

**Performance and Policy**

**SPECIALTY DEPARTMENTS DELI, BAKERY, SEAFOOD, PLANTS, ETC.**

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BY ORDER OF THE DIRECTOR

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**AUTHORITY:** The Defense Commissary Agency Directives Management Program was established in compliance with DoD Directive 5105.55, Defense Commissary Agency (DeCA), November 9, 1990.

**APPLICABILITY:** This Directive applies to all DeCA activities and personnel involved in operations associated with specialty departments (deli, bakery, seafood, plants, etc.).

**HOW TO SUPPLEMENT:** Regions may not supplement this directive without prior written approval from this office.

**HOW TO OBTAIN COPIES:** This Directive may be read or downloaded from the DeCA Web site [www.commissaries.com](http://www.commissaries.com).

**SUMMARY:** This directive provides policies, procedures, and guidelines that will be used to operate all contractor- or DeCA-operated specialty departments (deli, bakery, seafood, plants, etc.).

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**SUPERSEDES:** DeCAD 40-3, May 9, 1992, Chapters 3, 5, and 24 only; DeCAD 40-1, June 30, 1992, paragraphs 4-16, 5-11, and 5-12; Interim Guidance on Contractor Operating Cash Registers, June 11, 2002; and DeCA Policy Letter 40-59, June 17, 1997, Sanitation Policies for Hot Foods Operations. If this policy is in conflict with any other policy, procedure, guideline, etc., this policy will take precedence.

**OFFICE OF PRIMARY RESPONSIBILITY (OPR):** HQ DeCA/DO/PSM

**COORDINATION:** HQ DeCA AM, CIO, DO, EE, GC, HR, HRE, HS, IG, IR, OC, PM, PS, RM, SE, XP, and regional offices

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## CHAPTER 1

### GENERAL

**1-1. BACKGROUND.** Many commissaries include several specialty departments that offer the products and services of seafood, bakeries, delicatessens (deli), and plants. Specialty departments enhance patron service by offering a variety of items not available in the dry goods aisles.

**1-2. MANAGEMENT INVOLVEMENT.** Whether contractor- or Defense Commissary Agency- (DeCA) operated, DeCA has the overall responsibility for the operation of all specialty departments. Store directors will ensure that all specialty department managers are actively involved in store operations and the needs of the military community. This may require participation in store staff meetings, patron council meetings, and discussions involving new store construction or renovation projects. Specialty departments may be operated as different store departments for accountability purposes, depending on whether the products are vendor or government-owned. Store management must implement all correspondence from Headquarters (HQ) and regions that deal with specialty department operations. Specialty department managers will ensure all Agency correspondence and required checklists pertaining to specialty departments are reviewed, established, and enforced in accordance with the most current published checklists.

**1-3. PRICING.** The price of products should be commensurate with the best quality, patron convenience, and service provided by the local commercial supermarket sector. The price of the items stocked will offer the customer a cost savings compared to costs of like items sold in local supermarkets. Contracts may have specific savings required for core items.

a. The product must be priced to ensure the total selling price for the item appears on the outer package of the item and is visible to the customer, unless the item is sold by Universal Product Code (UPC) or Product Lookup Code (PLU).

b. Prices may be displayed for patron convenience on a “menu board” and/or on individual price tags. This includes items such as unwrapped bakery items displayed in self-serve cabinets and items that are priced by UPC. Items that do not have a scale-generated price label attached will require a shelf label. These labels will be located below the left facing of the items set in the display location and will be maintained in good condition.

c. The Food and Drug Administration (FDA), Food Safety and Applied Nutrition Division’s regulatory guidance requires labeling for pre-packaged goods. The label must contain the name and address of the manufacturer, packer, or distributor of the base product; product identity; net weight; and ingredients in descending order of predominance by weight. All perishable product labels must contain sell-by dates and should be scale generated. Hand-written labels are not authorized.

d. Specialty department management is responsible for providing correct pricing. Store management and specialty department management must check prices to verify their accuracy. The frequency of checks should be conducted monthly, but may be conducted more frequently at the discretion of the region director. As provided in specialty department contracts, no claims will be paid after 60 days for errors due to pricing.

**1-4. PRODUCT SAMPLING.**

a. Specialty department managers may conduct in-store product demonstrations and/or customer sampling of products available in the commissary. These types of in-store activities provide a service to patrons and encourage product sales. Frequent sampling/demos of specialty items are strongly encouraged. Demos should be scheduled with store management to ensure adequate space to access and

display the product is available and to avoid congestion within the store. Sampling criteria, such as days of the week, products to be sampled, hours per day, and inventory accountability are to be considered by the specialty department manager when planning a demo/sampling. Contractors will supply merchandise at their expense if vendor-owned or required by contract. In stores where the products are government-owned, demo/sampling is allowed, provided the accountable inventory is in the position to allow it. The contractor will issue a DeCA Form 70-10, Vendor Credit Memo (VCM), for the products used in the demo if government-owned product is required.

b. Store employees/associates are not permitted to participate in product samplings, unless they are off duty and in the store as authorized patrons. Specialty department employees/associates may participate in sampling of products if it is to assist in determining product acceptability or gaining product knowledge. Only sample-size quantities may be consumed.

**1-5. HOURS OF OPERATION.** Hours of operation, changes to hours of operation, and operating on scheduled holidays must be approved and coordinated between the contracting officer, program manager, specialty department manager, and the store director. Specialty departments need to remain open until the last customer shops. Changes to the hours of operation in contractor-operated specialty departments require the coordination of the program manager and contracting officer.

**1-6. ORDERING FOR VENDOR-OPERATED, CONUS, FAR EAST, AND EUROPE.** Ordering for vendor-operated specialty departments for the Far East and Europe will be performed per instructions published by the regions and the contractor's contract. Ordering for continental United States (CONUS), to include Alaska, Hawaii, and Puerto Rico, will be performed by the contractor.

**1-7. IN-CHECKING/RECEIVING.**

a. In-checking of deliveries will be the responsibility of the contractor for contractor-owned products. In-checking of deliveries will be the responsibility of store management for government-owned products, and normal DeCA receiving procedures will be used. The contractor will be responsible for stocking, maintaining, and physically placing received product into the appropriate storage area. Maintaining the storage area will be the responsibility of the contractor. The store receiving department will receive vendor-owned items delivered after normal operating hours. Allowances will be made when deliveries are received after normal working hours to allow the store receiving department to receive the vendor-owned items and store them securely away until they can be accepted by the specialty personnel. If the specialty department has government-owned product, normal DeCA receiving procedures will be used. If the product is vendor-owned, the vendor's receiving procedures will be used. Specialty departments using government-owned products will operate under the same gain and loss procedures applicable to that store department.

b. Vendor-owned specialty products must be segregated from government-owned merchandise and secured in government-provided secure areas. The contractor maintains ownership of that product until it is purchased by the customer.

**1-8. INVENTORY.** Responsibility for inventory will rest with the government for government-owned product and inventory responsibility will rest with the contractor for contractor-owned product. If the specialty department has government-owned product, the normal DeCA inventory procedures will be used. If the product is vendor-owned, the vendor's inventory procedures will be used.

**1-9. SHELF LIFE.** The primary shelf life schedule will be provided by the manufacturer. In absence of a written statement of suggested shelf life by the manufacturer, the shelf life reference in this directive will be the required standard.

**1-10. SCANNING.** All items that are exact weight and have a UPC should be scanned into the front-end scanning system. PLU codes should not be put on items that can be scanned except to ensure accountability. If the UPC code cannot be scanned, a specialty department label will be put over the UPC and the item will be treated as a random weight item. All PLU codes need to be standardized and approved by the Marketing Business Unit (MBU) before use. The store director will ensure cashiers are aware of the requirement to either scan the item's bar code label, key in the item's bar code number if the bar code will not scan, or key in the item's PLU, if applicable. See DeCA Public Folders, Store Library, Marketing Business Unit, DeCA's Interface Business Systems (DIBS) File Maintenance, for the deli department PLU codes. European deli and bakery PLU codes will be assigned by DeCA Europe; furnished to the stores in the Monthly Price List; and posted to DeCA Public Folders, European Region, Operations Division, Deli-Bakery, Price Lists, and Inventory Sheets. Contact the MBU if new PLU codes are needed for CONUS stores. The store director, general manager, or customer service manager will notify the deli specialty department if deli items do not scan as soon as they are discovered. The specialty department and/or store management is responsible for ensuring items are ringing in the correct Point of Sale (POS) department. This should be completed at least monthly. Claims **will not** be paid to the contractors after 60 days due to products ringing in the wrong department. All items that can be scanned, should be scanned, and not keyed, if possible. The intent is to eliminate manual keying of UPCs to provide for better accountability. The minimum scan rate is 99 percent. The commissary and the specialty department manager need to be able to expect all merchandise will be recorded accurately at the time of sale. Specialty items being returned to the store for credit/refund must be approved by the specialty department management. This is needed in order for the specialty department to obtain reasons for returns to better help them service the patrons. Voids at the cash register for specialty department items should be limited to as few as possible and reasons for the voids should be made available to specialty department management. If the UPC code is not to be scanned, a specialty department label will be put over the UPC and the item will be treated as a random weight item. Vendor-owned product must be segregated from government-owned merchandise and secured. If contractor-owned product, the contractor maintains ownership until it is purchased at the checkout by the customer.

**1-11. END-OF-DAY RECONCILIATION FOR VENDOR-OWNED PRODUCT.**

a. It is imperative that the end-of-the-day "Store Department Analysis Report" reflects scanning data accurately. This will ensure the specialty department is given credit for all vendor-owned items sold. If items are transferred from one store to another without being scanned in the proper department at that store, they should be scanned into the specialty department at the receiving store. Daily reconciliation is a requirement of specialty department contracts and, when completed, will help identify and correct any potential payment problems. The daily reconciliation process should be a simple matter of comparing what was recorded through the specialty scale and what was rung up in the front-end. Differences should be worked out between the specialty department manager and commissary management and corrected immediately.

b. Commissary management will review POS reports at the end of the day to ensure the contractor is given credit for all vendor-owned items sold. A daily reconciliation is required for vendor-owned product to determine if sales from the specialty department match up with front-end sales. This ensures the contractor is given credit for their sales, helps to locate and correct any potential payment problems, and reduces manual corrections as much as possible. Any amounts identified as vendor-owned product that were not credited to the contractor via the front-end must be factored, plus or minus into the daily reconciliation. This includes items scanned into the wrong department or items abandoned by customers. Investigate the possibility of items manually keyed into the wrong department or sweethearting.

**1-12. REFUND/RETURN POLICY.** Specialty department items being returned to the store for credit/refund must be approved by the specialty department management for vendor-owned products. Voids at the cash register for specialty department products should be limited to as few as possible. All

refunded/returned products that belong to the specialty department should be forwarded to and monitored by the specialty department to determine the reason for the refund/return. All re-shop items must be returned to the specialty department as soon as possible to allow the specialty department to determine the effect of voids on accountability of government-owned product or the payment of vendor-owned product.

**1-13. OPERATING SUPPLIES.** The store director will ensure needed government-furnished operating supplies are ordered, tracked, received, and made available to enable the specialty department to maximize sales and increase patron satisfaction. There should be no more than 30 days' supply on hand except in specific cases such as getting shipments less frequent than monthly. Substituted items will not be accepted by the store receivers and will be returned to the supplier. Operating supplies will be protected from sources of contamination.

**1-14. PURCHASE OF COMMISSARY ITEMS.** Contract specialty departments are not authorized to transfer items from the commissary to be used in the specialty department except outside the continental United States (OCONUS) locations.

**1-15. SAFETY.** Refer to DeCA Directive 30-17, DeCA Safety and Occupational Health Program Standards.

**1-16. SECURITY.** Refer to DeCA Directive 30-18, DeCA Security Programs, for complete guidance.

**1-17. PRODUCT RECALLS.** DeCA will forward all formal recalls and all advisory notices received at HQ to the region point of contact who will, in turn, notify the store and the affected specialty department. If a specialty department has any of the recalled or subject products, the specialty department will inform store management as to the actions taken. Store management will reply to HQ with their findings. All notices should be responded to even if the response is negative.

**1-18. MEDICAL FOOD INSPECTION SAMPLES.** Items used for medical food inspection sample(s) will be recorded on DD Form 1222, Request for and Results of Tests, Figure 1-1. For government-owned product, the specialty department will forward the form to the office of the store director for processing. In the case of vendor-owned product, a DD Form 1222, or a DA 7539, Request for Veterinary Laboratory Testing and Food Sample Record, Figure 1-2, or a form designated by the Military Services will be completed and the amount of the samples will be debited (added) to the daily reconciliation, as well as processed through the office of the store director. Samples should be kept to the minimum amounts required to render accurate results.

**Note:** The store is required to get the credit for veterinary samples.

**1-19. SCALE TESTING AND CALIBRATION.** Scales in all specialty departments will be calibrated annually. This is a government requirement and should be in the scale maintenance contract. Specialty departments will not use any scale in need of, or out of, calibration. Scales will also be tested within 3 days of the 1st and 15th of the month, using test weights for accuracy. This testing is to be performed and documented by the specialty department. Do not use inoperative scales or those requiring maintenance.

**1-20. QUALITY ASSURANCE EVALUATOR (QAE).** For stores with contracted specialty departments, store management will provide copies of all changes to the contract for inspecting the specialty areas to the appropriate department, the QAE, and the contracting officer.

**1-21. GUIDANCE AND ASSISTANCE.** The MBU, Performance and Policy (DO), and the contracting officer are responsible for providing guidance and assistance in the execution of these policies and procedures. The MBU has primary responsibility for oversight of the specialty departments and provides assistance for guidance, equipment, supplies, and operational and accountability issues. Region personnel, zone managers, store directors, commissary personnel, and contractor personnel are

responsible for the execution of these policies and procedures.

REQUEST FOR AND RESULTS OF TESTS				PAGE NO.	NO. OF PAGES
				1	1
<b>SECTION A - REQUEST FOR TEST</b>					
1. TO (Include ZIP Code)			2. FROM (Include ZIP Code)		
3. PRIME CONTRACTOR AND ADDRESS (Include ZIP Code)			4. MANUFACTURING PLANT NAME AND ADDRESS (Include ZIP Code)		
CONTRACT NUMBER			P.O. NUMBER		
5. END ITEM AND/OR PROJECT		6. SAMPLE NUMBER	7. LOT NO.	8. REASON FOR SUBMITTAL	9. DATE SUBMITTED
10. MATERIAL TO BE TESTED	10a. QUANTITY SUBMITTED	11. QUANTITY REPRESENTED	12. SPEC. & AMEND AND/OR DRAWING NO. & REV. FOR SAMPLE & DATE		
13. PURCHASED FROM OR SOURCE		14. SHIPMENT METHOD	15. DATE SAMPLED AND SUBMITTED BY		
16. REMARKS AND/OR SPECIAL INSTRUCTIONS AND/OR WAIVERS.					
17. SEND REPORT OF TEST TO					
<b>SECTION B - RESULTS OF TEST</b> <i>(Continue on plain white paper if more space is required)</i>					
1. DATE SAMPLE RECEIVED		2. DATE RESULTS REPORTED		3. LAB REPORT NUMBER	
4. TEST PERFORMED	RESULTS OF TEST	SAMPLE RESULT	REQUIREMENTS		
DATE	NAME AND TITLE OF PERSON CONDUCTING TEST		14b. SIGNATURE		

DD FORM 1222, FEB 62 (EF)

REPLACES DD FORM 1222, 1 JUL 58, WHICH IS OBSOLETE

This form was designed by FormSoft Group, Ltd. using FormFlow v3.1

DD Form 1222, Request for and Results of Test  
**Figure 1-1**

REQUEST FOR VETERINARY LABORATORY TESTING & FOOD SAMPLE RECORD		
For use of this form, see AR 40-657; the proponent agency is OTSG.		
1. FROM:	2. POINT OF CONTACT: Name: _____ Phone: _____ Station Identification Number: _____	3. CONTROL NUMBER:  4. TO: <input type="checkbox"/> VETCOM FADL <input type="checkbox"/> VLE <input type="checkbox"/> SAHRAIN <input type="checkbox"/> HAWAII <input type="checkbox"/> KOREA
5. PRODUCER/MANUFACTURER (Name, Address and Phone): _____ _____ _____ _____ _____ _____ ESTABLISHMENT # / PLANT CODE (IMSL, USDA, etc.) _____ VC # _____		
6. REASON FOR SUBMISSION: <span style="float: right;">Sanitation Audits</span> <input type="checkbox"/> Suspected foodborne illness (contact laboratory prior to submission) <input type="checkbox"/> Destination monitoring program <input type="checkbox"/> Initial <input type="checkbox"/> Suspected foreign material/object <input type="checkbox"/> Contract compliance <input type="checkbox"/> Special <input type="checkbox"/> Customer return/complaint (provide synopsis of incident/problem and local inspection results in the Remarks section below). <input type="checkbox"/> Proximate analysis <input type="checkbox"/> Directed routine <input type="checkbox"/> OTHER (Specify): _____ <input type="checkbox"/> Routine		
7. SAMPLES SELECTED FROM: <input type="checkbox"/> DECA <input type="checkbox"/> MWR <input type="checkbox"/> PLANT <input type="checkbox"/> Exchange <input type="checkbox"/> Exchange vendor <input type="checkbox"/> Prime vendor <input type="checkbox"/> Commercial establishment <input type="checkbox"/> OTHER: _____	8. DATE SAMPLE(S) SELECTED: _____ thru _____ 9. SHIPMENT TEMPERATURE CONDITIONS: <input type="checkbox"/> Room temperature <input type="checkbox"/> Frozen <input type="checkbox"/> Chilled - include 1 temperature pilot per shipping container	
10. INSPECTOR'S SIGNATURE	11. ACCOUNTABLE OFFICER'S SIGNATURE	
12. REMARKS (use additional paper if necessary):          		
FOR LABORATORY USE ONLY		
SHIPPING CARRIER TRACKING NUMBER:	LABORATORY REPORT NUMBER:	RECEIVED:
RECEIPT TEMPERATURE: _____	SAMPLE(S) FOR ANALYSIS BY: <input type="checkbox"/> CHEMISTRY <input type="checkbox"/> MICROBIOLOGY	

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DA Form 7539, Request for Veterinary Laboratory Testing and Food Sample Record

**Figure 1-2**

13. SAMPLE INFORMATION (Complete as much information as is available):		LAB REPORT #	
<b>SAMPLE NUMBER 1</b>		FOR LABORATORY USE ONLY	
SUBMITTER SAMPLE NUMBER	SAMPLE DESCRIPTION	BRAND NAME	
UNIVERSAL PRODUCT CODE (UPC)	PRODUCT CODE	SAMPLE WEIGHT/VOLUME	
QUANTITY SUBMITTED	UNIT OF ISSUE	TOTAL COST	DISPOSITION
<b>SAMPLE NUMBER 2</b>		FOR LABORATORY USE ONLY	
SUBMITTER SAMPLE NUMBER	SAMPLE DESCRIPTION	BRAND NAME	
UNIVERSAL PRODUCT CODE (UPC)	PRODUCT CODE	SAMPLE WEIGHT/VOLUME	
QUANTITY SUBMITTED	UNIT OF ISSUE	TOTAL COST	DISPOSITION
<b>SAMPLE NUMBER 3</b>		FOR LABORATORY USE ONLY	
SUBMITTER SAMPLE NUMBER	SAMPLE DESCRIPTION	BRAND NAME	
UNIVERSAL PRODUCT CODE (UPC)	PRODUCT CODE	SAMPLE WEIGHT/VOLUME	
QUANTITY SUBMITTED	UNIT OF ISSUE	TOTAL COST	DISPOSITION
<b>SAMPLE NUMBER 4</b>		FOR LABORATORY USE ONLY	
SUBMITTER SAMPLE NUMBER	SAMPLE DESCRIPTION	BRAND NAME	
UNIVERSAL PRODUCT CODE (UPC)	PRODUCT CODE	SAMPLE WEIGHT/VOLUME	
QUANTITY SUBMITTED	UNIT OF ISSUE	TOTAL COST	DISPOSITION
<b>SAMPLE NUMBER 5</b>		FOR LABORATORY USE ONLY	
SUBMITTER SAMPLE NUMBER	SAMPLE DESCRIPTION	BRAND NAME	
UNIVERSAL PRODUCT CODE (UPC)	PRODUCT CODE	SAMPLE WEIGHT/VOLUME	
QUANTITY SUBMITTED	UNIT OF ISSUE	TOTAL COST	DISPOSITION
<b>SAMPLE NUMBER 6</b>		FOR LABORATORY USE ONLY	
SUBMITTER SAMPLE NUMBER	SAMPLE DESCRIPTION	BRAND NAME	
UNIVERSAL PRODUCT CODE (UPC)	PRODUCT CODE	SAMPLE WEIGHT/VOLUME	
QUANTITY SUBMITTED	UNIT OF ISSUE	TOTAL COST	DISPOSITION
FOR ADDITIONAL SAMPLES, USE ADDITIONAL COPIES OF PAGE 2.			

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DA Form 7539, Request for Veterinary Laboratory Testing and Food Sample Record

**Figure 1-2**  
**(Cont'd)**

## CHAPTER 2

### CUSTOMER SERVICE

**2-1. COURTESY.** The importance of courtesy and service to the customer must be continually stressed to all department personnel. The attitude that specialty department personnel project when dealing with a customer has a lasting effect on the customer's attitude toward DeCA, the commissary benefit, and commissary employees/associates. Specialty department managers must be encouraged to talk with customers, get customer opinions via surveys, take special orders, and have the store suggestion forms available for input on types of items to carry and other issues. Shoppers are very aware of what is available in the local retail environment and expect the same in the commissary.

**2-2. CUSTOMER SERVICE.** Specialty department personnel will wear department uniforms while performing all duties. Contract specialty departments will provide uniforms for their employees/associates. The specialty department manager must ensure all personnel are aware of and adhere to DeCA's standards for customer service, as described below, while working in any of the specialty department operations, to include running the cash registers. Customers have the right to expect:

Article I	Article IV
Professional, Courteous Service	Well-Stocked Shelves
Article II	Article V
A Clean, Pleasant Store	The Best Possible Prices
Article III	Article VI
Fresh, High-Quality Merchandise	Quick, Efficient Checkouts

**2-3. SPECIAL ORDERS.** Orders for special products will be accepted and must be recorded on DeCA Form 40-1, Commissary Patron Special Order Request, [see Figure 2-1](#). The display case will not be depleted in order to fill orders for large quantities of specially ordered cuts. This practice would decrease the selection of merchandise readily available and result in a disservice to other customers.

**2-4. AVAILABILITY OF PRODUCT.** Ensure customers have a full selection of merchandise available throughout peak periods of the business day. Do not allow employees/associates to get into the practice of processing merchandise that is not required. Use tact, common sense, and supervisory skills to get the cooperation of department personnel in observing correct practices and processing the items that are needed at the appropriate time.

**2-5. SPECIAL SERVICE.** A trained store employee/associate will be on duty at all times while customers are shopping, including lunch and break periods, to provide counter service. Every effort will be made to satisfy customer requests for special processing of items during their shopping tour. This notification should be located in a prominent position near the display cases. First priority is maintaining the best selection in the display cases. Department personnel who are also authorized customers are not permitted to prepare, price, or wrap special orders, which they are going to purchase for themselves or their families.

**2-6. REGISTERS IN OR NEAR THE SPECIALTY DEPARTMENTS.** Convenience is the key to the entire specialty operation. Cash registers in the specialty department provide this convenience.

**“Instruction Sample”**

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

DeCA Form 40-1, Jan 2000

Supersedes DeCAF 40-1, Nov 1997, which is obsolete.

DeCA Form 40-1, Commissary Patron Special Order Form

**Figure 2-1**

## CHAPTER 3

### MERCHANDISING

**3-1. MERCHANDISING.** When products are processed, consideration should be given to keeping the cases filled, as well as providing a variety of products with a wide selection of sizes and price ranges. This is commonly known as merchandising and, when performed properly, the customers are provided with the item selection they desire at the best possible price. While there is no one specific percentage of savings requirement, except for core items in formal contracts, prices must be sufficient to entice our patrons to shop the commissary specialty departments. Adequate display space outside of departments and throughout the stores should be given to the specialty department, whenever possible. Ensure grocery displays do not block access or visibility towards the specialty department.

**3-2. STOCK ASSORTMENT.** The specialty department manager will ensure the proper stock assortment of items is available at all times throughout the business day to meet customer demand. Consideration must be given to the opening and closing hours of the deli and bakery departments. Bakery should be ready for the early-bird shoppers. The contracting officer, program manager, region director, store director, and specialty department manager will determine the initial selection of stock; however, final selection is up to the contractor and selection should not conflict with other departments in the store. While there is no required list of “core” items, except in formal contracts, the following is the minimum selection of items suggested to be displayed and available for sale in the cases. Regions with OCONUS stores will set their own minimums:

ITEM	R1	R2	R3	R4
DELI: MEAT	15	23	30	40
DELI: CHEESE	5	8	12	15
DELI: SALADS, GELATINS, PUDDINGS (Selection of these items will be determined by customer demand and approved by store management. Salad items may not be required, but should be offered, from time to time, to determine customer demand.)	3, if carried	3, if carried	6, if carried	6, if carried
DELI: MISCELLANEOUS ITEMS	12	18	24	30
BAKERY: PIES, CAKES, PASTRIES	12	18	24	30
BAKERY: DOUGHNUTS, BAGELS, MUFFINS	6	8	10	15
BAKERY: BREADS, ROLLS (if there is an oven)	10	12	15	18
BAKERY: MISC	6	8	12	15
WATERFOOD: TRAY PACK VARIETIES	4	6	8	10
WATERFOOD MARKET	N/A	N/A	12	18

**3-3. DISPLAY EQUIPMENT.** The sales display area should have adequate display equipment and be arranged to simplify the customer’s selection of products. The display area includes the space occupied by the display cases and adjacent shopping areas. Lighting is extremely important to establish an attractive display. Display cases and equipment within the specialties departments will be used to display specialty items. Cross merchandising of other department items, within or near the deli/bakery, waterfood/specialty departments, will be kept at a minimum.

**3-4. DISPLAY SIGNS.** Signs are an effective means of promoting new merchandise and informing customers of savings on particular products. Make signs for displays with block lettering on a sign making machine, stencil, computer, or POS, or use commercial signs. The use of hand-printed signs is

prohibited, except for hand printing on chalkboards. The use of POS materials from manufacturers to enhance programs is strongly encouraged.

**3-5. ARRANGEMENT AND ROTATION.** Display cases are displayed/merchandised as follows:

- a. Group by type of items such as salads, loafs, cheese, meats, etc.
- b. Identify commodity groups, where possible, within the department by channel indicators or other similar methods such as salads, meats, and cheeses. The specialty department manager may separate commodity groups with dividers. Channel tags that display the name and price per pound of individual items may be used. Department managers are highly encouraged to relate the “health” aspects of their department to their customers to better inform them and to promote sales. When specials are featured, they will be displayed with appropriate and informative signs giving the regular price, special price, and savings.
- c. Rotation of Items. In the self-service display case, place oldest cuts on top and toward the front of the case. This normally will provide for proper rotation of processed items.
- d. Customer Service. Throughout the day, assign an employee/associate to monitor displays to ensure proper stock rotation and to keep displays neat and well stocked. Always keep the displays free of sloppy, leaking, or discolored packages. Remove unsalable packages from display. The employee/associate will advise management of additional requirements if any items are selling more rapidly than anticipated. Ensure an adequate selection of items is available during all hours of operation. Cases will not be unloaded or covered until all customers have completed their shopping.

**3-6. CASE LAYOUT.** Product arrangement is critical to a successful operation. Correct product placement enhances eye appeal and customer satisfaction, stimulates sales, and encourages customers to experiment with new purchases. Adjustments for seasonality, locale, customer base, and the facility must be constantly reviewed to ensure increased sale opportunities.

**3-7. WHOLE MEAL CONCEPT.** The concept relates to the overall meal preparation of which deli/waterfood items can be “center of the plate.” Our customers usually prepare the rest of their meal around the main entree. Department personnel should keep this in mind when servicing our customers, especially while working the case. Many customers want, and would like, help with meal ideas. Helping our customers in this way can result in greater customer satisfaction and increased sales. Observe promotional activities in the entire store and identify when deli/bakery/waterfood promotions can be tied in.

- a. An aggressive demonstration program is encouraged. Specialty department managers should ensure they and their suppliers routinely provide an aggressive demo and sampling program. Specialty department personnel must be able to show customers different ways to prepare items and recommend various side dishes to accompany the main entree. Demo personnel must comply with published guidelines and store/region policies. In-store cutting demonstrations are authorized; however, local and FDA Food Codes must be followed. Use of sampling stands is encouraged and authorized.

- b. Sale item stickers should be used whenever possible. These stickers encourage impulse sales and product turnover. Highly visible colors and styles are strongly recommended.

**3-8. OPEN WITH FULL CASES.** This should be a standardized practice. This does not mean the case must be filled all the way to the top with enough products to last all day, but all items should be available for sale. The bakery business is more of a morning business than a late in the day business. It is normal to have reduced amounts of products for sale later in the day.

**3-9. ENSURE PARTY SUBS AND TRAYS ARE AVAILABLE FOR ORDER AT ALL TIMES.**

This is a special service that many of our patrons want and expect. Flyers are a great way to promote this service.

**3-10. THE SPECIALTY DEPARTMENT IS A VISUAL DEPARTMENT.** Display items in the specialty sections to encourage patrons to purchase items. Display sandwiches in the deli so that ample amounts of meat and cheese are visible to the customer.

**3-11. ADVERTISING.** Contractors are encouraged to support their merchandising effort with advertising whenever possible. This advertising can take many forms and it is up to the contractor to determine the best type and frequency.

**3-12. MANAGER'S SPECIAL.** A manager's special will be available at all times in the specialty department, in stores where the product is vendor owned. The deli manager's special must have at least one cheese, one meat, and one other item on position. The bakery must have at least two items on special at all times. Waterfood must have at least one item at all times for a "Manager's Special." Items selected should create the most customer interest and sales, and tie in with storewide promotions. Deli/bakery/waterfood "Manager's Specials" provide unlimited promotional opportunities. In stores where the product is government owned, "Manager's Specials" will depend on the inventory position in the department.

**3-13. PROMOTIONS/THEME SALES.** The specialty department/contractor should have promotions 11 times a year. These must include: New Year's, St. Valentine's Day, Easter/Passover, Cinco de Mayo, Memorial Day, Independence Day, Labor Day, Halloween, Veterans Day, Thanksgiving, and Christmas. Specialty departments may conduct other sales as desired. All advertising will be coordinated with the store director.

## CHAPTER 4

### SANITATION

**4-1. GENERAL.** A clean facility makes a good impression on customers as well as contributes to customer satisfaction and prevention of food-borne illnesses. Good sanitation practices also improve product quality, and keep employee/associate morale high. Cleanliness of merchandise shelving, display cases, floors, production equipment, and warehouse is important. The appropriate perishable department manager should establish and keep a regular schedule for cleaning these areas. Commissary management and specialty department managers must ensure the highest standards of sanitation exist within the specialty departments at all times, and that they are kept scrupulously clean and in accordance with the FDA Food Code. A weekly inspection (DeCAF 40-92, DeCA Self Inspection Food Hazard Control Checklist, [see Figure 4-1](#)) must be conducted by all specialty department managers. A separate form is to be completed for each department inspected with the name of the department shown on each form. In-house specialty departments will use a DeCAF 40-92 and retain on file for 1 year. The store director will specify in writing who will review the specialty department management self inspection results. A cleaning and sanitation schedule, to include frequency of cleaning; approved cleaning and sanitizing agents; and procedures for cleaning all equipment, floors, cases, and refrigerated units, will be developed by the specialty management. It will be approved by the store director, and will be posted in the specialty department to enhance employee/associate awareness. Sanitation practices in all stores will be in accordance with the current edition of the FDA Food Code as adopted/modified by the U.S. Air Force Public Health Service, or the U.S. Army Veterinary Command, whichever is applicable. Personnel hygiene and pest control will be closely monitored.

a. The specialty department must ensure effective clean-up procedures are an essential and integral part of the training program for clean-up personnel.

(1) The specialty department will ensure all clean-up personnel have been thoroughly trained on actual cleaning procedures and will follow these steps in the actual performance of the clean-up operation. All chemicals and soaps must be listed in the “List of Proprietary Substances and Non-Food Compounds” published and administered by the National Sanitation Foundation (NSF) and approved for use in food establishments. The list of Proprietary Substances and Non-Food Compounds is only accessible on-line at <http://www.nsf.org/usda/psnclistings.asp> and approved for use in food establishments. Within the NSF list, the codes for authorized cleaners are (A1) and sanitizers are (D2). Employees/associates must wear the appropriate personal protective equipment, as noted on the cleaning agent’s material safety data sheet. Effective cleaning procedures must follow these simple steps.

(2) Clean and sanitize the food contact surfaces of slicers, utensils, and cutting boards at midday, but no later than 4 hours after initial use. Sanitize after cleaning in accordance with (IAW) the Food Code and at the end of each day’s operation. Breaking down the slicer may be required to accomplish this requirement. This is critical when the equipment is used for processing potentially hazardous food. This is a minimum requirement as most deli operations accomplish this several times per day. Sanitizing solution may be sprayed or swabbed onto the surfaces; however, ensure the solution used is on the approved list and is at the proper concentration. Appropriate test strips must be used to check proper concentration. Clean other equipment and floors after each day’s operation.

b. Pre-cleaning. This step prepares the equipment and area so the next step (cleaning) will be effective.

(1) Remove all exposed scraps from the equipment/area to be cleaned and implement lockout/tagout safety procedures for all electrical equipment so equipped. Cover packaging/ wrapping materials and sensitive equipment such as scales, electrical boxes, switches, etc., to protect from moisture.

(2) Completely disassemble all pieces of equipment that are normally designed to be broken down to be cleaned by the operator or cleaning personnel. Place equipment pieces on tabletops or other surfaces, which allow easy access to all equipment surfaces. The use of hand tools is not authorized unless furnished by the manufacturer and is part of the cleaning process as described in the operating/cleaning instruction manual.

(3) Using brooms, brushes, or other appropriate tools, collect all large pieces of meats, cheeses, scraps, etc., accumulated on the floors and from beneath tables and equipment. Place all scraps in trashcans.

(4) Pre-clean with hot water.

c. Cleaning. The following steps remove grease and small pieces of meats, cheeses, and scraps, which remain after pre-cleaning.

(1) Prepare cleaning agents according to directions. Do not use more or less than required by label directions. Appropriate test strips must be used to check proper concentration. Use only approved cleaning (A1) and sanitizing (D2) compounds according to the NSF Web site referenced above.

(2) Apply cleaning agent to all dismantled equipment, pieces of equipment, tabletops, pans, trays, knives, walls, and floors.

(3) Apply cleaning agent to all areas and equipment. Using a stiff brush, agitate (brush) cleaning agent on any equipment or areas which are especially difficult to clean. Agitation will assist the agent in penetrating hard-to-reach areas and loosen particles missed during pre-cleaning. A stiff broom can be used to agitate the agent on floors.

(4) Ensure hot water is available throughout the entire cleanup and sanitizing process. Once the above procedure has been completed, apply a sanitizing agent to all surfaces and allow to air-dry.

d. Rinsing. Use hot water to remove all loosened meat, cheese, and scraps. Washed utensils and equipment shall be rinsed so that cleaning chemicals are removed.

e. Sanitizing. The following steps will kill many of the bacteria that remain after properly completing the first three steps. These steps will be ineffective unless the first steps have been properly completed.

(1) Prepare sanitizing agent according to manufacturer's directions and place into a suitable application device or sink. Strict compliance is essential.

(a) Too little sanitizer will be ineffective and will allow bacteria to grow.

(b) Too much sanitizer could contaminate products, which are processed afterward, and is needlessly expensive and wasteful. Contaminated products could be harmful to the patron.

(c) Use valid measuring equipment and appropriate chemical test strips to check recommended concentration. Chemical test strips can be purchased through the federal supply catalog.

- (2) Liberally apply or soak the correct dilution of sanitizer to all equipment, being certain that all food contact surfaces are thoroughly moistened.
- (3) Allow sanitizer to remain on all pieces of equipment as directed by label.
- (4) Allow all equipment to air dry.
- (5) If clarification of these instructions or the directions on the product label is required, call the DeCA regional office Public Health, and Safety and Security's (HS) Consumer Safety Officer.
- (6) Use United States Department of Agriculture (USDA) approved chemicals for sanitizing equipment cleaned in the sink. Hot water (170 degrees Fahrenheit or higher) may be used if approved chemicals are not available. Be very safety conscious if hot water is used. Use detergents and sanitizing solutions strictly according to the manufacturer's recommendations.

**4-2. INSPECTIONS BY MEDICAL PERSONNEL.** Medical inspectors will perform periodic inspections of the store to evaluate the effectiveness of the sanitation program and to offer advice on correcting discrepancies. Read the report carefully, making sure what is signed is factual and not generalized. Specialty department managers must annotate the form to reflect the date each discrepancy was corrected. Findings resulting in an unsatisfactory rating will be verified by the store director/sanitation coordinator and expeditiously reported to the region and contracting officer. Document corrective action and fax the report to the DeCA HS region consumer safety officer. Prompt telephonic reporting could result in a resolution of any disputed findings. Corrective actions must be taken to ensure an appropriate level of response. Regions may institute their own standards that are stricter than this guidance. Unsatisfactory findings will be reported to the store director immediately and a member of store management will verify the findings and sign the inspection report.

**4-3. FLOOR MATS AND COVERINGS.** To aid in keeping floors clean and to provide comfort and enhance safety/ergonomics, slip resistant, tapered-edge, or anti-fatigue mats of a design that can be removed and thoroughly cleaned of scraps and other matter are the preferred choice. Anti-fatigue matting should be used at each workstation that requires prolonged standing by the employee/associate. In holding or storage rooms, heavy paper or corrugated cardboard obtained from rolls, may also be used on the floors provided they are removed when the floor is cleaned IAW requirements.

**4-4. CLEANING.**

a. **Cleaning Refrigerated Areas and Display Cases.** Wash and clean all refrigerated rooms and refrigerators as often as necessary/required. Clean all refrigerated, walk-in, back-up/holding areas identified by the government as belonging to the deli/bakery at least weekly and sanitize bi-weekly. The deli/bakery service case is to be washed, rinsed, and sanitized weekly. Self-service display cases where the product is pre-packaged, must be washed, rinsed, and sanitized quarterly. All other cleaning will be done monthly or more often if needed, to maintain a high level of sanitation. Establish a schedule for cleaning the refrigerated areas. Contract deli/bakery personnel will clean the working and refrigerated areas they work in to the extent covered in their contract. Normally, this includes the floor, walls, and air vents up to the height accessible by a 2-step stool. Ceiling and light fixtures are normally not included. Replacement of light bulbs is normally included in the store lighting contract. Ensure all debris is removed to prevent the drains from clogging. Use an approved sanitizing agent to keep drains free of bacteria. Empty, unload, wash, and clean the deli display case on a regularly scheduled basis (schedule to be developed and posted). The intervals between cleaning of the cases shall not exceed 7 business days. Wash and sanitize price markers at least weekly when the display cases are unloaded and cleaned. Price markers shall not be of the type that pierces the product.

b. **Equipment.** Thoroughly wash, rinse, and sanitize at the end of each business day, all parts of power operated equipment that are in contact with food. Care must be exercised to prevent water from coming in contact with the motor or electrical components and connections. Electrical equipment must be de-energized with lockout/tagout procedures.

c. **Cutting Tables.** Periodically inspect plastic cutting table surfaces for cracks, cuts, crevices, and overall structural integrity of the table itself. Replace as necessary to maintain sanitary standards. Turn tabletops over weekly to equalize wear. Do not keep product on the cutting table longer than necessary. Cutting tables will not be used for storing or thawing products. Clean and sanitize tables thoroughly with a stiff bristle brush and hot water, foam or an approved detergent, and sanitizer. Medical food inspection personnel may recommend additional measures to keep the surfaces in a sanitary condition.

d. **Tool Cleaning.** Clean knives, steels, slicers, mesh gloves, safety aprons, knife holders, and similar items daily. Wash tools individually in hot water and detergent, rinse, and sanitize with approved chemicals. After cleaning, carefully inspect plastic hand tools for cracks or crevices. Replace plastic hand tools when cracks, crevices, and other signs of deterioration are noted. When sufficient amounts of hot water are not available, an approved chemical may be used. Approved test kits will be used to ensure the proper amount of sanitizer is being utilized.

e. **Scale Cleaning.** Clean scales with disposable paper towels several times per day, or more often if required. Place paper on the scale before weighing delicatessen meats to help keep the scale surface clean during use. Ensure paper is allowed for using proper tare weights.

f. **Special Cleaning.** Thoroughly clean and sanitize all equipment and food contact surfaces used to process raw meat products before reuse.

g. **Spill Clean-Up System.** Establish a system to handle all spills, broken bottles, etc., and make sure they are cleaned up immediately.

#### **4-5. PERSONAL SANITATION.**

a. Employees/associates must meet all applicable requirements of installation medical authorities. Employees/associates may be required to possess a valid medical certificate and food handler training certificate. Employees/associates must wear appropriate hair and beard restraints, as needed. Smocks, clothes, and safety equipment are duty requirements and will not be worn outside of the processing areas. Disposable plastic gloves must be worn and should be replaced often. Wash hands thoroughly with soap and water each time upon returning to the work area, regardless of the reason for leaving. This prevents the transmission of disease and gives customers a good impression of work habits. Use of plastic gloves does not relieve the employees/associates from the required use of soap and water hand washing.

b. Providing an image of professionalism, safety and sanitation are of vital importance in a food service area where direct contact with patrons is an essential job requirement. The only jewelry permitted to be worn on the hands and arms while on duty by food handlers is "a plain ring such as a wedding band" per section 2-303.11 of the FDA Food Code. No other jewelry will be worn on the hands or arms. Jewelry on other parts of the body will not be worn if it adversely affects personal or food safety, or sanitation. Safety and sanitation are of vital importance in a food service area where direct contact with patrons is an essential job requirement. Examples of jewelry subject to these safety and sanitation standards include: nose rings, tongue studs, eyebrow rings, necklaces and earrings/necklaces that are large and/or dangle away from clothing where their wear could constitute a safety or sanitation hazard.

**4-6. PROHIBITED ITEMS IN SPECIALTY DEPARTMENTS.** The use of all forms of tobacco products is prohibited in processing and storage areas. Eating food or drinking beverages, including chewing gum, will not be permitted in the production area. Any personal hygiene habit, which may result in contamination of any product, shall not be permitted.

**4.7. HAZARD COMMUNICATION AND CHEMICALS.** Chemicals and soaps commonly used to clean and sanitize the department may be classified as hazardous chemicals by the “List of Proprietary Substances and Non-Food Compounds” which is published and administered by the NSF and is only accessible on-line at [www.nsf.org/usda/psnclistings.asp](http://www.nsf.org/usda/psnclistings.asp) (e.g., corrosive, eye irritant, etc.). If so, the elements of the Hazard Communication Safety Program must be implemented in accordance with DeCAD 30-17, DeCA Occupational Safety, Health and Fire Protection Standards.

**4.8. SELF INSPECTIONS.** The perishable department manager, or designated DeCA manager or store associate will inspect the entire deli, bakery, pizza, hot foods, fresh fish market, other specialty departments, and all equipment at least once a week to ensure a high standard of sanitation. The weekly self inspection will be recorded on DeCA Form 40-92, DeCA Self Inspection Food Hazard Control Checklist, see Figure 4-1. Retain on file for 1 year. The current condition of these departments should match with the latest self inspection. A cleaning and sanitation schedule will be posted for all departments. The store director will determine who will review the specialty department’s self inspection.

<b>DeCA SELF INSPECTION FOOD HAZARD CONTROL CHECKLIST</b>				
Deli (D), Bakery (B), Fish & Seafood (S)				
* For Food Service Operations (Commissary Cafe, Sushi, Ice Cream Bar, Butcher Shop, Pasta Bar, Italian Bistro, etc) all below elements apply (For use of this form, see DeCAD 40-3 & 40-5. OPR is DO.)				
INSPECTED BY	DEPARTMENT		DATE	
<p><b>RECEIVING</b></p> <p>D, B, S- 1. Properly labeled product IAW with federal and/or state requirements. Product originates from approved source per VETCOMCIR.40-1 and DeCA Contracting.</p> <p>D, B, S- 2. Product delivered in clean truck with refrigeration control maintaining chill at (28-32 seafood, 32-40 deli/bakery) degree Fahrenheit; frozen 0-10 degrees Fahrenheit.</p> <p>S- 3. Live Seafood such as shell stock, lobsters delivered and held at 35-45 degrees Fahrenheit.</p> <p>D, B, S- 4. Products received in excellent condition with sufficient shelf life remaining.</p>	<b>Y</b>	<b>N</b>	<b>REMARKS/ACTION</b>	<b>DATE CORRECTED</b>
<p><b>STORAGE</b></p> <p>D, B, S-1. Stored products identified with name, date of receipt, date thawed/opened, and rotated properly first in first out--FIFO.</p> <p>D, B, S-2. Refrigerators/freezers maintaining chill (S=26-35, D, B=34-37 degrees Fahrenheit); frozen (-10-0 degrees Fahrenheit).</p> <p>D, B, S-3. Refrigerators/freezers checked and recorded three times daily (if manual); or if automatic alarm system, system checked weekly.</p> <p>D, B, S-4. Raw items stored separately and/or below ready to eat food.</p> <p>D, B, S-5. Frozen items being tempered held at 40 degrees Fahrenheit. Fully tempered items held at 34-37 degrees Fahrenheit.</p>				
<p><b>PROCESSING</b></p> <p>D, B, S-1. Separate raw* and ready-to-eat food processing sequences with proper cleaning/sanitizing between sequences. *Does not include salads treated with acetic acid (vinegar) to reduce pH below 4.6.</p> <p>D, S-2. Processed/assembled product returned to refrigeration before temperatures rises to 40 degrees Fahrenheit (not more than 30 min.).</p> <p>D, S-3. If cooking approved, product cooked to internal 165 degree Fahrenheit for customer order.</p> <p>D, B, S-4. All food contact surfaces properly cleaned and sanitized using approved and labeled cleaning and sanitizing compounds at proper concentrations.</p> <p>D,B, S-5. Personnel who are obviously sick or diseased will be restricted from food handling and cleared by a physician prior to resuming work as a food handler.</p> <p>D, B, S-6. Food handlers wearing disposable gloves when handling ready to eat foods. Utensils used to maximum extent possible.</p> <p>D, B, S-7. Hands washed and cleaned IAW good hygiene practices.</p> <p>D, B, S-8. Eating, drinking, use of tobacco products, chewing gum, wearing of jewelry (except for plain wedding band) prohibited.</p> <p>D, B, S-9. Personnel wearing hair restraints and clean outer clothing.</p> <p>D-10. All sandwiches manufactured with fresh ingredients using clean sanitized work surfaces. Protein salad fillings (Meat, seafood, eggs, etc.) acidified to pH 4.6 or below.</p>				

DeCA Form 40-92, May 2006

Supersedes DeCAF 40-87, 40-88, 40-90, 40-91 Oct. 1999 & 40-92, Apr 2005

DeCA Form 40-92, DeCA Self Inspection Food Hazard Control Checklist

**Figure 4-1**

	Y	N	REMARKS/ACTION	DATE CORRECTED	INIT.
<p>D-11. Produce used in sandwich manufacturing washed with clean and sanitized. IAW DeCAD 40-4, para 5-5 b and c. Pre-cut, bagged produce requires no further processing.</p> <p>D-12. Items cooked in store will be displayed/stored IAW the contractor's approved HACCP plan. Once cooked, product sold to customers immediately or held &gt;140 degrees Fahrenheit or chilled to 40 degrees F or less and sold as chilled products. Under no circumstances will they be offered for sale beyond the COB the day after preparation.</p> <p>B-13. Processed product properly labeled (name/address of manufacturer, packer, distributor, product identity, net weight, ingredients in descending order of predominance by weight, and sell by date.</p>					
<p><b>Display</b></p> <p>D, B, S- 1. Raw and ready to eat foods handled in separate sequence. Separated in display and rotated.</p> <p>S-2. Product temperature does not exceed (S=38; D, B, P=40) degrees Fahrenheit.</p> <p>S-3. Ice-Clean, potable, plentiful-changed daily.</p> <p>S-4. Only live shell stock, lobster.</p> <p>D, B, S-5. All equipment, utensils, and display cases in which deli, bakery, or pizza items are displayed cleaned/sanitized with approved/labeled chemicals at proper concentrations. All equipment, utensils, and display cases in which fresh seafood items are displayed on ice, cleaned/sanitized daily with approved/labeled chemicals at proper concentrations. Displays cases for packaged products cleaned/sanitized at least weekly. All other items daily as used.</p> <p>D, B, S-6. All product accurately identified and property labeled with sell-by-dates.</p> <p>D, B, S-7. Adequate supply of chemical sanitizer test strips maintained and used properly.</p> <p>D-8. Pre-slicing, prepackaged product for peak periods only controlled to prevent COB discard.</p> <p>D-9. Only salads with PH below 4.6 repacked, labeled with ingredients, and sold within 3 days.</p> <p>D,S-10. All pans used to display salads sliced meats, and seafood cleaned and sanitized after each use with approved/labeled chemicals.</p> <p>D-11. Food contact surfaces (slicer, cutting board, etc) cleaned/sanitized with approved/labeled chemicals at proper concentration at least every 4 hours throughout the operations day and at COB.</p> <p>D-12. Sandwiches made in commissary wrapped, labeled to show ingredients date of preparation, and sell by date, stored &lt;40 degrees Fahrenheit, and sold within day of production plus one day.</p> <p>D-13. Assembled pizza properly labeled with ingredients and sell by date. Pizzas sold/discarded by sell by date.</p>					

DeCA Form 40-92, May 2006

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DeCA Form 40-92, DeCA Self Inspection Food Hazard Control Checklist,

**Figure 4-1**

(Con't)

HOUSEKEEPING	Y	N	REMARKS/ACTION	DATE CORRECTED	INIT.
<p>D,B, S-1. All cleaning agents clearly labeled and stored out of processing/display area and separate from consumable products.</p> <p>D, B, S- 2. Walls, ceilings, floors and non-food contact surfaces cleaned and maintained in good repair. Work orders on file for repairs that require the attention of facility maintenance.</p> <p>D-3. Back up chill box in clean orderly condition, products on damage or shelving away from walls and ceiling.</p>					
<p><b>RECORDS</b></p> <p>S-1. Maintain shell stock certificates 90 days.</p> <p>D,B, S-2. Daily temperature maintenance log, DeCAF 40-9, (if manual); or if automatic alarm system, system printouts, maintained.</p> <p>D, B, S-3. Self inspection forms with annotated action maintained on file for 12 months.</p> <p>D, S, -4. If hot foods prepared/sold, approved HACCP Plan available for review.</p> <p>D, B, S, -5. Ensure new employees and managers have required training.</p>					

DeCA Form 40-92, May 2006

DeCA Form 40-92, DeCA Self Inspection Food Hazard Control Checklist

**Figure 4-1**

(Con't)

## CHAPTER 5

### REFRIGERATION CONTROLS

- 5-1. TEMPERATURE CHECKS.** Periodically check all refrigeration equipment for proper temperature operation. Commissary personnel will record temperature checks on DeCAF 40-9, Daily Temperature Maintenance Log, see Figure 5-1, for all display cases, walk-in boxes, and cold storage facilities that are not alarmed. The store director will develop written procedures for performing refrigeration system alarm checks, refrigeration system checks, and who to contact concerning potential refrigeration losses. The region director/zone manager will approve these instructions. The store will notify the specialty department immediately when an alarm goes off indicating failure of the cooling system where vendor-owned product is located. Failure to notify the contractor may result in store liability for lost or spoiled vendor-owned product.
- 5-2. RECEIVING/STORAGE AREA.** A maximum refrigerated storage area temperature is below 40 degrees Fahrenheit. During the receiving process, items should be received as quickly as possible and moved from the receiving area into the refrigerated storage area.
- 5-3. WALK-IN STORAGE BOXES.** Maintain storage temperatures in walk-in boxes according to paragraph 5-7. Always keep each item under proper temperature and store in a manner to aid rotation and inventory.
- 5-4. TEMPERATURE CHART FOLDERS.** Commissary personnel will maintain the temperature chart folders in a convenient location outside the view of the customer. List the equipment to be checked and the required temperature for each unit, on the form, in the folder. Ensure temperatures are within allowable variance when making the temperature checks. If temperatures are not within the allowable variance, ascertain the reason for the variance and take appropriate action. Annotate the temperature readings on charts three times daily. In commissaries that do not have an alarm system, the store director will ensure equipment and storage temperature checks are performed on non-operating days. On non-operating days, make temperature checks at least twice; once after each defrost cycle. Also, check anytime there are violent weather conditions or known power outages. Ensure commissary personnel making temperature checks know how to reset compressors, or know whom to contact for assistance when required. Provide the employee/associate, who is scheduled to make the temperature checks, with the appropriate telephone numbers of management personnel to contact when there is a problem, or if for some reason, the employee/associate cannot make the required temperature checks.
- 5-5. FREQUENCY OF TEMPERATURE CHECKS.** In commissaries with automatic refrigeration alarms, test the alarm systems weekly IAW the manufacturer's guidelines, preferably on the evening prior to a non-operating day. Record the results of checks on DeCAF 40-9, which should be placed close to the alarm system controls. When the alarm systems are not operational during non-operating days, follow the same procedures listed above for stores without alarm systems.
- 5-6. TRUCKS.** Ensure temperature surveillance is scheduled and conducted for all refrigerated deliveries.
- 5-7. STORAGE TEMPERATURES.** The following storage temperatures are required to optimize the shelf life of the product. Food inspectors will still use requirements listed in the FDA Food Code.

Freezer: All frozen meats, -10 to 0 degrees Fahrenheit

Chill Box: All fresh meats, 28 to 32 degrees Fahrenheit

Display Case: Fresh red meat, 28 to 32 degrees Fahrenheit  
Open cured meats, 34 to 37 degrees Fahrenheit

Display Case: Processed meats, prepared foods, salads, and deli items: case temperature to be below 40 degrees Fahrenheit

Chill Box: Fresh fish and waterfoods, 26 to 35 degrees Fahrenheit

Display Case: Fresh fish and waterfoods, 28 to 35 degrees Fahrenheit

“Instruction Sample”

DAILY TEMPERATURE MAINTENANCE LOG <i>(For use of this form, see DeCAD 40-3; OPR is DO)</i>							<i>*Indicate Plus or Minus Checkers will record actual time and temperature and initial in appropriate block.</i>							
DEFROST CYCLE HOURS:							CASE IDENTIFICATION:							
TO		TO		TO		TO		ALARM SYSTEM? <input type="checkbox"/> YES <input type="checkbox"/> NO (Check one)						
DEPARTMENT				PROPER TEMPERATURE RANGE _____ TO _____				PERIOD (Month/Year) _____ /20____						
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 <sup>A</sup>	IIIT	TIME	TEMP <sup>A</sup>	IIIT	TIME	TEMP <sup>A</sup>	IIIT	TIME	TEMP <sup>A</sup>	IIIT	COMMENTS	
1														
2														
3														
4														
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DeCA Form 40-9, Jul 1991

Supersedes AF Form 638 and TSA Form 126-R

DeCA Form 40-9, Daily Temperature Maintenance Log  
**Figure 5-1**

## CHAPTER 6

### OPERATION OF CASH REGISTERS

#### 6-1. GENERAL.

a. Cash registers may be placed and operated by contractor personnel in vendor-operated specialty departments within selected commissaries. Cash registers may also be operated by DeCA employees/associates in government-operated specialty departments and are subject to the same procedures as the front-end department. The store director must ensure all commissary funds issued to these operations are properly accounted for by monitoring contractor operations. Specialty department operators must comply with required standards for security and accountability as prescribed in their contractual agreement or contract; and with DeCA standards for control of funds. If the operation is under contract, the contract must be modified before the contractor operation of cash registers, if not included in the original contract. The importance of this function must be stressed to register operators as it relates to the financial integrity of the department and the store as a whole, as well as the effect of this operation on customer service. Requests for modification of the existing contract or agreement must be received from the region prior to implementation of contractor-operated cash registers. This request must be made in writing by the contracting officer a minimum of 30 days prior to the desired implementation date. The request will include suggested or proposed hours of contractor-operated cash registers. In addition, the store director will coordinate with the contractor for optimum placement of the cash register within the applicable specialty department.

b. The store director shall disseminate the following guidance to the appropriate staff, to include, but not limited to:

- (1) DeCAD 40-6, Customer Service Department;
- (2) DeCAD 30-18, DeCA Security Programs; and,
- (3) Point of Sale – Technology Refresh (POS-TR) and CARTS procedures.

#### 6-2. COMMISSARY RESPONSIBILITIES.

a. The store director/designated representative will designate an individual to monitor, via quality control procedures, contractor performance and ensure compliance with all the requirements contained in the contractor's checklist and DeCA's requirements/guidance. Nonconformance is to be promptly reported to the contracting officer. Cash offices will assist in the monitoring process by reconciling the cash receipts to ensure accuracy of the contractor-operated registers. The cash office will not inform the contractor of the amount the contractor is responsible for until after the contractor has turned in the cash receipts for the day.

b. The store director/designated representative will make unannounced cash fund verifications of the remote cash registers used within these operations, at the same frequency established for the front-end department cash registers.

c. The front-end cash clerk will issue, to the specialty department, a change fund daily that will be used the entire operating day. Cash offices shall issue a till equal to the amount issued to commissary cashiers as determined by the store director. When cash offices issue a till to a specialty department, the cash clerk shall record the loan amount issued to the contractor in the POS system. Cash offices shall print the loan report, and both the cash office, and the specialty department shall sign the printed loan report as a record the loan was issued to the specialty department. All specialty department personnel assigned to operate the register shall use the single till. The specialty departments shall pick up

the change fund till before the scheduled opening of the specialty department-operated cash register, and sign the loan report. The specialty department shall turn in the sales receipts no later than 15 minutes after the cash register is closed for the day. Both parties will sign a receipt acknowledging that the specialty department turned the monies over to the cash office.

d. Cash offices shall monitor the amount of monies in the till and when the monies exceed \$1,000, cash offices shall pick up the excess cash. The cash office shall count the money in the till at the end of the day and inform the specialty department of any discrepancies. The contractor shall reimburse the government for any shortages exceeding \$6 a day, if under formal contract. The amount shall be deducted from the Sales Certification Invoice (SCI) for the specialty department. The front-end manager will ensure the specialty department complies with all established procedures for cashier functions and the change fund, daily cash receipts, and original detail register tape will be turned in at the close of each operating day. Front-end department personnel will reconcile the change fund and cash receipt amounts to ensure accuracy of the deposit and collection of the 5 percent surcharge.

e. The store director's office will prepare a separate SCI for each operation for formal contracts. The period for each SCI will be weekly, Monday through Sunday, always beginning as of the first day of the month, and ending as of the last day of the month.

f. Enter sales data obtained from the POS end-of-day report onto the SCI daily. Enter the dollar value of any products returned to the specialty department onto the appropriate block and add the total back to the total sales.

g. The specialty department and store management (normally the front-end manager) will review daily tapes and reports to ensure all items are scanned and not keyed into the system.

h. Since check payment operations involve close attention to detail, closer direct dealing with customers, and the handling and safeguarding of funds, it is essential personnel be thoroughly trained at initial hire. In addition, continued training is required. Register operators must be impressed with the importance of their function as it relates to the financial integrity of the deli/bakery department, and the store as a whole, as well as to the development of good customer service.

i. Prior to assumption of duties involving cash register operation, the specialty department employees/associates will receive training before being assigned to a cash register. The length of the training will be a maximum of 8 hours. The specialty department will document the training. This training will include procedures and practices such as: checking for authorized patrons by use of identification (ID) cards, interrupted transactions, fund withdrawals from registers, excessive variances, security/robbery training, and emergency checkout procedures.

j. Store management shall review the daily POS reports to ensure items are scanned and not keyed into the systems, if scannable. Discrepancies will be reported to the contract QAE.

**6-3. SPECIALTY DEPARTMENT RESPONSIBILITIES.** The following guidelines will be followed by the specialty department personnel:

- a. DeCAD 40-6, Customer Service Department, when accepting personal checks as payment for customer purchases;
- b. Account for, safeguard, and deposit funds collected;
- c. Forecast sales and schedule checkers accordingly within their department;
- d. Call the customer service, deli, or bakery manager for refunds and voids. Front-end

managers shall handle any operations that require supervisory overrides. The specialty department shall authorize POS access codes 1 and 11. All refunds will be handled by the customer service office;

e. Accept only cash, checks, gift certificates, or charge/debit cards (no coupons, food stamps) and post DeCAP 40-209, "Deli Register: cash, check, charge/debit card only;"

f. Ensure that DeCAP 40-211, Deli/Bakery Register: "Sorry, we are closed," is posted anytime the register is not manned. Otherwise, the specialty department shall operate the cash register during the scheduled operating hours;

g. Review and become familiar with DeCA Directive 30-18, Security Programs;

h. Welcome each patron with a smile and friendly greeting before each transaction. Treat every commissary patron with courtesy and respect at all times and in every patron contact situation. At a minimum, personnel shall courteously greet each patron prior to the start of a sales transaction and request identification. State the total amount of the patron's transaction after all items the patron has selected for purchase have been processed, and thank the patron for shopping in the commissary at the completion of the sales transaction. Only persons who have been positively identified as authorized patrons are permitted to make purchases in a commissary. Positive identification shall be by means of an ID card. Purchases at specialty department-operated registers shall primarily be for specialty items. Store directors shall ensure that signage regarding this policy is posted at the specialty department-operated register. In DeCA Europe, only items from the pasta cafes, ice cream bars, deli, and bistro/home meal replacement/Grab-N-Go operations will be rung through the cash registers located in these operations;

i. Brief on the duties and responsibilities of checking IDs;

j. Honor the posted price. If an incorrect price is displayed, the patron pays the displayed price. The specialty department shall apply a "PAID" sticker to all products purchased at the specialty department-operated register. The specialty department shall be responsible for security of these stickers. The specialty department shall place the purchased items in plastic bags furnished by the commissary;

k. Refund the difference between the price charged and the price displayed to the patron when the error is brought to the store director's attention (usually with 24 hours). Exceptions should be made when warranted;

l. Returns will be handled by the customer service manager or the cash office. Front-end managers shall handle any operations that require supervisory overrides;

m. Monitor cash variances to determine if there is a trend of constant overages and shortages. The specialty department will be responsible for counting drawer to verify accuracy of close-out of the daily change drawer; and,

n. May use multiple personnel to service the cash register. Patrons may find it unappetizing to see food workers handling both money and their food. For this reason, these two processes need to be kept separate, at least in the minds of the customer. If plastic gloves are used to handle food, remove them to handle money and other non-food items. Put on new gloves before starting work again. Change gloves each time hands are washed.

**6-4. PAYMENTS AND PRICING STRUCTURE.** All sales for the vendor-operated specialty departments will be credited to the appropriate commissary department, if these departments are run with vendor-owned products. Cash shortages of \$6 or more, for a single sales day, will be deducted from the contractor's SCI for that week. All care must be given to ensure the specialty departments are given credit for all of their items that are sold.

## CHAPTER 7

### DELICATESSENS (DELI)

**7-1. GENERAL.** Contractor-owned and operated (formal contracts) delicatessens (delis) will be operated IAW existing contract terms and will adhere to the relevant sections of this directive. Delis using government-owned product and government labor or government-owned product and vendor labor will fall under the same basic requirements. Delis are under the oversight management of the perishable department manager. If there is not a perishable department manager, management will be one level below the store director or one level above the meat manager. The deli is operated as a grocery department sub-account if operating as a vendor-owned product department. A record of operations may be required by the store director to track accountability. The deli is operated as a meat department sub-account if operating where the product is government owned. Exception: In Europe, the deli is operated as a meat department sub-account regardless of whether vendor owned or government owned. In one-department stores, the deli is operated as a grocery department sub-account. Even though most delis are operated by contract vendor management and staffing, the perishable department manager or designated DeCA manager is responsible for the overall operation of the deli. There must be sufficient sales volume to support the venture. The savings on core items must be as per the contract, the non-core items must be the best price available, but in no case higher than retail. Vendor-owned product must be segregated from government-owned merchandise and secured. If contractor-owned product, the contractor maintains ownership until it is purchased at the checkout by the customer.

**7-2. DELI MARK-UP.** The product must be priced to ensure the total appears on the outer package of the item for the customer, unless the item is sold by PLU or UPC. In a government-owned product and/or labor specialty department, the store is allowed a 7 percent markup.

**7-3. CUSTOMER PRODUCT DEMAND.** Specialty departments must talk with customers, get customer opinions via surveys, and have suggestion forms available for input on types of items to carry and other issues. If a product fails to create a patron demand, offer it only on a special order basis, if possible. Do not waste display space on items that have little or no customer demand. Deli/bakery operations will be available throughout the sales day. Specialty departments will remain open until the last customer has shopped. The FDA Food Code, for food safety purposes, must be adhered to at all times. Do not slice or prepare all items early in the morning for the entire day's business. The amount of pre-slicing/pre-processing completed during the day should be limited by mutual agreement of the specialty department and the store director. This will allow for local considerations, size of store, size of deli, and financial common sense. Increased use of brand name products will attract patrons. Our shoppers are very aware of what is available in the retail environment and expect the same service in the commissary. The use of commercial programs (e.g., sushi or nationally known name brand meats) is encouraged to be offered to our patrons to provide the same level of products and services that are available in the retail sector, if allowed by law or contract. All new initiatives must be submitted to the MBU for approval before implementation.

**7-4. REDUCED PRICE PRODUCTS.** Merchandise will not be reduced and sold if not in acceptable condition and within assigned shelf life. Ends and pieces will not be displayed for sale in a highly prominent manner. They can be displayed at end-of-traffic flows in small and limited displays. The appearance that product is not of good quality or has expired shelf life must be avoided at all costs. Reducing price, other than specials, does not project the quality image we are seeking for the specialty departments. Items may be rewrapped if all food safety and package requirements are met after rewrapping and original sell-by date is not extended. Regardless of the calculated sell-by date, all items that have lost eye appeal, bloom, vacuum, or for other reasons are unsuitable for sales, must be pulled from the display case. Although some markdowns are acceptable, there should not be a regular trend of offering marked down products. If there are items that are distressed, a sign stating the price and item may be posted, but the item(s) should not be on a prominent display. Appearance of swollen or slacked

vacuum packed products is an indication that product freshness is compromised. Ensure vacuum packed products are checked throughout the day.

**7-5. PRODUCT VARIETY.** The perishable department manager will ensure the deli provides customers with a variety of luncheon meats, cheeses, salads, gelatins, puddings, and ready-to-eat cold meats, etc., as needed. The selection of these products will be determined by customer demand and reviewed by store management. Product selection, with the exception of the contract core line items, is to be determined by the contractor and should not be in competition with other commissary departments. There is not to be any direct conflict/competition with any military exchange system. Product selection should be considered before proposing operations. Approval is required from HQ for new types of items being introduced. Prepackaged complete chilled dinners (Dinners to Go) should be offered where there is demand. The specialty department may also offer items that are available in commercial retail supermarkets like hot cookies in the bakery department; pretzels, pizza by the slice, hot dogs, rotisserie chicken, soups, slurpee-type drinks, and ice cream, etc., and are “to go” in nature; if there is a customer demand, allowed by law and/or contract, and not in conflict with other base activities. If the deli merchandise is contractor owned, they are responsible for ordering and merchandising their products. To determine if the stock assortment is meeting patrons’ demands and providing at least a minimum number of items, look at the case. Depending on the time of day, more or less product is required. An audit of front-end scanning files can also help in determining customer demand. Other methods of determining minimum stockage requirements are to look at customer comment cards or simply ask the customer.

**7-6. HOT FOODS.**

a. Hot foods are not authorized to be sold without prior evaluation and approval from the regional office, the region consumer safety officer, the program manager, DeCA HQ, and the contracting officer. Hot foods should be geared to “Grab-N-Go” type items as opposed to entrees and side dishes. Examples of “Grab-N-Go” items are hot cookies, hot pretzels, hot dogs, hot sandwiches, and hot pizza by the slice. The instructions provided in this directive serve as the sanitation policy for all hot food operations. Hot food operations present a considerably greater risk of causing food-borne disease. Safety and sanitation precautions must be taken when handling raw meats and poultry to ensure other ready-to-eat products sold within the department are not contaminated. There is no established shelf life for hot foods, as long as they are kept above 135 degrees Fahrenheit; however, manufacturer’s suggested shelf life should be followed, if available. Additional information can be found in the FDA Food Code or by contacting the region consumer safety officer for hot food guidance and approval of the Hazard Analysis Critical Control Point (HACCP). All hot food items are to be run in department #32 in CONUS.

b. HACCP Plans. The specialty department is responsible for developing and maintaining the HACCP plans and checklists for hot foods programs. The contracting officer will ensure a HACCP plan is provided (and is incorporated into the contract for the contractor-operated delis) for those stores with hot food operations. The requirement for HACCPs may be required for other ready-to-eat items (e.g., sushi) and the region consumer safety officer is the determining source. If new hot food operations are identified for contract-operated delis, the contracting officer will modify the contract with the specialty department’s written approval by both local and regional consumer safety officers. Use the HACCP plan to identify the critical control points (CCPs) of the operation. Prevention of cross-contamination and adherence to the time and temperature protocols for potentially hazardous foods, as required by the FDA Food Code, should be considered when developing the HACCP plan, FDA Food Code Parts 3-4 (destruction), and Parts 3-5 (limitations of growth). Before hot food sales are initiated, the HACCP plan will be coordinated with and approved in writing by the local U.S. Army Veterinary or U.S. Air Force Public Health authority and the DeCA region consumer safety officer. Point of contact for written coordination will be the DeCA region consumer safety officer.

c. Once the critical control point of each hot food operation has been identified in the HACCP plan, a written checklist should be made that monitors the effectiveness of the public health

measures implemented at each CCP. Monitoring procedures for CCPs should invariably be simple rapid tasks that are measurable and not subjective. Visual observations tend to be subjective, temperature checks are not. Using this checklist, the operation will then be self inspected by the deli specialty department at specified non-peak times during daily operations (e.g., 1100, 1500, and 1900). Check the temperatures of hot foods as soon as they are finished cooking, then check the batch temperatures every 2 hours to ensure they are above 135 degrees Fahrenheit.

d. Previously devised or “generic” HACCP plans and checklists may be quite useful when developing plans and lists for individual stores, especially those from similar operations. However, these must be tailored to each store’s environment and line of products. HACCP plans for commissaries that will cook raw meats and poultry will be considerably more detailed and complex than those dealing only with pre-cooked items.

e. Deli managers should be familiar with HACCP plans, which contain concise guidelines and are located in Annex 5 of the FDA Food Code. The specialty department manager is responsible for developing the plan and checklist. At the current time, there is no need for HACCP plans for cold food.

### **7-7. TRAINING REQUIREMENTS.**

a. Section 2-102.11 of the FDA Food Code further requires supervisors of food operations to be knowledgeable concerning food-borne disease prevention, application of HACCP principles, and the requirements of the FDA Food Code that pertain to the food operation. DeCA personnel should refer to the consumer safety officer (CSO) for guidance on training requirements. In general, the scope of knowledge that is specifically required by this section of the FDA Food Code will include the following items:

- (1) Relationship between food-borne disease prevention and employee/associate hygiene;
- (2) Potential for transmission of food-borne disease by a food employee/associate who has a disease or medical condition;
- (3) Mechanisms of disease transmission through foods and symptoms of those diseases;
- (4) Significance of time and temperature requirements for potentially hazardous foods;
- (5) Hazards involved with the consumption of raw or undercooked meat, poultry, eggs, and fish;
- (6) Required times and temperatures of potentially hazardous foods for cooking, refrigerated storage, hot holding, cooling, and reheating;
- (7) Management and control of cross-contamination, hand contact with ready-to-eat foods, facility cleanliness, and hand washing requirements;
- (8) Relationship between food safety and proper equipment;
- (9) Procedures for cleaning and sanitizing utensils and food contact surfaces;
- (10) Methods for protecting water sources against contamination from backflow or cross-connections;

(11) Ability to identify poisonous and toxic materials in the food facility and the procedures of safely storing, dispensing, using, and disposing of them;

(12) Ability to recognize CCPs in the operation and to explain steps to control them;  
and,

(13) Significance of the HACCP concept.

b. Completion of the Food Store Sanitation Course, or its equivalent, is a requirement for all deli supervisors who will manage hot food operations. Equivalence of alternative training programs will be determined by the DeCA region CSO, the region chief of operations, and HQ DeCA. Examples of acceptable substitutes are the National Restaurant Association sanitation course and food service sanitation classes conducted by military public health units at many installations. Completion of the Food Store Sanitation Course, or its equivalent, is also required for all store directors. There may be a home study course entitled Food Store Sanitation that fulfills the training requirements of the FDA Food Code for supervisors of food operations. All supervisors and/or persons left in charge during normal operating hours must complete the Food Store Sanitation Course or an equivalent training course as determined by the installation medical authority. All training must be documented.

**7-8. CODE DATING.** When merchandise is transferred from the refrigerated cooler to the display case, date of receipt is not required. The sell-by date is required for items like sticks of bologna, domestic luncheon meat loaves, roast beef, corned beef, and similar products. The date the item was cut is required if only half a stick is being worked at a time. The sell-by date is required for both sections of the sticks of bologna, and should be dated with the date of opening and used within the established timeframe of 7 days. Always place the oldest merchandise nearest the employee/associate side in a rear service case, and nearest the customer on a self-service case, to ensure the merchandise is rotated properly, by sell date or condition. The contract deli manager is responsible for ordering product for formal contracts that use contractor-owned product. Expired products from the display case, or back room, will not be reworked or added to other products and will be placed in a designated area for salvage/expired items. Expired product must be immediately removed from cases for sale and VCMs will be completed for all government-owned deli products, if required. Products will be marked with their sell-by date and products will not be sold beyond their shelf life. Products received fresh, frozen, or thaw-and-sell, and displayed in display cases must have the manufacturer's recommended sell-by date, or adhere to DeCA standards: a 7-day shelf life after cutting deli meats or a 10-day shelf life for other items listed in the FDA Food Code. There may need to be a special shelf life for some items; these will have to be decided item by item. The thaw-and-sell product must be annotated with sell-by date on each package after thawing. In general, outdated products will not be sold. Manufacturers' sell-by dates will be used to determine shelf life of prepared products. In lieu of manufacturers' sell-by dates, DeCA standards will be used. The primary shelf life schedule will be that provided by the manufacturer. In absence of a written statement of suggested shelf life by the manufacturer, the referenced shelf life in this directive will be required. Labeling will reflect the manufacturer's expiration date, date opened, and the 7-day sell-by date, if less than 7 days. At no time will the shelf life, manufacturer's suggested shelf life, or DeCA's shelf life extend the shelf life on a product beyond that listed in the Food Code.

**7-9. PRE-SLICING.** Pre-slicing is defined as open to the air and not packaged. While pre-slicing of meat is acceptable, it should be kept to an absolute minimum as it detracts from the deli concept of freshness. Pre-sliced meats are only for peak shopping hours and should only be items that are high volume. Making sandwiches with leftover pre-sliced meat and cheese will not extend the shelf life. The shelf life for deli meat and cheese that are sliced and packed directly after slicing, and salads and sandwiches that are cut and packaged for sale, is the day of production, plus 1 day. At the end of the production day's operation, cover all pre-sliced merchandise securely with plastic wrap or place them in a

plastic bag to avoid dehydration. All pre-sliced products must be sold by CLOSE OF BUSINESS the day after slicing.

**7-10. SALADS AND PUDDINGS.** Salads and puddings will be processed as follows:

a. Use all salads and puddings, etc., within the manufacturers' suggested shelf life, if available, or 7 days after opening the master container. Marking the date on each master container at the time of opening is not required, provided the sell-by date is listed on all items contained in the master container. Use only commercially prepared salads from approved sources. Under no circumstances will these products be sold later than the manufacturers' sell-by date. Containers used for packaging salads will be new, single-use, and moisture and leak resistant. All packaged salads will be marked with the sell-by date and sold within 3 days of repackaging. All packaged salads unsold after 3 days will be discarded. Repackaging will not be used to extend the original sell-by date of the master container. Packaged salads will not be returned to the master container and will not be mixed with salads that are in the display case. If, at the end of the day, salads are removed from the case and repackaged into smaller packages, the shelf life is still the day the product was put into the case plus 2 days, or the master container sell-by date, whichever is shortest.

b. Only approved, commercially processed, manufactured salads (high protein or not) with pH levels below 4.6, as designated by the manufacturer or tested by the installation medical authority, will be packaged.

c. Dispose of bulk salads in the display case any time the commissary will be closed for 2 consecutive days. Never put salads from the display case back into the master containers. During the week, handle leftovers as follows:

(1) At the close of business, cover each pan of leftover salads and pudding, etc., with clean plastic wrap and leave in the display cases, or place in backup refrigeration.

(2) Do not use aluminum foil, as it will chemically react with some foods. The next morning, place fresh salad in a clean, sanitized pan. Fill the rest of the pan with leftover salad and position the pan so the leftover portion will be served first.

**7-11. DELI MEATS AND CHEESES.**

a. Sell high moisture cheese, domestic luncheon meat loaves, roast beef, corned beef, and similar products within 7 days of initial cutting, or opening, or the manufacturer's suggested sell-by date. Only the sell-by date is required if using the entire product. If only a portion of the item is to be used, the date the item was cut must be applied. If loaves/sticks of these products are halved for the purpose of placing one half in the deli display case and storing the remainder in the storage refrigerator until needed, both portions incur a 7-day shelf life from the time of initial cutting or manufacturer sell-by date - whichever is shorter. The portion stored in the storage refrigerator may be transferred to the display case at the later time, following removal of 1/4 inch of the face of the exposed surface. Always place the oldest merchandise nearest the employee/associate side in a rear service case, and nearest the customer on a self-service case, to ensure the merchandise is rotated properly by sell date. There may be some non-meat items (like extra dry cheeses, etc.) that allow for a 10-day shelf life, or longer, from cutting. These items will have to be decided on a case-by-case basis. If there are questions about the shelf life after opening, or other related questions, direct them to the CSOs or the HQ's program manager.

b. The 7-day limitation does not apply to dry, semi-dry sausage (like Hard Salami, Genoa Salami, Italian Dry Salami, Summer Sausage, or Prosciutto), or to aged, hard cheese (like cheddar or smoked cheeses). See paragraph 7-15 for more details on cheese. For these low moisture products, the manufacturers' sell-by date remains valid after the product has been cut or opened. Product condition,

not date of cutting or opening, should be the primary factor for determining disposition of these products. Frozen product is good for the same timeframes after thawing (clock starts after thawed).

**7-12. PRODUCT IDENTIFICATION.** When displaying products in the deli display case, clearly identify each product by name and price on each item. Do not use “stick pin” type price markers. Use markers that identify the product and price markers that affix to the deli shelf or sit on the product. Menu boards may be used to identify items and prices in addition to the item pricing, but the menu boards must be maintained to match with prices on each item. The deli should have low salt/low fat sections as well as other healthy sections.

**7-13. FRESH PIZZA.** Fresh pizza may be prepared and sold if certain guidelines are followed. Pizza prepared in advance of sale must be labeled with the sell-by date and sold within the day of production, plus 1 day, or by the manufacturer’s suggested sell-by date. Canned ingredients used in pizza must be stored in clean plastic or stainless steel containers, labeled with date of opening, and used within 5 days. All meat items used in preparation of pizza must be in ready-to-eat form. Pizza must be kept refrigerated below 40 degrees Fahrenheit until the time of sale. Pizza, by the slice, will use manufacturer suggested sell-by dates or 1 day if suggested dates are not furnished.

**7-14. FRESH SANDWICHES.** Fresh sandwiches may be prepared and sold in the delicatessen under the following guidelines:

All sandwiches shall be prepared in the deli area using fresh ingredients. All fruit and vegetable items will be washed, cleaned, and sanitized with clean, potable water containing not less than 50 parts per million and not more than 200 parts per million chlorine solution, with a 30-second contact time, or a method approved by the medical authority that achieves an equivalent level of food safety.

a. Sandwiches shall be suitably wrapped/packaged to protect them from contamination and dehydration.

b. All sandwiches must be labeled with the date of production and sell-by date. The shelf life for sandwiches is the day of production, plus 1 day. Sandwiches must be sold by CLOSE OF BUSINESS the day after slicing. This timeframe cannot exceed 48 hours.

c. Sandwiches may contain ingredients such as onions, lettuce, and tomato. Care must be given to ensure produce type ingredients do not make the sandwiches soggy. Meat, chicken, tuna fish, and other similar high protein salad fillings may be used for sandwich preparation only when commercially prepared and approved, either in fully prepared or kit form.

d. Use products that are previously chilled and removed directly from the master container or primary lug for assembly of sandwiches. Production must be efficient to minimize the time that ingredients are held at room temperature.

e. Sandwiches must be displayed at temperatures of 40 degrees Fahrenheit or lower and shall not be frozen or reworked. Be especially observant of sandwiches kept on ice. While ice provides for an attractive display, the ice may not provide the required temperature on the top and the bottom of the sandwich.

f. Individual packets of condiments (mayonnaise, mustard, and ketchup, etc.) should be available for the customers’ use.

**7-15. CHEESE.** There is a 7-day shelf life on all cheese that is sliced or chunked, with the exception of aged, hard cheeses (like Cheddar or smoked cheeses). For those low moisture products, the manufacturers’ sell-by date remains valid after the product has been cut or opened. Product condition,

not the date of cutting or opening, should be the primary factor for determining disposition of these products (see paragraph 7-11.b). Restrictions on the non-refrigerated display of cheese at store level are basically determined by the properties of the cheese itself and the manufacturers' recommendations. There are four general groups of cheese when it comes to determining refrigeration requirements:

a. **MAY NOT BE DISPLAYED OUTSIDE OF REFRIGERATION** (must be kept below 41 degrees Fahrenheit): Soft cheese such as cream cheese, cream cheese dips, Neufchatel, Mozzarella, Ricotta, Brie, Camembert, Blue, Muenster, cottage cheese, and Brick; irrespective of the display criteria, all cheeses should be transported and stored in a refrigerated state;

b. **MAY BE DISPLAYED UP TO 7 DAYS (MAXIMUM TEMPERATURE IS 78 degrees Fahrenheit)**: Hard cheeses such as Cheddar, Colby Swiss, and 100 percent natural cheeses;

c. **MAY BE DISPLAYED UP TO 14 DAYS (MAXIMUM TEMPERATURE 78 degrees Fahrenheit)**: All processed sliced cheese, American, and Monterey Jack; and,

d. **MAY BE DISPLAYED INDEFINITELY (DOES NOT REQUIRE REFRIGERATION)**: Grated Romano, processed cheese spreads (squeezeable and jar), Velveeta loaf, and American loaf cheese.

**7-16. SUSHI TO GO.** The deli will be allowed to sell sushi in selected locations as approved by the contractor, region, contracting officer, and HQ. Prior to commencing operations, these locations must have a current written HACCP approved and countersigned by the local medical food inspection authority and the consumer food safety officer supporting the region. If approval is not obtained, for any reason, the HACCP will be elevated to the Public Health, Safety and Security's (HS) consumer safety officer for review. The shelf life on sushi will be the day of production, plus 1 day, and the product will be labeled with the sell-by date, and must be kept chilled. The intent, however, is to prepare the product and sell it that same day. By allowing the day of production plus 1 day, we allow for product carried over from the previous selling day. This will provide and cover product that may be in the case during "early bird" shopping hours or before the sushi workers arrive and remove product. All previous day's product will be pulled from the case as soon as freshly prepared product is available for sale. All transfer locations must be approved by the region, contracting officer, HQ, and HS. Transfer operations will have their procedures documented and attached to the approved HACCP plan. Fresh sushi should be rung in department #34 in the front-end system.

**7-17. ENDS AND PIECES OF DELI ITEMS.** Ends and pieces of deli items will not be prominently displayed for sale; however, they may be sold if requested by deli patrons. Signage may be used to let the patrons know of their availability. Ends and pieces are subject to the same timelines as the entire piece was. Ends and pieces may not be used for salads, grinding, or any other purpose. The deli will not routinely mark down items because of damage. No product should be offered for sale that will affect the quality image of the deli. Shelf life, once packaged, is the day of production, plus 1 day, or manufacturer's sell-by date, whichever is less.

## CHAPTER 8

### BAKERIES

**8-1. GENERAL.** Bakeries are authorized to be established within the grocery department, on a self-supporting basis, to enhance patron service. Contractor-owned and operated bakeries under formal contract will be operated IAW existing contract terms and adhere to the relevant sections of this directive. There are also some departments using government-owned product and labor, or government-owned product and vendor labor, which will fall under the same basic requirements. Bakeries fall under the management of the perishable manager. If there is not a perishable manager, then management will fall one level below the store director or one level above the grocery manager. The bakery is operated as a grocery department sub-account if operating as a vendor-owned product department or government-owned. This section primarily covers procedures for existing bakery operations. Even though the bakery is operated by contract vendor management and staffed by contractors, the perishable department manager is responsible for the overall operation of the bakery. Types of bakeries used by DeCA are direct store deliveries (DSD), thaw-and-sell, and bake-off bakery items. As much as possible, the development of a “signature” item for the store is encouraged. These “signature” items will help make the store unique and will draw in shoppers. A complete line of frozen, ready-to-bake, and thaw-and-sell products needs to be delivered on a frequent basis, based on patron demand. These bakery products are stored in the grocery department frozen food freezers and coolers. Vendor-owned product must be segregated from grocery merchandise and secured. If contractor-owned product, the contractor maintains ownership until it is purchased at the checkout by the customer. Fresh bakery items should be produced and available throughout the main part of the business day, and not just in the morning. This is called “cycle baking” thus giving the store the ability to provide products as fresh as possible throughout most of the day, depending on how the store is equipped. There must be sufficient sales volume to support the venture. The bakery business is more of a morning business than a late-in-the-day business. It is normal to have reduced amounts of products for sale later in the day.

### **8-2. STOCK SELECTION AND PRICE.**

a. The contracting officer, program manager, region, store director, and specialty department manager will discuss the initial selection of stock. Bakeries should have sugar-free sections and healthy sections. Final product selection, with the exception of the contract core items, is up to the contractor, but there should be no competition with the same items in other commissary departments and there should be no competition with the exchanges.

b. The price of bakery products must be commensurate with the best quality, patron convenience, and service provided by the commercial supermarket sector. Further, the price of the items stocked will offer the commissary customer a cost savings compared to costs of like bakery items sold in local retail. Amount of savings and increased sales will be spelled out in each contractor’s specific contract. If government-owned product, the savings is related to the best value price we pay.

### **8-3. PRODUCT IDENTIFICATION AND CHECKOUT.**

a. The commissary and the bakery department need to be able to expect all merchandise will be recorded accurately at the time of sale. Bakery items being returned to the store for credit/refund must be approved by bakery management. This is needed in order for the bakery to obtain reason for returns to better help them service the patrons. Voids at the cash register for bakery items should be limited to as few as possible and reasons for the voids should be made available to the bakery and be credited to the department or PLU. PLU codes should not be put on items that can be scanned, except to ensure accountability. All PLU codes need to be standardized and approved by the MBU before use.

b. Commissaries normally carry DSD/direct store delivery single order (DSDS) bakery items, e.g., bread, rolls, buns, in the grocery department. These items are not part of the bakery specialty department and will be scanned in a separate bakery department at the checkout. These items should be displayed away from the bakery department to minimize competition with the specialty department-operated bakery. Store directors must ensure checkers are thoroughly versed in the difference between specialty departments, bakery products, and grocery bakery products. Where required, ensure all specialty department bakery and grocery bakery items are properly marked to assist checkers in crediting items to the right account.

**8-4. BAKERY MARK-UP.** The product must be priced to ensure the total selling price for the item appears on the outer package of the item for the customer unless the item is sold by UPC. The UPC must be entered into the store's computer system as a bakery item, if the item can be scanned into the proper POS department. If the item is not scanned into the proper POS department, the labels from the department scale must be used to cover the actual UPC code and the item must be treated like a random weight item. In a government-owned product and/or labor specialty department, the store is allowed a 7 percent markup.

**8-5. CUSTOMER PRODUCT DEMAND.** Specialty departments must talk to customers, obtain customer opinions via surveys, and have store suggestion forms available for input on types of items to carry and other issues. However, if a product fails to create patron demand, offer it only on a special-order basis, if the order system allows for this. Do not waste display space on items that have little or no customer demand. Baking should be throughout the main part of the day; this is called cycle baking. This produces increased sales and satisfaction because of freshness and aroma. Do not bake all items early in the morning for the entire day's business. The amount of baking during the day may be limited by mutual agreement of the specialty department and the store director, thereby allowing for local considerations: size of store, size of bakery, and some view of financial common sense. Increased use of brand name products will attract more patrons. Our shoppers are very aware of what is available in the retail environment and expect these products in the commissary. The use of commercial programs (Bakers Connection, Cinnabon, etc.) is encouraged (if allowed) to be offered to our patrons to provide the same services that are available in the retail sector and approved by HQ. The bakery business is more of a morning business than a late-in-the-day business. It is normal to have reduced amounts of products for sale later in the day.

**8-6. IN-STORE PROGRAMS.** In-store programs like the fresh-at-five bread program (product guaranteed to be fresh at 5 p.m. every day), or the cookie club (purchase 12 cookies, get one free) are encouraged.

**8-7. RECOMMENDED BAKERY SHELF LIFE.** Baked goods produced or defrosted in the commissary bakeries must be sold quickly. Develop a reliable method to identify and record sell-by dates on products produced or removed from the freezer. Baked goods must not be kept longer than the sell-by date. The appropriate manufacturer's suggested shelf life shall be used whenever available. In the absence of this information, the appropriate shelf life set forth in the table below shall be applicable and annotated on the product. Documentation pertaining to a manufacturer's shelf life recommendations shall be maintained at each location. Copies of the documentation shall be provided to the local military/medical food instructor (MFI) upon request.

<u>ITEM DESCRIPTION</u>	<u>DISPLAY CASE</u>	<u>PRE-PACKAGED*</u>
Breakfast Danish – Apple Pockets (Glazed), Cherry Pockets (Glazed), Almond (Glazed), Pecan Cheese (Glazed), Cherry Cheese (Glazed), Pecan Honey (Glazed), Blueberry Pockets (Glazed)	Day of Preparation PLUS ONE	Day of Preparation PLUS ONE

Donuts – Glazed, Jelly, Sugar, Iced, Long John, Cream Filled, Apple Fritters, Crullers	Day of Preparation PLUS ONE	Day of Preparation PLUS ONE
Bread – White (Loaf), Raisin (Loaf), Sour Dough (Round), French (Long), Italian, Rye, (Dark and Light, Sliced)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Rolls – Hamburger, Hot Dog, Kaiser, Parkerhouse, Dinner, Hard, Rye, Croissant (Assorted)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Specialties – Cream Puffs, Éclairs, Apple Strudel, Cherry Strudel, Apple Turnovers, Cherry Turnovers, Blueberry Muffins, Corn Muffins, Bran Muffins	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Pies – Apple, Dutch, Lemon, Cherry, Peach, Pumpkin, Pecan, Blackberry, Blueberry, Boysenberry, Cream (Refrigerated)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Cake* – Chocolate, Plain, Apple Spice, Devil’s Food, Pound, Carrot, White, Spice, Angel Food, German Chocolate (All may be iced/decorated)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Bagels – Plain, Raisin, Onion, Blueberry, Egg	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Cookies – Chocolate Chip, Brownies, Sugar, Macaroons, Oatmeal, Spice, Peanut Butter	Day of Preparation PLUS TWO	Day of Preparation PLUS FOUR

**NOTE:** Bakery product shelf life is applicable to all bakery items, whether items are received fresh, frozen, proofed and baked, thawed and baked, or thawed. Flavors listed above are examples only and do not include all flavors/varieties available.

**NOTE:** The store may provide an area AWAY FROM THE FRESH BAKERY for “Day Old” products to be merchandised. Creation of this section must be approved by the MFI and store management. All items sold in the “Day Old” section will not be given additional shelf life. All items in this section will be sold at a minimum of 25 percent reduced price compared to fresh.

“Pre-Packaged” means products baked and packaged in containers (or bags) in the commissary (as long as product is fully enclosed). Items pre-packaged by a manufacturer shall have a declared shelf life set by the manufacturer.

\*Applies to packaged and non-packaged cakes not under refrigeration. Packaged or non-packaged cakes **under refrigeration** shall have an additional day of shelf life. For those items that are received frozen and thawed, the shelf life listed above starts from the time the product is fully thawed. Cakes that are maintained in a **frozen** state shall have a 90-day shelf life.

**8-8. CAKE DECORATING.** The decorating of cakes is encouraged. The expenses of the decorating are divided based on if the item is edible or not. If the item, i.e., cartridges, is edible, the contractor is responsible for the purchase of the item. If the item is not edible, i.e., computer itself, the government shall purchase the item. In addition, plastic decorations (cake kits) are a specialty department expense. Sugar icing must be retained below 90 degrees Fahrenheit and within code date. Also, icing can be held at 80 degrees Fahrenheit for 60 days. Refrigerated non-dairy icing can be held for 1 year, if frozen. If held at above 40 degrees Fahrenheit, it can be held for 14 days or manufacturers suggested

shelf life. Fruit fillings use manufacturer's suggested sell-by-date. Containers of icing and glazing, etc., should either have an "open-on" date sticker, or a date sticker showing "use-by" date.

## CHAPTER 9

### WATERFOOD DEPARTMENT

**9-1. REQUIREMENTS.** The following requirements apply to waterfoods:

a. Contractor-owned and operated waterfood departments/tray pack (formal contracts) will be operated IAW existing contract terms and adhere to the relevant sections of this guidance. DeCA-operated seafood departments/tray pack will use this same guidance. There are also some departments using government-owned products, which will fall under the same basic requirements. Waterfood departments fall under the management of the perishable department manager. If there is not a perishable department manager, management will fall one level below the store director or one level above the meat manager. The in-store waterfood department or tray pack operation is operated as a meat department sub-account. Department #42 in the front-end system will be for fresh government-owned seafood or vendor-owned seafood products in full service markets. Department #43 in the front-end system will be for fresh government-owned or vendor-owned seafood products in tray pack operations. Department #44 in the front-end system will be for the seafood road shows (whether there is a full service market/tray pack operation or not). Even though the waterfood department may be operated by contract vendor management and staffing, the perishable manager is responsible for the overall operation of the waterfood department. Waterfoods delivered either as case ready or for contract-operated fish markets, will be in excellent condition, practically free of parasites, and showing no evidence of mishandling. Products delivered as fresh and intended to be sold as fresh will not have been previously frozen and thawed. In-store waterfood departments, where the product is government owned, the store is authorized to mark up the products as much as 10 percent to avoid loss to the government. In stores that have fresh tray pack seafood, up to 7 percent markups are allowed to avoid loss to the government.

(1) Gain and Loss Inventories: Sales/receipt cut-off dates for waterfoods may not coincide with end-of-month meat department gain and loss inventories. When waterfood sales occur in the current month, but are receipted in the following month, an adjustment to the meat department inventory must be accomplished so that the meat department record of operations gain or loss is stated correctly.

(2) Inventory adjustment: Month-end meat department inventory will be conducted IAW DeCAD 40-21, Accountability for Commissary Resale Merchandise, and signed by the meat department manager. The total inventory figure will be posted by the Resale Accounting Division (RMCA), and then adjusted for any waterfood sales that have not yet been receipted. The Sales Department Analysis Report for each day's sales that have not been receipted will be attached to the inventory. The RMCA will then enter the sales from these sales analysis reports as an adjustment to the inventory (subtraction). This understatement of physical inventory on the record of operations will reflect the accurate meat department accountability for the month. In the following month, the understated inventory will normalize with the waterfood receipt that will be posted on sales.

(3) Accountable Inventories: When an accountable inventory occurs, with sales recorded prior to receipt being posted, the inventory will be adjusted through the memo entry process.

b. Waterfoods purchased as case ready must be packaged in consumer sized packages with oxygen permeable wrapping (if to be sold chilled), dated with the sell-by date, and labeled IAW paragraphs (1) through (5) below. All sell-by dates should be open (i.e., day, month, and year - 3 July 2002). Bulk packed waterfoods, intended for resale in a vendor-operated fresh fish market, will be similarly case-marked with date of receipt and the sell-by date. Vacuum packed, fresh fish are not authorized, except as individually approved by HQ DeCA food safety representative, and it must have a U.S. Department of Commerce seal.

- (1) Fish will be labeled with the acceptable market or common name, as provided in the FDA Guide to Acceptable Market Names for Food Fish Sold in Interstate Commerce latest editions.
- (2) Molluscan shellfish. Live shellfish (shell stock) and shucked shellfish must have affixed to the label, the Interstate Shellfish Shippers Number, which indicates the source of the products, IAW FDA Food Code.
- (3) Shrimp will be labeled with the common name of the product and counts per pound. Shrimp, which have been treated with additives to enhance their keeping quality, must be labeled with those ingredients. Bulk shrimp delivered for vendor-operated fish markets must have the following information: Name and address of processor or distributor, common name, count, net weight, and ingredients.
- (4) Live lobsters should be seasoned/purged and maintained in a holding tank for a minimum of 24 hours so that purging is completed prior to delivery. Additionally, lobsters should be manually purged upon receipt. Tails will not be removed and sold from sluggish or dead lobsters.
- (5) Other waterfoods will be labeled with sufficient information for customers to determine species, market form, and ingredients.
- (6) Signs stating "Previously Frozen" or "Thawed for Your Convenience" will be displayed on all products that were previously frozen and thawed for sale.

c. Delivery Vehicle Temperature:

- (1) Fresh fish - 28 to 38 degrees Fahrenheit (shipping not storage);
- (2) Frozen fish and other frozen waterfoods - 10 degrees Fahrenheit or lower;
- (3) Live shellfish (shell stock) - 35 to 45 degrees Fahrenheit;
- (4) Fresh shucked shellfish and oysters - 29 to 35 degrees Fahrenheit (shipping not storage) (NOTE: The pH for oysters must be 6.0 or higher); and,
- (5) Live lobster - 35 to 45 degrees Fahrenheit, the colder the better, as long as it is above freezing.

d. Age on delivery for fresh fish. Waterfood departments will conform to manufacturer's suggested shelf life; if no suggested shelf life is provided, the following guidelines will be followed:

- (1) Bulk packed fish for resale in a specialty department operated fish market, must be received in excellent condition, may be delivered within 2-5 days after processing at the point of distribution (depending on species), and may be sold up to their guaranteed shelf life not to exceed 5-7 days (depending on species) after packaging. Product will not be frozen to extend shelf life;
- (2) Farm raised fish, harvested and individually packaged and labeled "Packed Under Federal Inspection," with a guaranteed shelf life of 12 or more days, may be delivered up to 5 days after packaging at point of distribution. Sale is permitted for the length of the guaranteed shelf life;
- (3) Fish processed and packaged with the "Packed Under Federal Inspection" label, must be received within 3 to 5 days of packaging and may be sold up to their guaranteed shelf life, not to exceed 7 days from packaging; and,

(4) Other prepackaged fish products must be received within 3 days of processing, if fresh, and may be sold up to their guaranteed shelf life not to exceed 5 days after packaging, or the manufacturer's recommended sell-by date.

e. Fresh live shellfish must be in excellent condition at time of receipt with no evidence of freezing, thawing, or bad handling. (Shellfish will show no evidence of product mishandling and/or temperature abuse.) Live product may be displayed up to 8 days from the date of delivery, providing the product is in good condition and has been maintained at a proper temperature of 29 to 35 degrees Fahrenheit. Product that exhibits evidence of stress will be removed from display and not sold.

f. Fresh shucked shellfish and oysters must be delivered with at least one-half of their shelf life remaining.

g. Frozen oysters must be delivered within 180 days of shucking/freezing.

h. Frozen shrimp must be delivered within 180 days of packaging/freezing.

i. Frozen fish must be delivered within 180 days, unless it is an annual pack item. Annual pack items may be delivered up to 1 year after packaging as long as the product shows no signs of deterioration.

j. Frozen fish may be slacked out, displayed at 26 to 35 degrees Fahrenheit, sold within 5 days, or disposed of.

k. All waterfoods will be procured only from approved sources. Approved sources are those approved by the Veterinary Command (VETCOM) and other agencies and posted on the VETCOM Web site ([www.vets.amedd.army.mil/vetcom/index](http://www.vets.amedd.army.mil/vetcom/index)). Instructions on how to become an approved source are found on the Web site.

l. Regardless of the shelf life requirements list, condition (if deteriorated) will be the determining factor in determining when product can be sold.

**9-2. BULK FRESH AND FROZEN FISH.** To improve customer service and enhance operations, commissaries are authorized to offer bulk fresh or frozen fish and waterfoods (raw shrimp, lobster, shucked oysters, clams, fresh and pasteurized crab meat) on ice, for sale, in a slacked state, in addition to prepackaged fresh fish. Waterfood items that can be purchased and sold at, or below the prices of the products sold in local commercial stores, should be sold through the seafood specialty department.

a. Approval. The region director and contracting are the approving authorities for the operation of a fresh bulk fish and waterfoods market, and selection of a contractor (if needed), providing the commissaries can meet the following criteria:

(1) Availability of contractor to operate a fresh fish and waterfoods market;

(2) Sufficient sales volume to support the venture;

(3) Availability of commissary space and location for connecting display equipment to the floor drains and water outlets. Availability of a three-compartment sink, hand-washing sink, proper floor drains, and an air-conditioned processing room. Availability of a separate table and equipment exclusively for processing of fresh fish and adequate frozen and chill storage. Refrigeration below 50 degrees Fahrenheit is not required;

(4) Availability of sanitarily approved resale sources within a reasonable distance from the commissary for the procurement and sale of fish and waterfood;

(5) Ability to operate a clean, fresh fish market and accomplish cleaning and sanitizing as required;

(6) Availability to provide fresh fish and waterfood products that require very limited processing; the head and pectoral fins may be removed upon customer request, or fish market personnel may cut the fish into steaks or fillets. Full service fish markets must have a three-compartment sink, hand-washing sink, and proper floor drains. The processing room must be air-conditioned; however, refrigeration below 50 degrees Fahrenheit is not required. A separate table and necessary equipment will be maintained exclusively for processing of fresh fish. Do not process other food while processing fresh fish. Personnel will thoroughly sanitize processing area before any other food is processed. The fish processing area will be kept clean during processing. Scaling of fish, taking out the internal organs, shucking oysters, peeling shrimp, and removing the head of the shrimp will not be performed;

(7) Availability and use of potable crushed/flaked ice in the facility or procurement from sanitarily approved sources; and,

(8) Ability of personnel to provide fresh waterfood meeting temperature and shelf life quality assurance provisions.

b. Operation.

(1) The fresh fish (waterfoods) market will be contractor operated. Necessary facilities and equipment will be furnished, installed, and maintained by the government;

(2) Pricing will be established by the waterfood contractor for all contractor-owned products, and by the meat manager for all government-owned products, to recoup invoice cost. Sales will be recorded in the appropriate department using the assigned commodity codes;

(3) Fresh fish products will be clearly identified as waterfood department products to enable cashiers to properly credit the sale to the right department;

(4) A variety of fresh fish products stocked will be based on local factors, such as availability of product and customer demand;

(5) Scannable, pre-priced labels are required; and,

(6) For all government-owned products, contractors will conform to sales-to-inventory ratio of 1.5. Exceptions to this ratio can be approved by the store director for specific times and line items.

**9-3. SEAFOOD STEAMER.** Seafood steamers are authorized as needed. While no specific HACCP is required, all FDA Food Codes and other requirements contained in this guidance are required as they relate to food safety for ready to eat foods that are steamed, cooked, or boiled.

**9-4. COUNTRY OF ORIGIN LABELING.** In 2002, Congress incorporated Country of Origin Labeling (COOL) in the Farm Security and Rural Investment Act. One of its many initiatives requires country of origin labeling for beef, lamb, pork, fish, perishable agricultural commodities, and peanuts. Mandatory labeling rules for farm-raised and wild fish have been in effect since April 2005. All seafood specialty departments must comply with the requirements of COOL as they relate to point-of-purchase

labeling/identification. The commissary is not required to have a Perishables Agricultural Commodities Act license; therefore, we are exempt from the audit trail requirements, but we comply with the part of the COOL regulation that is visible to the patron, i.e., point-of-purchase labeling, as much as possible. In addition, all contractors and suppliers must maintain all records needed to comply with COOL from delivery to DeCA and back to source.

**9-5. FRESH FISH MARKET SANITATION.** The perishable department manager will ensure strict sanitation standards are maintained in the fresh waterfood market. Fresh waterfood market employees/associates must comply with the FDA Food Code and:

- a. Possess a valid Food Handler Training Certificate and Medical Certificate, if required;
- b. Wash hands thoroughly with soap each time upon entering the work area, regardless of the reason for leaving;
- c. Keep the facility meticulously clean. All equipment and display cases must be broken down, cleaned, and sanitized daily;
- d. Do not commingle fresh fish with meats or other food products for storage or display. However, properly packaged waterfoods may be displayed in separate adjacent sections of the meat display case; and,
- e. Sanitizers must be approved and used at proper concentrates. Appropriate chemical test strips will be used to check the concentrates. Refer to paragraph 4-1a (1) on Approved Sanitizers.

**9-6. LOBSTER TANK MAINTENANCE.** Suppliers of live lobsters will maintain tanks in a clean and sanitary condition. If suppliers are not required to maintain tanks, commissary personnel will maintain tanks following manufacturer's instructions. However, the following guidelines apply and should be adhered to, regardless of which tank is being used:

- a. Do not change tank water in area close to any food processing area;
- b. Change tank water whenever it becomes unsanitary, i.e., emits a foul smell, or if the source of foam in the tank cannot be determined and eliminated;
- c. Remove all foreign objects from the display tank;
- d. Clean bottom and walls of the display tank using clear water and clean paper towels. In instances where a heavy build up of slime has accumulated, a bristle brush may be needed;
- e. Never use detergents or cleaners in the tank;
- f. Refill the tank IAW manufacturer's instructions. Solution for chemicals needed to maintain the proper environment can be obtained through normal procurement channels, using the operating supply fund;
- g. Never use insecticide on or near the tank;
- h. Remove coins or other metal objects from the tank immediately upon detection; and,
- i. Upon detection of foam, determine the source and eliminate it as soon as possible:
  - (1) Foam forms when lobsters, containing organic contaminants, are added to the tank. Before adding newly received lobsters to the tank, they should be thoroughly dipped and agitated in

a bucket of water, which has been prepared to the same specifications as the water in the display tank. Never use normal fresh water, as it will kill the lobsters;

(2) Foam forms when the tank contains dead or injured lobsters. Both should be removed immediately upon detection;

(3) Foam forms as a result of feeding lobsters. Lobsters should never be fed, as food will foul the tank. Healthy lobsters will live for over 30 days without requiring food; and,

(4) Foam should be removed from tanks by simply dipping or scraping from the surface. Never attempt to eliminate foam with a defoaming agent, as it will contaminate the tank.

j. Never immerse bare hands in live lobster tanks. Bacteria on hands and underneath fingernails will cause contamination.

**9-7. PRICING MOUNTS AND LEMONS.** Bayonet-type pricing mounts placed in the ice, when used, will not be allowed under any circumstances, to penetrate the flesh of fish or other waterfoods. Whole lemons and other decorative materials may be placed near the product and will add contrasting color to the overall appearance of the display as long as the product's sanitation is not compromised. Lemons will be thoroughly washed prior to use.

**9-8. WOODEN EQUIPMENT.** Wooden equipment, such as cutting boards, boxes, tables, or handles on utensils, will not be used.

**9-9. WASTE DISPOSAL.** A leak-proof metal container (easily sanitized), with removable plastic lining, will be provided for waterfood waste that accumulates during the day. A foot-operated pop-top lid is required. At the end of each day, the plastic bag containing waterfood waste will be tied and transported away from the waterfood department or section and disposed of properly to prevent the attraction of insects and rodents within the commissary.

**9-10. PRODUCT CARE.** All fish and waterfood products from a waterfood market will be removed from the display case at the end of each day and placed in an approved walk-in storage box, where the temperature is maintained at 32 to 34 degrees Fahrenheit. Tray pack waterfood must be removed and the case cleaned as often as necessary to ensure the cleanliness and temperature of the product.

**9-11. CLEANING.**

a. Ice. New fresh, potable ice, crushed or flaked, will be used daily. The ice used for fish and waterfoods will be in sufficient quantity to maintain temperatures of all of the products and the display case itself at, or as near to, 32 degrees Fahrenheit as possible. All ice used on or around fish, products must be sanitarily produced from potable water.

b. Display Case Care. All ice will be removed from the fresh bulk seafood display case at the end of each day and disposed of. Preferably, the disposal should be through the display case drain by utilizing warm water for melting. The display case will be thoroughly rinsed for rough cleaning, followed by the application of an approved (A-1) detergent, rinsed again, and finally, an approved (D-2) sanitizer will be applied throughout the interior of the case and allowed to air-dry (rear sliding doors will remain open to facilitate air-drying). See paragraph 4-1a (1) for information on (A-1) and (D-2) compounds.

c. Care of Utensils. All pans, tubs, utensils, cutting boards, and tabletops will receive a three-step (wash-rinse-sanitize) rough cleaning/sanitizing, using a three-compartment sink provided for the fish market. The three-compartment sink needs to be as large as the sinks in the fish processing

room. All equipment will be thoroughly scrubbed and rinsed, followed by submersion in the sanitizer and allowed to drain and dry before reuse.

d. Cleaning Walk-In Coolers. The floors and shelves of walk-in refrigerators used for the storage of bulk fish and waterfoods will be cleaned as required.

e. Garbage cans, exterior of display cases (front and back), and the servicing floor around the fish display case will be thoroughly cleaned and sanitized on a daily basis.

**9-12. ACCESS AND VISIBILITY.** Easy access and visibility of the waterfood market must be a high priority of store management.

## CHAPTER 10

### PLANTS AND CUT FLOWERS

**10-1. GENERAL REQUIREMENTS.** House plants and table top decorations are authorized if approved by HQ. After determining the demand, the region will work with the Resale Contracting Division and the MBU to obtain the items. There must be sufficient sales volume to support the venture. Assorted cut flowers are authorized if approved by HQ.

**10-2. PRICING AND RECEIVING.** The specialty department will price mark all plants or ensure that all plants are scannable. Government-owned plants may be marked up 10 percent to account for shrink and spoilage. Vendor-owned plants will be sold with no mark-up by the commissary. The store will receive plants using dollar value receiving procedures. Individual line items will not be listed in DIBS or on the ROR.

**10-3. STOCKAGE.** The items and varieties of plants sold will be coordinated with commissary management. Silk flowers, most bedding plants, shrubs, bushes, and outdoor trees are not authorized for stockage.

**10-4. GOVERNMENT-FURNISHED FACILITIES, EQUIPMENT, AND MATERIALS.** The government will provide a specified area for the sale of plants as defined in the floor plan. The government will also furnish any equipment and materials agreed to at the item presentation session with commissary management.

## **APPENDIX A**

### **DEFINITIONS**

**Bakery** - A customer service initiative providing doughnuts, pastries, pies, breads, and other items similar to those found in a supermarket in-store bakery.

**Bistro** - Hot Home Meal Replacement Center - A customer service initiative providing restaurant quality prepared meals, sandwiches, and hot drinks to the commissary patron.

**Deli** - A customer service initiative providing meats, cheeses, salads, and other items similar to those found in a supermarket in-store deli.

**Ice Cream Bar** - A customer service initiative providing Italian ice cream to the patron.

**Pasta Café** - A customer service initiative providing in-store cooked pasta dishes of restaurant quality, to be consumed at the location or taken out of the commissary. These operations also serve espresso, cappuccino, and other food service items.

**Remote Cash Register** - A hard-wired or wireless cash register may be used to record customer purchase transactions within these operations. A stand-alone register is not authorized.

**A-1 General Cleaning Compounds** - This is a list of cleaning compounds approved for use within the commissary.

**D-2 Sanitizers for all surfaces** - This is a list of sanitizers approved for use within the commissary.

## APPENDIX B

### ACRONYMS

CCP	critical control point
COOL	Country of Origin Labeling
CONUS	continental United States
CSO	consumer safety officer
DeCA	Defense Commissary Agency
DIBS	DeCA's Interface Business Systems
DSD	direct store delivery
DSDS	direct store delivery single order
FDA	Food and Drug Administration
HACCP	Hazard Analysis Critical Control Plan
HQ	Headquarters
IAW	in accordance with
ID	identification
MBU	Marketing Business Unit
MFI	military/medical food instructor
NSF	National Sanitation Foundation
OCONUS	outside the continental United States
PLU	Product Lookup Code
POC	point of contact
POS	Point of Sale
QAE	quality assurance evaluator
RMCA	Resale Accounting Division
SCI	Sales Certificate Invoice
UPC	Universal Product Code
USDA	United States Department of Agriculture
VETCOM	U.S. Army Veterinary Command
VCM	vendor credit memo