

DEFENSE COMMISSARY AGENCY
Fort Lee, Virginia 23801-1800



MANPOWER STANDARDS
HANDBOOK

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Resource Management

MANPOWER STANDARDS HANDBOOK

AUTHORITY: Defense Commissary Agency Directive Management Program is established in compliance with DoD Directive 5105.55, Defense Commissary Agency (DeCA), November 1990.

HOW TO SUPPLEMENT: This handbook may not be supplemented.

APPLICABILITY AND SCOPE: The use of this handbook is intended for DeCA Headquarters (RM) and provides information to DeCA Regions.

HOW TO ORDER COPIES: Regions needing additional copies will contact the OPR (HQ DeCA/RMMP).

SUMMARY: This handbook provides guidance on the application of DeCA Manpower Standards to commissary work centers for determining manpower requirements.



BY ORDER OF THE DIRECTOR

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MANPOWER STANDARDS BY WORK CENTER

INTRODUCTION

This Defense Commissary Agency (DeCA) Manpower Standards Handbook has been developed to provide guidelines for applying DeCA manpower standards to commissary work centers for determining manpower requirements.

A manpower standard quantifies manpower requirements to accomplish tasks described in the work center description for varying levels of workload volume.

Manpower standards are developed in conjunction with the functional office of primary responsibility (OPR) utilizing functional operating procedures published for each work center.

Each manpower standard included in this handbook is divided into three sections:

SECTION A. MANPOWER STANDARD. This section provides the manpower standard, application instructions and an application example. Manpower exceptions to the work center (additive or subtractive manhours) are identified in this section.

SECTION B. WORK CENTER DESCRIPTION. The work center description (WCD) describes the work for which manhours have been included in the manpower standard. The WCD is designed for a single work center regardless of size. It is written to describe what a work center must do to accomplish its functional responsibility and assigned mission. Work center descriptions are also included for manpower exceptions to the standard.

SECTION C. MANPOWER GUIDE. The manpower guide lists the appropriate mix of skill levels for the manpower requirements computed through application of the manpower standard.

This handbook will be updated as new manpower standards are developed or existing standards are revised.

MANPOWER STANDARDS HANDBOOK

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CHAPTER 1

CUSTOMER SERVICE DEPARTMENT

SECTION A. MANPOWER STANDARD

1-1. **APPLICABILITY:** This standard applies to the DeCA commissary customer service department work centers. The standard does not apply to dependent commissaries and those stores not equipped with checkout scanning registers.

1-2. **STANDARD DATA:**

- a. Classification. Type I
- b. Man-Hour Data Source. Work Sampling and Operational Audit
- c. Standard Man-Hour Equation:

$$Y = -1950.6 + .04772(X_1) + 95.95(X_2) + .009691(X_3)$$

- d. Workload Factor (WLF): (DO NOT INCLUDE MINICOM WORKLOAD.)
 - (1) Title. Customers Served
 - (a) Definition. The average number of customers served each month.
 - (b) Source of Count. Scanning reports
 - (2) Title. Number of Operating Days Per Month
 - (a) Definition. The total number of days that the commissary is open for business each month.
 - (b) Source of Count. Determine from current management reports, scheduled days open. Use days-per-week conversion in Appendix A to obtain monthly count.
 - (3) Title. Coupons Processed.
 - (a) Definition. The average number of merchandise coupons processed each month by the customer service department.
 - (b) Source of Count. Scanning reports

1-3. **APPLICATION INSTRUCTIONS:**

- a. Compute the monthly man-hours utilizing the man-hour equation in paragraph 2c.
- b. The valid man-hour data range for the equation is presented on the manpower guide. The extrapolation range is 7 to 72 full-time equivalents (FTE).

c. Utilize the Man-hour Availability Factor of 148 and the Manpower Breakpoint Chart to determine total manpower requirements.

d. Example illustrating application of the standard equation for staffing in the customer service department is as follows:

Step 1. Compute the twelve month average of WLFs identified in paragraph 2d.

Workload Factor	Workload
(X ₁) A Customer Served	83,570
(X ₂) A Store Operating Day	25.26
(X ₃) A Merchandise Coupon Processed	275,785

Step 2. Apply these "sample" workcounts to the standard equation to obtain the computed man-hours.

$$\text{Equation: } Y = -1950.6 + .04772(X_1) + 95.95(X_2) + .009691(X_3)$$

$$Y = -1950.6 + .04772(83,570) + 95.95(25.26) + .009691(275,785)$$

$$Y = -1950.6 + 3987.9604 + 2423.697 + 2672.6324$$

$$*Y = 7133.6898 \text{ computed man-hours}$$

*NOTE: If the work center does not support a MINICOM operation, go to Step 3. If the work center supports a MINICOM operation, determine applicable additive man-hours for each location. See additive standard (MINICOM) in Section A1 for application instructions. Add man-hours computed from application of the additive standard to man-hours computed in Step 2 above. Continue to Step 3.

Step 3. Divide the computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 7133.6898 / 148 = 48.20$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$Y = 48 \text{ manpower requirements}$$

e. Refer to the manpower guide in Section C to determine appropriate skill distribution.
NOTE: The manpower guide does not identify other-than-full time (OTFT) positions.

1-4. STATEMENT OF CONDITIONS:

a. The standard equation provides required manpower for five, six, and seven day per week store operations.

- b. The standard equation does not include MINICOM data. Additive manpower requirements for MINICOM functions are identified in Section A1.
- c. The standard does not apply to stores without scanning equipment.
- d. Initiatives included in the equation development include use of automated coin counting/wrapping equipment, automated bill counter, and computerized DD Form 707, Report of Deposits.

SECTION A1. ADDITIVE STANDARD FOR MINICOM STORE

1-1. **APPLICABILITY:** This additive applies only to commissaries operated in conjunction with a MINICOM store.

1-2. **STANDARD DATA:**

- a. Classification. Additive
- b. Man-Hour Data Source. Operational Audit
- c. Man-Hour Equation: $Y = -394.2 + 23.4476(X)$
- d. Workload Factor:
 - (1) Title. The number of scheduled MINICOM store hours per week.
 - (2) Definition. The number of hours a MINICOM store is scheduled to open.
 - (3) Source. Determine from current management reports, hours scheduled to be open.

1-3. **APPLICATION INSTRUCTIONS:**

a. Example illustrating application of the additive equation for staffing in the customer service department with a MINICOM operation is as follows:

Step 1. Obtain the number of scheduled MINICOM store hours per week.

Workload Factor	Workload
MINICOM store hours per week	42

Step 2. Apply this "sample" workcount (42) to the additive equation to obtain the computed man-hours. Extrapolation limits are 249 - 708 manhours.

Equation: $Y = -394.2 + 23.4476(X)$

$$Y = -394.2 + 23.4476(42)$$

$$Y = -394.2 + 984.7992$$

$$Y = 590.5992$$

Step 3. Add man-hours from application of the standard equation (Section A, para 3d, Step 2) to the computed additive man-hours.

$$Y = 7133.6898 + 590.5992 = 7724.289$$

Step 4. Divide the total computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 7724.289 / 148 = 52.19$$

Step 5. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

Y = 52 manpower requirements

b. Refer to the manpower guide in Section C to determine appropriate skill distribution.
NOTE: The manpower guide does not identify other-than-full time (OTFT) positions.

1-4. **STATEMENT OF CONDITIONS:** Except for stocking provided by the other departments, this additive provides man-hours for all those categories of work which are the responsibility of the customer service department for the MINICOM operation.

SECTION B. WORK CENTER DESCRIPTION - CUSTOMER SERVICE DEPARTMENT

DIRECT:

1-1. FUNDS CONTROL.

1-1-1. **OPENS CASH CONTROL ROOM.** Deactivates alarm, opens safe door, signs Standard Form 702, Security Container Check Sheet, verifies change fund and records verification in log.

1-1-2. **ACTIVATES SYSTEM.** Inserts key in mode lock, turns to Supervisor mode, enters supervisor number, date/time and appropriate action codes (AC).

1-1-3. **ASSIGNS CHECKER TO SYSTEM/ISSUES TILL.** Removes cash drawer from safe, prepares/audits till for adequate change, assigns checker to system (AC 20) by entering 3-digit checker number, inputs data by checker number, fills out the front of the register form (Daily Checker Record), records loan in system (AC 10), signs Daily Checker Record for loan, and issues till.

1-1-4. **MAKES PARTIAL FUND PICKUP.** Responds to system alert of excess funds on hand in individual register, witnesses count of media by checker, verifies with AC 21 and takes to cash control room. Removes and counts media from cash drawer, balances AC 21, records adjustments on cash register form (Daily Checker Record), signs, informs checker of adjustment, obtains checker's initials, and inputs media amount in system (AC 11).

1-1-5. **PROVIDES CHANGE.** Receives request for change from checker, counts change before/after transaction, documents change transfer, and sells change at cash control office window.

1-1-6. **BUYS CHANGE FROM BANK.** Buys change from bank to replenish change fund, counts change, breaks down/trays change, and stores in safe.

1-1-7. **VERIFIES CHANGE FUND.** Counts and/or replenishes change fund, records verification on change fund log and signs log.

1-1-8. **OBSERVES AUDIT (UNANNOUNCED CASH COUNT).** Observes AFO/FAO audit verification, if applicable.

1-1-9. **APPROVES VOID.** Reviews and approves void-audaction for customer purchase (voids \$5.00 or more).

1-1-10. **MAINTAINS SECURITY.** Controls cash control room and register keys, issues safe combination and alarm access code only to designated personnel and changes safe combination as required. Maintains unescorted entry list and visitor register for access to cash control area.

1-1-11. **MAINTAINS PRICE LOOK-UP LIST.** Maintains manual record of items and codes on the look-up list.

1-1-12. **PERFORMS DISHONORED CHECK ACTION.** Receives dishonored check from financial institution, calls phone number listed on check, prepares and sends certified letter for due process notification to patron address shown on check. Secures check pending payment. If payment not received within 30 days of notification, prepares documentation and sends check to DFAS-CO for collection action.

1-1-13. **MAINTAINS DISHONORED CHECKLIST.** Enters name and social security number in the system with expiration date of persons whose check writing privileges have been suspended. Updates and purges file in system.

1-1-14. **PERFORMS ACCURACY TEST.** Conducts unannounced checker accuracy test to verify ring-up accuracy using DeCA Form 40-40, Verification of Checker Accuracy.

1-1-15. **OBSERVES CHECKER ON DUTY.** Observes checker behavior actions, courtesy, performance, productivity, personal appearance, and adherence to operating procedures.

1-1-16. **PROVIDES CHECKER ASSISTANCE.** Corrects malfunction involving register, uses supervisor key to unlock terminal, answers checker inquiry.

1-1-17. **APPROVES REFUND OR EXCHANGE ACTION.** Reviews and approves completed DeCA Form 40-16, Patron Refund Receipt prior to recording the credit in the register and initials the cash register void and refund form after the checker records the credit on the terminal.

1-1-18. **PROCESSES COUPON.** Separates manufacturer coupons, places in bag and affixes date, determines total coupon count and dollar amount from AC 19/21 register tape and records on DeCA Form 70-3, DeCA Commissary/Contractor Transmittal Form or enters in PC. Places coupons in box, prepares for shipping, completes DeCA Form 70-3, and mails. Submits local coupons to salesman and local vendor for redemption and forwards redemption check to West Service Center.

1-1-19. **PERFORMS DETAIL TAPE OPERATION.** Removes/replaces detail register tapes during tour of duty and at close of business (if required). Initials/signs tape, places in bag and affixes date daily.

1-1-20. **PROCESSES SALES STORE CHECKER SETTLEMENT.** Receives funds from Checker, counts cash, verifies number/dollar value of checks, food stamps, credit/refund slip, charge sales, WIC vouchers and money order/travel checks with AC 21 tape and enters on back of Daily Checker Record. Enters final media amounts in NCR system and removes checker from system; prints end-of-day terminal reports; runs final report to set system to "0" for the next day's business (if not done by MSC); and forwards tapes and completed checker forms to management support center for preparation of DD Form 707, Report of Deposits.

1-1-21. **VERIFIES FUNDS OF CHECKER ON CONTROL STATUS.** Observes/ verifies cash and/or coupon count of checker on control status at the beginning and end of shift and during partial pick-up(s).

1-1-22. **CONTROLS UNSIGNED CHECKS.** Enters the words "signature guaranteed" in the signature block of the personal check. Deposits check as usual.

1-1-23. **INVESTIGATES FUNDS OVER/SHORT.** When discrepancy exists, conducts recount, checks cash fund in safe, searches work area, reviews documentation for previous pick-up errors, looks for unusual transactions on detail tape, looks for check/money mixed with coupons, credits checker over/short on Daily Checker Report, confirms bank transaction, when necessary, notifies commissary officer of discrepancy and completes report of survey.

1-1-24. **PERFORMS DEPOSIT OPERATION.** Determines media deposit; records current date, type of media, media count, and bank deposit bag number for media going to bank/Finance and Accounting Office (FAO/AFO) on SF 215, Certificate of Deposit; assembles deposits; calls for escort; goes to bank/FAO/AFO, makes deposit, reconciles SF 215 and deposit with bank; provides the agent copy of the SF 215 to the Management Support Center. Uses Automated Cash Handling System to assist with this

function, if applicable.

1-1-25. **MAINTAINS CHECKER STATISTICS (REPORTS/TAPES).** Reviews and maintains register tapes or reports, such as, Daily Store Activity Report and Daily Checker Performance Report, daily cash variances etc. to assist with employee evaluation/training/ scheduling.

1-1-26. **SECURES FUNDS.** Counts change fund and secures funds in cage, locks safe, completes Standard Form 702, Security Container Check Sheet, activates alarm, and secures area.

1-2. **PATRON CHECKOUT.**

1-2-1. **RECEIVES TILL.** Receives till, counts loan (when directed by supervisor), and signs Daily Checker Record. Receives assigned register key; takes till and forms to assigned register; inserts key and signs on register.

1-2-2. **SETS-UP/MAINTAINS REGISTER AREA.** Visually checks scale display and resets as required; replaces register tapes, printer ink, ribbons or rollers as required during the day, turns on lane indicator light and belts.

1-2-3. **RECORDS SALES.** Opens and closes register; scans item to allow the scanning apparatus to read the item code; weighs item sold by the pound; manually keys item code of scannable item after three unsuccessful scanning attempts, keys in price look-up code (PLU); keys in bagger's number; processes void under \$5.00.

1-2-4. **ACCEPTS PAYMENT.** Accepts payment for item purchases in the form of cash, traveler checks (TC), money orders (MO), food stamps, and Women, Infant and Children (WIC) Vouchers; gives receipt/change to customer in the form of cash/food stamp(s), and completes WIC voucher, (gives change of .99 cents or less in cash for item purchased with food stamp, gives food stamp for change in excess of .99 cents).

1-2-5. **PROCESSES CHECK PAYMENT.** Accepts personal check payment from customer and keys in SSN; verifies personal data furnished (includes delay while verifying check rejected by the system), ensures check amount and handwritten amount in designated location on check are the same, ensures check is made payable to appropriate financial institution and properly signed; gives receipt and/or change to customer if check payment exceeds total purchase (amount over purchase will not exceed \$25.00).

1-2-6. **ACCEPTS VENDOR COUPON.** Ensures coupon is valid; returns invalid and expired coupon to customer; keys in valid coupon prior to tendering sale and secures coupon received from customer in cash drawer.

1-2-7. **PROCESSES PATRON REFUND, DeCA FORM 40-16.** Accepts DeCA Form 40-16 from customer and ensures patron has signed and filled out the address block. Calls for supervisor approval, after approval is given, keys in amount of credit/refund listed on the form to record credit/refund to customer returning merchandise; refunds cash amount to customer for merchandise or subtracts credit from total customer transaction; signs DeCA Form 40-16, obtains supervisor initial on the form and places in drawer.

1-2-8. **CREDITS SALE.** Upon approval, performs void using the cash register void and refund form, when patron has insufficient funds, is identified as being on the dishonored check list, or decides not to purchase an item that has been rung up; rescans to void transaction; accepts payment and gives change and/or receipt. (This process credits merchandise to the total of the merchandise order). Excludes void

under \$5.00.

1-2-9. **VERIFIES PRICE.** Verifies item; requests price check assistance/documents pricing error; keys in PLU/Department and price/department.

1-2-10. **PROCESSES CHARGE SALE.** Processes charge sales from DeCA Form 70-20, Request for Issue or Turn-in; rings charge sales through the register.

1-2-11. **REQUESTS SUPERVISORY ASSISTANCE.** Requests assistance regarding any facet of patron checkout. States problem, receives solution/guidance, and implements appropriate action.

1-2-12. **PERFORMS MEDIA PICKUP.** Removes and counts media in excess of loan amount from the cash drawer; records media on the front of Daily Checker Record and signs. Checker will not count coupon pickup unless under a control status.

1-2-13. **BUYS CHANGE.** Buys change during tour of duty as necessary (performed in cage or at the register).

1-2-14. **URNS IN TILL.** Turns off lane indicator light, belts, enters checker number, removes till and all media from register drawer, takes till and media to cash control section, counts till if required, and signs the void sheet beneath the last void entry for the day.

1-3. **QUEUE CONTROL.**

1-3-1. **MANAGES QUEUE.** Observes patron traffic to checkout lanes, ensures correct procedure is used in the Queuing System for customer/register identification checkout.

1-3-2. **MONITORS CHECKOUT WAITING TIME.** Observes patron waiting time in queue and initiates opening of additional registers; recruits personnel from other departments to assist in checkout process to alleviate excessive waiting time.

1-4. **PATRON IDENTIFICATION AND SERVICE.**

1-4-1. **CHECKS PATRON ID.** Where applicable, greets patron and checks individual's ID card, orders, letter by installation commander, US Armed Forces Commissary Privilege Card, DD Form 2529 with a valid US Uniformed Service ID Card or picture ID, to identify patron as having commissary privileges. This process may be performed at the checkout when no customer service area is provided.

1-4-2. **INFORMS OF EXPIRED ID CARD /DENIES ACCESS.** Politely informs customer that ID card has expired. When expiration date is within 24 hours of visit, permits customer access, but informs customer to seek renewal before next commissary visit. (Do not confiscate expired card or engage in surveillance activity). Denies access to customers with suspect credentials (altered or suspect picture).

1-4-3. **INITIATES PATRON REFUND.** Identifies reason for refund request, requests management assistance, if necessary; completes DeCA Form 40-45, Food Quality Report, when food quality is the reason for the return and segregates item to prevent its return to shelf; completes DeCA Form 40-16, Patron Refund Receipt and enters on DeCA Form 40-17, Patron Refund Register, when a merchandise credit or refund is authorized, gives DeCA Form 40-16 to patron.

1-4-4. **ASSISTS CUSTOMER.** Answers inquiry concerning price, product location, coupon verification and date, cigarette action, food stamp, WIC procedures, special orders, and case lot requests, or refers to proper authority.

1-4-5. **MAINTAINS HANDOUT DISPLAY/CHECK WRITING AREA.** Stocks handouts, removes expired item, polices area throughout the store hours, maintains equipment (stamps, stamp pads, and ink) and replenishes supplies.

1-4-6. **PROVIDES PAGING SERVICE.** Determines page validity, makes page for management or patron personnel, and pages again if necessary.

1-5. **INDIRECT:** Indirect work involves those tasks that are not readily identifiable with work center's specific product or service. The major categories of Standard Indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, Cleanup and Sanitation, and Coordination.

**SECTION B1. ADDITIVE WORK CENTER DESCRIPTION - MINICOM (WEE SERV)
OPERATIONS**

DIRECT:

1-1. FUNDS CONTROL.

1-1-1. **OPENS CASH CONTROL ROOM.** Deactivates alarm, opens safe door, signs Standard Form 702, Security Container Check Sheet, verifies change fund and records verification in log.

1-1-2. **ACTIVATES SYSTEM.** Inserts key in mode lock, turns to Supervisor mode, enters supervisor number, date/time and appropriate action codes (AC).

1-3. **ASSIGNS CHECKER TO SYSTEM/ISSUES TILL.** Removes cash drawer from safe, prepares/audits till for adequate change, assigns checker to system (AC 20) by entering 3-digit checker number, inputs data by checker number, fills out the front of the register form (Daily Checker Record), records loan in system (AC 10), signs Daily Checker Record for loan, and issues till.

1-4. **MAKES PARTIAL FUND PICKUP.** Responds to system alert of excess funds on hand in individual register, witnesses count of media by checker, verifies with AC 21 and takes to cash control room. Removes and counts media from cash drawer, balances AC 21, records adjustments on cash register form (Daily Checker Record), signs, informs checker of adjustment, obtains checker's initials, and inputs media amount in system (AC 11).

1-5. **PROVIDES CHANGE.** Receives request for change from checker, counts change before/after transaction, documents change transfer, and sells change at cash control office window.

1-6. **BUYS CHANGE FROM BANK.** Buys change from bank to replenish change fund, counts change, breaks down/trays change, and stores in safe.

1-7. **VERIFIES CHANGE FUND.** Counts and/or replenishes change fund, records verification on change fund log and signs log.

1-8. **APPROVES VOID.** Reviews and approves void-audaction for customer purchase (voids \$5.00 or more).

1-9. **MAINTAINS SECURITY.** Controls cash control room and register keys, issues safe combination and alarm access code only to designated personnel and changes safe combination as required. Maintains unescorted entry list and visitor register for access to cash control area.

1-10. **OBSERVES CHECKER ON DUTY.** Observes checker behavior actions, courtesy, performance, productivity, personal appearance, and adherence to operating procedures.

1-11. **PROVIDES CHECKER ASSISTANCE.** Corrects malfunction involving register, uses supervisor key to unlock terminal, answers checker inquiry.

1-12. **APPROVES REFUND OR EXCHANGE ACTION.** Reviews and approves completed DeCA Form 40-16, Patron Refund Receipt prior to recording the credit in the register and initials the cash register void and refund form after the checker records the credit on the terminal.

1-13. **PROCESSES COUPON.** Separates manufacturer coupons, places in bag and affixes date, determines total coupon count and dollar amount from AC 19/21 register tape and records on DeCA Form 70-3, DeCA Commissary/Contractor Transmittal Form or enters in PC. Places coupons in box, prepares for shipping, completes DeCA Form 70-3, and mails. Submits local coupons to salesman and local vendor for redemption and forwards redemption check to West Service Center.

1-14. **PERFORMS DETAIL TAPE OPERATION.** Removes/replaces detail register tapes during tour of duty and at close of business (if required). Initials/signs tape, places in bag and affixes date daily.

1-15. **PROCESSES SALES STORE CHECKER SETTLEMENT.** Receives funds from Checker, counts cash, verifies number/dollar value of checks, food stamps, credit/refund slip, charge sales, WIC vouchers and money order/travel checks with AC 21 tape and enters on back of Daily Checker Record. Enters final media amounts in NCR system and removes checker from system; prints end-of-day terminal reports; runs final report to set system to "0" for the next day's business (if not done by MSC); and forwards tapes and completed checker forms to management support center for preparation of DD Form 707, Report of Deposits.

1-16. **VERIFIES FUNDS OF CHECKER ON CONTROL STATUS.** Observes/ verifies cash and/or coupon count of checker on control status at the beginning and end of shift and during partial pick-up(s).

1-17. **INVESTIGATES FUNDS OVER/SHORT.** When discrepancy exists, conducts recount, checks cash fund in safe, searches work area, reviews documentation for previous pick-up errors, looks for unusual transactions on detail tape, looks for check/money mixed with coupons, credits checker over/short on Daily Checker Report, confirms bank transaction, when necessary, notifies commissary officer of discrepancy and completes report of survey.

1-18. **PERFORMS DEPOSIT OPERATION.** Determines media deposit; records current date, type of media, media count, and bank deposit bag number for media going to bank/Finance and Accounting Office (FAO/AFO) on SF 215, Certificate of Deposit; assembles deposits; calls for escort; goes to bank/FAO/AFO, makes deposit, reconciles SF 215 and deposit with bank; provides the agent copy of the SF 215 to the Management Support Center. Uses Automated Cash Handling System to assist with this function, if applicable.

1-19. **SECURES FUNDS.** Counts change fund and secures funds in cage, locks safe, completes Standard Form 702, Security Container Check Sheet, activates alarm, and secures area.

1-2. **PATRON CHECKOUT.**

1-2-1. **RECEIVES TILL.** Receives till, counts loan (when required), and signs Daily Checker Record. Receives assigned register key; takes till and forms to assigned register; inserts key and signs on register.

1-2-2. **SETS-UP/MAINTAINS REGISTER AREA.** Visually checks scale display and resets as required; replaces register tapes, printer ink, ribbons or rollers as required during the day, turns on lane indicator light and belts.

1-2-3. **RECORDS SALES.** Opens and closes register; scans item to allow the scanning apparatus to read the item code; weighs item sold by the pound; manually keys item code of scannable item after three unsuccessful scanning attempts, keys in price look-up code (PLU); keys in bagger's number; processes void under \$5.00.

1-2-4. **ACCEPTS PAYMENT.** Accepts payment for item purchases in the form of cash, traveler checks (TC), money orders (MO), food stamps, and Women, Infant and Children (WIC) Vouchers; gives receipt/change to customer in the form of cash/food stamp(s), and completes WIC voucher, (gives change of .99 cents or less in cash for item purchased with food stamp, gives food stamp for change in excess of .99 cents).

1-2-5. **PROCESSES CHECK PAYMENT.** Accepts personal check payment from customer and keys in SSN; verifies personal data furnished (includes delay while verifying check rejected by the system), ensures check amount and handwritten amount in designated location on check are the same, ensures check is made payable to appropriate financial institution and properly signed; gives receipt and/or change to customer if check payment exceeds total purchase (amount over purchase will not exceed \$25.00).

1-2-6. **ACCEPTS VENDOR COUPON.** Ensures coupon is valid; returns invalid and expired coupon to customer; keys in valid coupon prior to tendering sale and secures coupon received from customer in cash drawer.

1-2-7. **PROCESSES PATRON REFUND, DeCA FORM 40-16.** Accepts DeCA Form 40-16 from customer and ensures patron has signed and filled out the address block. Calls for supervisor approval, after approval is given, keys in amount of credit/refund listed on the form to record credit/refund to customer returning merchandise; refunds cash amount to customer for merchandise or subtracts credit from total customer transaction; signs DeCA Form 40-16, obtains supervisor initial on the form and places in drawer.

1-2-8. **CREDITS SALE.** Upon approval, performs void using the cash register void and refund form, when patron has insufficient funds, is identified as being on the dishonored check list, or decides not to purchase an item that has been rung up; rescans to void transaction; accepts payment and gives change and/or receipt. (This process credits merchandise to the total of the merchandise order). Excludes void under \$5.00.

1-2-9. **VERIFIES PRICE.** Verifies item; requests price check assistance/documents pricing error; keys in PLU/Department and price/department.

1-2-10. **PROCESSES CHARGE SALE.** Processes charge sales from DeCA Form 40-4, Request for Issue or Turn-in; rings charge sales through the register.

1-2-11. **REQUESTS SUPERVISORY ASSISTANCE.** Requests assistance regarding any facet of patron checkout. States problem, receives solution/guidance, and implements appropriate action.

1-2-12. **PERFORMS MEDIA PICKUP.** Removes and counts media in excess of loan amount from the cash drawer; records media on the front of Daily Checker Record and signs. Checker will not count coupon pickup unless under a control status.

1-2-13. **BUYS CHANGE.** Buys change during tour of duty as necessary (performed in cage or at the register).

1-2-14. **URNS IN TILL.** Turns off lane indicator light, belts, enters checker number, removes till and all media from register drawer, takes till and media to cash control section, counts till if required, and signs the void sheet beneath the last void entry for the day.

1-3. **QUEUE CONTROL.**

1-3-1. **MANAGES QUEUE.** Observes patron traffic to checkout lanes, ensures correct procedure is used in the Queuing System for customer/register identification checkout.

1-3-2. **MONITORS CHECKOUT WAITING TIME.** Observes patron waiting time in queue and initiates opening of additional registers, to alleviate excessive waiting time.

1-4. **PATRON IDENTIFICATION AND SERVICE.**

1-4-1. **CHECKS PATRON ID.** Greets patron and checks individual's ID card, orders, letter by installation commander, US Armed Forces Commissary Privilege Card, DD Form 2529 with a valid US Uniformed Service ID Card or picture ID, to identify patron as having commissary privileges.

1-4-2. **INITIATES PATRON REFUND.** Identifies reason for refund request, requests management assistance, if necessary; completes DeCA Form 40-45, Food Quality Report when food quality is the reason for the return, and secures item to prevent return to shelf; completes DeCA Form 40-16, Patron Refund Receipt and enters on DeCA Form 40-17, Patron Refund Register, when a merchandise credit or refund is authorized, gives DeCA Form 40-16 to patron.

1-4-3. **ASSISTS CUSTOMER.** Answers inquiry concerning price, product location, coupon verification and date, cigarette action, food stamp, WIC procedures, special orders, and case lot requests, or refers to proper authority.

1-4-4. **MAINTAINS HANDOUT DISPLAY/CHECK WRITING AREA.** Stocks handouts, removes expired item, polices area throughout the store hours, maintains equipment (stamps, stamp pads, and ink) and replenishes supplies.

1-4-5. **PROVIDES PAGING SERVICE.** Determines page validity, makes page for management or patron personnel, and pages again if necessary.

1-5. **INDIRECT:** Indirect work involves those tasks that are not readily identifiable with work center's specific product or service. The major categories of Standard Indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, Cleanup and Sanitation, and Coordination.

SECTION C MANPOWER GUIDE

MANPOWER GUIDE											
WORK CENTER TITLE/ORG CODE		STANDARD APPLICABILITY MH RANGE									
CUST SVCS DEPT/COMS		1021.073 - 9955.110									
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
SUPV SALES STORE CHECKER	GS-2091	1	1	1	1	1	1	1	1	1	1
LEAD SALES STORE CHECKER	GS-2091					1	1	1	1	1	1
CASH CLERK	GS-0530		1	1	1	1	1	1	1	1	1
SALES STORE CHECKER	GS-2091	5	5	6	7	7	8	9	10	11	12
ID CHECKER*	GS- 303	1	1	1	1	1	1	1	1	1	1
*ID CHECKER ONLY APPLIES TO STORES WITH MORE THAN 4 REGISTERS.											
TOTAL		7	8	9	10	11	12	13	14	15	16
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
SUPV SALES STORE CHECKER	GS-2091	1	1	1	1	1	2	2	2	2	2
LEAD SALES STORE CHECKER	GS-2091	1	1	1	1	1				1	1
CASH CLERK	GS-0530	1	1	2	2	2	2	2	2	2	2
SALES STORE CHECKER	GS-2091	13	14	14	15	16	17	18	19	19	20
ID CHECKER	GS- 303	1	1	1	1	1	1	1	1	1	1
TOTAL		17	18	19	20	21	22	23	24	25	26

MANPOWER GUIDE											
WORK CENTER TITLE/ORG CODE				STANDARD APPLICABILITY MH RANGE							
CUST SVCS DEPT/COMS				1021.073 - 9955.110							
POSITION TITLE		SERIES	MANPOWER REQUIREMENTS								
SUPV SALES STORE CHECKER		GS-2091	2	2	2	2	2	2	2	2	2
LEAD SALES STORE CHECKER		GS-2091	1	1	1	1	1	1	1	1	2
CASH CLERK		GS-0530	2	3	3	3	3	3	3	3	3
SALES STORE CHECKER		GS-2091	21	21	22	23	24	25	26	27	28
ID CHECKER		GS- 303	1	1	1	1	1	1	1	1	1
TOTAL			27	28	29	30	31	32	33	34	35
POSITION TITLE		SERIES	MANPOWER REQUIREMENTS								
SUPV SALES STORE CHECKER		GS-2091	2	2	2	2	2	2	2	2	2
LEAD SALES STORE CHECKER		GS-2091	2	2	2	2	2	2	2	2	2
CASH CLERK		GS-0530	3	3	3	3	3	3	3	3	3
SALES STORE CHECKER		GS-2091	29	30	31	32	33	34	35	36	38
ID CHECKER		GS- 303	1	1	1	1	1	1	1	1	1
TOTAL			37	38	39	40	41	42	43	44	45

MANPOWER GUIDE													
WORK CENTER TITLE/ORG CODE				STANDARD APPLICABILITY MH RANGE									
CUST SVCS DEPT/COMS				1021.073 - 9955.110									
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS									
SUPV SALES STORE CHECKER		GS-2091		2	2	2	2	2	2	2	2	2	2
LEAD SALES STORE CHECKER		GS-2091		2	2	2	2	2	2	2	2	2	3
CASH CLERK		GS-0530		3	3	3	3	3	3	3	3	3	3
SALES STORE CHECKER		GS-2091		39	40	41	42	43	44	45	46	47	47
ID CHECKER		GS- 303		1	1	1	1	1	1	1	1	1	1
TOTAL				47	48	49	50	51	52	53	54	55	56
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS									
SUPV SALES STORE CHECKER		GS-2091		2	2	2	2	2	2	2	2	2	2
LEAD SALES STORE CHECKER		GS-2091		3	3	3	3	3	3	3	3	3	3
CASH CLERK		GS-0530		3	3	3	3	3	3	3	3	3	3
SALES STORE CHECKER		GS-2091		48	49	50	51	52	53	54	55	56	57
ID CHECKER		GS- 303		1	1	1	1	1	1	1	1	1	1
TOTAL				57	58	59	60	61	62	63	64	65	66

CHAPTER 2

MEAT DEPARTMENT

SECTION A. MANPOWER STANDARD

2-1. **APPLICABILITY:** This standard applies to the DeCA commissary meat department work centers. The standard does not apply to dependent stores.

2-2. **STANDARD DATA:**

- a. Classification: Type I
- b. Man-Hour Data Source: Work Sampling
- c. Standard Man-Hour Equation:

$$Y = 42.17 + .0141X_1 + .9882X_2$$

- d. Workload Factors (WLF):

(1) Title: WLF #1: X_1 = Meat Pounds Processed

(a) Definition: Processed meat is classified as meat that has been cut, sliced or ground. Additionally, bulk items that are trayed, weighed, wrapped and priced by commissary personnel may be considered as processed.

(b) Source: Tonnage Report and/or MRC Inventory Report

(2) Title: WLF #2: X_2 = Weighted Days

(a) Definition: The number of days a week the commissary is open, multiplied by, the total hours per week the commissary is open for business.

(b) Source: Current management reports.

2-3. **APPLICATION INSTRUCTIONS:**

- a. Compute the monthly man-hours utilizing the man-hour equation in paragraph 2c.
- b. The valid man-hour data range for the equation is presented on the manpower guide in Section C. The extrapolation range is 1 to 32 full-time equivalents (FTE).
- c. Utilize the Man-Hour Availability Factor of 148 and the Manpower Breakpoint Chart to determine total manpower requirements.
- d. Example illustrating application of the standard equation for staffing in the meat department is as follows:

This base standard applies to all commissary meat departments.

Step 1.

- a. Compute the twelve month average of meat pounds processed.

$$\frac{\text{Workload Factor \#1}}{\text{Meat Pounds Processed}} = \frac{\text{Workload}}{262,688}$$

- b. Compute the weighted days: the number of days a week the commissary is open, multiplied by the total hours per week the commissary is open for business (7 x 66 = 462).

$$\frac{\text{Workload Factor \#2}}{\text{Weighted Days}} = \frac{\text{Workload}}{462}$$

Step 2. Apply "sample" workcounts (X_1 and X_2) to the standard equation to obtain the computed man-hours.

$$Y = 42.17 + .0141X_1 + .9882X_2$$

$$Y = 42.17 + .0141 (262688) + .9882(462)$$

$$Y = 42.17 + 3703.90 + 456.55$$

$$*Y = 4202.62 \text{ man-hours}$$

* NOTE: If the work center performs its own area sanitation, go to Step 3. If the exclusion for area sanitation applies, compute the hours and subtract from the computed man-hours above before continuing to step 3. See Section A1 exclusion application instructions for area sanitation.

Step 3. Divide the computed man-hours by the man-hour availability factor (148) to determine fractional manpower.

$$Y = 4202.62 / 148 = 28.40$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$Y = 28 \text{ manpower requirements}$$

- e. Refer to the manpower guide to determine appropriate skill distribution. NOTE: The manpower guide does not identify other-than-full time (OTFT) positions.

2-4. **STATEMENT OF CONDITIONS:**

- a. This standard covers five, six, and seven day store operations, the use of tray ready and display ready meat, and sanitizing the meat department.

- b. Meat pounds processed includes bulk meat received that requires commissary personnel to tray, weigh, price, wrap and stock the product.

SECTION A1. SUBTRACTIVE STANDARD FOR MEAT DEPARTMENT SANITATION

2-1. **APPLICABILITY.** This subtractive applies to those commissary meat departments where sanitizing of the meat processing area is accomplished by contract personnel or personnel other than meat department personnel. It does not apply to those locations that accomplish in-house sanitizing by meat department personnel.

2-2. **STANDARD DATA:**

- a. Classification. Subtractive
- b. Man-Hour Data Source. Work Sampling and Operational Audit
- c. Standard Man-Hour Equation:

$$Y = .004733(X_1) (X_2)$$

d. Workload Factors:

(1) Title. WLF #1: X_1 = Square footage of processing area floor space

(a) Definition. Total square footage of processing area floor space that requires end of day sanitation by contract personnel or other than meat department personnel.

(b) Source. Workload data reports

(2) Title. WLF #2: X_2 = Number of operating days per month

(a) Definition. The number of days that the store is open per month based on the 5,6,7 day conversion factor found in Appendix A.

(b) Source. Current management reports

2-3. **APPLICATION INSTRUCTIONS.**

- a. Obtain current workload data.
- b. Apply this subtractive using the man-hour equation shown in paragraph 2c.

Step 1.

- a. Obtain square footage of processing area.

$$\frac{\text{Workload Factor \#1}}{\text{Square Footage of Processing Area}} = \frac{\text{Workload}}{1,500}$$

b. Obtain number of days the store is open per month based on the conversion factor found in Chapter 4.

$$\frac{\text{Workload Factor \#2}}{\text{Operating Days}} = \frac{\text{Workload}}{25.26}$$

Step 2. Apply "sample" workcounts (X_1 and X_2) to the equation to obtain the computed man-hours.

$$Y = .004733(X_1)(X_2)$$

$$Y = .004733(1,500)(25.26)$$

$$Y = 179.33 \text{ manhours}$$

Step 3. Subtract the results (179.33) from the man-hours derived through application of the base standard, Section A, para 3d, step 2.

$$4202.62 - 179.33 = 4023.29 \text{ man-hours}$$

Step 4. Divide the computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 4023.29 / 148 = 27.18$$

Step 5. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$Y = 27 \text{ manpower requirements}$$

c. Refer to the manpower guide to determine appropriate skill distribution. NOTE: The manpower guide does not identify other-than-full time (OTFT) positions.

SECTION B. WORK CENTER DESCRIPTION - MEAT DEPARTMENT

DIRECT:

2-1. ORDERING:

2-1-1. **DETERMINES REQUIREMENT.** Inventories stock, evaluates consumption and forecasts sales.

2-1-2. **INTERFACES WITH SALES REPRESENTATIVE.** Reviews product line and obtains credit and Vendor Price Reduction (VPR).

2-1-3. **PREPARES REQUISITION.** Obtains current copy of requisition, DeCA Form 40-2, Region/Commissary Order, completes order form, approves order, assigns call number, maintains DeCA Form 10-1, Call Order Register, annotates Daily/Frequent In-Checking Document as needed, provides copy of requisition to sales representatives and maintains suspense copy.

2-1-4. **NOTIFIES SUPPLIER.** Contacts sales representative and places order.

2-2. RECEIVING:

2-2-1. **SCHEDULES DELIVERY.** Schedules delivery time and veterinarian to inspect product received.

2-2-2. IN-CHECKS ITEM:

2-2-2-1. **RECEIVES MEAT.** Obtains receiving document, inspects bulk or boxed meat, weighs item, operates Meat Room Controller (MRC) where applicable, counts item, verifies condition, annotates and signs receiving document, rejects shipment as necessary, assigns tally number, posts receipt register and forwards document to Management Support Center.

2-2-2-2. **RECEIVES PREPACKAGED MERCHANDISE.** Obtains receiving document, inspects, weighs, and counts item; verifies and signs invoice; maintains order file, receives and files invoice copy; and dates and prices item.

2-2-2-3. **RECEIVES OPERATING SUPPLY.** Acquires receiving document, inspects and counts item; verifies and signs invoice; and files invoice copy.

2-3. STORING:

2-3-1. **STORES ITEM RECEIVED.** Transfers item from receiving area to appropriate storage location, repalletizes when necessary, rotates existing stock and assigns new location if required.

2-3-2. **STORES BONE AND FAT.** Accumulates and moves bone and fat to designated storage area.

2-3-3. **STORES PROCESSED MEAT.** Places current day's demand on tray, positions on rack and transports item to backup storage area.

2-4. PULLING:

2-4-1. **PULLS MEAT.** Removes meat product from cooler for processing, stocking or special order and scans meat box label using hand held scanner where MRC is available.

2-4-2. **PULLS DISPLAY CASE.** Removes meat product from display case in preparation for sanitization.

2-5. **PROCESSING:**

2-5-1. **CUTS MEAT.** Makes initial primal breakdown and trims.

2-5-2. **REDUCES PRIMAL.** Cuts, saws, trims, accumulates bone and fat and removes bone dust.

2-5-3. **GRINDS MEAT:**

2-5-3-1.**GRINDS BEEF.** Determines need, assembles equipment, transports processed trimmings and bulk beef from holding area, cuts bulk beef, establishes mix for required percentage, dumps trimmings and bulk beef into grinding machine, operates machine; and records results of daily Fat Test on DeCA Form 40-8, Fat Analysis Record for Ground Beef.

2-5-3-2.**GRINDS PORK.** Determines need, assembles equipment, transports processed trimmings, and hand feeds grinder.

2-5-3-3.**OPERATES PATTY MACHINE.** Feeds ground meat into machine, operates machine, trays and wraps patty, and transports to backup or holding area.

2-5-4. **PREPARES MEAT:**

2-5-4-1.**TRAYS MEAT.** Trays meat and transports to wrapping area.

2-5-4-2.**WRAPS MEAT.** Wraps, weighs, and affixes item label, manually or with automatic machine, inputs item, places packaged meat on racks or holding pan, and transports product to backup or display area.

2-6. **STOCKING:**

2-6-1. **ALLOCATES SPACE.** Determines type and category of meat required, ascertains item movement, evaluates physical work center design, reviews sales promotion and decides mandatory item space required. Prepares sign for display as required.

2-6-2. **STOCKS MEAT.** Determines meat required, transports meat, rotates and arranges meat displayed and places new meat in display case.

2-6-3. **INSPECTS CASE.** Inspects meat for damaged or spoiled item and checks for correct price, proper trim, code date, mandatory item, and case cleanliness. Freezes meat as required.

2-7. **PRICING:**

2-7-1. **PRICES PROCESSED MEAT.** Performs cutting test on processed item, annotates results on DeCA Form 40-6, consolidates cutting test; reviews fat and bone abstract, fat analysis record for ground beef, and trial balance; compares commercial prices, sets price, and inputs current price into labeler or MRC where applicable.

2-7-2. **PRICES PREPACKAGED MEAT.** Verifies item price, reviews vendor price, prepares price label, affixes to product and shelf, updates price of product in display case. Updates MRC where applicable.

2-7-3. **REDUCES PRICE:**

2-7-3-1.**DECREASES PREPACKAGED MEAT PRICE.** Reduces the price of prepackaged meat item, inventories item and prepares Item Mark- down Conversion Record Meat Department.

2-7-3-2.**DECREASES PROCESSED MEAT PRICE.** Marks down processed meat not suitable for sale as first quality merchandise.

2-8. **REWORK:**

2-8-1. **REWRAPS MEAT.** Identifies rework item, segregates, retrays, rewraps, labels, prices, and returns to display case.

2-8-2. **SALVAGES ITEM:**

2-8-2-1.**SALVAGES MEAT.** Identifies unsalable item, segregates item, removes from package, completes DeCA Form 40-10, Record of Operation, executes DeCA Form 200, Report of Survey when losses are \$500 or more, obtains approval and disposes of spoiled or damaged item.

2-8-2-2.**SALVAGES PREPACKAGED ITEM.** Identifies item, segregates by vendor, holds item for credit, verifies credit slip, and assigns sequence or call number.

2-9. **DISPOSAL:**

2-9-1. **DISPOSES OF BONE AND FAT.** Weighs, records and transports to pick up point.

2-9-2. **DISPOSES CONTAINER.** Cuts and/or breakdown cardboard box/container and moves cardboard to disposal area.

2-10. **INVENTORY:**

2-10-1. **CONDUCTS FORMAL INVENTORY.** Prepares for inventory, assists scheduling of inventory teams, obtains approval, reconciles actual inventory, scans item where MRC is available, prepares documentation, obtains signature, and inputs data into MRC where applicable.

2-10-2. **CONDUCTS MONTHLY INVENTORY.** Conducts inventory, records results on DeCA Form 40-10, Record of Operation, Section IV, reconciles discrepancies, prepares and signs documentation, forwards documentation to Management Support Center; scans product and prints inventory report from MRC where applicable.

2-10-3. **PREPARES TONNAGE REPORT.** Posts daily receipts to DeCA Form 40-5, Monthly Meat Tonnage Report.

2-11. **CUSTOMER SERVICE:**

2-11-1. **PROCESSES SPECIAL ORDER.** Receives DeCA Form 40-1, Commissary Patron Special Order Request; complies with request; trays, wraps, labels, and provides item to customer.

2-11-2. **PROCESSES CHARGE REQUEST.** Determines requirement, complies with request and issues processed item to requesting organization.

2-11-3. **ASSISTS CUSTOMER.** Responds to customer question or inquiry. Provides special service.

2-12. **COMMISSARY SUPPORT.** Provides assistance to supported commissary, receives order, fulfills order, completes necessary documentation, places meat item in holding area or transport vehicle, and seals vehicle.

2-13. **MONITORS EQUIPMENT:**

2-13-1. **CHECKS SCALE.** Inspects and adjusts scale and schedules calibration.

2-13-2. **VERIFIES TEMPERATURE.** Checks temperature of refrigerated equipment and records readings on DeCA Form 40-9, Daily Temperature Maintenance Log.

2-13-3. **MAINTAINS MRC.** Performs MRC maintenance, runs report, transfers data, performs shutdown, updates scales, and monitors and/or updates tare weight, where applicable.

2-14. **CONTRACT FUNCTION:**

12-14-1. **MONITORS CONTRACTOR.** Oversees contractor compliance with terms and conditions of the contract.

2-14-2. **PROVIDES STORAGE.** Maintains storage area for contract merchandise.

2-15. **SANITATION:**

2-15-1. **PERFORMS SANITATION INSPECTION.** Performs in-house inspection and documents checklist.

2-15-2. **SANITIZES WORK AREA.** Precleans, cleans, rinses and sanitizes the meat processing area and equipment to include saws, choppers, mixers, bone dusters, and molding machines at the end of the meat processing work day to meet sanitation requirement.

2-16. **INDIRECT:** Indirect work involves those tasks that are not readily identifiable with the work center's specific product or service. The major categories of Standard Indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, Cleanup and Coordination.

SECTION B1. SUBTRACTIVE WORK CENTER DESCRIPTION - SANITATION

DIRECT:

2-15. SANITATION:

2-15-1. PERFORMS SANITATION INSPECTION. Performs in-house inspection and documents checklist.

2-15-2. SANITIZES WORK AREA. Precleans, cleans, rinses and sanitizes the meat processing area and equipment to include saws, choppers, mixers, bone dusters, and molding machines at the end of the meat processing work day to meet sanitation requirement.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE													
WORK CENTER TITLE/ORG CODE				STANDARD APPLICABILITY MH RANGE									
MEAT DEPARTMENT/COMM				42.17 - 4669.74									
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS									
MEAT DEPARTMENT MANAGER		WS-7407		*	*	*	*	*	1	1	1	1	1
MEAT CUTTER LEADER		WL-7407					1	1			1	1	1
MEAT CUTTER		WG-7407		1	2	2	2	2	3	3	3	3	4
MEAT CUTTER WORKER		WG-7407				1	1	2	2	3	3	4	4
STORE WORKER		WG-6914											
*Supervision will be provided by the Deputy Comsy Ofcr.													
TOTAL				1	2	3	4	5	6	7	8	9	10
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS									
MEAT DEPARTMENT MANAGER		WS-7407		1	1	1	1	1	1	1	1	1	1
MEAT CUTTER LEADER		WL-7407		1	1	1	1	1	1	1	1	1	1
MEAT CUTTER		WG-7407		4	4	5	5	6	6	7	7	8	8
MEAT CUTTER WORKER		WG-7407		4	5	5	6	6	7	7	8	8	9
STORE WORKER		WG-6914		1	1	1	1	1	1	1	1	1	1
TOTAL				11	12	13	14	15	16	17	18	19	20

MANPOWER GUIDE													
WORK CENTER TITLE/ORG CODE				STANDARD APPLICABILITY MH RANGE									
MEAT DEPARTMENT/COMM				42.17 - 4669.74									
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS									
MEAT DEPARTMENT MANAGER		WS-7407		1	1	1	1	1	1	1	1	1	1
MEAT CUTTER LEADER		WL-7407		2	2	2	2	2	2	2	2	2	2
MEAT CUTTER		WG-7407		8	8	9	9	10	10	11	11	12	12
MEAT CUTTER WORKER		WG-7407		9	9	9	10	10	11	11	12	12	13
STORE WORKER		WG-6914		1	2	2	2	2	2	2	2	2	2
TOTAL				21	22	23	24	25	26	27	28	29	30
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS									
MEAT DEPARTMENT MANAGER		WS-7407		1	1								
MEAT CUTTER LEADER		WL-7407		2	2								
MEAT CUTTER		WG-7407		13	13								
MEAT CUTTER WORKER		WG-7407		13	14								
STORE WORKER		WG-6914		2	2								
TOTAL				31	32								

CHAPTER 3

PRODUCE DEPARTMENT

SECTION A. MANPOWER STANDARD

3-1. APPLICABILITY: This standard applies to the DeCA Commissary produce department work centers. The standard does not apply to dependent commissaries.

3-2. STANDARD DATA:

- a. Classification. Type I
- b. Man-Hour Data Source. Work Sampling
- c. Standard Man-Hour Equation:

$$Y = \frac{X}{218.5 + .0002172X}$$

- d. Workload Factor (WLF):
 - (1) Title. Produce Pounds Received
 - (a) Definition. The monthly number of pounds of produce received.
 - (b) Source. DPSC Form 19-30, Invoice/Shipping Document; DPSC Form 300, Order for Subsistence; Delivery Tickets from local vendors.

3-3. APPLICATION INSTRUCTIONS:

- a. Compute the monthly man-hours utilizing the man-hour equation in paragraph 2c.
- b. The valid man-hour data range for the equation is presented on the manpower guide. The extrapolation range is 1 to 19 full-time equivalents (FTE).
- c. Utilize the Man-hour Availability Factor of 148 and the Manpower Breakpoint Chart (Appendix A) to determine total manpower requirements.
- d. Example illustrating application of the standard equation for staffing in the produce department is as follows:

This base standard applies to all commissary produce departments.

Step 1. Compute the twelve month average of produce pounds received.

Workload Factor	Workload
Produce Pounds Received	399,469

Step 2. Apply this "sample" workcount (399,469) to the standard equation to obtain the computed man-hours.

$$\text{Equation: } Y = \frac{X}{218.5 + .0002172X}$$

$$Y = \frac{399,469}{218.5 + .0002172(399,469)}$$

$$Y = \frac{399,469}{218.5 + 86.7647}$$

$$Y = 399,469 / 305.2647$$

$$Y = 1308.5987 \text{ man-hours}$$

Step 3. Divide the computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 1,308.5897 / 148 = 8.84$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$Y = 9 \text{ manpower requirements}$$

e. Refer to the manpower guide in Section C to determine appropriate skill distribution.
NOTE: The manpower guide does not identify other-than-full time (OTFT) positions.

3-4. STATEMENT OF CONDITIONS:

- a. The standard covers five, six, and seven day store operations.
- b. Produce pounds received includes potted plants and other non-produce type items received by the work center.

SECTION B. WORK CENTER DESCRIPTION - PRODUCE DEPARTMENT

DIRECT:

3-1. **ORDERING.** Determines requirement, orders produce and/or makes recommendations and coordinates order with Management Support Center. Places order with servicing DSO or other authorized source.

3-2. **RECEIVING.** Receives and code dates item, verifies count, verifies weight, condition and unit size against order document, annotates document to show quantity received, signs document, rejects as necessary due to damage, shortage or overshipment, incorrect unit size, etc., post information to applicable receiving tally or receipts register, maintains working file of documentation for future receipt actions, delivers document to Management Support Center.

3-3. **STORING.** Moves item from receiving area to applicable storage location or places in temporary location, removes product from pallet, segregates item, and arranges by product group, repalletizes as necessary to ensure proper stock rotation, assigns location of new item, rewarehouses item, removes pallet.

3-4. **PULLING.** Pulls product for processing, stocking or special order, places product on cart, transports to appropriate area.

3-5. **DEVELOPING PRICE.** Reviews record of operation, compares commercial prices, computes price by pound or unit, prepares a price list and provides list to scanning coordinator. Also provides any changes to scanning coordinator.

3-6. **PROCESSING.**

3-6-1. **PREPARES PRODUCE.** Removes wilted and discolored leaves from leaf like vegetables, trims inedible parts such as stalks, washes produce. Cuts melons, cores pineapples where applicable, soaks certain items, and prepares fruit baskets on request.

3-6-2. **HANDWRAPS/MACHINE WRAPS/BAGS PRODUCE.** Trays, handwraps, places item on automatic wrapping machine, or bands, bags produce item and twist or tapes bag closed.

3-6-3. **WEIGHING.** Places produce on scale, sets dial for price per pound, inserts item identification tag, affixes label on product, removes product and places in basket or tub for transport to display area or storage cooler.

3-6-4. **PRICING.** Verifies the price of an item where applicable and affixes price to product, reprices rework items.

3-7. **STOCKING.**

3-7-1. **STOCKS ITEMS.** Determines type and amount of product required and places product in display case by item or package.

3-7-2. **STOCKS BULK ITEMS.** Places stock in bin (potatoes, onions, etc.) and rolls out cart to sales area. In produce departments not utilizing carts, restocks display using normal procedures.

3-8. **CUTTING AND BREAKING.** Cuts, breaks or pulls container/ cardboard and disposes of container.

3-9. **MAINTAINS DISPLAY.** Changes signs to include nutritional information and seasonal decor, straightens and rearranges product, sprays, mists, and/or ices produce items, rotates stock, moves product forward to front of display, checks refrigerated case temperature, checks display area for misplaced merchandise and returns to appropriate location. Removes certain items from display at night. Lines display with foam sheeting. Discards spoiled items or removes damaged items for rework. Rearranges display to add/delete item.

3-10. **REWORKING.** Pulls, culls, soaks or washes product, removes discolored or damaged portion, rewraps or rebags, weighs and reprices product as required and restocks item.

3-11. **ACCOUNTABILITY INVENTORY.** Periodically conducts accountable inventory in conjunction with record of operation.

3-12. **CUSTOMER SERVICE.** Processes special order and customer return and responds to customer's question or inquiry.

3-13. **SANITATION.** Maintains sales area floor free from debris, spillage by sweeping, mopping and picking up loose objects. Cleans and sanitizes all display cases weekly, including mirrors, scales and signage. Cleans chill box and under dunnage. Removes fallen products and any accumulated unsanitary observations. Cleans and sanitizes processing area and equipment.

3-14. **INDIRECT:** Indirect work involves those task that are not readily identifiable with work center's specific product or service. The major categories of Standard Indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, and Coordination.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE												
WORK CENTER TITLE/ORG CODE				STANDARD APPLICABILITY MH RANGE								
PRODUCE DEPT/COMP				103.47 - 2784.34								
POSITION TITLE		SERIES	MANPOWER REQUIREMENTS									
PROD DEPARTMENT MANAGER		GS-1144	*	*	*	*	1	1	1	1	1	
STORE WORKER**		WG-6914	1	2	3	4	4	5	6	7	8	9
*Supervision will be provided by the Grocery Department Manager or Deputy Comsy Ofcr.												
TOTAL			1	2	3	4	5	6	7	8	9	10
POSITION TITLE		SERIES	MANPOWER REQUIREMENTS									
PROD DEPARTMENT MANAGER		GS-1144	1	1	1	1	1	1	1	1	1	
STORE WORKER**		WG-6914	10	11	12	13	14	15	16	17	18	
**Leader position may be required.												
TOTAL			11	12	13	14	15	16	17	18	19	

CHAPTER 4**COMMISSARY MANAGEMENT (COM)****SECTION A. MANPOWER STAFFING GUIDE**

4-1. **APPLICABILITY:** This guide provides manpower requirements for the Commissary Management work center and applies to all DeCA commissaries.

4-2. **MANPOWER STAFFING GUIDE DATA:**

a. This manpower staffing guide was based on the Manpower Table for Commissary Level Management Positions which was provided to all Regions by memorandum, RMPE, Nov 10, 1992, subject: Manpower Table, Commissary Level Management Positions.

b. As noted on the Manpower Guide in Section C, this guide does not include Quality Assurance Evaluator (QAE) requirements. These requirements are determined as a result of a Commercial Activities (CA) study.

4-3. **APPLICATION INSTRUCTIONS:**

a. Determine the class of commissary. The commissary size classification is published in DeCA Directive 40-1, Commissary Operating Policies. For commissaries not selling tobacco products, sales should be increased by 8% before determining class of commissary.

<u>CLASS</u>	<u>MONTHLY SALES</u>
1	Up to \$500,000
2	\$500,001 to \$1,000,000
3	\$1,000,001 to \$1,500,000
4	\$1,500,001 to \$2,000,000
5	\$2,000,001 to \$2,500,000
6	\$2,500,001 to \$3,250,000
7	\$3,250,001 to \$4,000,000
8	\$4,000,001 to \$5,000,000
9	\$5,000,001 and above

b. Refer to the Manpower Guide in Section C to determine the manpower requirements and recommended skill distribution by class of store for the Commissary Management work center.

4-4. **STATEMENT OF CONDITIONS:**

a. The Manpower Staffing Guide provides required manpower for five, six, and seven day per week store operations.

b. The guide does not include Quality Assurance Evaluator requirements.

SECTION B. WORK CENTER DESCRIPTION - COMMISSARY MANAGEMENT

DIRECT:

4-1. MANAGEMENT.

4-1-1. IMPLEMENTS DoD AND DeCA (region & headquarters) REGULATIONS AND DIRECTIVES. Reviews upon receipt and establishes policies and procedures necessary to implement regulatory guidelines and objectives.

4-1-2. DEVELOPS AND IMPLEMENTS MARKETING PROGRAM. Discusses new marketing concepts with industry representatives. Ensures adequate quantity of desired product lines are maintained to meet patron demand. Reviews product and sales report and determines items to be reduced in quantity or removed from stock. Complies with national and regional sales programs. Maintains integrity of DeCA Plan-O-Grams. Uses appropriate Point of Sale Material. Complies with Region Stock list.

4-1-3. ENSURES COMPLIANCE WITH FEDERAL MANAGERS' FINANCIAL INTEGRITY ACT. Administers and coordinates DeCAs Internal Management Control Program; establishes and implements local policies, procedures and controls.

4-1-4. PROVIDES TECHNICAL ADVICE AND ASSISTANCE ON COMMISSARY OPERATIONS, POLICIES, DIRECTIVES AND PROCEDURES. Furnishes formal and informal verbal and written technical advice/assistance to local installation officials, consumer groups, and industry representatives. Responds to Patron Communication Form Program. Provides oversight of the Bagger Memorandum of Understanding for base/post officials. Interacts with the installation community by attending local commanders' staff meetings and other briefings, as required. Provides briefings when invited to installation organizations such as Wives Clubs, etc., and for Newcomer Orientation Briefings.

4-1-5. DEVELOPS AND IMPLEMENTS QUALITY ASSURANCE PROGRAM. Develops and implements policies and procedures to ensure quality inspections and contract surveillance of specified stocking, custodial and warehouse services; assures Food Safety Quality Assurance controls are implemented and practiced.

4-1-6. ENSURES COMPLIANCE WITH INTERSERVICE SUPPORT AGREEMENT PROGRAM. Conducts negotiations, prepares support documentation, and serves as Point of Contact on support matters. Forwards unresolvable issues to region. Certifies receipt of base operation support.

4-2. DIRECTS COMMISSARY OPERATIONS.

4-2-1. ISSUES INSTRUCTIONS (written and verbal) GOVERNING COMMISSARY OPERATIONS TO ENSURE COMPLIANCE WITH REGULATORY REQUIREMENTS, ACHIEVEMENT OF OBJECTIVES AND CUSTOMER SATISFACTION. Establishes and disseminates policies and procedures and operating instructions; conducts meeting; establishes internal goals; provides customer assistance, inspects facility, and checks operations repeatedly.

4-2-2. ENSURES THAT FISCAL GAINS AND LOSSES REMAIN WITHIN THE ESTABLISHED STORE TOLERANCES. Conducts accountable inventories periodically. Assures compliance with headquarters' policies on preparing reports of survey on subsistence losses.

4-2-3. **DEVELOPS AND IMPLEMENTS PLANS AND POLICIES THAT WILL ENSURE RECEIPT DATA IS INPUT TO SAVES/DIBS.** Implements plans and performs frequent reviews.

4-2-4. **ADMINISTERS DoD AND DeCA PHYSICAL SECURITY PROGRAM.** Implements and assures compliance with policies and procedures to ensure the security and safeguarding of the activity, store, funds, staff, personnel, equipment, and merchandise.

4-2-5. **ADMINISTERS DoD AND DeCA FIRE AND OCCUPATIONAL SAFETY AND HEALTH PROGRAMS.** Implements and assures compliance with policies and procedures and precautions to ensure a safe and healthful work environment for all employees and patrons. Enforces and complies with sanitation policies and regulations; takes action to correct noted deficiencies.

4-2-6. **IMPLEMENTS POLICIES AND PROCEDURES FOR AUTHORIZATION, USE, ACQUISITION, INSPECTION, AND ROTATION OF TROOP ISSUE AND WAR RESERVE MATERIAL (WRM) SUBSISTENCE, WHERE APPLICABLE.**

4-2-7. **OVERSEES VENDOR OPERATIONS.**

4-3. **SUPERVISION AND PERSONNEL MANAGEMENT.**

4-3-1. **DIRECTS COMMISSARY STAFF THROUGH PROPER APPLICATION OF PERSONNEL MANAGEMENT PRACTICES.** Administers personnel in subordinate work centers. Certifies time and attendance.

4-3-2. **EEO.** Implements and executes proactive actions to ensure fair treatment of minorities, women, and people with disabilities in hiring, training, promotion, recognition and other aspects of employment. Supports affirmative action objectives.

4-3-3. **TRAINING.** Implements progressive training program for all employees, and continually evaluates results.

4-4. **ADMINISTRATION.**

4-4-1. **REVIEWS AND PROCESSES INCOMING AND OUTGOING DISTRIBUTION.** Reviews distribution from external activities and subordinate work centers for information, completeness, accuracy, necessary action, and signs as required. Stamps, marks, seals package and routes distribution.

4-4-2. **PROVIDES ADMINISTRATIVE SUPPORT.** Provides commissary typing support. Maintains commissary files. Maintains automated time and attendance data base.

4-5. **INDIRECT:** Standard Indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE										
WORK CENTER TITLE/ORG CODE		STANDARD APPLICABILITY								
COMMISSARY MANAGEMENT/COM		COMMISSARY CLASS 1-9								
POSITION TITLE	SERIES	1	2	3	4	5	6	7	8	9
		MANPOWER REQUIREMENTS								
COMMISSARY OFFICER	CIV/MIL	1	1	1	1	1	1	1	1	1
DEPUTY COMMISSARY OFFICER	CIV/MIL	*	1	1	1	1	1	1	1	1
STORE MANAGER	CIV/MIL				1	1	1	1	1	1
ASSISTANT STORE MANAGER	CIV/MIL						1	1	1	1
SECRETARY/ADMIN SPT	CIV/MIL	**	1	1	1	1	1	1	2	2
TOTAL		2	3	3	4	4	5	5	6	6

*REFER TO MANPOWER TABLE FOR COMMISSARY LEVEL MANAGEMENT POSITIONS. A DEPUTY COMMISSARY OFFICER MAY BE REQUIRED.

**STAND ALONE COMMISSARIES MAY REQUIRE A PART-TIME POSITION. FOR DEPENDENT/SUPPORTED COMMISSARIES, ADMIN SUPPORT WILL BE PROVIDED BY THE PARENT COMMISSARY.

NOTE: THIS MANPOWER GUIDE DOES NOT INCLUDE QUALITY ASSURANCE EVALUATOR (QAE) REQUIREMENTS.

CHAPTER 5

MANAGEMENT SUPPORT CENTER

SECTION A. MANPOWER STANDARD

5-1. **APPLICABILITY:** This standard applies to all DeCA parent and supported commissary Management Support Centers located in the U.S.

5-2. **STANDARD DATA:**

- a. Classification: Type II
- b. Man-Hour Data Source: Operational Audit
- c. Standard Man-Hour Equation:

$$Y = 314.83 + .01503X$$

- d. Workload Factors (WLF):

Title: Weighted Line Items and Class of Store

(1) Definition: The number of line items carried in a commissary (to include troop issue items ordered for the TS mission) and the Class of Store (1 thru 9) based on ¹ sales (including troop sales).

(2) Source. Current management reports.

5-3. **APPLICATION INSTRUCTIONS:**

- a. Determine weighted workload by multiplying line items by class of store.
- b. Compute the monthly man-hours utilizing the man-hour equation in paragraph 2c.
- c. Utilize the Manpower Availability Factor of 148 and the Manpower Breakpoint Chart, to determine total manpower requirements.
- d. Example illustrating application of the standard equation for staffing in the Management Support Center is as follows.

Step 1.

- a. Determine the class of store based on ¹ sales.
- b. Compute the weighted workload: the line items carried in a commissary multiplied by the class of store.

¹ Sales at locations not authorized to stock cigarettes will be increased by 8% prior to determining Class of Store.

Line Items X Class = Weighted Workload

Line Items = 10,200

Class = 3

$10,200 \times 3 = 30,600$

Step 2. Apply "sample" workcount to the standard equation to obtain computed man-hours.

$Y = 314.83 + .01503 (30,600)$

$Y = 314.83 + 459.9$

$Y = 774.75$

Step 3. Divide the computed man-hours by the Man-Hour Availability Factor (148) to determine fractional manpower.

$Y = 774.75/148 = 5.23$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$Y = 5$ manpower requirements

e. Refer to the manpower guide to determine recommended skill distribution. NOTE: The manpower guide does not identify Other Than Full Time (OTFT) positions.

5-4. Statement of Conditions: This standard applies to those commissaries operating under the DeCA Interim Business System (DIBS).

SECTION A1. ADDITIVE STANDARD FOR WAREHOUSE SUPPORT

5-1. **APPLICABILITY:** This additive standard applies to all DeCA Management Support Centers providing service to commissaries located in the U.S. operating a full warehouse function and is used in conjunction with the basic standard.

5-2. **STANDARD DATA:**

- a. Classification. Additive
- b. Man-Hour Data Source. Operational Audit
- c. Man-Hour Equation: $Y = .025(X)$
- d. Workload Factor:
 - (1) Title. Line Items.
 - (2) Definition. The number of line items ordered for resale (including the troop support mission line items).
 - (3) Source. Current Management Reports.

5-3. **APPLICATION INSTRUCTIONS:**

a. Example illustrating application of the additive equation for staffing in the Management Support Center supporting a warehouse operation is as follows:

Step 1. Apply the line item count of items ordered for resale in the commissary (including the troop support mission).

Step 2. Apply this "sample" workcount (10,200) to the additive equation to obtain the computed man-hours.

$$\text{Equation: } Y = .025 X 10,200$$

$$Y = 255$$

Step 3. Add man-hours from application of the standard equation (Section A, para 3d, Step 2) to the computed additive man-hours.

$$Y = 774.75 + 255 = 1029.75$$

Step 4. Divide the total computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 1029.75 / 148 = 6.957$$

Step 5. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

Y = 7 manpower requirements

b. Refer to the manpower guide in Section C to determine appropriate skill distribution.
NOTE: The manpower guide does not identify other-than-full time (OTFT) positions.

5-4. **STATEMENT OF CONDITIONS:**

a. This Management Support Center additive standard applies to those commissaries located in the United States supporting a full warehouse operation.

b. Sales were adjusted for commissaries that do not carry tobacco line items.

SECTION B. WORK CENTER DESCRIPTION - MANAGEMENT SUPPORT CENTER

DIRECT:

5-1. INVENTORY ACCOUNTABILITY AND CONTROL

5-1-1. Requisition, order, and receive resale items, manually or electronically, as appropriate.

5-1-1-1. Process and record requisitions made under MILSTRIP to include use of MILBILLS (interfund billing system) procedures to bill and pay for shipments.

5-1-1-2. Transmit or telephone Fresh Fruits and Vegetables (FF&V) requisitions to servicing Defense Subsistence Office (DSO).

5-1-1-3. Construct and issue call order numbers, place call orders, post and adjust call order register (when performed manually), and maintain suspense copies of orders.

5-1-2. Reconcile the Tally Register with the Call Order Register.

5-1-3. Prepare Reports of Deposit, maintain cash sales transactions records and file, as appropriate.

5-1-4. Process Vendor Credit Memorandums (VCM) and vendor refund checks, and maintain VCM Log, file documents.

5-1-5. Process charge sales, charge sale returns and maintain charge sale documents and signature cards.

5-1-6. Prepare and/or review documents for the disposal of Fat and Bones and maintain associated documents.

5-1-7. Prepare and process documents relating to the salvage operation, to include Reports of Discrepancy and Reports of Survey.

5-1-8. Prepare and process documents relating to the Food Bank Program, and Food Stamps.

5-1-9. Prepare and process Women's, Infants, and Childrens (WIC) transactions.

5-1-10. Responsible for administration of Internal Transfer of subsistence supplies.

5-1-11. Prepare and maintain the Document Log; post entries daily.

5-1-12. Post and maintain the Store Block Control Journal and forward block control numbers to the Service Center daily or as required.

5-1-13. Verify and adjust Requisition, Order, Receipt (ROR) file, and print the ROR worksheet as required.

5-1-14. Close out end of month and end of year accounting records.

5-1-15. Prepare Record of Operation (Trial Balance), for Meat, Produce and subsidiary accounts.

- 5-1-16. Process and prepare documents on dishonored checks.
- 5-1-17. Prepare commissary statistical data report.
- 5-1-18. Prepare Stock Fund Sales Report.
- 5-1-19. Prepare and maintain vendor stocker Letter of Agreement and issue Vendor Stocker badges.
- 5-1-20. Issue Visitor Badge and maintain Sign-in Register.
- 5-1-21. Maintain document files relating to the work center.
- 5-1-22. Provide assistance during accountable inventory.
- 5-1-23. Verify correctness and accuracy of VPR signs prior to placement in the sales area.
- 5-1-24. Prepare correction forms.
- 5-1-25. Verify VRGC when applicable.

5-2. **SYSTEM OPERATIONS**

- 5-2-1. Enter FF&V summary receipts daily into DIBS.
- 5-2-2. Accept Central Distribution Center (CDC) order/receipt n DIBS.
- 5-2-3. Enter Direct Store Delivery - S (DSD-S) receipts into DIBS daily.
- 5-2-4. Enter FDS, DSD rolled up receipts into DIBS.
- 5-2-4-1.Reconcile rolled up receipts with distributor daily.
- 5-2-5. Enter Fat and Bones data into DIBS.
- 5-2-6. Enter daily sales and coupon information into DIBS.
- 5-2-7. Enter VCMs, and Charge Sale information into DIBS.
- 5-2-8. Print ROR worksheets, CDC price extended lists, discrepancy report and demand reports.
- 5-2-9. Print CDC Supply Items requested/received from CDC in DIBS.
- 5-2-10. Download Portable Data Entry Device (PDED) information for shelf stock replenishment requirements from CDC and/or Frequent Delivery System (FDS).
- 5-2-11. Perform price verification and stock location changes.
- 5-2-12. Review PDED exception reports.
- 5-2-13. Perform DIBS end of day functions.

- 5-2-13-1. Verify and balance the Summary Audit Log daily.
- 5-2-14. Prepare data entry adjustment through reversal or files maintenance.
- 5-2-15. Verify DIBS entries and identify and correct entry errors.
- 5-2-16. Maintain CDC transfer log.
- 5-2-17. Perform National Cash Register (NCR) system start up at processors and CRTs.
- 5-2-18. Perform NCR PLU maintenance for price changes as required.
- 5-2-19. Print NCR shelf labels and ensures labels are placed on shelves.
- 5-2-20. Perform NCR file maintenance.
- 5-2-21. Update NCR PLU List as required.
- 5-2-22. Maintain, control and issue PDEDs, Locally Assigned Code (LAC) guns, and LAC codes as required.
- 5-2-22-1. Program and maintain PDED and LAC guns.
- 5-2-23. Perform NCR End of Day functions.
- 5-2-24. Print NCR reports as required..
- 5-2-25. Perform system back-up daily.
- 5-2-26. Perform system recovery procedures as necessary.
- 5-2-27. Ensure only authorized personnel enter computer room.
- 5-2-28. Update software in system with system changes provided by NCR and/or region instructions.
- 5-2-29. Perform system security checks on all peripherals.
- 5-2-30. Ensure cleanliness and temperature control of scanning room.
- 5-2-31. Ensure safe and secure storage of disc/tape media.
- 5-2-32. Maintain required maintenance logs.
- 5-2-33. Ensure weekly testing of generators.
- 5-3. **SUPPLY AND EQUIPMENT.**
- 5-3-1. Order, receive, store and issue cleaning and operating supplies.
- 5-3-1-1. Maintain supply records.

5-3-2. Order and maintain equipment.

5-3-2-1. Order and receive equipment and property.

5-3-2-2. Maintain Equipment Inventory/Property Book.

5-3-2-3. Issue and maintain Hand Receipts.

5-3-2-4. Maintain Equipment Downtime Ledger.

5-3-2-5. Provide input to the TRUST Budget.

5-3-2-6. Prepare facilities maintenance documents.

5-3-2-7. Maintain Service Call Register.

5-3-2-8. Maintain maintenance logs.

5-3-3. Maintain contracts for commercial services, and equipment maintenance.

5-3-4. Maintain accounts for expendable supplies, transportation costs, communications, utilities, and disposal of cardboard.

5-3-5. Prepare receiving reports, certify invoices and forward to DFAS-CO for processing.

5-3-6. Maintain document register for supply transactions.

5-3-7. Maintain maintenance expenditure records.

5-3-8. Conduct economic equipment life expectancy comparisons.

5-3-9. Prepare turn-ins and update appropriate records.

5-3-10. Maintain maintenance records.

5-3-11. Ensure maintenance and repairs are performed.

5-3-12. Maintain manufacturer operator and maintenance manuals.

5-3-13. Conduct operating supply inventory monthly and equipment annually.

5-3-14. Maintain, operating Supply Consumption Records.

5-3-15. Prepare Energy Management Report.

5-4. **TROOP ISSUE, AND WAR RESERVE AND EMERGENCY SUPPORT**

5-4-1. Prepare local purchase troop issue price lists.

5-4-2. Consolidate all troop issue (where applicable) and resale requirement for items centrally procured by DPSC.

- 5-4-3. Requisition authorized War Reserve Material (WRM) stock levels.
 - 5-4-4. Order Troop Support Meals Ready to Eat (MRE) Stock, and replacement stocks.
 - 5-4-5. Prepare documents to replace WRM rations & MRE Stocks.
 - 5-4-6. Budget for, receive, and maintain funds for WRM.
 - 5-4-7. Transfer rations and stocks on rotation schedule between departments, commissaries, or troop accounts, as appropriate.
 - 5-4-8. Maintain hand receipts for quantities issued.
 - 5-4-9. Assist with stock inventories. Make adjustments for losses.
 - 5-4-10. Process emergency requisitions from Requisitioners.
 - 5-4-11. Prepare and submit appropriate reports.
- 5-5. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION B1. ADDITIVE WORK CENTER DESCRIPTION - WAREHOUSE SUPPORT

DIRECT:

5-1. INVENTORY ACCOUNTABILITY AND CONTROL

5-1-1. Requisition, order, and receive resale items, manually or electronically, as appropriate.

5-1-1-1. Process and record requisitions made under MILSTRIP to include use of MILBILLS (interfund billing system) procedures to bill and pay for shipments.

5-1-1-2. Transmit or telephone Fresh Fruits and Vegetables (FF&V) requisitions to servicing Defense Subsistence Office (DSO).

5-1-1-3. Construct and issue call order numbers, place call orders, post and adjust call order register (when performed manually), and maintain suspense copies of orders.

5-1-2. Reconcile the Tally Register with the Call Order Register.

5-1-3. Prepare Reports of Deposit, maintain cash sales transactions records and file, as appropriate.

5-1-4. Process Vendor Credit Memorandums (VCM) and vendor refund checks, and maintain VCM Log, file documents.

5-1-5. Process charge sales, charge sale returns and maintain charge sale documents and signature cards.

5-1-6. Prepare and/or review documents for the disposal of Fat and Bones and maintain associated documents.

5-1-7. Prepare and process documents relating to the salvage operation, to include Reports of Discrepancy and Reports of Survey.

5-1-8. Prepare and process documents relating to the Food Bank Program, and Food Stamps.

5-1-9. Prepare and process Women's, Infants, and Childrens (WIC) transactions.

5-1-10. Responsible for administration of Internal Transfer of subsistence supplies.

5-1-11. Prepare and maintain the Document Log; post entries daily.

5-1-12. Post and maintain the Store Block Control Journal and forward block control numbers to the Service Center daily or as required.

5-1-13. Verify and adjust Requisition, Order, Receipt (ROR) file, and print the ROR worksheet as required.

5-1-14. Close out end of month and end of year accounting records.

5-1-15. Prepare Record of Operation (Trial Balance), for Meat, Produce and subsidiary accounts.

- 5-1-16. Process and prepare documents on dishonored checks.
- 5-1-17. Prepare commissary statistical data report.
- 5-1-18. Prepare Stock Fund Sales Report.
- 5-1-19. Prepare and maintain vendor stocker Letter of Agreement and issue Vendor Stocker badges.
- 5-1-20. Issue Visitor Badge and maintain Sign-in Register.
- 5-1-21. Maintain document files relating to the work center.
- 5-1-22. Provide assistance during accountable inventory.
- 5-1-23. Verify correctness and accuracy of VPR signs prior to placement in the sales area.
- 5-1-24. Prepare correction forms.
- 5-1-25. Verify VRGC when applicable.

5-2. **SYSTEM OPERATIONS**

- 5-2-1. Enter FF&V summary receipts daily into DIBS.
- 5-2-2. Enter warehouse orders into DIBS daily.
- 5-2-3. Price extend and enter receipts into DIBS as required.
- 5-2-4. Enter Balance on Hand (BOH) adjustments in DIBS as required.
- 5-2-4-1. Reconcile rolled up receipts with distributor daily.
- 5-2-5. Enter Fat and Bones data into DIBS.
- 5-2-6. Enter daily sales and coupon information into DIBS.
- 5-2-7. Enter VCMs, and Charge Sale information into DIBS.
- 5-2-8. Print ROR worksheets, CDC price extended lists, discrepancy report and demand reports.
- 5-2-9. Download Portable Data Entry Device information for shelf stock replenishment requirements from the warehouse.
- 5-2-10. Print warehouse pull list daily or as required.
- 5-2-11. Perform price verification and stock location changes for the Commissary and Warehouse.
- 5-2-12. Review PDED exception reports.
- 5-2-13. Perform DIBS end of day functions.
- 5-2-13-1. Verify and balance the Summary Audit Log daily.

- 5-2-14. Prepare data entry adjustment through reversal or files maintenance.
- 5-2-15. Verify DIBS entries and identify and correct entry errors.
- 5-2-16. Perform National Cash Register (NCR) system start up at processors and CRTs.
- 5-2-17. Perform NCR PLU maintenance for price changes as required.
- 5-2-18. Print NCR shelf labels and ensures labels are placed on shelves.
- 5-2-19. Perform NCR file maintenance.
- 5-2-20. Update NCR PLU List as required.
- 5-2-21. Maintain, control and issue PDEDs, Locally Assigned Code (LAC) guns, and LAC codes as required.
- 5-2-21-1. Program and maintain PDED and LAC guns.
- 5-2-22. Perform NCR End of Day functions.
- 5-2-23. Print NCR reports as required..
- 5-2-24. Perform system back-up daily.
- 5-2-25. Perform system recovery procedures as necessary.
- 5-2-26. Ensure only authorized personnel enter computer room.
- 5-2-27. Update software in system with system changes provided by NCR and/or region instructions.
- 5-2-28. Perform system security checks on all peripherals.
- 5-2-29. Ensure cleanliness and temperature control of scanning room.
- 5-2-30. Ensure safe and secure storage of disc/tape media.
- 5-2-31. Maintain required maintenance logs.
- 5-2-32. Ensure weekly testing of generators.
- 5-3. **SUPPLY AND EQUIPMENT.**
- 5-3-1. Order, receive, store and issue cleaning and operating supplies.
- 5-3-1-1. Maintain supply records.
- 5-3-2. Order and maintain equipment.
- 5-3-2-1. Order and receive equipment and property.

5-3-2-2.Maintain Equipment Inventory/Property Book.

5-3-2-3.Issue and maintain Hand Receipts.

5-3-2-4.Maintain Equipment Downtown Ledger.

5-3-2-5.Provide input to the TRUST Budget.

5-3-2-6.Prepare facilities maintenance documents.

5-3-2-7.Maintain Service Call Register.

5-3-2-8.Maintain maintenance logs.

5-3-3. Maintain contracts for commercial services, and equipment maintenance.

5-3-4. Maintain accounts for expendable supplies, transportation costs, communications, utilities, and disposal of cardboard.

5-3-5. Prepare receiving reports, certify invoices and forward to DFAS-CO for processing.

5-3-6. Maintain document register for supply transactions.

5-3-7. Maintain maintenance expenditure records.

5-3-8. Conduct economic equipment life expectancy comparisons.

5-3-9. Prepare turn-ins and update appropriate records.

5-3-10. Maintain maintenance records.

5-3-11. Ensure maintenance and repairs are performed.

5-3-12. Maintain manufacturer operator and maintenance manuals.

5-3-13. Conduct operating supply inventory monthly and equipment annually.

5-3-14. Maintain, operating Supply Consumption Records.

5-3-15. Prepare Energy Management Report.

5-4. **TROOP ISSUE, AND WAR RESERVE AND EMERGENCY SUPPORT**

5-4-1. Prepare local purchase troop issue price lists.

5-4-2. Consolidate all troop issue (where applicable) and resale requirement for items centrally procured by DPSC.

5-4-3. Requisition authorized War Reserve Material (WRM) stock levels.

5-4-4. Order Troop Support Meals Ready to Eat (MRE) Stock, and replacement stocks.

- 5-4-5. Prepare documents to replace WRM rations & MRE Stocks.
 - 5-4-6. Budget for, receive, and maintain funds for WRM.
 - 5-4-7. Transfer rations and stocks on rotation schedule between departments, commissaries, or troop accounts, as appropriate.
 - 5-4-8. Maintain hand receipts for quantities issued.
 - 5-4-9. Assist with stock inventories. Make adjustments for losses.
 - 5-4-10. Process emergency requisitions from Requisitioners.
 - 5-4-11. Prepare and submit appropriate reports.
- 5-5. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE											
WORK CENTER TITLE/ORG CODE MANAGEMENT SUPPORT CENTER/ COMS				STANDARD APPLICABILITY MH RANGE 314.83 - 2512.92							
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
SUPV ACCT TECH	GS-0525	*	*	*	1	1	1	1	1	1	1
LEAD ACCT TECH	GS-0525			1						1	1
ACCT TECH (DATA ENTRY)	GS-0525	2	2	2	2	2	3	4	5	5	6
SCANNING COORDINATOR	GS-0303		1	1	1	2	2	2	2	2	2
SUPPLY CLERK	GS-2005				1	1	1	1	1	1	1
*Supervision will be provided by the Commissary Officer.											
TOTAL		2	3	4	5	6	7	8	9	10	11
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
SUPV ACCT TECH	GS-0525	1	1	1	1	1	1	1			
LEAD ACCT TECH	GS-0525	1	1	1	1	1	1	1			
ACCT TECH (DATA ENTRY)	GS-0525	7	8	9	10	11	12	13			
SCANNING COORDINATOR	GS-0303	2	2	2	2	2	2	2			
SUPPLY CLERK	GS-2005	1	1	1	1	1	1	1			
TOTAL		12	13	14	15	16	17	18			

CHAPTER 6**GROCERY DEPARTMENT****SECTION A. MANPOWER STANDARD**

6-1. **APPLICABILITY:** This standard applies to all parent Grocery Departments located in the U.S. operating with shelf stocking and custodial contracts and supported by FDS, CDC and DSD. For commissaries operating with an in-house MEO, this standard applies. The MEO must be added to the standard requirements. This standard does not allow man-hours for full warehouse functions.

6-2. **STANDARD DATA:**

- a. Classification: Type II
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = 334.5 + 2.416(X1) + 0.000611(X2)$$

- d. Workload Factors (WLF):
 - (1) Title: WLF #1: X1 = Weighted Days
 - (a) Definition: Number of days a week the commissary is open multiplied by the total hours per week the commissary is open for business.
 - (b) Source. Commissary Statistical Data
 - (2) Title: WLF #2: X2 = Adjusted Grocery Sales
 - (a) Definition: Monthly average grocery dollar sales for the past twelve months adjusted by appropriate PPI. (NOTE: For commissaries not selling tobacco products, grocery sales should be increased by 8 percent.)
 - (b) Source: Directorate of Resource Management, Budget Division.

6-3. **APPLICATION INSTRUCTIONS:**

- a. Compute monthly man-hours by using the equation in paragraph 2c.
- b. The valid man-hour data range for the equation is presented on the manpower guide. The extrapolation range is 3 to 30 full time equivalents.
- c. Use man-hour availability factor of 148 and the manpower breakpoint chart to determine total manpower requirements.
- d. To determine average monthly grocery sales for standard application:

1. Compute the 12 month average grocery sales. Adjust the average monthly grocery sales to FY 92 dollars (period during which this standard was developed). Sales are adjusted by obtaining the monthly Producer Price Index (PPI) for the 12 month timeframe, totaling and dividing by 12 to compute the average monthly PPI.

2. Divide the FY 92 PPI (123.0) by the average monthly PPI for the timeframe of the sales being used to obtain a deflation factor. Multiply the average monthly sales by the deflation factor to determine monthly adjusted sales.

e. Example illustrating application of the staffing standard equation for staffing in the Grocery Department is as follows:

Step 1.

a. Compute weighted days: number of days a week the commissary is open multiplied by the total hours per week the commissary is open for business.

Days Open = 5
 Operating Hours = 44

$$5 \times 44 = 220$$

<u>WORKLOAD FACTOR #1</u>	<u>WORKLOAD</u>
Weighted Days	220

b. Compute the twelve month average of grocery sales.

1st Qtr	\$1,707,000.00
2nd Qtr	\$1,659,000.00
3rd Qtr	\$1,719,000.00
4th Qtr	<u>\$1,743,000.00</u>
Total	\$6,828,000.00

$$6,828,000.00 / 12 = 569,000.00 \text{ (Average Monthly Grocery Sales)}$$

c. Adjust average monthly grocery sales using appropriate PPI.

$$\begin{aligned} & \text{FY 92 PPI (123.0)} && \text{FY 94 PPI (126.7)} \\ & 123.0 / 126.7 = .97 \times \$569,000.00 = \$551,930.00 \end{aligned}$$

<u>WORKLOAD FACTOR #2</u>	<u>WORKLOAD</u>
Adjusted Avg Monthly Grocery Sales	\$551,930.00

Step 2. Apply "sample" workcount (X1 and X2) to staffing standard equation to obtain computed man-hours.

$$\begin{aligned} Y &= a + (B1)X1 + (B2)X2 \\ Y &= 334.5 + (2.416)X1 + (0.000611)X2 \\ Y &= 334.5 + (2.416)220 + (0.000611)551,930 \end{aligned}$$

$$Y = 334.5 + 531.52 + 337.23$$

$$Y = 1203.25 \text{ man-hours}$$

Step 3. Divide the computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 1203.25/148 = 8.13$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$8.13 = 8 \text{ manpower requirements}$$

f. Refer to the manpower guide to determine appropriate skill distribution. Note: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

6-4. **Statement of Condition:**

a. This staffing standard equation provides required manpower for five, six and seven day commissary operations and warehousing functions such as receiving and sorting.

b. Adjustments for storage and pulling of items in a reserved area required with DSD-S and FDS were included in this staffing standard.

c. Grocery sales were adjusted for commissaries that do not carry tobacco line items.

d. This manpower staffing standard does not include man-hours for a full warehousing operation.

SECTION A1. ADDITIVE STANDARD FOR WAREHOUSE SUPPORT

6-1. **APPLICABILITY:** This additive standard applies to all DeCA Grocery Departments at commissaries located in the U.S. operating a full warehouse function and is used in conjunction with the basic standard.

6-2. **STANDARD DATA:**

- a. Classification. Additive
- b. Man-Hour Data Source. Operational Audit
- c. Man-Hour Equation: $Y = 302.8 + .000748(X)$
- d. Workload Factor:

(1) Title. Adjusted Grocery Sales.

(2) Definition. Monthly average grocery dollar sales for the past twelve months adjusted by appropriate PPI. (NOTE: For commissaries not selling tobacco products, grocery sales should be increased by 8 percent.)

(3) Source. Directorate of Resource Management, Budget Division.

6-3. **APPLICATION INSTRUCTIONS:**

a. Example illustrating application of the additive equation for staffing in the Grocery department supporting a warehouse operation is as follows:

Step 1. Apply the adjusted monthly grocery sales used in the basic standard to compute additive man-hours.

Step 2. Apply this "sample" workcount (551,930) to the additive equation to obtain the computed man-hours. Extrapolation limits are 303 -1286 man-hours.

$$\text{Equation: } Y = 302.8 + .000748(551,930)$$

$$Y = 302.8 + 412.84$$

$$Y = 715.64$$

Step 3. Add man-hours from application of the standard equation (Section A, para 3e, Step 2) to the computed additive man-hours.

$$Y = 1203.25 + 715.64 = 1918.89$$

Step 4. Divide the total computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 1918.89 / 148 = 12.97$$

Step 5. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

Y = 13 manpower requirements

b. Refer to the manpower guide in Section C to determine appropriate skill distribution.
NOTE: The manpower guide does not identify other-than-full time (OTFT) positions.

6-4. **STATEMENT OF CONDITIONS:**

a. This grocery department additive standard applies to those commissaries located in the United States supporting a full warehouse operation.

b. Grocery sales were adjusted for commissaries that do not carry tobacco line items.

SECTION B. WORK CENTER DESCRIPTION - GROCERY DEPARTMENT

DIRECT:

6-1. ORDERING:

6-1-1. **ORDERS ITEM FROM DISTRIBUTOR (DSD-S).** Determines and recommends order for item from distributor.

6-1-2. **ORDERS FREQUENT DELIVERY ITEM FROM DISTRIBUTOR (FDS).** Reviews shelf display to determine order quantity; scans shelf label using the Portable Data Entry Device (PDED); scans items in overflow area and reduces order amount accordingly; or enters order number and quantity data via the PDED keypad; uses personal computer (PC)/modem to telephonically transmit order to distributor.

6-1-3. **ORDERS ITEM FROM CENTRAL DISTRIBUTION CENTER (CDC).** Reviews shelf, display and storage levels to determine order quantity; scans item data from the bar-coded shelf label using the PDED; enters order quantity data via the PDED keypad; coordinates with Management Support Center.

6-1-4. **IDENTIFIES ITEM NOT-IN-STOCK.** Identifies merchandise not available for stocking, forwards information to Management Support Center; prepares NIS sign for customer information and places sign on shelf.

6-1-5. **ORDERS TOBACCO PRODUCTS.** Reviews shelf and storage area to determine order quantity.

6-2. RECEIVING:

6-2-1. **OFFLOADS DELIVERY.** Offloads delivery as required.

6-2-2. **RECEIVES DSD-S SHIPMENT.** Receives item in case lot; verifies count, condition and unit size against order document; ensures coordination with veterinary personnel as needed; annotates document to show tally number and quantity received; signs document; rejects as necessary due to damage, short or over shipment; posts information to applicable receiving tally or receipt register; and delivers document to Management Support Center.

6-2-3. **RECEIVES FREQUENT DELIVERY SHIPMENT.** Receives shipment by 100 percent blind total case count of all items. Completes final count before co-mingling with other items; validates total cases received with those indicated on delivery ticket; annotates discrepancy on the pallet load list and delivery ticket accordingly; delivers document to Management Support Center.

6-2-4. **RECEIVES DIRECT STORE DELIVERY (DSD).** Receives DSD, verifies count, condition, and unit size against order/receipt document; annotates document to check quantity received, signs document; posts information to applicable receiving tally register; and delivers document to Management Support Center.

6-2-5. **RECEIVES CDC SHIPMENT.** Receives shipment by case count; if required, makes adjustment to shipping document and notifies CDC; delivers document to Management Support Center.

6-2-6. **RECEIVES TOBACCO PRODUCTS.** Receives shipment, verifies count, annotates document, signs document, and delivers to Management Support Center.

6-3. **STORING:**

6-3-1. **STORES DSD-S ITEM.** Moves item from receiving area to applicable storage location or places in temporary location; repalletizes as necessary to ensure proper stock rotation.

6-3-2. **STORES FREQUENT DELIVERY SHIPMENT ITEM.** Places frequent delivery merchandise not needed for immediate shelf stock in designated frequent delivery storage area.

6-3-3. **STORES CDC SHIPMENT ITEM.** Places item not needed for immediate shelf stocking in designated storage area.

6-3-4. **STORES TOBACCO PRODUCTS.** Places items not needed for immediate shelf stocking in sensitive item control area.

6-4. **PULLING:**

6-4-1. **PULLS FROZEN FOOD.** Pulls frozen food item from freezer and palletizes stock.

6-4-2. **PULLS DAIRY ITEM.** Pulls dairy item and eggs from cooler.

6-4-3. **PULLS DIRECT STORE DELIVERY.** Pulls DSD item from back-up storage.

6-4-4. **PULLS SEMI-PERISHABLE ITEM.** Pulls semi-perishable item from storage or staging area.

6-4-5. **PULLS FREQUENT DELIVERY SHIPMENT ITEM.** Pulls FDS item from assigned location.

6-4-6. **PULLS TOBACCO ITEM.** Pulls tobacco/cigarette products from Sensitive Item Control Area.

6-5. **CUTTING AND BREAKING.** Cuts, breaks or pulls container/ cardboard; moves to baler or dumpster for disposal; removes cardboard bale from baler as needed; places in designated area.

6-6. **PRICING.** Conducts price verification for grocery item; affixes price to product where applicable using pricing label for appropriate pricing device; removes old price and affixes new price to product or shelf as needed; replaces label as necessary prepares price sign.

6-7. **STOCKING:**

6-7-1. **TRANSPORTS STOCK.** Moves product from storage/staging area to floor for stocking.

6-7-2. **STOCKS FROZEN FOOD.** Removes item from case and places individually in display area; includes facing product so that label faces outward or upward; rotates stock; removes/restocks during equipment breakdown.

6-7-3. **STOCKS DAIRY ITEM.** Stocks product individually in dairy case or shelf, includes facing the product so the label faces outward or upward; rotates stock. Stocks egg section.

6-7-4. **STOCKS TOBACCO/CIGARETTE ITEM.** Removes top of case and places in tobacco/cigarette cage on sales floor with top facing out.

6-7-5. **STOCKS CONTRACTOR/VENDOR ITEM.** Stocks item normally accomplished by a contractor operating under a Performance Work Statement (PWS), or Vendor as needed; tray stocks or removes item from case and places individually on shelf with label facing outward; straightens or repositions item in conjunction with stocking or stock rotation; checks display area for misplaced items and returns item to appropriate location.

6-7-6. **VENDOR STOCKING CONTROL.** Monitors vendor stocker activities.

6-8. **UNSHOPPING.** Returns item left by customers at cash register or in shopping cart to appropriate location.

6-9. **DISPLAY AND MERCHANDISING:**

6-9-1. **BUILDS DISPLAY.** Builds and maintains merchandise display, moves excess product to designated area, prepares sign, puts up point of sale material, straightens and rearranges product, moves product forward to front of display; and dismantles display.

6-9-2. **MERCHANDISING.** Performs research of item movement; reallocates shelf space for new or deleted item and maintains schedule of special display area (vendors) and production demonstration. Coordinates with vendors. Ensures core item is carried; ensures compliance with mandatories. Coordinates/oversees truckload sale.

6-10. **STORE DECORATING.** Puts up and removes decoration for seasonal/special promotion.

6-11. **DAMAGED/DISTRESSED MERCHANDISE.** Removes, inspects and sorts outdated and damaged item; sorts salvage eligible to be resold, destroyed, and credited by Vendor Credit Memorandum (VCM) when the vendor is at fault; scans item to determine price, line through UPC code, calculates reduced price, and annotates reduced price on damaged item; repairs container, coordinates with veterinary personnel; disposes item; maintains mark down or other disposition document; places salvage in designated area and monitor salvage as needed. Pulls merchandise from shelf for food recall, informs patron, prepares documentation, and coordinates with Sales Representative.

6-12. **MAINTAINING SENSITIVE ITEM CONTROL AREA (SICA).** Stores sensitive item. Posts receipt document and sensitive item accountability record; maintains security of SICA area; ensures unauthorized personnel are accompanied when in sensitive area.

6-13. **INVENTORIES:**

6-13-1. **TOBACCO/CIGARETTE INVENTORY.** Assembles document, counts product in display area and storage area, extends inventory, totals dollar value, determines shortage or overage.

6-13-2. **ACCOUNTABLE INVENTORY.** Conducts accountable inventory (Annual/Semi-Annual); prepares store for inventory; places items back in proper location; ensures all back-up, open cases, and salvage have been priced and case pack annotated as needed; tags all grocery areas; conducts verifications; ensures personnel are available for recount; prepares appropriate documentation.

6-14. **FOOD BANK.** Prepares merchandise for Food Bank donation, necessary documentation and coordination.

6-15. **ASSISTS CUSTOMER.** Processes special order and customer return; responds to customer question/inquiry.

6-16. **CHARGE SALE.** Processes charge sale document; pulls product.

6-17. **SANITATION.** Cleans and sanitizes freezer display case; and storage area; cleans, rinses and sanitizes dairy, egg, and milk display case and storage area; performs inspection; performs cleanup normally accomplished by contractor operating under a Performance Work Statement (PWS) as needed.

6-18. **TEMPERATURE CHECK.** Ensures each piece of refrigerated equipment is marked with the temperature range; conducts temperature check three times daily or four times daily if operating with night crew; records temperature when automated recording system is not operational.

6-19. **VENDOR BAKERY/YOGURT OPERATION.** Oversees operation; ensures adequate quantity and variety of merchandise is displayed, maintained; sets selling price on all items; verifies order, merchandise received, inventories, and credits on returned merchandise; ensures veterinary personnel inspects merchandise received; conducts biweekly inventory and coordinates with Management Support Center.

6-20. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION B1. ADDITIVE WORK CENTER DESCRIPTION - WAREHOUSE SUPPORT

DIRECT:

6-1. SUBSISTENCE RECEIVING:

6-1-1. **UNLOADS CARRIER.** Receives document from driver, inspects document, removes Requisition/Order/Receipt (ROR) from suspense file, compares receipt ROR, directs delivery vehicle to offloading location. Removes merchandise from carrier, loads merchandise onto pallet or other equipment, Off-loads merchandise from carrier by manually moving merchandise off of carrier and onto MHE, or by utilizing MHE to directly unload merchandise off of carrier. Utilizes MHE to move merchandise to receiving location for verification.

6-1-2. **VERIFIES RECEIPT.** Counts item and compares to delivery ticket, rejects delivery, signs and dates receiving document, and annotates any discrepancy on ticket. Annotates tally number on document and on the Commissary Receiving Tally Register (DeCA Form 40-53), attaches receipt to ROR.

6-1-3. **TRANSPORTS DOCUMENT.** Moves receiving document to and from the Management Support Center.

6-1-4. **COORDINATES RECEIVING DOCUMENT.** Coordinates with other work centers in person or by telephone conversation to resolve a receiving/documentation problem. Includes time spent traveling to another work center for this purpose.

6-2. SUBSISTENCE RECEIVING:

6-2-1. **STORES STOCK.** Moves pallet to area away from receiving dock before actual storage begins in order to receive additional item.

6-2-2. **SORTS STOCK.** Separates mixed pallet onto pallet or cart for warehousing purposes.

6-2-3. **WAREHOUSES BULK STOCK.** Utilizes MHE to place a pallet of stock into assigned storage location.

6-2-4. **WAREHOUSES STOCK.** Manually lifts stock from pallet, dolly or cart and places in assigned storage location.

6-2-5. ASSIGNS LOCATION.

6-2-5-1. **REVIEWS QUANTITY ON HAND.** Reviews quantity on hand to reallocate warehouse space.

6-2-5-2. **DETERMINES STORAGE LOCATION.** Determines storage location for new item or adjusts location as required and positions new tag.

6-2-5-3. **PREPARES WAREHOUSE LOCATION DIAGRAM.** Prepares warehouse location diagram, or revises existing warehouse location diagram as applicable.

6-2-6. **REWAREHOUSES STOCK.** Places merchandise back into storage location that was pulled by mistake or over ordered by stocker; warehouses in order to adjust storage location, rotates stock, and makes room for new item. Adjusts balance on hand.

6-2-7. **CONDUCTS ACCOUNTABLE OR ITEM COUNT INVENTORY.** Assembles and distributes document. Performs formal subsistence accountable inventory; performs informal or special accountability inventories directed by the region or HQ DeCA; inventories consumable supplies and Stand-By Equipment. Counts merchandise and enters quantity. Carries inventory document to Management Support Center.

6-3. **SUBSISTENCE PULLING:**

6-3-1. **PULLS STOCK.** Receives pull list, reviews pull list to determine quantity to be pulled; moves to stock location; removes case from storage location; places stock on pallet; circles quantity requested if pull quantity is same as requested; posts pull quantity if different from amount requested, annotates pull list when item is denied. Uses cart, dolly, or MHE to transport stocks to staging or sales area, and returns to storage area. Excludes pull for warehouse charge sale.

6-3-2. **PULLS BULK STOCK.** Utilizes MHE to remove full pallet, roll bin, or other bulk display from assigned storage location and moves to staging area.

6-3-3. **PROCESSES WAREHOUSE CHARGE SALE.** Pulls products for charge sale customer; posts pull to stock list; transports charge sale document to the Management Support Center..

6-3-4. **MOVES WAREHOUSE SALVAGE.** Removes damaged or outdated item from storage location to salvage area..

6-3-5. **MAINTAINS NIS LIST.** Reviews NIS list generated from the pull, works list to determine why item is NIS, if item is on hand, adjust BOH.

6-4. **NONCONTIGUOUS WAREHOUSING:**

6-4-1. **LOADS TRUCK.** Positions merchandise and loads merchandise for the parent commissary on vehicle.

6-4-2. **LOCKS AND SEALS VEHICLE.** Secures vehicle for travel to the parent commissary.

6-4-3. **UNLOADS TRUCK.** Unloads merchandise at commissary and places in staging area.

6-4-4. **TRAVELS.** Travels to and from parent commissary.

6-5. **SUPPORTS MULTIPLE COMMISSARIES:** Provides support as required for commissaries other than the parent commissary.

6-5-1. **MAINTAINS PULL LIST.** Maintains separate pull list for each location support. Searches stocker list or other documents to determine quantity to be pulled; circles quantity requested if pull quantity is same as requested; annotates stocker list when item is denied.

6-5-2. **PULLS STOCK.** Moves to stock location; removes cases from storage location; places stock onto pallet; uses cart, dolly, or MHE to transport stock to staging area.

6-5-3. **ORGANIZES STOCK.** Sorts pulled merchandise, as required.

6-5-4. **TRANSPORTS STOCKER LIST.** Moves stocker list of the additional location to and from the Management Support Center.

6-5-5. **LOADS TRUCK.** Positions merchandise and loads merchandise for the additional location on vehicle either manually or by using MHE.

6-5-6. **LOCKS AND SEALS VEHICLE.** Secures vehicle for travel to the additional location.

6-5-7. **PERFORMS TRAVEL.** Performs travel to the additional location; observes or assists, as required, the unloading of the vehicle at the additional location; and returns to the warehouse.

6-6. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE												
WORK CENTER TITLE/ORG CODE		STANDARD APPLICABILITY MH RANGE										
GROCERY DEPARTMENT/COMG		376.7995 - 4502.475										
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Grocery Dept Mgr	GS-1144	*	*	*	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144							1	1	1	1	1
Store Worker Ldr	WL-6914						1	1	1	1	1	1
Store Worker/ Material Handler	WG-6914	3	4	5	5	6	6	6	7	8	9	10
*Supervision will be provided by the Deputy Commissary Officer												
TOTAL		3	4	5	6	7	8	9	10	11	12	13
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144	1	1	1	1	1	1	1	1	1	1	1
Store Worker Ldr	WL-6914	1	1	1	1	1	1	2	2	2	2	2
Store Worker/ Material Handler	WG-6914	11	12	13	14	15	16	16	17	18	19	20
TOTAL		14	15	16	17	18	19	20	21	22	23	24

MANPOWER GUIDE											
WORK CENTER TITLE/ORG CODE			STANDARD APPLICABILITY MH RANGE								
GROCERY DEPARTMENT/COMG			376.7995 - 4502.475								
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1				
Asst Grocery Mgr	GS-1144	1	1	1	1	1	1				
Store Worker Ldr	WL 6914	2	2	2	2	2	2				
Store Worker/ Material Handler	WG-6914	21	22	23	24	25	26				
TOTAL		25	26	27	28	29	30				
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
TOTAL											

SECTION C1. ADDITIVE MANPOWER GUIDE

MANPOWER GUIDE												
WORK CENTER TITLE/ GROCERY DEPARTMENT (CONUS ADDITIVE)				STANDARD APPLICABILITY MH RANGE 302.843 - 1286.062								
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Supv Mat Handler	WS-6907	*	*	*	*	*	*	1	1	1	1	1
Material Hand Ldr	WL-6907			1	1	1	1					
Materials Handler/ Forklift Opr**	WG-6907	2	3	3	4	5	6	7	8	9	10	11
*Supervision will be provided by the Grocery Department Manager												
TOTAL		2	3	4	5	6	7	8	9	10	11	12
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
** At stores with noncontiguous warehouses, Motor Vehicle Opr position(s) will be substituted for Mat Hand/Flft Opr.												
TOTAL												

CHAPTER 7

GROCERY DEPARTMENT (JAPAN AND KOREA)

SECTION A. MANPOWER STANDARD

7-1. **APPLICABILITY:** This standard applies to all DeCA Grocery Departments in Japan and Korea that have separate meat and produce departments.

7-2. **STANDARD DATA:**

- a. Classification: Type II
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = 737.4 + .001505X$$

- d. Workload Factor (WLF):

Title: Adjusted Grocery Sales

(1) Definition: Monthly average grocery dollar sales for the past twelve months adjusted by appropriate PPI. (NOTE: For commissaries not selling tobacco products, grocery sales should be increased by 8 percent.)

(2) Source. HQ, Directorate of Resource Management, Budget Division.

7-3. **APPLICATION INSTRUCTIONS:**

- a. Compute monthly man-hours by using the equation in paragraph 2c.
- b. The valid man-hour data range for the equation is presented on the manpower guide. The extrapolation range is 5 to 32 full time equivalents.
- c. Use man-hour availability factor of 148 for Japan, and 165 for Korea, and the manpower breakpoint chart to determine total manpower requirements.
- d. To determine average monthly grocery sales for standard application:
 - (1) Compute the 12 month average grocery sales. Adjust the average monthly grocery sales to FY 93 dollars (period during which this standard was developed). Sales are adjusted by obtaining the monthly Producer Price Index (PPI) for the 12 month timeframe, totaling and dividing by 12 to compute the average monthly PPI.
 - (2) Divide the FY 93 PPI (124.8) by the average monthly PPI for the timeframe of the sales being used to obtain a deflation factor. Multiply the average monthly sales by the deflation factor to determine monthly adjusted sales.

e. Example illustrating application of the staffing standard equation for staffing in the Grocery Department is as follows: (Example used is for Japanese commissary)

Step 1.

- a. Compute the twelve month average of grocery sales.

1st Qtr	\$3,514,001.00
2nd Qtr	\$3,448,101.00
3rd Qtr	\$3,599,901.00
4th Qtr	<u>\$3,534,001.00</u>
Total	\$14,096,004.00

$$14,096,004.00 / 12 = 1,268,640.00 \text{ (Average Monthly Grocery Sales)}$$

- b. Adjust average monthly grocery sales using appropriate PPI.

$$\begin{aligned} \text{FY 93 PPI (124.8)} & \qquad \text{FY 94 PPI (126.7)} \\ 124.8 / 126.7 = .99 \times \$1,268,640.00 & = \$1,255,954.00 \end{aligned}$$

$$\text{Adjusted Avg Monthly Grocery Sales} \qquad \qquad \$1,255,954.00$$

Step 2. Apply "sample" workcount (X) to staffing standard equation to obtain computed man-hours.

$$\begin{aligned} Y &= a + b(X) \\ Y &= 737.4 + .001505(1,255,954) \\ Y &= 737.4 + 1890.2 \\ Y &= 2627.6 \text{ man-hours} \end{aligned}$$

Step 3. Divide the computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 2627.6/148 = 17.75$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$17.75 = 18 \text{ manpower requirements}$$

f. Refer to the manpower guide to determine appropriate skill distribution. Note: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

7-4. **Statement of Condition:**

a. This standard applies to all DeCA Grocery Departments in Japan and Korea with separate departments performing meat and produce functions.

b. Grocery sales were adjusted for commissaries that do not carry tobacco line items.

SECTION A1. ADDITIVE STANDARD FOR RECEIVING AND STORAGE

7-1. **APPLICABILITY:** This standard applies to all DeCA Grocery Departments in Japan and Korea where receiving and storage functions are performed and is used in conjunction with the basic standard

7-2. **STANDARD DATA:**

- a. Classification: Additive
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = 467.6 + .002059X$$

- d. Workload Factor (WLF):

Title: Adjusted Grocery Sales

(1) Definition: Monthly average grocery dollar sales for the past twelve months (to include supported commissary sales where applicable) adjusted by appropriate PPI. (NOTE: For commissaries not selling tobacco products, grocery sales should be increased by 8 percent.)

(2) Source. HQ, Directorate of Resource Management, Budget Division.

7-3. **APPLICATION INSTRUCTIONS:**

a. Example illustrating application of the staffing standard equation for staffing in the Grocery Department is as follows: (Example used is for Japanese commissary)

Step 1. Apply the adjusted monthly grocery sales used in the basic standard to compute additive man-hours.

Step 2. Apply this "sample" workcount (1,255,954) to the additive equation to obtain the computed man-hours. Extrapolation limits are 468 - 7734 man-hours.

Equation: $Y = 467.6 + .002059(1,255,954)$

$$Y = 467.6 + 2586$$

$$Y = 3053.6$$

Step 3. Add man-hours from application of the standard equation (Section A, para 3e, Step 2) to the computed additive man-hours.

$$Y = 2627.6 + 3053.6 = 5681.2$$

Step 4. Divide the total computed man-hours by the Man-hour Availability Factor to determine fractional manpower.

$$Y = 5681.2 / 148 = 38.38$$

Step 5. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

Y = 38 manpower requirements

b. Refer to the manpower guide to determine appropriate skill distribution. Note: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

7-4. **Statement of Condition:**

a. This standard applies to DeCA Grocery Departments in Japan and Korea, where receiving and storage functions are not performed by contract personnel.

b. Grocery sales were adjusted for commissaries that do not carry tobacco line items.

c. Drivers were not included in the development of this standard because of the myriad of variables that impact the need for drivers. Including driver man-hours would overstaff stores where drivers are not required. Drivers currently assigned to the Grocery Departments will be added to the staffing standard manpower requirements.

SECTION B. WORK CENTER DESCRIPTION - GROCERY DEPARTMENT (OCONUS FAR EAST)

DIRECT:

7-1. ORDERING:

7-1-1. ORDERS ITEM FROM WAREHOUSE/CENTRAL DISTRIBUTION CENTER. Reviews shelf, display, and storage levels to determine order quantity; scans item data from the bar-coded shelf label using the Portable Data Entry Device (PDED); enters order quantity data via the PDED keypad; coordinates with Management Support Center..

7-1-2. IDENTIFIES ITEM NOT-IN STOCK. Identifies merchandise not available for stocking, forwards information to Management Support Center; prepares NIS sign for customer information and places sign on shelf..

7-2. WAREHOUSING AND PULLING:

7-2-1. WAREHOUSES ITEM. Moves perishable subsistence item in case lot from receiving area to applicable storage location or places in temporary location; repalletizes as necessary to insure proper stock rotation; assigns location of new item; rewarehouses item; conducts reorder and accountability inventories as required and maintains applicable fire, safety, and sanitation conditions..

7-2-2. PULLS ITEM. Pulls perishable stock in case lot to fill order; annotates stocker list to indicate amount pulled or NIS if item is not in stock; pulls perishable subsistence in case lot for charge sale.

7-3. CUTTING AND BREAKING. Cuts, breaks, or pulls containers. Positions pallet or case for mechanical or manual cutting, cuts container by moving blade around all four sides; removes sleeve, cardboard and plastic; breaks down and flattens container for disposal. Opens crate with crowbar or by hand; moves empty crate to dumpster for disposal. Pulls empty container from the display area; breaks the container; and moves it to the baler/compactor for disposal.

7-4. PRICING. Conducts price verification for grocery item; affixes price to product where applicable using pricing label for appropriate pricing device; removes old price and affixes new price to product or shelf as needed; replaces label as necessary, prepares price sign.

7-5. STOCKING. Places perishable or nonperishable subsistence item in proper shelf or display location. Includes rotating of stock in conjunction with stocking..

7-5-1. STOCKS ITEM. Removes item from case and places individually on shelf; places product on shelf with label facing forward; and straightens item in conjunction with stocking.

7-5-2. STOCKS TRAY. Stocks product in tray; faces the first row of product in tray so that labels face outward; straightens the case in conjunction with stocking; and removes partially filled case and places on top of newly stocked product..

7-5-3. STOCKS OTHER DISPLAY. Stocks bulk item by pallet, roll bin and other type equipment.

7-5-4. TRANSPORTS STOCK. Moves product from storage/staging area to floor for stocking.

7-6. **UNSHOPPING.** Returns item left by customers at register or in shopping cart to appropriate location.

7-7. **DISPLAY AND MERCHANDISING.**

7-7-1. **BUILDS DISPLAY.** Builds and maintains merchandise display, moves excess product to designated area, prepares sign, puts up point of sale material, straightens and rearranges product, moves product forward to front of display; and dismantles display.

7-7-2. **MERCHANDISING.** Performs research of item movement; reallocates shelf space for new or deleted item and maintains schedule of special display area (vendors) and production demonstration. Coordinates with vendors. Ensures core item is carried; ensures compliance with mandatories. Coordinates/oversees truckload sale..

7-8. **STORE DECORATING.** Puts up and removes decoration for seasonal/special promotion.

7-9. **DAMAGE/DISTRESSED MERCHANDISE.** Removes, inspects and sorts outdated and damaged item; sorts salvage eligible to be resold, destroyed, and credited by Vendor Credit Memorandum (VCM) when the vendor is at fault; scans item to determine price, line through UPC code, calculates reduced price, and annotates reduced price on damaged item; repairs container, coordinates with veterinary personnel; disposes item; maintains mark down or other disposition document; places salvage in designated area and monitor salvage as needed. Pull merchandise from shelf for food recall, informs patron, prepares documentation, and coordinates with Sales Representative.

7-10. **MAINTAINING SENSITIVE ITEM CONTROL AREA (SICA).** Stores sensitive item. Posts receipt document and sensitive item accountability record; maintains security of SICA area; ensures unauthorized personnel are accompanied when in sensitive area.

7-11. **FOOD BANK.** Prepares merchandise for Food Bank donation, necessary documentation and coordination..

7-12. **ASSISTS CUSTOMER.** Processes special order and customer return; responds to customer question/inquiry.

7-13. **CHARGE SALE.** Processes charge sale document; pull product.

7-14. **SANITATION.** Cleans and sanitizes freezer display case; and storage area; cleans, rinses and sanitizes dairy, egg and milk display case and storage area; performs inspection.

7-15. **TEMPERATURE CHECK.** Ensures each piece of refrigerated equipment is marked with temperature range, conducts temperature check three times daily or four times daily if operating with night crew; records temperature when automated recording system is not operational.

7-16. **VENDOR BAKERY.** Oversees operation; ensures adequate quantity and variety of merchandise is displayed, maintained; sets selling price on all items; verifies order, merchandise received, inventories, and credits on returned merchandise; ensure veterinary personnel inspects merchandise received; conducts bi-weekly inventory and coordinates with Management Support Center.

7-17. **SUPPORTED COMMISSARY ASSISTANCE.** Provide assistance to supported commissaries as required.

7-18. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

**SECTION B1. WORK CENTER DESCRIPTION - GROCERY DEPARTMENT
RECEIVING/STORAGE ADDITIVE (OCONUS FAR EAST)**

DIRECT:

7-1. SUBSISTENCE RECEIVING:

7-1-1. **ASSEMBLES DOCUMENT.** Receives document from driver, inspects document, removes advance order document from suspense file, compares receipt and advance order document, attaches/assembles receipt and advance order document, and annotates tally number on document and on the Commissary Receiving Tally Register (DeCA Form 40-53).

7-1-2. **DIRECTS AND UNLOADS CARRIER.** Directs delivery vehicle to off-loading location. Loads merchandise onto pallet or other equipment to remove from carrier. Off-loads merchandise from carrier by manually moving merchandise off of carrier and onto MHE, or by utilizing MHE to directly unload merchandise off of carrier. Utilizes MHE to move merchandise to receiving location for verification.

7-1-3. **VERIFIES RECEIPT.** Counts item and compares to delivery ticket, rejects delivery, signs and dates receiving document, and annotates any discrepancy on ticket.

7-1-4. **TRANSPORTS DOCUMENT.** Moves receiving document to and from the Management Support Center.

7-1-5. **COORDINATES RECEIVING DOCUMENT.** Coordinates with other work centers in person or by telephone conversation to resolve a receiving/documentation problem. Includes time spent traveling to another work center for this purpose.

7-2. SUBSISTENCE STORAGE:

7-2-1. **TEMPORARILY LOCATES STOCK.** Moves pallet to area away from receiving dock before actual storage begins in order to receive additional item.

7-2-2. **TRANSPORTS STOCK.** Transports pallet, dolly or cart of stock from the receiving area to the storage area for placement into assigned storage location.

7-2-3. **STORES BULK STOCK.** Utilizes MHE to place a pallet of stock into assigned storage location.

7-2-4. **SORTS STOCK.** Separates mixed pallet onto pallet or cart for warehousing purposes.

7-2-5. **STORES STOCK.** Manually lifts stock from pallet, dolly or cart and places in assigned storage location.

7-2-6. ASSIGNS LOCATION:

7-2-6-1. **REVIEWS QUANTITY ON HAND.** Reviews quantity on hand to reallocate warehouse space.

7-2-6-2.**DETERMINES STORAGE LOCATION.** Determines storage location for new item or adjusts location as required.

7-2-6-3.**PREPARES STORAGE LOCATION DIAGRAM.** Prepares storage location diagram, or revises existing storage location diagram as applicable.

7-2-6-4.**POSITIONS LOCATION TAG PREPARED BY DIBS.**

7-2-7. **REWAREHOUSES STOCK.** Places merchandise back into storage location that was pulled by mistake or over-ordered by stocker; warehouses in order to adjust storage location, rotates stock, and makes room for new item. Adjusts balance on hand.

7-2-8. **CONDUCTS ACCOUNTABLE OR ITEM COUNT INVENTORY.** Performs formal subsistence accountable inventory; performs informal or special accountability inventories when directed by the region or special accountability inventories when directed by the region or HQ DeCA; inventories consumable supplies and Stand-By Equipment.

7-2-8-1.**ASSEMBLES DOCUMENT.** Assembles and distributes document.

7-2-8-2.**COUNTS MERCHANDISE.** Counts merchandise and enters quantity.

7-2-8-3.**DELIVERS DOCUMENT.** Carries inventory document to Management Support Center.

7-3. **SUBSISTENCE PULLING:** Pulls stock for parent commissary.

7-3-1. **MAINTAINS PULL LIST.** Searches pull list to determine quantity to be pulled and circles quantity requested if pull quantity is same as requested; posts pull quantity if different from amount requested, annotates pull list when item is denied.

7-3-2. **PULLS STOCK.** Moves to stock location; removes case from storage location; places stock on pallet; uses cart, dolly, or MHE to transport stock to staging or sales area, and returns to storage area. Excludes pull for warehouse charge sale.

7-3-3. **PULLS BULK STOCK.** Utilizes MHE to remove full pallet, roll bin, or other bulk display from assigned storage location and moves to staging area.

7-3-4. **PROCESSES WAREHOUSE CHARGE SALE.** Pulls products for charge sale customer; posts pull to stock list; transports charge sale document to the Management Support Center.

7-3-5. **TRANSPORTS PULL LIST.** Moves stocker list to and from management support center, grocery department and the warehouse work centers.

7-3-6. **MOVES WAREHOUSE SALVAGE.** Removes damaged or outdated item from storage location to salvage area.

7-4. **NONCONTIGUOUS WAREHOUSING:**

7-4-1. **LOADS TRUCK.** Positions merchandise and loads merchandise for the parent commissary on vehicle.

7-4-2. **LOCKS AND SEALS VEHICLE.** Secures vehicle for travel to the parent commissary.

7-4-3. **UNLOADS TRUCK.** Unloads merchandise at commissary and places in staging area.

7-4-4. **TRAVELS.** Travels to and from the parent commissary.

7-5. **SUPPORT OF MULTIPLE COMMISSARIES:** Provides support as required for commissaries other than the parent commissary.

7-5-1. **MAINTAINS PULL LIST.** Maintains separate pull list for each location support. Searches stocker list or other documents to determine quantity to be pulled; circles quantity requested if pull quantity is same as requested; annotates stocker list when item is denied.

7-5-2. **PULLS STOCK.** Moves to stock location; removes cases from storage location; places stock onto pallet; uses cart, dolly, or MHE to transport stock to staging area.

7-5-3. **ORGANIZES STOCK.** Sorts pulled merchandise, as required.

7-5-4. **TRANSPORTS STOCKER LIST.** Moves stocker list of the additional location to and from the Management Support Center.

7-5-5. **LOADS TRUCK.** Positions merchandise and loads merchandise for the additional location on vehicle either manually or by using MHE.

7-5-6. **LOCKS AND SEALS VEHICLE.** Secures vehicle for travel to the additional location.

7-5-7. **PERFORMS TRAVEL.** Performs travel to the additional location; observes or assists, as required, the unloading of the vehicle at the additional location; and returns to the warehouse.

7-6. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE												
WORK CENTER TITLE/ORG CODE GROCERY DEPARTMENT/COMG (JAPAN/KOREA)			STANDARD APPLICABILITY MH RANGE 737.4532 - 4760.500									
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Grocery Dept Mgr	GS-1144	*	1	1	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144								1	1	1	1
Store Worker Ldr	WL-6914	1			1	1	1	1				1
Store Worker	WG-6914	4	5	6	6	7	8	9	10	11	12	12
*Supervision will be provided by the Deputy Commissary Officer												
TOTAL		5	6	7	8	9	10	11	12	13	14	15
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144	1	1	1	1	1	1	1	1	1	1	1
Store Worker Ldr	WL-6914	1	1	1	1	1	1	2	2	2	2	2
Store Worker	WG-6914	13	14	15	16	17	18	18	19	20	21	22
TOTAL		16	17	18	19	20	21	22	23	24	25	26

MANPOWER GUIDE															
WORK CENTER TITLE/ORG CODE GROCERY DEPARTMENT/COMG (JAPAN/KOREA)				STANDARD APPLICABILITY MH RANGE 737.4532 - 4760.500											
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS											
Grocery Dept Mgr		GS-1144		1	1	1	1	1	1						
Asst Grocery Mgr		GS-1144		1	1	1	1	1	1						
Store Worker Ldr		WL 6914		2	2	2	2	2	2						
Store Worker		WG-6914		23	24	25	26	27	28						
TOTAL				27	28	29	30	31	32						
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS											
TOTAL															

SECTION C1. ADDITIVE MANPOWER GUIDE

MANPOWER GUIDE												
WORK CENTER TITLE/ORG CODE GROCERY DEPARTMENT/COMG (RECEIVING/STORAGE)		STANDARD APPLICABILITY MH RANGE 467.5893 - 7734.215										
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Supv Materials Handler	WS-6907	*	*	*	*	1	1	1	1	1	1	1
Materials Hand Ldr	WL-6907		1	1	1			1	1	1	1	1
Mat Hand/Flft Opr	WG-6907	3	3	4	5	6	7	7	8	9	10	11
*Supervision will be provided by the Grocery Department Manager.												
TOTAL		3	4	5	6	7	8	9	10	11	12	13
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Supv Materials Handler	WS-6907	1	1	1	1	1	1	1	1	1	1	2
Materials Hand Ldr	WL-6907	1	1	1	1	1	1	1	1	1	1	
Mat Hand/Flft Opr	WG-6907	12	13	14	15	16	17	18	19	20	21	22
TOTAL		14	15	16	17	18	19	20	21	22	23	24

MANPOWER GUIDE												
WORK CENTER TITLE/ORG CODE GROCERY DEPARTMENT/COMG (RECEIVING/STORAGE)		STANDARD APPLICABILITY MH RANGE 467.5893 - 7734.215										
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Supv Materials Handler	WS-6907	2	2	2	2	2	2	2	2	2	2	2
Materials Hand Ldr	WL-6907											1
Mat Hand/Flft Opr	WL-6907	23	24	25	26	27	28	29	30	31	32	32
TOTAL		25	26	27	28	29	30	31	32	33	34	35
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS										
Supv Materials Handler	WS-6907	2	2	2	2	2	2	2	2	2	2	2
Materials Hand Ldr	WL-6907	1	1	1	1	1	1	1	1	1	2	2
Mat Hand/Flft Opr	WG-6907	33	34	35	36	37	38	39	40	41	41	42
TOTAL		36	37	38	39	40	41	42	43	44	45	46

MANPOWER GUIDE																			
WORK CENTER TITLE/ORG CODE GROCERY DEPARTMENT/COMG (RECEIVING/STORAGE)				STANDARD APPLICABILITY MH RANGE 467.5893 - 7734.215															
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS															
Supv Materials Handler		WS-6907		2	2	2	2	2	2										
Materials Hand Ldr		WL-6907		2	2	2	2	2	2										
Mat Hand/Flft Opr		WL-6907		43	44	45	46	47	48										
TOTAL				47	48	49	50	51	52										
POSITION TITLE		SERIES		MANPOWER REQUIREMENTS															
TOTAL																			

CHAPTER 8

MANAGEMENT SUPPORT CENTER (JAPAN AND KOREA)

SECTION A. MANPOWER STANDARD

8-1. **APPLICABILITY:** This standard applies to all DeCA parent and supported Management Support Centers in Japan and Korea.

8-2. **STANDARD DATA:**

- a. Classification: Type II
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = 790.5 + .671X$$

- d. Workload Factor (WLF):

Title: Adjusted Sales

(1) Definition: Monthly average dollar sales for the past twelve months adjusted by appropriate PPI. (NOTE: For commissaries not selling tobacco products, should be increased by 8 percent.)

(2) Source. HQ, Directorate of Resource Management, Budget Division.

8-3. **APPLICATION INSTRUCTIONS:**

- a. Compute monthly man-hours by using the equation in paragraph 2c.
- b. The valid man-hour data range for the equation is presented on the manpower guide. The extrapolation range is 5 to 30 full time equivalents.
- c. Use man-hour availability factor of 148 for Japan, and 165 for Korea, and the manpower breakpoint chart to determine total manpower requirements.
- d. To determine average monthly sales for standard application:
 - (1) Compute the 12 month average sales. Adjust the average monthly sales to FY 93 dollars (period during which this standard was developed). Sales are adjusted by obtaining the monthly Producer Price Index (PPI) for the 12 month timeframe, totaling and dividing by 12 to compute the average monthly PPI.
 - (2) Divide the FY 93 PPI (124.8) by the average monthly PPI for the timeframe of the sales being used to obtain a deflation factor. Multiply the average monthly sales by the deflation factor to determine monthly adjusted sales.

e. Example illustrating application of the staffing standard equation for staffing in the Management Support Center is as follows: (Example used is for Japanese commissary)

Step 1.

a. Compute the twelve month average sales.

1st Qtr	\$4,638,249.00
2nd Qtr	\$4,188,249.00
3rd Qtr	\$4,938,249.00
4th Qtr	<u>\$4,788,249.00</u>
Total	\$18,552,996.00

$$18,552,996.00 / 12 = 1,546,083.00 \text{ (Average Monthly Sales)}$$

b. Adjust average monthly sales using appropriate PPI.

$$\begin{array}{l} \text{FY 93 PPI (124.8)} \qquad \qquad \text{FY 94 PPI (126.7)} \\ 124.8 / 126.7 = .99 \times \$1,546,083.00 = \$1,530,622.00 \end{array}$$

$$\text{Adjusted Avg Monthly Sales} \qquad \qquad \$1,530,622.00$$

c. Reduce average monthly sales to thousands.

$$\text{Example: } 1,530,622 \text{ divided by } 1000 = 1,531$$

Step 2. Apply "sample" workcount (X) to staffing standard equation to obtain computed man-hours.

$$\begin{array}{l} Y = a + b(X) \\ Y = 790.5 + .671(1,531) \\ Y = 790.5 + 1027.3 \\ Y = 1817.8 \text{ man-hours} \end{array}$$

Step 3. Divide the computed man-hours by the Man-hour Availability Factor (148) to determine fractional manpower.

$$Y = 1817.8/148 = 12.28$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$12.28 = 12 \text{ manpower requirements}$$

f. Refer to the manpower guide to determine appropriate skill distribution. Note: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

8-4. **Statement of Condition:**

a. This standard applies to all DeCA single Management Support Centers NOT providing support to other locations. Additive for multiple Management Support Centers is provided at Section A1.

- b. Sales were adjusted for commissaries that do not carry tobacco line items.
- c. This standard applies to those commissaries operating under the DeCA Interim Business System (DIBS) requiring line item entry.

SECTION A1. ADDITIVE STANDARD FOR SUPPORTING OTHER LOCATIONS

8-1. **APPLICABILITY:** This standard applies to all DeCA Management Support Centers providing support to other locations in Japan and Korea.

8-2. **STANDARD DATA:**

- a. Classification: Additive
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = 790.5 + .671X_1 + 4.348X_2 + 4.348X_N$$

Workload Factors: X_1 - The Average monthly total dollar sales plus sales of each supported commissary.

$X_2 - X_N$ - Weekly commissary hours of operation of each supported commissary.

8-3. **APPLICATION INSTRUCTIONS:**

a. This standard is applied in three steps. Step 1 computes manhours for the parent commissary. Step 2 computes manhours for each supported commissary. Step 3 computes requirements for the total work center.

b. Compute the monthly average commissary sales plus supported commissary sales in accordance with instructions outlined in Section A, para 3d. (NOTE: For commissaries not selling tobacco products, should be increased by 8 percent.)

Step 1. Compute manhours for parent commissary.

- a. Compute the monthly average commissary sales.

Example: Yokosuka (Parent Commissary)
Average Monthly Sales = 1,530,622

Atsugi (Supported Commissary)
Average Monthly Sales = 475,833

- b. Reduce the average commissary sales to thousands.

Example: Yokosuka = 1,530,622 divided by 1000 = 1,531

Atsugi = 475,833 divided by 1000 = 476

- c. Add adjusted sales for parent and supported commissaries.

Example: Yokosuka 1,531
 Atsugi 476
 2,007

d. Apply sample workcount (X_1) to the staffing standard equation to obtain computed manhours.

Example: $Y = 790.5 + .671(2007)$
 $Y = 2137$ manhours to support parent Management Support Center

Step 2. Compute manhours for supported commissary.

a. Determine the supported commissary(s) hours of operation.

Example: Atsugi Support Commissary = 48 hours weekly

b. Apply sample workcount (X_2) to the staffing standard equation to obtain computed manhours for supported location. Use the same equation for each supported commissary (X_N).

Example: $4.348 \times 48 = 208.7$ manhours required for supported location.

Step 3. Compute total requirements.

a. Add the manhours obtained using average monthly sales in Step 1 to those manhours obtained using hours of operation in Step 2.

Example: $2137 + 209 = 2346$

b. Divide computed manhours (2346) by Manhour Availability Factor (148) to obtain manpower requirements for parent and supported commissary management support centers. (NOTE: Manhour Availability Factor of 165 is used for commissaries in Korea.)

Example: 2346 divided by $148 = 16$ FTE

c. Refer to the manpower guide to determine appropriate skill distribution. NOTE: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

8-4. Statement of Condition:

a. This standard applies to DeCA Management Support Centers providing support to other locations in Japan and Korea.

b. Sales were adjusted for commissaries that do not carry tobacco line items.

SECTION B. WORK CENTER DESCRIPTION - MANAGEMENT SUPPORT CENTER (JAPAN & KOREA)

DIRECT:

8-1. INVENTORY ACCOUNTABILITY AND CONTROL

8-1-1. Requisition, order, and receive resale items, manually or electronically, as appropriate.

8-1-1-1. Process and record requisitions made under MILSTRIP to include use of MILBILLS (interfund billing system) procedures to bill and pay for shipments.

8-1-1-2. Transmit or telephone Fresh Fruits and Vegetables (FF&V) requisitions to servicing Defense Subsistence Office (DSO).

8-1-1-3. Construct and issue call order numbers, place call orders, post and adjust call order register (when performed manually), and maintain suspense copies of orders.

8-1-2. Reconcile the Tally Register with the Call Order Register.

8-1-3. Prepare Reports of Deposit, maintain cash sales transactions records and file, as appropriate.

8-1-4. Process Vendor Credit Memorandums (VCM) and vendor refund checks, and maintain VCM Log. Forward documents to service center; file documents.

8-1-5. Process charge sales, charge sale returns and maintain charge sale documents and signature cards.

8-1-6. Prepare and/or review documents for the disposal of Fat and Bones and maintain associated documents.

8-1-7. Prepare and process documents relating to the salvage operation, to include Reports of Discrepancy and Reports of Survey.

8-1-8. Responsible for administration of Internal Transfer of subsistence supplies..

8-1-9. Prepare and maintain the Document Log; posts entries daily.

8-1-10. Post and maintain the Store Block Control Journal and forward block control numbers to the Service Center daily or as required.

8-1-11. Verify and adjust Requisition, Order, Receipt (ROR) file, and print the ROR worksheet as required.

8-1-12. Close out end of month and end of year accounting records.

8-1-13. Prepare Record of Operation (Trial Balance), for Meat, Produce and subsidiary accounts.

8-1-14. Process and prepare documents on dishonored checks.

- 8-1-15. Prepare commissary statistical data report.
- 8-1-16. Prepare Stock Fund Sales Report.
- 8-1-17. Prepare and maintain vendor stocker Letter of Agreement and issue Vendor Stocker badges.
- 8-1-18. Issue Visitor Badge and maintain Sign-in Register.
- 8-1-19. Maintain document files relating to the work center.
- 8-1-20. Provide assistance during accountable inventory.
- 8-1-21. Verify correctness and accuracy of VPR signs prior to placement in the sales area.
- 8-1-22. Prepare correction forms.

8-2. **SYSTEM OPERATIONS**

- 8-2-1. Enter summary and line item receipts daily into DIBS.
- 8-2-2. Enter Direct Store Delivery - S (DSD-S) receipts into DIBS daily.
- 8-2-3. Enter DSD rolled up receipts into DIBS.
- 8-2-4. Reconcile rolled up receipts with distributor as required.
- 8-2-5. Enter Fat and Bones data into DIBS.
- 8-2-6. Enter daily sales and coupon information into DIBS.
- 8-2-7. Enter VCMs, and Charge Sale information into DIBS.
- 8-2-8. Print ROR worksheets, price extended lists, discrepancy report and demand reports.
- 8-2-9. Download Portable Data Entry Device (PDED) information for shelf stock replenishment requirements from supported commissary(s).
- 8-2-10. Perform price verification and stock location changes.
- 8-2-11. Review PDED exception reports.
- 8-2-12. Perform DIBS end of day functions.
- 8-2-13. Verify and balance the Summary Audit Log daily.
- 8-2-14. Prepare data entry adjustment through reversal or files maintenance.
- 8-2-15. Verify DIBS entries and identify and correct entry errors.
- 8-2-16. Perform National Cash Register (NCR) system start up at processors and CRTs.

- 8-2-17. Perform NCR PLU maintenance for price changes as required.
- 8-2-18. Print NCR shelf labels and ensures labels are placed on shelves.
- 8-2-19. Perform NCR file maintenance.
- 8-2-20. Update NCR PLU List as required.
- 8-2-21. Maintain, control and issue PDEDs, Locally Assigned Code (LAC) guns, and LAC codes as required.
- 8-2-22. Program and maintain PDED and LAC guns.
- 8-2-23. Perform NCR End of Day functions.
- 8-2-24. Print NCR reports as required..
- 8-2-25. Perform system back-up daily.
- 8-2-26. Perform system recovery procedures as necessary.
- 8-2-27. Ensure only authorized personnel enter computer room.
- 8-2-28. Update software in system with system changes provided by NCR and/or region instructions.
- 8-2-29. Perform system security checks on all peripherals.
- 8-2-30. Ensure cleanliness and temperature control of scanning room.
- 8-2-31. Ensure safe and secure storage of disc/tape media.
- 8-2-32. Maintain required maintenance logs.
- 8-2-33. Ensure weekly testing of generators.
- 8-3. **SUPPLY AND EQUIPMENT.**
- 8-3-1. Order, receive, store and issue cleaning and operating supplies.
- 8-3-1-1. Maintain supply records.
- 8-3-2. Order and maintain equipment.
- 8-3-2-1. Order and receive equipment and property.
- 8-3-2-2. Maintain Equipment Inventory/Property Book.
- 8-3-2-3. Issue and maintain Hand Receipts.
- 8-3-2-4. Maintain Equipment Downtime Ledger.
- 8-3-2-5. Provide input to the TRUST Budget.

8-3-2-6. Prepare facilities maintenance documents.

8-3-2-7. Maintain Service Call Register.

8-3-2-8. Maintain maintenance logs.

8-3-3. Maintain contracts for commercial services, and equipment maintenance.

8-3-4. Maintain accounts for expendable supplies, transportation costs, communications, utilities, and disposal of cardboard.

8-3-5. Prepare receiving reports, certify invoices and forward to DFAS-CO for processing.

8-3-6. Maintain document register for supply transactions.

8-3-7. Maintain maintenance expenditure records.

8-3-8. Conduct economic equipment life expectancy comparisons.

8-3-9. Prepare turn-ins and update appropriate records.

8-3-10. Maintain maintenance records.

8-3-11. Ensure maintenance and repairs are performed.

8-3-12. Maintain manufacturer operator and maintenance manuals.

8-3-13. Conduct operating supply inventory monthly and equipment annually.

8-3-14. Maintain, operating Supply Consumption Records.

8-4. **TROOP ISSUE, AND WAR RESERVE AND EMERGENCY SUPPORT**

8-4-1. Prepare local purchase troop issue price lists.

8-4-2. Consolidate all troop issue (where applicable) and resale requirement for items centrally procured by DPSC.

8-4-3. Requisition authorized War Reserve Material (WRM) stock levels.

8-4-4. Order Troop Support Meals Ready to Eat (MRE) Stock, and replacement stocks.

8-4-5. Prepare documents to replace WRM rations & MRE Stocks.

8-4-6. Budget for, receive, and maintain funds for WRM.

8-4-7. Transfer rations and stocks on rotation schedule between departments, commissaries, or troop accounts, as appropriate.

8-4-8. Maintain hand receipts for quantities issued.

8-4-9. Assist with stock inventories. Make adjustments for losses.

8-4-10. Process emergency requisitions from Requisitioners.

8-4-11. Prepare and submit appropriate reports.

8-5. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE											
WORK CENTER TITLE/ORG CODE MANAGEMENT SUPPORT CENTER/ COMS (JAPAN/KOREA)				STANDARD APPLICABILITY MH RANGE 790.5 - 4391.8 Base Standard							
POSITION TITLE	SERIES	*MANPOWER REQUIREMENTS									
SUPV ACCT TECH	GS-0525	1	1	1	1	1	1	1	1	1	1
LEAD ACCT TECH	GS-0525					1	1	1	1	1	1
ACCT TECH (DATA ENTRY)	GS-0525	2	3	4	5	5	6	7	8	9	10
SCANNING COORDINATOR	GS-0303	2	2	2	2	2	2	2	2	2	2
SUPPLY CLERK	GS-2005	1	1	1	1	1	1	1	1	1	1
*Supported Commissary Management Support Requirements are included in parent commissary staffing.											
TOTAL		6	7	8	9	10	11	12	13	14	15
POSITION TITLE	SERIES	*MANPOWER REQUIREMENTS									
SUPV ACCT TECH	GS-0525	1	1	1	1	1	1	1	1	1	1
LEAD ACCT TECH	GS-0525	1	1	1	1	2	2	2	2	2	2
ACCT TECH (DATA ENTRY)	GS-0525	11	12	13	14	14	15	16	17	18	19
SCANNING COORDINATOR	GS-0303	2	2	2	2	2	2	2	2	2	2
SUPPLY CLERK	GS-2005	1	1	1	1	1	1	1	1	1	1
TOTAL		16	17	18	19	20	21	22	23	24	25

MANPOWER GUIDE												
WORK CENTER TITLE/ORG CODE MANAGEMENT SUPPORT CENTER/ COMS (JAPAN/KOREA)				STANDARD APPLICABILITY MH RANGE 790.5 - 4391.8 Base Standard								
POSITION TITLE	SERIES	*MANPOWER REQUIREMENTS										
SUPV ACCT TECH	GS-0525	1	1	1	1	2	2	2	2	2	2	2
LEAD ACCT TECH	GS-0525	2	2	2	2	2	2	2	2	2	2	2
ACCT TECH (DATA ENTRY)	GS-0525	20	21	22	22	22	23	24	25	26	27	
SCANNING COORDINATOR	GS-0303	2	2	2	2	2	2	2	2	2	2	2
SUPPLY CLERK	GS-2005	1	1	1	2	2	2	2	2	2	2	2
*Supported Commissary Management Support Requirements are included in parent commissary staffing.												
TOTAL		26	27	28	29	30	31	32	33	34	35	
POSITION TITLE	SERIES	*MANPOWER REQUIREMENTS										
TOTAL												

CHAPTER 9

GROCERY DEPARTMENT (OCONUS EUROPE)

SECTION A. MANPOWER STANDARD

9-1. **APPLICABILITY:** This standard applies to all DeCA OCONUS (Europe) Grocery Departments except supported commissaries.

9-2. **STANDARD DATA:**

- a. Classification: Type II
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = 305.5 + .002886X$$

- d. Workload Factor (WLF):

Title: Adjusted Grocery Sales

(1) Definition: Monthly average grocery dollar sales for the past twelve months adjusted by appropriate PPI. (NOTE: For commissaries not selling tobacco products, grocery sales should be increased by 8 percent.)

(2) Source. HQ, Directorate of Resource Management, Budget Division.

9-3. **APPLICATION INSTRUCTIONS:**

- a. Compute monthly man-hours by using the equation in paragraph 2c.
- b. The valid man-hour data range for the equation is presented on the manpower guide. The extrapolation range is 6 to 56 full time equivalents.
- c. Use the appropriate man-hour availability factor in Appendix A, and the manpower breakpoint chart to determine total manpower requirements.

- d. To determine average monthly grocery sales for standard application:

(1) Compute the 12 month average grocery sales. Adjust the average monthly grocery sales to FY 94 dollars (period during which this standard was developed). Sales are adjusted by obtaining the monthly Producer Price Index (PPI) for the 12 month timeframe, totaling and dividing by 12 to compute the average monthly PPI.

(2) Divide the FY 94 PPI (126.7) by the average monthly PPI for the timeframe of the sales being used to obtain a deflation factor. Multiply the average monthly sales by the deflation factor to determine monthly adjusted sales.

e. Example illustrating application of the staffing standard equation for staffing in the Grocery Department is as follows:

Step 1.

- a. Compute the twelve month average of grocery sales.

1st Qtr	\$3,693,672.05
2nd Qtr	\$3,794,979.91
3rd Qtr	\$3,930,343.29
4th Qtr	<u>\$3,643,966.03</u>
Total	\$15,062,961.28

$$15,062,961.28 / 12 = 1,255,246.77 \text{ (Average Monthly Grocery Sales)}$$

- b. Adjust average monthly grocery sales using appropriate PPI.

$$\begin{array}{l} \text{FY 94 PPI (126.7)} \qquad \qquad \text{FY 95 PPI (128.1)} \\ 126.7 / 128.1 = .99 \times \$1,255,246.77 = \$1,242,694.30 \end{array}$$

$$\text{Adjusted Avg Monthly Grocery Sales} \qquad \qquad \$1,242,694.30$$

Step 2. Apply "sample" workcount (X) to staffing standard equation to obtain computed man-hours.

$$\begin{array}{l} Y = a + b(X) \\ Y = 305.5 + .002886(1,242,694) \\ Y = 305.5 + 3586.4 \\ Y = 3891.9 \text{ man-hours} \end{array}$$

Step 3. Divide the computed man-hours by applicable MAF(Appendix A) to determine fractional manpower.

$$Y = 3891.9/137 = 28.40$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$26.40 = 28 \text{ manpower requirements}$$

f. Refer to the manpower guide to determine appropriate skill distribution. Note: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

9-4. **Statement of Condition:**

- a. This standard provides manpower for five, six and seven day commissary grocery operations.
- b. Grocery sales were adjusted for commissaries that do not carry tobacco line items.

SECTION A1. ADDITIVE STANDARD FOR RECEIVING AND STORAGE

9-1. **APPLICABILITY:** This additive standard applies to OCONUS (Europe) Grocery Departments south of the Alps that receive merchandise three or fewer times a week (Izmir, Incirlik, Lajes Field, Livorno, Naples, Rota and Sigonella).

9-2. **STANDARD DATA:**

- a. Classification: Additive
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = -22.53 + .003226X$$

- d. Workload Factor (WLF):

Title: Adjusted Grocery Sales

(1) Definition: Monthly average grocery dollar sales for the past twelve months adjusted by appropriate PPI. (NOTE: For commissaries not selling tobacco products, grocery sales **WILL NOT** be increased by 8 percent.)

(2) Source. HQ, Directorate of Resource Management, Budget Division.

9-3. **APPLICATION INSTRUCTIONS:**

a. Example illustrating application of the staffing standard equation for staffing in the Grocery Department is as follows:

Step 1. Apply the adjusted monthly grocery sales used in the basic standard (Section A, para 3e, Step 1b) to compute additive man-hours.

Step 2. Apply this "sample" workcount (1,242,694) to the additive equation to obtain the computed man-hours.

Equation: $Y = -22.53 + .003226(1,242,694)$

$$Y = -22.53 + 4008.9$$

$$Y = 4008.9$$

Step 3. Add man-hours from application of the standard equation (Section A, para 3e, Step 2) to the computed additive man-hours.

$$Y = 3891.9 + 4008.9 = 7900.8$$

Step 4. Divide the total computed man-hours by the Man-hour Availability Factor to determine fractional manpower.

$$Y = 7900.8 / 137 = 57.67$$

Step 5. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$Y = 58 \text{ manpower requirements}$$

b. Refer to the manpower guide to determine appropriate skill distribution. Note: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

9-4. **Statement of Condition:** This additive applies to OCONUS (Europe) Grocery Departments south of the Alps that receive merchandise three or fewer times a week.

SECTION A2. ADDITIVE STANDARD FOR FACILITY DEFICIENCIES

9-1. **APPLICABILITY:** This additive standard applies to OCONUS (Europe) Grocery Departments that have facility deficiencies identified by the region (Ansbach, Augsburg, Aviano, Bad Aibling, Bamberg, Baumholder, Darmstadt, Edzell, Garmisch, Grafenwoehr, Livorno, Naples, Kelley Barracks, RAF Croughton, Rota, Schinnen, Sigonella, Vicenza and Vogelweh).

9-2. **STANDARD DATA:**

- a. Classification: Additive
- b. Man-hour Data Source: Operational Audit
- c. Manpower Staffing Standard Equation:

$$Y = -22.53 + .003226X$$

- d. Workload Factor (WLF):

Title: Line Items

- (1) Definition: Number of line items carried by commissary.
- (2) Source. Commissary Statistical Data Report, DeCA Form 50-34.

9-3. **APPLICATION INSTRUCTIONS:** This additive standard is applied in four phases. Phase 1 computes manhours for the base standard. Phase 2 computes manhours for the warehouse additive where applicable. Phase 3 computes manhours for the facility deficiency additive. Phase computes manhour requirement for the entire work center.

- a. Obtain line items.
- b. Compute monthly manhours using the equation in paragraph 2c.
- c. Determine total manhour requirements.
- d. Example below illustrates additive standard application.

Step 1. Compute manhours for base standard (Section A, para 3e, Steps 1-3).

Step 2. Compute manhours for warehouse additive standard, if applicable (Section A1, para 3a, Steps 1 and 2).

Step 3. Identify workload factor (line items carried by commissary)

Example: Line Items Carried 5266

Step 4. Apply "sample" workload (5266) to additive equation to obtain computed manhours.

Example: $Y = .04156(X)$

$Y = .04156(5266)$

$$Y = 218.1$$

Step 5. Add base standard computed manhours (Step 1) to manhours computed in this additive (Step 3). Also include manhours computed from the warehouse additive (Step 2) where applicable.

Example a: Grocery standard manhours + facility additive manhours.

$$Y = 3891.9 + 218.1$$

$$Y = 4110$$

OR

Example b: Include warehouse additive where applicable
Grocery standard manhours +warehouse additive manhours +
facility additive

$$Y = 3891.9 + 4008.9 + 218.1$$

$$Y = 8118.9$$

Step 6. Divide computed manhours by applicable manhour availability factor to determine fractional manpower.

Example a: $Y = 4110/137 = 30.00$

Example b: $Y = 8118.9/137 = 59.26$

Step 7. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

Example a: $30.00 = 30$ manpower requirements

Example b: $59.26 = 59$ manpower requirements

e. Refer to manpower guide to determine appropriate skill distribution. Note: Other Than Full Time (OTFT) positions are not identified on the manpower guide.

9-4. **Statement of Condition:** This additive standard applied to OCONUS (Europe) Grocery Departments that have facility deficiencies identified by the region.

SECTION B. WORK CENTER DESCRIPTION - GROCERY DEPARTMENT (OCONUS EUROPE)

DIRECT:

9-1. ORDERING:

9-1-1. ORDERS ITEM FROM WAREHOUSE/CENTRAL DISTRIBUTION CENTER. Reviews shelf, display, and storage levels to determine order quantity; scans item data from the bar-coded shelf label using the Portable Data Entry Device (PDED); enters order quantity data via the PDED keypad; coordinates with Management Support Center..

9-1-2. ORDERS ITEM FROM OTHER SOURCE. Reviews shelf, display and storage level to determine order quantity; scans shelf label using PDED to identify item data; enters order quantity data via the PDED keypad and coordinates with Management Support Center.

9-1-3. IDENTIFIES ITEM NOT-IN STOCK. Identifies merchandise not available for stocking, forwards information to Management Support Center; prepares NIS sign for customer information and places sign on shelf..

9-1-4. ORDERS TOBACCO PRODUCTS. Reviews shelf and storage area to determine order quantity.

9-2. RECEIVING:

9-2-1. UNLOADS CARRIER. Receives document from driver, inspects document, removes Requisition/Order/ Receipt (ROR) from suspense file, compares receipt and ROR, directs delivery vehicle to offloading location. Removes merchandise from carrier, loads merchandise from carrier by manually moving merchandise off of carrier and onto MHE to directly unload merchandise off of carrier. Uses MHE to move merchandise to receiving location for verification.

9-2-2. RECEIVES FREQUENT DELIVERY SHIPMENT. Receives shipment by 100 percent blind total case count of all items. Completes final count before commingling with other items; validates total cases received with those indicated on delivery ticket; annotates discrepancy on the pallet load list and delivery ticket; delivers document to Management Support Center.

9-2-3. RECEIVES DIRECT STORE DELIVERY (DSD). Receives DSD, verifies count, condition, and unit size against order/receipt document; annotates document to check quantity received, signs document; posts information to applicable receiving tally register; and delivers document to Management Support Center.

9-2-4. RECEIVES CDC SHIPMENT. Receives shipment by case count; if required, makes adjustment to shipping document and notifies CDC; delivers document to Management Support Center.

9-2-5. RECEIVES TOBACCO PRODUCTS. Receives shipment, verifies count, annotates document, signs document, and delivers to Management Support Center.

9-2-6. **VERIFIES RECEIPT.** Counts item and compares to delivery ticket, rejects delivery, signs and dates receiving document, and annotates any discrepancy on ticket. Annotates tally number on document and on the Commissary Receiving Tally Register (DeCA Form 40-53) and attaches to receipt to ROR.

9-2-7. **TRANSPORTS DOCUMENTATION.** Gathers all receiving documentation and takes to the Management Support Center.

9-2-8. **COORDINATES RECEIVING DOCUMENT.** Coordinates with other work centers in person or by telephone conversation to resolve a receiving/documentation problem. Includes time spent traveling to another work center for this purpose.

9-3. **STORING:**

9-3-1. **STORES DSD-S ITEM.** Moves item from receiving area to applicable storage location or places in temporary location; repalletizes as necessary to ensure proper stock rotation.

9-3-2. **STORES FREQUENT DELIVERY ITEM.** Places frequent delivery merchandise not needed for immediate shelf stock in designated frequent delivery storage area.

9-3-3. **STORES CDC ITEM.** Places item not needed for immediate shelf stocking in designated storage area.

9-3-4. **STORES TOBACCO PRODUCTS..** Places items not needed for immediate shelf stocking in sensitive item control area.

9-4. **PULLING:**

9-4-1. **PULLS STOCK.** Receives pull list, reviews pull list to determine quantity to be pulled, moves to stock location, removes case from storage location, places stock on pallet, circles quantity requested if pulled quantity is same as requested and posts pull quantity if different from amount requested. Annotates pull list when item is denied (not available for stocking), prepares NIS sign for customer information and places sign on shelf. Uses cart, dolly, or MHE to transport stocks to staging or sales area and returns to storage area. Forwards information to Management Support Center. Excludes pull warehouse charge sale.

9-4-2. **PULLS BULK STOCK.** Uses MHE to remove full pallet, roll bin, or other bulk display from assigned storage location and moves to staging area.

9-4-3. **PULL PERISHABLE ITEM:**

9-4-3-1. **PULLS DAIRY ITEM.** Goes to proper location, pulls perishable stock in case lot to fill order; annotates stocker list to indicate amount pulled or NIS if item not in stock and takes to staging area.

9-4-3-2. **PULLS FROZEN ITEM.** Pulls perishable stock in case lot to fill order; annotates stocker list to indicate amount pulled or NIS if item not in stock and takes to staging area.

9-4-4. **PULLS TOBACCO PRODUCT.** Goes to proper warehouse location, pulls tobacco product, places on pallet and transports to staging area.

9-4-5. **PROCESSES WAREHOUSE CHARGE SALE.** Pulls products for charge sale customer; posts pull to stock list; transports charge sale document to the Management Support Center.

9-4-6. **MOVES WAREHOUSE SALVAGE.** Removes damaged or outdated item from storage location to salvage area.

9-4-7. **MAINTAINS NIS LIST.** Reviews NIS list generated from pull, works list to determine why item is NIS, if item is on hand, adjust BOH.

9-5. **STOCKING:**

9-5-1. **TRANSPORTS STOCK.** Moves product from storage/staging area to floor for stocking.

9-5-2. **STOCKS ITEM.** Transports item from staging/storage area to sales floor, removes item from case and places individually on shelf; places product on shelf with label facing forward and straightens item in conjunction with stocking.

9-5-3. **STOCKS TRAY.** Stocks product in tray; faces the first row of product in tray so that labels face outward; straightens the case in conjunction with stocking; and removes partially filled case and places on top of newly stocked product.

9-5-4. **STOCKS OTHER DISPLAY.** Stocks bulk item by pallet, roll bin and other type equipment.

9-5-5. **STOCKS FROZEN FOOD.** Removes item from case and places individually in display area; includes facing product so that label faces outward or upward; rotates stock; removes/restocks during equipment breakdown.

9-5-6. **STOCKS DAIRY ITEM.** Stocks product individually in dairy case or shelf, includes facing the product so the label faces outward or upward; rotates stock. Stocks egg section.

9-5-7. **STOCKS TOBACCO/CIGARETTE ITEM.** Removes top of case and places in tobacco/cigarette cage on sales floor with facing out.

9-5-8. **STOCKS VENDOR ITEM.** Stocks item normally accomplished by a vendor as needed; tray stocks or removes item from case and places individually on shelf with label facing outward; straightens or repositions item in conjunction with stocking or stock rotation; checks display area for misplaced items and returns item to appropriate location.

9-5-9. **VENDOR STOCKING CONTROL.** Monitors vendor stocker activities.

9-6. **CONTAINER DISPOSAL.** Cuts, breaks, or pulls container. Positions pallet or case for mechanical or manual cutting; cuts container by moving blade around all four sides; removes sleeve, cardboard and plastic; breaks down and flattens container for disposal. Opens crate with crow bar or by hand; moves empty crate to dumpster for disposal. Pulls empty container from the display area; breaks container; and move it to baler/compactor for disposal.

9-7. **PRICING:**

9-7-1. **VERIFIES PRICE.** Conducts price verification for grocery item. Gathers items from shelf, takes to register, and scans item.

9-7-2. **HANGS SHELF LABEL.** Affixes price to product where applicable using pricing label for appropriate pricing device; removes old price and affixes new price to product or shelf as needed; replaces label as necessary prepares price sign.

9-8. **UNSHOPPING.** Returns item left by customer by cash register or in shopping cart to appropriate location.

9-9. **DISPLAY AND MERCHANDISING:**

9-9-1. **BUILDS DISPLAY.** Builds and maintains merchandise display, moves excess product to designated area, prepares sign, puts up point of sale material, straightens and rearranges product, moves product forward to front of display; and dismantles display.

9-9-2. **PERFORMS MERCHANDISING.** Performs research of item movement; reallocates shelf space for new or deleted item and maintains schedule of special display area (vendors) and production demonstration. Coordinates with vendors. Ensures core item is carried; ensures compliance with mandataries. Coordinates/oversees truckload sale.

9-10. **STORE DECORATING.** Puts up and removes decoration for seasonal/special promotion.

9-11. **DAMAGE/DISTRESSED MERCHANDISE.** Removes, inspects and sorts outdated and damaged item; sorts salvage eligible to be resold, destroyed, and credited by Vendor Credit Memorandum (VCM) when the vendor is at fault; scans item to determine price, line through UPC code, calculates reduced price, and annotates reduced price on damaged item; repairs container, coordinates with veterinary personnel; disposes item; maintains mark down or other disposition document; places salvage in designated area and monitor salvage as needed. Pull merchandise from shelf for food recall, informs patron, prepares documentation, and coordinates with sales representative.

9-12. **INVENTORY:**

9-12-1. **PERFORMS ACCOUNTABLE INVENTORY.** Conducts accountable or item count inventory; prepares store for inventory; returns item to proper location; ensures all back-up, open cases and salvage have been price and case pack annotated as needed; tags all grocery areas; conducts verification; ensures personnel are available for recount; prepares documentation and carries to Management Support Center.

9-12-2. **PERFORMS TOBACCO/CIGARETTE INVENTORY.** Assembles document, counts product in display and storage area, extends inventory, totals dollar value and determines shortage/overage.

9-13. **CUSTOMER ASSISTANCE.** Processes special order and customer return; responds to customer question/inquiry.

9-14. **SANITATION.** Cleans and sanitizes freezer display case and storage area; cleans, rinses and sanitizes dairy, egg and milk display case and storage area; performs inspection.

9-15. **TEMPERATURE CHECK.** Ensures each piece of refrigerated equipment is marked with temperature range; conducts temperature check, records temperature when automated recording system is not operational.

9-16. **BAKERY.** Oversees vendor operation; ensures adequate quantity and variety of merchandise is displayed, maintained; sets selling price on all items; verifies order; merchandise received, inventories and credits on returned merchandise; ensures veterinary personnel inspect merchandise received; conducts inventory and coordinates with Management Support Center.

9-17. **MULTIPLE COMMISSARY SUPPORT:**

9-17-1. **MAINTAINS PULL LIST.** Maintains separate pull list for each location support. Searches stocker list or other documents to determine quantity to be pulled; circles quantity requested if pull quantity is same as requested; annotates stocker list when item is denied.

9-17-2. **PULLS STOCK.** Moves to stock location; removes cases from storage location; places stock onto pallet; uses cart, dolly or MHE to transport stock to staging area.

9-17-3. **ORGANIZES STOCK.** Sorts pulled merchandise as required.

9-17-4. **TRANSPORTS STOCKER LIST.** Moves stocker list of the additional location to and from the Management Support Center.

9-17-5. **LOADS TRUCK.** Positions merchandise and loads merchandise for the additional location on vehicle either manually or by using MHE.

9-17-6. **LOCKS AND SEALS VEHICLE.** Secures vehicle for travel to the additional location.

9-17-7. **PERFORMS TRAVEL.** Performs travel to the additional location; observes or assist as required, the unloading of the vehicle at the additional location and returns to the warehouse.

9-18. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

**SECTION B1. WORK CENTER DESCRIPTION - GROCERY DEPARTMENT WAREHOUSE
ADDITIVE (OCONUS EUROPE)**

DIRECT:

9-1. RECEIVING:

9-1-1. **UNLOADS CARRIER.** Receives document from driver, inspects document, removes ROR from suspense file, compares receipt ROR, directs delivery vehicle to offloading location. Removes merchandise from carrier, loads merchandise onto pallet or other equipment, off-loads merchandise from carrier by manually moving merchandise off of carrier and onto MHE to directly unload merchandise off of carrier. Uses MHE to move merchandise to receiving location for verification.

9-1-2. **VERIFIES RECEIPT.** Counts item and compares to delivery ticket, rejects delivery, signs and dates receiving document, and annotates any discrepancy on ticket. Annotates tally number on document and on the Commissary Receiving Tally Register (DeCA Form 40-53) and attaches receipt to ROR.

9-2. WAREHOUSING:

9-2-1. **STORES STOCK.** Moves pallet to area away from receiving dock before actual storage begins in order to receive additional item.

9-2-2. **SORTS STOCK.** Separates mixed pallet onto pallet or cart for warehousing purposes.

9-2-3. **WAREHOUSES BULK STOCK.** Uses MHE to place a pallet of stock into assigned storage location.

9-2-4. **WAREHOUSES STOCK.** Manually lifts stock from pallet, dolly or cart and places in assigned storage location.

9-2-5. **ASSIGNS LOCATION.** Reviews quantity on hand to reallocate warehouse space.

9-2-6. **REWAREHOUSE STOCK.** Places merchandise, pulled by mistake or over ordered by stocker, back into storage location, warehouses in order to adjust storage location, rotates stock, and makes room for new item. Adjust balance on hand.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE									
WORK CENTER TITLE GROCERY DEPARTMENT OCONUS (Europe)				STANDARD APPLICABILITY MANHOOR RANGE 790.577 - 770.314					
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS							
Grocery Dept Mgr	GS-1144						1	1	1
Asst Grocery Mgr	GS-1144								
Store Worker Ldr	WL-6914								
Store Worker	WG-6914	1	2	3	4	5	5	6	7
Supv Material Handler	WS-6907								
Material Hand Ldr	WL-6907								
Mat Hand/Forklift Opr	WG-6907								
TOTAL		1	2	3	4	5	6	7	8
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS							
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144			1	1	1	1	1	1
Store Worker Ldr	WL-6914		1	(0)	(0)	(0)	(0)	(0)	(0)
Store Worker	WG-6914	8	8	8	9	10	11	12	13
Supv Material Handler	WS-6907		(4)	(5)	(6)	(6)	(7)	(7)	(7)
Material Hand Ldr	WG-6907		(1)	(1)	(1)	(1)	(1)	(1)	(1)
Mat Hand/Forklift Opr	WG-6907		(3)	(3)	(3)	(4)	(4)	(5)	(6)
TOTAL		9	10	11	12	13	14	15	16

ONLY commissaries identified in the Warehouse Additive will use positions in parenthesis.

MANPOWER GUIDE									
WORK CENTER TITLE GROCERY DEPARTMENT OCONUS (Europe)				STANDARD APPLICABILITY MANHOOR RANGE 790.577 - 770.314					
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS							
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144	1 (0)	1 (0)	1 (0)	1 (0)	1 (0)	1 (0)	1 (0)	1 (0)
Store Worker Ldr	WL-6914	1	1	1	2 (1)	2 (1)	2 (1)	2 (1)	2 (1)
Store Worker	WG-6914	14 (7)	15 (7)	16 (8)	16 (8)	17 (9)	18 (9)	19 (10)	20 (10)
Supv Material Handler	WS-6907				1 (1)	1 (1)	1 (1)	1 (1)	1 (1)
Material Hand Ldr	WL-6907	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)
Mat Hand/Forklift Opr	WG-6907	7 (7)	8 (8)	8 (8)	8 (8)	8 (8)	9 (9)	9 (9)	9 (9)
TOTAL		17	18	19	20	21	22	23	24
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS							
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144	1	1	1	1	1	1	1	1
Store Worker Ldr	WL-6914	2 (1)	2 (1)	2 (1)	2	2	2	2	2
Store Worker	WG-6914	21 (11)	22 (11)	23 (12)	24 (12)	25 (12)	26 (12)	27 (12)	28 (13)
Supv Material Handler	WS-6907	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)
Material Hand Ldr	WG-6907	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	2 (2)	2 (2)	2 (2)
Mat Hand/Forklift Opr	WG-6907	9 (9)	10 (10)	10 (10)	10 (10)	11 (11)	11 (11)	11 (11)	12 (12)
TOTAL		25	26	27	28	29	30	31	32

ONLY commissaries identified in the Warehouse Additive will use positions in parenthesis.

MANPOWER GUIDE									
WORK CENTER TITLE GROCERY DEPARTMENT OCONUS (Europe)				STANDARD APPLICABILITY MANHOUR RANGE 790.577 - 770.314					
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS							
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144	1	1	1	1	1	1	1	1
Store Worker Ldr	WL-6914	2	2	2	2	2	2	2	2
Store Worker	WG-6914	29	30	31	32	33	34	35	36
Supv Material Handler	WS-6907	(14)	(14)	(15)	(16)	(16)	(16)	(16)	(17)
Material Hand Ldr	WL-6907	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Mat Hand/Forklift Opr	WG-6907	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
TOTAL		(12)	(13)	(13)	(13)	(14)	(15)	(16)	(16)
TOTAL		33	34	35	36	37	38	39	40
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS							
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144	1	1	1	1	1	1	1	1
Store Worker Ldr	WL-6914	2	2	2	2	2	2	2	2
Store Worker	WG-6914	37	38	39	40	41	42	43	44
Supv Material Handler	WS-6907	(17)	(17)	(18)	(19)	(20)			
Material Hand Ldr	WG-6907	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Mat Hand/Forklift Opr	WG-6907	(2)	(2)	(2)	(2)	(2)			
TOTAL		(16)	(17)	(17)	(18)	(18)			
TOTAL		41	42	43	44	45	46	47	48

ONLY commissaries identified in the Warehouse Additive will use positions in parenthesis.

MANPOWER GUIDE									
WORK CENTER TITLE GROCERY DEPARTMENT OCONUS (Europe)				STANDARD APPLICABILITY MANHOUR RANGE 790.577 - 770.314					
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS							
Grocery Dept Mgr	GS-1144	1	1	1	1	1	1	1	1
Asst Grocery Mgr	GS-1144	1	1	1	1	1	1	1	1
Store Worker Ldr	WL-6914	2	2	2	2	2	2	2	2
Store Worker	WG-6914	45	46	47	48	49	50	51	52
Supv Material Handler	WS-6907								
Material Hand Ldr	WL-6907								
Mat Hand/Forklift Opr	WG-6907								
TOTAL		49	50	51	52	53	54	55	56

ONLY commissaries identified in the Warehouse Additive will use positions in parenthesis.

CHAPTER 10

MANAGEMENT SUPPORT CENTER (EUROPE)

SECTION A. MANPOWER STANDARD

10-1. **APPLICABILITY:** This standard applies to all DeCA Management Support Centers in Europe **NOT** providing support to other locations.

10-2. **STANDARD DATA:**

- a. Classification: Type II
- b. Man-Hour Data Source: Operational Audit
- c. Standard Man-Hour Equation:

$$Y = 13.57 + \frac{X}{.000589X}$$

- d. Workload Factors (WLF):

Title: Weighted Line Items and Class of Store

(1) Definition: The number of line items carried in a commissary and the Class of Store (1 thru 9) based on ¹ sales.

(2) Source. Commissary Statistical Data (DeCA Form 50-34).

10-3. **APPLICATION INSTRUCTIONS:**

- a. Determine weighted workload by multiplying line items by class of store.
- b. Compute the monthly man-hours utilizing the man-hour equation in paragraph 2c.
- c. Use the appropriate manhour availability factor in Appendix A, and the manpower breakpoint chart to determine total manpower requirements.
- d. Example illustrating application of the standard equation for staffing in the Management Support Center is as follows.

Step 1.

- a. Determine the class of store based on ¹ sales.
- b. Compute the weighted workload: the line items carried in a commissary multiplied by the class of store.

Line Items X Class = Weighted Workload

Line Items = 10,200

Class = 3

10,200 X 3 = 30,600

Step 2. Apply "sample" workcount (30,600) to the standard equation to obtain computed manhours.

$$Y = 13.57 + \frac{30,600}{.000589} (30,600)$$

$$Y = \frac{30,600}{31.59}$$

$$Y = 969.58$$

Step 3. Divide the computed manhours by the appropriate Manhour Availability Factor to determine fractional manpower.

$$Y = 969.58/139 = 6.97$$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint Chart in Appendix A.

$$Y = 7 \text{ manpower requirements}$$

e. Refer to the manpower guide to determine recommended skill distribution. NOTE: The manpower guide does not identify Other Than Full Time (OTFT) positions.

10-4. **Statement of Conditions:** This standard applies to those commissaries operating under the DeCA Interim Business System (DIBS) requiring line item entry.

¹ Sales at locations not authorized to stock cigarettes will be increased by 8% prior to determining Class of Store.

SECTION A1. ADDITIVE STANDARD FOR SUPPORTING OTHER LOCATIONS.

10-1. **APPLICABILITY:** This additive standard applies to all DeCA Management Support Centers in Europe providing support to other locations.

10-2. **STANDARD DATA:**

- a. Classification: Type II
- b. Man-Hour Data Source: Operational Audit
- c. Standard Man-Hour Equation:

$$Y = \frac{X_1}{13.57 + .000589X_1} + .04156X_2 + .04156X_n$$

- d. Workload Factors (WLF):
 - X_1 - The line items times class of store for parent commissary.
 - X_2 - The line items carried by supported store.
 - X_n - The line items carried by each additional supported store.

Title: Weighted Line Items and Class of Store

(1) Definition: The number of line items carried in a commissary and the Class of Store (1 thru 9) based on ¹ sales.

(2) Source. Commissary Statistical Data, (DeCA Form 50-34).

10-3. **APPLICATION INSTRUCTIONS:**

a. This additive standard is applied in three steps. Step 1 computes man-hours for the parent commissary. Step 2 computes manhours for each support commissary. Step 3 computes requirements for the total work center.

Step 1. Compute manhours for parent commissary.

- a. Compute the line items times class of store¹.

Example: Darmstadt (Parent Commissary)
Line Items x Class = 5937 x 1 = 5937

b. Apply sample work count (X_1) to the staffing standard equation to obtain computed manhours.

Example:
$$Y = \frac{5937}{13.57 + .000589(5937)}$$

$Y = 348$

Step 2. Compute manhours for supported commissary.

- a. Determine the line items for the supported commissary.

Example: Babenhausen (supported commissary)
Line Item = 2500

b. Apply the sample workcount (X_2) to the staffing standard equation to obtain computed manhours for the supported location. Use the same equation for each supported commissary.

Example: $.04156(2500) = 104$ manhours

Step 3. Compute total requirements.

- a. Add the manhours obtained in Step 1 to those manhours obtained in Step 2.

Example: $348 + 104 = 452$

b. Divide the computed manhours by the appropriate Manhour Availability Factor to determine fractional manpower.

Example: $452/139 = 3.25$

Step 4. Convert fractional manpower requirements using the Manpower Breakpoint in Appendix A.

Example: $3.25 = 3$ manpower requirements

b. Refer to the manpower guide to determine recommended skill distribution. NOTE: The manpower guide does not identify Other Than Full Time (OTFT) positions.

10-4. **Statement of Conditions:** This additive standard applies to those commissaries located in Europe providing support to other locations.

¹ Sales at locations not authorized to stock cigarettes will be increased by 8% prior to determining Class of Store.

**SECTION B. WORK CENTER DESCRIPTION - MANAGEMENT SUPPORT CENTER
(EUROPE)**

DIRECT:

10-1. INVENTORY ACCOUNTABILITY AND CONTROL

10-1-1. Requisition, order, and receive resale items, manually or electronically, as appropriate.

10-1-1-1. Process and record requisitions made under MILSTRIP to include use of MILBILLS (interfund billing system) procedures to bill and pay for shipments.

10-1-1-2. Transmit or telephone Fresh Fruits and Vegetables (FF&V) requisitions to servicing Defense Subsistence Office (DSO).

10-1-1-3. Construct and issue call order numbers, place call orders, post and adjust call order register (when performed manually), and maintain suspense copies of orders.

10-1-2. Reconcile the Tally Register with the Call Order Register.

10-1-3. Prepare Reports of Deposit, maintain cash sales transactions records and file, as appropriate.

10-1-4. Process Vendor Credit Memorandums (VCM) and vendor refund checks, and maintain VCM Log.

10-1-5. Process charge sales, charge sale returns and maintain charge sale documents and signature cards.

10-1-6. Prepare and/or review documents for the disposal of Fat and Bones and maintain associated documents.

10-1-7. Prepare and process documents relating to the salvage operation, to include Reports of Discrepancy and Reports of Survey.

10-1-8. Responsible for administration of Inter-Departmental Transfers of subsistence supplies.

10-1-9. Prepare and maintain the Document Log; (Salvage, Charge Sales, Markdowns, VCM, Transfers, Price Extended List); post entries daily.

10-1-10. Post and maintain the Internal Control document Log (ICDL), (Meat, Produce and Grocery) and forward copy to the Region.

10-1-11. Verify and adjust Requisition, Order, Receipt (ROR) file, as required.

10-1-12. Close out end of month and end of year accounting records.

10-1-13. Prepare Record of Operation (Trial Balance), for Meat, Produce and cigarettes for subsidiary accounts.

10-1-14. Process and prepare documents on dishonored checks.

10-1-15.Prepare commissary statistical data report.

10-1-16.Prepare Stock Fund Sales Report.

10-1-17.Maintain document files relating to the work center.

10-1-18.Provide assistance during accountable inventory.

10-1-19.Verify correctness and accuracy of VPR signs prior to placement in the sales area.

10-1-20.Verify VRGC when applicable.

10-1-21.Prepare Transmittal Letter, attach OSA/DVD receipt documentation, forward to Finance.

10-2. **SYSTEM OPERATIONS.**

10-2-1. Enter summary and line item receipts into DIBS daily.

10-2-2. Accept Central Distribution Center (CDC) order/receipt in DIBS.

10-2-3. Enter warehouse orders into DIBS daily.

10-2-4. Enter Direct Store Delivery - S (DSD-S) receipts into DIBS daily.

10-2-5. Price extend and enter receipts into DIBS as required.

10-2-6. Enter Balance on Hand adjustments into DIBS as required.

10-2-7. Enter Fat and Bones data into DIBS.

10-2-8. Enter daily sales and coupon information into DIBS.

10-2-9. Enter VCMs, and Charge Sale information into DIBS.

10-2-10.Print ROR worksheets, CDC price extended lists, discrepancy report and demand reports.

10-2-11.Download Portable Data Entry Device (PDED) information for shelf stock replenishment requirements from CDC and/or warehouse.

10-2-12.Print warehouse pull list daily or as required.

10-2-13.Perform price verification and stock location changes.

10-2-14.Review PDED exception reports.

10-2-15.Perform DIBS end of day functions.

10-2-15-1.Verify DIBS Summary Audit Log entries with the source documents and ICDL to identify entry errors.

10-2-15-2.Prepare data entry adjustment through reversal or files maintenance.

10-2-16.Maintain CDC transfer log.

10-2-17.Perform scanning system start up at processors and CRTs.

10-2-18.Perform scanning PLU maintenance for price changes as required.

10-2-19.Print shelf labels and ensures labels are placed on shelves.

10-2-20.Perform scanning file maintenance.

10-2-21.Update PLU List as required.

10-2-22.Maintain, control and issue PDEDs, Locally Assigned Code (LAC) guns, and LAC codes as required.

10-2-22-1.Program and maintain PDED and LAC guns.

10-2-23.Perform scanning End of Day functions.

10-2-24.Print scanning reports as required..

10-2-25.Perform scanning system back-up daily.

10-2-26.Perform scanning system recovery procedures as necessary.

10-2-27.Ensure only authorized personnel enter computer room.

10-2-28.Update software in system with system changes provided by NCR and/or region instructions.

10-2-29.Perform system security checks on all peripherals.

10-2-30.Ensure cleanliness and temperature control of scanning room.

10-2-31.Ensure safe and secure storage of disc/tape media.

10-2-32.Maintain required maintenance logs.

10-2-33.Ensure weekly testing of generators.

10-3. **SUPPLY AND EQUIPMENT.**

10-3-1. Order, receive, store and issue cleaning and operating supplies.

10-3-2. Order and receive equipment and supplies.

10-3-3. Maintain Equipment Inventory/Property Book.

10-3-4. Maintain supply records.

10-3-5. Issue and maintain Hand Receipts.

10-3-6. Maintain Equipment Downtime Ledger.

10-3-7. Main Service Call Register.

10-3-8. Maintain maintenance records/logs.

10-3-9. Prepare facilities maintenance documents.

10-3-10. Provide input to the TRUST Budget.

10-3-11. Maintain contracts for commercial services, and equipment maintenance.

10-3-12. Maintain accounts for expendable supplies, transportation costs, communications, utilities, and disposal of cardboard.

10-3-13. Prepare equipment/service receiving reports, certify invoices and forward to DFAS-CO for processing.

10-3-14. Maintain document register for supply transactions.

10-3-15. Maintain maintenance expenditure records.

10-3-16. Conduct economic equipment life expectancy comparisons.

10-3-17. Prepare equipment turn-ins and update appropriate records.

10-3-18. Ensure maintenance and repairs are performed.

10-3-19. Maintain manufacturer operator and maintenance manuals.

10-3-20. Conduct operating supply inventory monthly and equipment annually.

10-3-21. Maintain, operating Supply Consumption Records.

10-3-22. Prepare Energy Management Report.

10-4. **TROOP ISSUE, AND WAR RESERVE AND EMERGENCY SUPPORT**

10-4-1. Prepare local purchase troop issue price lists.

10-4-2. Consolidate all troop issue (where applicable) and resale requirement for items centrally procured by DPSC.

10-4-3. Requisition authorized War Reserve Material (WRM) stock levels.

10-4-4. Order Troop Support Meals Ready to Eat (MRE) Stock, and replacement stocks.

10-4-5. Prepare documents to replace WRM rations & MRE Stocks.

10-4-6. Budget for, receive, and maintain funds for WRM.

10-4-7. Transfer rations and stocks on rotation schedule between departments, commissaries, or troop accounts, as appropriate.

10-4-8. Maintain hand receipts for quantities issued.

10-4-9. Assist with stock inventories. Make adjustments for losses.

10-4-10. Process emergency requisitions.

10-4-11. Prepare and submit appropriate reports.

10-5. **INDIRECT:** Standard indirect work involves those tasks that are not readily identifiable with work center's specific product or service.

SECTION C. MANPOWER GUIDE

MANPOWER GUIDE											
WORK CENTER TITLE MANAGEMENT SUPPORT CENTER EUROPE				STANDARD APPLICABILITY MH RANGE 227.53 -1157.86							
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
SUPV ACCT TECH	GS-0525	*	*	*	1	1	1	1	1	1	1
LEAD ACCT TECH	GS-0525			1						1	1
ACCT TECH (DATA ENTRY)	GS-0525	2	2	2	2	2	3	4	5	5	6
SCANNING COORDINATOR	GS-0303		1	1	1	2	2	2	2	2	2
SUPPLY CLERK	GS-2005				1	1	1	1	1	1	1
*Supervision will be provided by the Commissary Officer.											
TOTAL		2	3	4	5	6	7	8	9	10	11
POSITION TITLE	SERIES	MANPOWER REQUIREMENTS									
SUPV ACCT TECH	GS-0525	1	1	1	1	1	1	1			
LEAD ACCT TECH	GS-0525	1	1	1	1	1	1	1			
ACCT TECH (DATA ENTRY)	GS-0525	7	8	9	10	11	12	13			
SCANNING COORDINATOR	GS-0303	2	2	2	2	2	2	2			
SUPPLY CLERK	GS-2005	1	1	1	1	1	1	1			
TOTAL		12	13	14	15	16	17	18			

APPLICATION INFORMATION**SECTION A. MAN-HOUR AVAILABILITY FACTOR (MAF)**

The MAF represents the average number of man-hours per month a person is expected to be on the job and available for work (excluding leave, training, etc.). The DeCA man-hour availability factor for commissary manpower standards is 148 man-hours per month, Except for the following locations:

<u>COUNTRY</u>	<u>MAF</u>
Korea	165
Germany	139
Italy	137
United Kingdom	143
Turkey	149
Spain	140
Netherlands	126
Portugal	141

SECTION B. MANPOWER BREAKPOINT CHART

Man-hours computed from the application of the standard are divided by the man-hour availability factor (MAF) to determine fractional manpower requirements.

Convert the fractional manpower requirements to full-time equivalent (FTE) positions using the .5 rounding rule. Less than .5, round down to the next whole number; .5 or greater, round up to the next whole number.

SECTION C. DAYS-PER-WEEK CONVERSION

Use the following 5, 6 and 7 days-per-week monthly conversion as applicable:

<u>DAYS PER WEEK</u>	<u>MONTHLY CONVERSION</u>
5	20.91
6	25.26
7	29.60

STANDARD INDIRECT CATEGORIES

1. SUPERVISION.

a. Administers Personnel.

(1) Indoctrinates personnel. Conducts initial interview, makes original job assignment, and acquaints newly assigned personnel with the work center.

(2) Rates performance. Writes or endorses evaluation by researching, evaluating, drafting, proofreading typed copies, and signing completed report.

(3) Nominates personnel for award. Prepares and signs recommendation.

(4) Monitors Suggestion Program. Assists subordinate in developing improvement suggestion. Processes suggestion received for evaluation.

b. Supervises Personnel.

(1) Schedules personnel. Reviews work requirements and priorities, reviews personnel status, determines duty assignments, and prepares personnel schedules.

(2) Develops directive. Develops policy, procedure, plan, operating instruction, checklist, or performance standard.

(3) Directs work center activity. Inspects work; coordinates status of work center or personnel; informs work center personnel on changes affecting individual or work center activity; prepares routine correspondence.

(4) Counsels personnel. Counsels subordinate personnel on performance and progress in career development and suggests areas for improvement. Counsels and assists individuals with morale, welfare, and disciplinary problems. Takes necessary corrective action required to maintain discipline.

c. Reviews Distribution. Reviews incoming distribution for information and necessary action. Reviews outgoing correspondence for completeness and accuracy and signs as required.

d. Reviews Report and Statistical Data. Reviews information contained in reports and statistical data for impact on work center status and to identify possible trends which require management action.

e. Develops Budget Estimate. Prepares estimate; includes follow-on inquiries on estimate.

f. Inspects Facility. Periodically inspects for housekeeping, safety, fire hazard, or equipment condition that requires attention and prepares required report.

g. Investigates Accident/Incident. Investigates accident or incident within work center and prepares required report and associated correspondence.

h. Receives Visiting Official. Receives visitor, inspector, or other official; assists visitor to accomplish mission purpose; and escorts visitor in restricted and controlled areas.

2. ADMINISTRATION.

- a. Types Communication. Obtains and assembles materials, inserts in typewriter, types, separates copies, collates, fastens, proofreads, releases to originator, and puts material away or uses word processor to type communication, proofreads, prints, assembles, releases to originator.
- b. Processes Unclassified Distribution. Receives and opens incoming distribution, reviews for action, marks, and routes. Stamps, marks, seals, packages, and routes outgoing distribution.
- c. Maintains Unclassified Correspondence Files. Establishes file, files correspondence, maintains suspense file, disposes file.
- d. Maintains Log/Register. Obtains book or form, makes entry, and puts book or form away.
- e. Maintains Personnel Locator File. Prepares card or similar record, posts changes, and disposes of record.
- f. Maintains Unclassified Publication File. Obtains publication; posts change; files publication.
- g. Operates Copying Machine. Makes copies; collates copies.
- h. Maintains Blank Form Stock. Establishes requirement, prepares requisition, receives, routes, and controls stock of blank forms.
- i. Maintains Status Chart/Bulletin Board. Removes existing information and posts new information.
- j. Maintains Time and Attendance Report. Records time and attendance information.
- k. Maintains Appointment Record. Posts calendar or book, coordinates appointment with supervisor, reminds supervisor of pending appointment, and makes changes.
- l. Acknowledges Visitor. Greets visitor, answers queries, and refers visitor to appropriate person or location.

3. MEETING.

- a. Prepares for meeting.
- b. Conducts or attends meeting, briefing or conference.

4. TRAINING.

- a. Administers Training. Reviews training record, interviews and counsels trainee, determines training needs, designates trainer, and evaluates training progress.
- b. Develops Training Material. Researches, drafts, reviews and updates training outlines, lesson plan, or test and develops chart or other training aid.
- c. Conducts Training. Prepares for training, instructs trainee on-the-job; conducts lecture, demonstration and group discussion; administers and evaluates result of job related test given in the work center.

d. Receives Training. Attends lecture, demonstration, or participates in group discussion; takes locally devised test; maintains job proficiency by reading applicable technical or standard publication or other job related material.