALL YEAR
NECTARINES	JUN-SEP	ONIONS, GREEN	ALL YEAR
ORANGES	ALL YEAR	ONIONS, LOOSE	ALL YEAR
PEACHES	JUN-SEP	ONIONS, BAGGED	ALL YEAR
PEARS	ALL YEAR	PEPPERS	ALL YEAR
PLUMS	JUN-SEP	PEPPERS, BELL	ALL YEAR
TANGERINES	OCT-FEB	POTATOES, LOOSE	ALL YEAR
		POTATOES, BAGGED	ALL YEAR
		POTATOES, SWEET/YAMS	ALL YEAR
		RADISH	ALL YEAR
		SQUASH, ITALIAN (ZUCCHINI)	ALL YEAR
		SQUASH, YELLOW	ALL YEAR
		TOMATOES, LOOSE	ALL YEAR
		TOMATOES, PACKAGED	MAY-SEP

APPENDIX B

ETHYLENE GAS PRODUCERS/ETHYLENE SENSITIVE ITEMS

B-1. ETHYLENE GAS PRODUCERS/ETHYLENE SENSITIVE ITEMS AND PRODUCE STORAGE. When storing different types of produce in the same area, it is crucial to consider the optimum storage conditions of each commodity. Mixed produce that is stored together must be compatible in terms of temperature, relative humidity, and production and sensitivity to ethylene. Use this compatibility guide to determine which fruits and vegetables may be stored together. Since most storage areas do not have six different compartments, some compromises may be made (specifically for temperature and humidity levels). When mixing commodities, let the more valuable ones determine the storage conditions of the rest.

Group 1. Fruits and vegetables, 32° to 36 °F (0° to 2 °C); 90 to 95 percent relative humidity. Many products in this group produce ethylene.			
Apples	Horseradish	Mushrooms	Plums
Apricots	Kohlrabi	Nectarines/Oranges ¹	Pomegranates
Asian pears	Leeks	(FL & TX)	Prunes
Barbados cherries	Longan	Parsnips	Quinces
Coconuts	Loquat	Peaches	Radishes
Figs (not with apples)	Lychee	Pears	Rutabagas
Grapes (without sulfur dioxide)		Persimmons	Turnips

¹Citrus treated with biphenyl may give odors to other products.

Group 2. Fruits and vegetables, 32° to 36 °F (0° to 2 °C); 95 to 100 percent relative humidity. Many products in this group are sensitive to ethylene.			
Amaranth ¹	Carrots ¹	Leafy greens	Pomegranate
Anise ¹	Cauliflower	Leeks ¹ (not with figs or grapes)	Radicchio
Artichokes	Celeriac ¹	Lettuce	Radishes ¹
Asparagus	Celery ¹	Lo bok	Rhubarb
Bean sprouts	Cherries	Mushrooms	Rutabagas ¹
Beets ¹	Corn, sweet ¹	Onions, green ¹ (not with figs, grapes, mushrooms, rhubarb, or corn)	Salsify
Belgian endive	Daikon ¹	Parsley ¹	Scorzonera
Berries (except cranberries)	Endive ¹	Parsnips ¹	Snow peas
Bok choy	Grapes (without sulfur dioxide)	Peas ¹	Spinach ¹
Broccoli ¹	Horseradish		Turnips ¹
Brussels sprouts ¹	Kiwifruit		Water chestnuts
Cabbage ¹	Kohlrabi		Watercress ¹

Group 3. Fruits and vegetables, 40 °F (4.5 °C); 90 to 95 percent relative humidity.			
Cactus leaves	Cantaloupes ²	Lychees	Tamarillo
Cactus pears	Clementine	Mandarin ¹	Tangelos ¹
Caimito	Cranberries	Oranges ¹ (CA and AZ)	Tangerines ¹
Cassavas	Kumquat	Pepino melons	Yucca root
	Lemons ¹		

Citrus treated with biphenyl may give odors to other products.

Group 4. Fruits and vegetables, 50 °F (10 °C); 85 to 90 percent relative humidity. Many of these products are sensitive to ethylene. These products also are sensitive to chilling injury.			
Beans Kiwano Pummelo Calamondin	Malanga Chayote Okra Squash, summer (soft shell)	Cucumber Peppers Tamarind Eggplant Garlic	Potatoes, Storage Taro root Haricot vert Onions, dry

Group 5. Fruits and vegetables, 55° to 60 °F (13° to 15 °C); 85 to 90 percent relative humidity. Many of these products produce ethylene. These products also are sensitive to chilling injury.			
Atemoya Jackfruit Soursop Avocados Langsat Sugar apple Ababaco Lemons ¹ Squash, winter (hard shell)	Bitter melonlimes ¹ Tomatillos Black sapote Mamey sapote Tomatoes, ripe Boniatto Mangoes Breadfruit Mangosteen	Canistel Melons (except Cantaloupes) Carambolas papayas Cherimoyas Passion fruit Coconuts Pineapple Feijoas	Plantains Ginger root Potatoes, new Granadilla Pumpkin Grapefruit Rambutan Guavasanto ¹ Jaboticaba

¹Citrus treated with biphenyl may give odors to other products.

Group 6. Fruits and vegetables, 65° to 70 °F (18° to 21 °C); 85 to 90 percent relative humidity.			
Jicama Watermelon ¹	Pears (for ripening) White sapote	Sweet potatoes ¹ Yams ¹	Tomatoes, mature green

Separate from pears and tomatoes due to ethylene sensitivity

B-2. MOISTURE LOSS SENSITIVITY. Most products need to be transported and stored at a high relative humidity. However, some products are more susceptible to moisture loss than others. Relative humidity during transit and storage must be maintained as much as possible.

High Loss Rate			
Apricots Avocados Artichokes Asparagus Bananas Beets	Blackberries Broccoli Brussels sprouts Cantaloupe Cherries Figs	Grapes Green onions Guavas Leafy greens Lychees Mangoes	Mushrooms Papayas Peaches Pineapple Plums/prunes Raspberries Strawberries

Medium Loss Rate			
Cabbage	Cranberries	Limes	Radishes
Carrots, topped	Endive	Nectarines	Sweet potatoes
Cauliflower (unwrapped)	Escarole	Okra	Squash, soft
Celery	Grapefruit	Oranges	Tangerines
Coconuts	Green beans	Pears	Tomatoes
Corn, sweet	Lemons	Peas	
	Lettuce	Peppers	

B-3. ETHYLENE SENSITIVITY. Never transport or store fruits and vegetables that produce a lot of ethylene with products that are sensitive to it. Ethylene can cause premature ripening of some products and will ruin others.

Ethylene Producers			
Apples	Figs	Mangosteen	Persimmons
Apricots	Huavas	Nectarines	Plantains
Avocados	Honeydew melons	Papayas	Plums
Bananas, ripening	Kiwifruit, ripe	Passion fruit	Prunes
Cantaloupes	Mamey sapote	Peaches	Quinces
Cherimoya	Mangoes	Pears	Rambutan
			Tomatoes

Ethylene Sensitive			
Bananas, unripe	Cauliflower	Leafy greens	Spinach
Belgian endive	Chard	Lettuce	Squash
Broccoli	Cucumbers	Okra	Sweet potatoes
Brussels sprouts	Eggplant	Parsley	Watercress
Cabbage	Green beans	Peas	Watermelon
Carrots	Kiwifruit, unripe	Peppers	Yams

B-4. PRODUCE MISTING. For many types of produce, misting is not only necessary for maintaining moisture content while on display, but can also help sell the product by giving it a healthy glisten. Some fruits and vegetables though, can be harmed by too much moisture sprayed on them. Use the guide below to be sure not to mist produce that is non-mistable.

Mistable			
Artichokes	Chicory	Mustard greens	Spinach
Asparagus	Collard greens	Parsley	Sprouts
Beans, snap	Corn	Parsnips	Squash, hard shell
Belgian endive	Eggplant	Pears, unripe	Squash, yellow
Bok choy	Green onions	Peas	Squash, zucchini
Broccoli	Kale	Peppers, chili	Swiss chard
Brussels sprouts	Kohlrabi	Peppers, sweet	Tangelos
Cabbage	Leeks	Radishes	Tangerines
Carrots	Lemons	Rhubarb	Turnips
Cauliflower	Limes	Rutabaga	Watercress
Celery	Lettuce	Shallots	
Non-mistable			
Apples	Cucumbers	Mangoes	Pineapple
Apricots	Dates	Mushrooms	Plums
Avocados	Figs	Nectarines	Pomegranates
Bananas	Garlic	Okra	Prunes
Blueberries	Ginger root	Onions, dry	Potatoes
Strawberries	Grapefruit	Oranges	Pumpkins
Raspberries	Grapes	Papaya	Tomatoes
Cantaloupes	Guavas	Peaches	Watermelons
Cherries	Honeydew	Pears, ripe	
Cranberries	Kiwi	Persimmons	

B-5. RESPIRATION RATES. Pre-cooling is particularly important for products which produce a lot of heat. The following are examples of products which have high respiration rates:

High Respiration			
Artichokes	Blackberries	Kale	Raspberries
Asparagus	Broccoli	Lettuce	Spinach
Beans, lima	Brussels sprouts	Mushrooms	Strawberries
Beans, snap	<i>Carrots, bunched</i>	Okra	Watercress
Bean sprouts	Corn, sweet	Parsley	
Belgian endive	Green onions	Peas	

GLOSSARY

G.1. ACRONYMS.

ACBU	Accounts Control Business Unit
ACED	automated commissary equipment description
CAO	contracting officer
CARTS	Commissary Advanced Resale Transaction System
CONUS	continental United States
COOL	country of origin label
CRV	container redemption value
DeCAD	Defense Commissary Agency Directive
DeCAF	Defense Commissary Agency Form
DeCAM	Defense Commissary Agency Manual
DECCO	DeCA-Commissary Consumable Operational
DIBS	DeCA Interactive Business System
DoDD	Department of Defense Directive
DSD	direct store delivery
DSD-S	direct store delivery-single order
EBS	Environmental Management Services
FDA	U.S. Food and Drug Administration
FDS	
FIFO	first-in; first-out
FF&V	fresh fruits and vegetables
GS1	Global Standard One labels
HQ	headquarters
IAW	in accordance with
MP	Sales, Marketing & Policy Group
MPS	Division of the Sales Directorate
MSDS	Master Safety Data Sheets
NIS	not in stock
NSF	National Sanitation Foundation
OCONUS	outside the continental United States
OJT	on the job training

PACA	Perishable Agricultural Commodities Act
PLU	product look-up
POP/POS	point of purchase/point of sale
PPM	parts per million
PPE	personal protective equipment
PWS	performance work statement
QLD	quick look-up display
RAB	Resale Accounting Branch
RF-HHT	Radio Frequency Hand Held Terminal
RO	Record of Operation
ROA	resale order agreement
RTE	ready-to-eat
SAL	summary audit list
SCO	self check-out
SD	store director
SDO	store director's office
SDS	safety data sheet
UPC	unit pricing code
USDA	United States Department of Agriculture
VCM	Vendor Credit Memorandum
WMS	Warehouse Management System

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