



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

MANUAL

DeCAM 40-28.1
October 24, 2014

Sales, Marketing and Policy
OPR: DeCA/MP

SUBJECT: Specialty Department Operations

References: See Enclosure 1

1. **PURPOSE.** This Manual provides detailed step-by-step procedures to implement policy, assign responsibilities, and provide guidance and procedures for specialty department operations in Defense Commissary Agency (DeCA).
2. **APPLICABILITY.** This Manual applies to all DeCA activities.
3. **POLICY.** This Defense Commissary Manual (DeCAM) implements policies as defined in DeCA Directive (DeCAD) 40-28, "Specialty Department Operations," (Reference (a)) and is in compliance with references listed within this document.
4. **RESPONSIBILITIES.** This Manual contains internal management control provisions that are subject to evaluation and testing as required by DeCAD 70-2, "Internal Control Program," (Reference (b)) and Department of Defense (DoD) Directive 5105.55, "Defense Commissary Agency (DeCA)," (Reference (c)).
5. **PROCEDURES.** Many commissaries include specialty departments that offer the products and services of delicatessens (delis), bakeries, seafood, and sushi operations. Specialty departments enhance patron service by offering a variety of items not available in the center store. Specialty departments may be operated as different store departments for accountability purposes, depending on whether the products are contractor or government-owned.
6. **RELEASABILITY – UNLIMITED.** This Manual is approved for public release and is located on OneNet, Resource Center, DeCA Publications, Directives/Manuals/Handbooks.

7. EFFECTIVE DATE. This Manual:

a. Is effective October 24, 2014.

b Will expire effective October 24, 2024, and be removed from the DeCA website if it has not been reissued or cancelled by this date IAW DoDI 5025.01, “DoD Directives Program,” (Reference (d)).



Randal L. Chandler
Director, Operations & Policy

ENCLOSURE 1

REFERENCES

- (a) DeCAD 40-28, "Specialty Department Operations," October 24, 2014
- (b) DeCAD 70-2, "Internal Control Program," December 17, 2007
- (c) DoD Directive 5105.55, "Defense Commissary Agency (DeCA)," March 12, 2008
- (d) DoD Instruction 5025. 01, "DoD Directives Program," June 6, 2014
- (e) DeCAD 70-6, "Financial Procedures for the Accounts Control Section and the Office of the Commissary Officer," January 1999
- (f) Federal Acquisition Regulation (FAR), September 30, 2013
- (g) DeCAD 30-17, "Safety and Occupational Health Program Standards," February 2, 2010
- (h) DeCAM 30-17.1, "Safety and Occupational Health Program Manual," February 3, 2010
- (i) DeCAD 30-18, "DeCA Security Programs," March 2006
- (j) DeCAD 40-6, Customer Service Department, January 2013
- (k) TB MED 530 "Tri-Service Food Code," 7 October 2013
- (l) Defense Logistics Agency (DLA) Regulation 4155.26, "DoD Hazardous Food & Nonprescription Drug Recall System," November 14, 2003
- (m) DeCAH 20-5, "Refrigeration, Heating, Ventilating, and Air Conditioning Maintenance Contract Handbook," February 27, 1998
- (n) DoDI 1330.21, "Armed Services Exchange Regulations," July 12, 2005
- (o) Title 21 Code of Federal Regulations Part(s) 70-82
- (p) "Guidance for Industry: The Seafood List - FDA's Guide to Acceptable Market Names for Seafood Fish Sold in Interstate Commerce," U.S. Department of Health and Human Services, Food and Drug Administration, Center for Food Safety and Applied Nutrition, latest editions (9/17/2014)
- (q) DeCAD 40-21, "Accountability for Commissary Resale Merchandise," August 17, 2009

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ENCLOSURE 2

GENERAL

1. **GENERAL**. Many commissaries include specialty departments that offer the products and services of delicatessens (deli), bakeries, seafood, and sushi operations. Specialty departments enhance patron service by offering a variety of items not available in the center store. DeCA has the overall responsibility for the operation of all specialty departments regardless of whether they are Government or contractor operated. This may require participation in store staff meetings, patron council meetings, and discussions involving new store construction or renovation projects. Specialty departments may be operated as different store departments for accountability purposes, depending on whether the products are contractor or government-owned.

2. **GUIDANCE AND ASSISTANCE**. The Directorate of Operations & Policy (MPO) is responsible for the development of policy. The Directorate of Sales (MPS) is responsible for development of the specialty department program. The Directorates of Health & Safety (MPH) and Resale Contracting Division (LEAR) are responsible for providing assistance in the execution of these policies and procedures. The Directorate of Store Support (SOS), area directors, zone managers, store directors, commissary personnel, and contractor personnel are responsible for the execution of these policies and procedures. Specialty department managers will ensure all Agency correspondence and required checklists pertaining to specialty departments are reviewed, established, and enforced in accordance with (IAW) the most current published checklists.

3. **PRICING**. Specialty department products should be commensurate with the best quality, patron convenience, and service provided by the local commercial supermarket sector, excluding specialty stores, supercenters, and membership clubs. The price of the items stocked will offer the customer a cost savings compared to the cost of like items sold in local supermarkets.

a. In contract operations, IAW the contract, the contractor shall ensure savings on specified core items or of at least 13 percent across five categories when compared to retail prices for same or similar items from grocery stores within a 20-mile radius of the store for all products sold as stated in the Performance Work Statement (PWS). Specifically, savings will be a minimum of 13 percent in each of the following categories: random weight deli items; bakery items; ready to eat or ready to heat; sushi; and non random weight items. If items are not carried within a 20-mile radius, the area will be expanded to a geographic area as defined by DeCA's data service provider first and national second. No more than 5 percent of the items sampled in price surveys will be less than the savings specified in the PWS on the core items or in each of the aforementioned categories.

b. Specialty department management is responsible for providing correct pricing to the back office for entry into the point-of-sale (POS) system. Store management and specialty department management must check POS prices to verify their accuracy. The frequency of checks should be

monthly but may be conducted more frequently at the discretion of the area director, zone manager, or store director.

c. The product must be priced to ensure the total selling price for the item appears on the outer package of the item and is visible to the customer unless the item is sold by universal product code (UPC) or product look up (PLU). If the UPC code is not to be scanned, a specialty department label will be put over the UPC and the item will be treated as a random weight item unless the contractor, IAW the PWS, is participating in DeCA's initiative to load item UPCs in the DeCA Interactive Business System (DIBS). In these commissaries, a specialty department label will NOT be placed over the item UPC. The specialty department management is responsible for ensuring items with UPCs are provided to the Program Manager to process into DIBS as set forth in the PWS. Specialty department management should ensure price labels do not cover any required markings such as ingredients or country of origin labeling (COOL).

d. Prices may be displayed for patron convenience on a "menu board" and/or by using individual price tags. This includes items such as unwrapped bakery items displayed in self-serve display cases and items that are priced by UPC. Items that do not have a scale-generated price label attached to the item will require a shelf label. These labels will be located below the left facing of the item's set in the display location and will be maintained in good condition. Commissaries with electronic shelf labels (ESL) will follow POS procedures/guidance.

e. Item sale stickers should be used whenever possible. These stickers encourage impulse sales and product turnover. Highly visible colors and styles are strongly recommended.

4. LABELING.

a. In contract operations, as well as the Europe Area, the contractor/specialty department manager is responsible for adhering to all applicable Federal regulations regarding product labeling and safety. This includes compliance with the provisions of the Food Allergen Labeling and Consumer Protection Act (FALCPA). The Food Safety and Applied Nutrition Division's regulatory guidance requires labeling for pre-packaged goods. The label must contain the name and address of the manufacturer, packer, or distributor of the base product; product identity; net weight; and ingredients in descending order of predominance by weight. All specialty department perishable product labels must contain sell by dates and should be scale generated. Hand-written labels are not authorized.

b. The use of "may contain" labels is not authorized as a substitute for compliance with allergen labeling requirements. A generic warning on specialty department display cases may supplement the required labeling. Supplemental signage reads, "**ALLERGY ALERT – DeCA's (insert name of department) may use the following wholesome ingredients: Peanuts, Eggs, Soy, Tree Nuts, Wheat, Dairy Products, Fish, and Shellfish. Even if not listed on ingredient label, please be aware that all products may have come in contact with these ingredients.**"

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

5. HOURS OF OPERATION. Hours of operation, changes to hours of operation, and scheduled holiday hours of operation must be provided to the specialty department manager. Specialty departments will remain open until the last customer completes their shopping.

6. ORDERING. Ordering in contracted specialty departments will be accomplished by the contractor. Ordering in the Europe Area will be accomplished by the specialty department.

7. IN-CHECKING/RECEIVING. In-checking of deliveries will be the responsibility of the contractor for contractor-owned products and operating supplies (where stated in the PWS). In-checking of deliveries will be the responsibility of store management in the Europe Area.

a. Contractor-Owned Product. If the product is contractor-owned, the contractor's receiving procedures will be used. The contractor shall be responsible for stocking, maintaining, and physically placing received product into the appropriate storage area. Contractor-owned specialty products must be segregated from government-owned merchandise and secured in government-provided secure areas. Maintaining the storage area in a clean and orderly fashion will be the responsibility of the contractor. The store receiving department will receive contractor-owned items only on such occasions when product is not delivered during normal operating hours, such as during weather related events. The store receiver will store the contractor-owned items securely away until they can be accepted by the contractor.

b. In the Europe Area, receiving personnel will inform the in-store medical food inspector of the delivery schedule. Receivers will be authorized, in writing, by the store director, to perform receiving functions for the department. Personnel are not authorized to receive shipments that they order. Product will be inspected upon receipt for correct quantities, condition, and quality. The overall sanitary condition and temperature of the delivery conveyance will be evaluated at time of receipt and remarks recorded on a DeCA Form (DeCAF) 40-53, Commissary Receiving Tally Register (Figure 1-1).

(1) Suppliers will provide two copies of the invoice at the time of delivery. Once the driver's and receiver's signatures have been obtained on the clean (without corrections) copy, the driver may leave. The delivery driver should be provided with a signed copy. Assign a tally number and record the receipt on DeCAF 40-53. Provide a clean invoice, a signed requisition/order/receipt worksheet with the call number and transferred total dollar amount, and

secure them until they are taken to the Office of the Store Director for processing. Maintain department copies of all invoices for monthly inventory balancing.

(2) Date stamp product while counting. Ensure personnel are available to move the product to the appropriate holding/storage areas and properly rotate the inventory into its proper locations. Care should be given to check the sell date/expiration date of incoming shipments. Rotation should be accomplished using the FIFO (first-in first-out) or FEFO (first expired first out) methods. Personnel should always receive/in-check the products in the chilled holding/storage area to maintain the proper temperatures.

8. OPERATING SUPPLIES. The store director will ensure government-furnished operating supplies are ordered, tracked, received, and made available to enable the specialty department to maximize sales and increase patron satisfaction (applicable in the Europe Area). There should be no more than 30-days' supply on hand except in specific cases such as getting shipments less frequent than monthly. Substituted items will not be accepted by the store receivers and will be returned to the supplier. Operating supplies will be protected from sources of contamination. There may be instances where the PWS states the contractor will provide operating supplies excluding scale labels. In those instances, the store director will ensure the contractor is provided a secured area for operating supply storage. The aforementioned requirement will be applicable to scale labels only.

9. STORAGE. Contractor-owned operating product and supplies must be segregated from government-owned merchandise and secured.

10. INVENTORY. In the Europe Area, the normal DeCA inventory procedures will be used as provided in DeCAD 70-6, "Financial Procedures for the Accounts Control Section and the Office of the Commissary Officer," (Reference (e)). If the product is contractor-owned, the contractor's inventory procedures will be used.

11. SHELF LIFE. The primary shelf life schedule will be provided by the manufacturer with the exception of bakery items provided in Enclosure 8, paragraph 5. In absence of a written statement of suggested shelf life by the manufacturer, the shelf life referenced in this manual and the U.S. Food Code will be the required standard.

12. PLU. Use of Industry standard PLUs is an integral part of our business. PLUs make check-out, sales tracking, and inventory control easier, faster, and more accurate. All PLU codes need to be standardized. This has a far reaching impact and can affect not only the accountability of the store, but also payment to specialty department contractors resulting in processing claims, which are costly to resolve. In addition, failure to implement standardized PLUs negatively impacts customers using self-checkouts, particularly, in those situations where the standardized PLU affixed to the product does not mirror the POS system. The DeCA standardized PLUs and

UPCs and descriptions are located on DeCA's OneNet, Resource Center, Store Toolbox, DeCA Standardized Universal Product Look-Up Codes (PLU) and Universal Product Code (UPC). Additionally, department specific points of contact are also provided on OneNet.

a. The PLUs must be manually added to the POS. Additionally, PLUs must be added to the specialty department scales. As a note, during the conversion from the locally assigned PLU numbers to the DeCA standard PLU number for each item, the POS lookup displays concurrently need to be updated with the same PLU number for each of the products. In addition, cashiers need to be notified of these PLU changes. Otherwise, cashiers will use "old" numbers they have memorized, thereby, charging customers for the wrong item(s) which adversely impacts department sales and movement.

b. The store director will ensure cashiers are aware of the requirement to either scan the item's bar code label, manually enter the item's bar code number if the bar code will not scan, or enter the item's PLU, if applicable. All items that are exact weight and have a UPC should be entered into the POS system and scanned. PLU codes should not be put on items that can be scanned. If the UPC code cannot be scanned, a specialty department label will be put over the UPC and the item will be treated as a random weight item. Care should be given to ensure required information is not covered. The intent is to eliminate manual entry of prices to provide for better accountability and ensure all merchandise is recorded accurately at the time of sale.

c. The store director, assistant store director, store manager, or customer service manager will notify the specialty department if items do not scan as soon as they are discovered. The specialty department and/or store management is responsible for ensuring items are ringing in the correct POS department. This should be completed at least monthly.

d. Emergency PLUs are to be used only when it is confirmed that a PLU has not already been assigned to the item and the appropriate headquarters (HQ) point-of-contact (POC) is not available to assign a PLU number. Use the emergency PLU identified for the specific department. Input the authorized emergency number into the front-end POS system. Ensure the item description, department code, and DIBS commodity code are accurate. Scan the item to verify it has been loaded in the POS under the right department and DIBS commodity code. Once sales have been initiated, notification of the use of the emergency number is to be reported to the Commodity Manager in MPS. Emergency PLUs are posted on DeCA's OneNet, Resource Center, Store Toolbox, DeCA Standardized Universal Product Look-Up Codes (PLU) and Universal Product Code (UPC), Emergency PLUs. All PLUs must be approved by MPS prior to use. Locally generated PLUs are not authorized.

13. END-OF-DAY RECONCILIATION FOR CONTRACTOR-OWNED PRODUCT. It is imperative that the end-of-the-day POS department totals report reflects scanning data accurately. Commissary management will review POS reports at the end of the day to ensure the contractor is given credit for all contractor-owned items sold.

a. Daily reconciliation is a requirement of specialty department contracts to determine if sales from the specialty department match up with front-end sales and, when completed, will

help identify and correct any potential payment problems. The daily reconciliation process should be a simple matter of comparing what was recorded through the specialty department scale and what was rung up in the front-end.

b. Any amounts identified as contractor-owned product that were not credited to the contractor via the front-end must be factored, plus or minus, into the daily reconciliation. This includes items scanned into the wrong department or items abandoned by customers. Investigate the possibility of items manually keyed into the wrong department or sweet hearing.

c. Differences should be worked out between the specialty department manager and commissary management and corrected immediately. This ensures the contractor is given credit for their sales, helps to locate and correct any potential payment problems, and reduces manual corrections as much as possible. Payment will be based on a weekly rollup of the reconciliation records by the commissary. Claims due to products ringing in the wrong department may continue to be submitted by specialty department contractors for up to 6 years and 3 months IAW the Federal Acquisition Regulation (FAR), (Reference (f)).

14. SAFETY. Refer to DeCA Directive 30-17, “Safety and Occupational Health Program Standards,” (Reference (g)) and DeCA Manual 30-17.1, “Safety and Occupational Health Program Manual,” (Reference (h)), for complete guidance.

15. SECURITY. Refer to “Defense Commissary Agency Security Programs, DeCAD 30-18, “DeCA Security Programs,” (Reference (i)) for complete guidance. In contract operations, the contractor will comply with all applicable DeCA, DoD, military, and other regulatory guidance and instructions related to security and food defense.

16. SCALE TESTING AND CALIBRATION. All scales are covered by their respective manufacturer's maintenance contract. Scale calibration shall be checked three times per year according to the preventive maintenance contract. Test weights will be used to check scales monthly for accuracy. Test weight verifications will be documented monthly on a log sheet using the label generated from the test which shows the exact weight and date. The label will be affixed to the log sheet. The tare weight for packaging material will be adjusted before weighing product. If the specialty department manager or store director suspects the scale(s) to be inaccurate, a service call will be made to ensure proper calibration.

17. CONTRACTING OFFICER REPRESENTATIVE (COR) APPOINTMENT. In contractor managed operations, DoD has mandated that at least one primary COR, and one alternate COR, be appointed in each commissary specific to services contracts. This individual is responsible for the accomplishment of the surveillance of the deli/bakery, seafood market, and sushi operations. Store directors are required to submit the name of the employee(s) designated as CORs to the Contracting Officer, LEAR, through the Contracting Officer Representative Tool (CORT). The employee is required to accomplish on-line training on contract surveillance as

well as provide LEAR with a copy of the certification generated upon completion of the training. LEAR will then issue the appointment letter, in writing, to the individual. Store directors in contractor-managed operations should ensure they are in compliance with the aforementioned DoD mandate. As a note, the requirement for appointment of a COR is already in place and is part of the current contract. Store management will provide copies of all changes to the contract for inspecting the specialty areas to the appropriate department, the COR, and the contracting officer.

18. PROMOTIONAL CONTESTS. Neither DeCA employees; contractors and their employees; or family members of any of these may enter Industry-sponsored promotional contests in commissaries, nor are they permitted to accept promotional proceeds from any commissary promotional activity.

19. CONTRACTOR TRANSITIONS. If required by the PWS, upon notification of award to another contractor of a follow-on contract for specialty department operations, the current contractor must provide the new contractor access to the contracted operations, including all storage areas for the purpose of accessing equipment, product mix, furnishings, decor, etc.

a. In addition, the contractor must provide the contracting officer with a transition plan, no later than 15 calendar days from notification of the contract award. Such transition plan shall address at least the following items:

(1) A list of all equipment and furnishings owned by the incumbent and intended for removal from the premises after the last day of contract performance.

(2) A list of all equipment and furnishings owned by the incumbent and intended to be sold or otherwise transferred to the awardee prior to midnight on the last day of performance on this contract.

(3) A list of all equipment which requires repair or is not functioning.

(4) All temperature logs are the property of the Government and the incumbent shall ensure the temperature logs remain with the store upon transition to a new contractor.

(5) The terms and conditions offered to the new contractor on the inventory, equipment, and other items to be transferred at midnight on the last day of performance.

b. The contracting officer will coordinate a joint inventory of all Government-furnished property and supplies with the store director on the last day of performance by incumbent.

ENCLOSURE 3

CUSTOMER SERVICE

1. **CUSTOMER SERVICE.** The importance of courtesy and service to the customer must be continually stressed to all specialty department personnel. The attitude that specialty department personnel project when dealing with customers has a lasting effect on the customer's attitude toward DeCA, the commissary benefit, and commissary employees. Specialty department managers must be encouraged to talk to customers, get customer opinions via surveys, take special orders, and have store suggestion forms available for input on types of items to carry and other issues.

a. A trained employee will be on duty at all times when the store is open to include lunch and break periods, to provide counter service. The patron wait time from the time they select a number for service until the time they have received their order should be four minutes or less. This is predicated on the availability of equipment. If equipment is in use, the wait time for the equipment to become available should not be counted in the wait time. The best selection should be maintained in the display cases during operating hours.

b. Department personnel who are also authorized customers are not permitted to prepare, price, or wrap special orders which they are going to purchase for themselves or their families to purchase.

2. **UNIFORMS.** Specialty department personnel will wear uniforms while performing all duties.

a. Contract-managed specialty departments will provide uniforms for their employees. Additionally, the contractor shall ensure the employees present a clean, well-groomed appearance at all times. Contractor employees who come in contact with the patron will wear a professional identification tag with the company and employee name clearly displayed.

b. In the Europe Area, all required distinctive clothing, i.e., smocks, aprons, or insulated clothing, will be furnished at no expense to the employee. Managers will wear a two-line name tag containing their name and position title. Employees will wear a name tag containing their first name. If employees currently have a first and last name on their existing name tag, additional costs should not be incurred to procure a new name tag to meet the requirement. When the name tag warrants replacement, only the first name will be used.

3. **SPECIAL ORDERS.** Every effort will be made to satisfy customer requests for special processing of items during their shopping visit. Display a sign in the specialty department area that advertises acceptance of special orders and services. This notification should be located in a prominent position near the display cases. Orders for special products will be accepted and recorded on DeCAF 40-1, Commissary Patron Special Order Form, see Figure 2-1. When

feasible, the display case should not be depleted in order to fill orders for large quantities of specially ordered cuts. This practice will decrease the selection of merchandise readily available and result in a disservice to other customers.

4. PARTY TRAYS, SPECIAL OCCASION CAKES, ETC. Specialty departments should ensure party trays, special occasion cakes, etc., are available for orders at all times. Specialty departments may use promotional tools to promote this service.

5. REGISTERS IN OR NEAR THE SPECIALTY DEPARTMENTS.

a. DeCA remote cash registers may be placed and operated by contractor personnel in contractor-operated specialty departments within selected commissaries when specified in the contract and are subject to the same procedures as the customer service department. As a note, standalone cash registers (i.e., registers not part of DeCA's POS system) are not authorized for use by specialty department personnel. Specialty department contracts allowing contractor-operated cash registers must include the proposed hours of contractor-operated remote cash registers and stipulate the contractor shall comply with procedures in DeCAD 30-18, "DeCA Security Programs," Reference (i), DeCAD 40-6, "Customer Service Department," (Reference (j)); and POS procedures as provided on OneNet, Resource Center, Store Toolbox, CARTS. The COR assigned to monitor contractor performance is responsible for monitoring contractor compliance with established procedures for cashier functions that include: end of operating day procedures, handling of cash receipts, processing of signed checks, and control of coupons.

(1) If not included in the current contract, the contract must be modified before contractor operation of cash registers. Area directors must send requests for modification of the existing contract or agreement, in writing, to the contracting officer a minimum of 30 days prior to the desired implementation date. In addition, the store director will coordinate with the contractor for optimum placement of the cash register within the applicable specialty department.

(2) The store director must ensure all commissary funds issued to these operations are properly accounted for by monitoring contractor operations. Specialty department operators must comply with required standards for security and accountability as prescribed in their contractual agreement or contract and with DeCA standards for control of funds. The importance of this function must be stressed to register operators as it relates to the financial integrity of the department and the store as a whole, as well as the effect of this operation on customer service.

(3) Purchases at contractor-operated remote cash registers shall primarily be for items offered by the specialty department and a sign shall be posted saying, "(name of specialty department) Register," to inform customers. Patrons may pay for purchases of items outside these specialty departments; however, those items should supplement these specialty departments' purchases, and shall be limited in nature. Weighed items will not be sold in the department, except for fruit (e.g., banana, apple, etc.) that complement the specialty department

and are priced by the item (each). Store directors shall ensure signage regarding this policy is posted at the contractor-operated register.

(4) In addition, all funds collected and all receipts will be turned in to the cash office within 15 minutes of register closure. Cash offices will assist in the monitoring process by reconciling the till with the POS to ensure accuracy of the contractor-operated registers. The cash office will not inform the contractor of the amount that the contractor is responsible for until after the contractor has turned in the till and cash receipts for the day. Nonconformance is to be promptly reported to the contracting officer.

(5) In contractor operations, no shortages of funds are acceptable. The contractor will reimburse DeCA, through a deduction from the Sales Certification Invoice (SCI), for any shortages in register funds. Overages are treated IAW Reference (e).

b. Remote cash registers may be operated by DeCA employees in Europe Area specialty departments and are subject to the same procedures as the customer service department. Stand-alone cash registers (i.e., registers not part of DeCA's point-of-sale system) are not authorized for use.

6. REFUND/RETURN POLICY. The specialty department will be notified when items have been returned to the store for credit/refund. Knowing why items were returned helps improve the specialty department's service to patrons.

7. VOIDS. Voids at the remote cash register for specialty department products should be limited to as few as possible and reasons for the voids should be made available to specialty department management. Any specialty department items that have been voided off a customer's order must be returned to the specialty department as soon as possible so they can determine the effect of the voids on the accountability of government owned product or the payment of contractor-owned product.

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

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

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

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

**DeCA Form 40-1, Commissary Patron Special Order Form
 Figure 2-1**

ENCLOSURE 4

MERCHANDISING

1. **MERCHANDISING.** When products are processed, consideration should to be given to keeping the cases filled, as well as providing a variety of products with a wide selection of sizes and price ranges. This is commonly known as merchandising and, when performed properly, provides customers with the item selection they desire at the best possible price. Adequate display space outside of departments and throughout the store should be given to the specialty department whenever possible. Store management should ensure grocery displays do not block access or visibility towards the specialty department.

2. **OPEN WITH ALL AVAILABLE ITEMS.** This should be a standardized practice. This does not mean the case must be filled all the way to the top with enough products to last all day, but all items should be available for sale. The bakery business is more of a morning business than a late in the day business; it is normal to have reduced amounts of products for sale later in the day.

3. **AVAILABILITY OF PRODUCT DURING THE DAY.** Ensure customers have a full selection of merchandise available throughout the day.

a. Assign an employee to monitor displays throughout the day to ensure proper stock rotation and to keep displays neat and well stocked. Always keep the displays free of sloppy, leaking, or discolored packages. Remove unsalable packages from display. The employee will advise management of additional requirements if any items are selling more rapidly than anticipated. Cases will not be unloaded or covered until all customers have completed their shopping.

b. In the Europe Area, do not allow employees to get into the practice of preparing merchandise that exceeds projected daily demand such as hot foods or rotisserie chickens.

4. **EUROPE AREA ONLY CASE LAYOUT.** Display items in the specialty sections to encourage patrons to purchase items. Display sandwiches in the deli so that ample amounts of meat and cheese are visible to the customer. Display cases are merchandised as follows:

a. Group by type of items such as salads, loafs, cheese, meats, etc.

b. Identify commodity groups, where possible, within the department by channel indicators, dividers, or other similar methods such as salads, meats, and cheeses. Channel tags that display the name and price per pound of individual items may be used. Specialty department managers shall relate the “health” aspects of their department to their customers to better inform them and to promote sales.

c. In the self-service display case, place oldest cuts on top and toward the front of the case. This normally will provide for proper rotation of processed items.

5. DISPLAY SIGNS AND DECOR. The use of hand-printed signs is prohibited except for hand printing on chalkboards. Merchandising materials from manufacturers to enhance programs may be used.

a. In contract operations, professional signage may be used to encourage sales. The contractor will; however, obtain written approval from the store director to change the specialty department décor.

b. In Europe, make signs for displays with block lettering on a sign making machine, stencil, computer, POS, or use “chalk art” signs.

6. EUROPE AREA PROMOTIONS. The deli must have at least one cheese, one meat, and one other item on special at all times. The bakery must have at least two items on special at all times. Fresh seafood must have at least one item available at all times for a “Manager’s Special.” Items selected should create the most customer interest and sales, and tie in with storewide promotions. Deli/bakery/fresh seafood “Manager’s Specials” provide unlimited promotional opportunities. “Manager’s Specials” will depend on the inventory position in the department. These should be displayed with appropriate and informative signs giving the regular price, special price, and savings. Observe promotional activities in the entire store and identify when deli/bakery/fresh seafood promotions can be tied into these promotional activities.

7. PRODUCT DEMOS/SAMPLES. Specialty department managers may conduct in-store product demos and/or customer sampling of products available in the commissary. These types of in-store activities provide a service to patrons and encourage product sales. Frequent demos of specialty items are strongly encouraged. Specialty department managers should ensure they and their suppliers routinely provide an aggressive demo and sampling program. Specialty department personnel should be able to show customers different ways to prepare items and recommend various side dishes to accompany the main entree.

a. In-store cutting demos are authorized. Use of sampling stands is authorized.

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

c. Demos should be scheduled with store management to ensure adequate space is available to access and display the product and to avoid congestion within the store. Sampling criteria, such as days of the week, products to be sampled, hours per day, and inventory accountability are to be considered by the specialty department manager when planning a demo/sampling.

d. In contract operations, contractors will supply demo merchandise at their expense. The contractor will prepare DeCAF 70-10, Vendor Credit Memo (VCM), Figure 3-1, for the products used in the demo if government-owned product is required. Before or after the demo starts, the vendor will purchase and pay for all items used in the demo, including supplies, inclusive of surcharge, through the front-end POS. The receipt will be retained as proof of payment during the demonstration. If the contractor cannot make immediate payment for the product and supplies, a signed vendor Credit memo (VCM) will be prepared, approved, and held in the administrative office for vendor payment. The contractor will keep a copy of the VCM as proof of credit during the demo. VCMs must be paid within 10 days and will be processed at the register. At the completion of the actual sale transaction, to include surcharge, the VCM is marked "Paid in Full - DO NOT PROCESS."

e. In the Europe Area, demo/sampling is allowed, provided the accountable inventory is in the position to allow it. Additionally, vendors supporting demos, will prepare DeCAF 70-10, "Vendor Credit Memo," (VCM), Figure 3-1, for the products used in the demo if government-owned product is required. Before or after the demo starts, the vendor will purchase and pay for all items used in the demo, including supplies, inclusive of surcharge, through the front-end POS. The receipt will be retained as proof of payment during the demonstration. If the vendor cannot make immediate payment for the product and supplies, a signed VCM will be prepared, approved, and held in the administrative office for vendor payment. The vendor will keep a copy of the VCM as proof of credit during the demo. VCMs must be paid within 10 days and will be processed at the register. At the completion of the actual sale transaction, to include surcharge, the VCM is marked "Paid in Full - DO NOT PROCESS."

8. TRANSFERS TO DELI AND BAKERY CONTRACTORS. Deli/bakery contractors are often required to purchase case lot quantities when procuring subsistence from food wholesalers or retail outlets for utilization in their food production process. This often necessitates the purchase of quantities that exceed their requirements, resulting in spoilage and losses that are passed down to our patrons in the form of increased prices. The intent of this procedural change is not to supply all food subsistence needs to contractors, but to afford deli/bakery contractors access to better quality food by authorizing transfer from produce, meat, and grocery departments in amounts that may not otherwise be available.

a. The deli/bakery contractors may request transfer of specific commissary-owned food to incorporate into products they sell in order to enhance their display cases, to add to a product offered for sale, and to process for resale. In the case of produce, deli/bakery contractors are encouraged to request transfers for incorporation into product to ensure approved transportation and source requirements are met. Examples include tomatoes or lettuce for incorporation into a sandwich; pickles added as a side to a sandwich; or vegetables for sushi preparation. The deli/bakery contractor can make use of this privilege at their discretion.

b. All food subsistence transferred to the deli/bakery contractor from the commissary must be exclusively used to support deli/bakery operations, as specified in the contractual agreement with DeCA. The deli/bakery contractor may not offer the transferred items for resale to the

patron for other than the aforementioned conditions. For example, the deli/bakery contractor may not sell tomatoes or lettuce in their original condition. Additionally, deli/bakery contractors may not use the transfer process to replace their traditional suppliers for recurring food subsistence requirements. If the deli/bakery contractors violate the transfer procedures or use the transferred food subsistence for other than an approved use, action will be taken to immediately terminate the transfer privilege.

c. Savings incurred through the transfer of food from the commissary to the deli/bakery contractor shall be passed on to the patron.

d. Designated items pre-approved for transfer are:

(1) Avocados, carrots, cucumbers, lemons, cabbage, lettuce (all kinds), onions, greens (mustard, kale, etc.), tomatoes (all varieties), peppers (various colors), and grapes.

(2) Produce in limited quantities (usually less than one pound) for enhancement of display cases.

(3) The zone manager may approve item transfers of specific commissary-owned food items for incorporation into contractor-operated specialty departments on a case-by-case basis. Such items may include pickles or olives, that may be added as a garnish to sandwiches, or fresh, uncooked or frozen chickens that will be transformed into roasted full cooked ready-to-eat (RTE) chickens. Justifications for such transfers may include unexpected customer demand or a shorted order. Zone managers shall ensure the store forwards a copy of the transfer records (see Enclosure 4, paragraph 8. f.) to the HQ specialty program manager and contracting officer.

e. When using produce approved for transfer, start with products that are in excellent condition, not bruised, battered, overripe, or spoiled. Clean them thoroughly with potable water, using a vegetable brush to remove adhering dirt. Wash fruits and vegetables by using a minimum of 50ppm and not to exceed 100ppm chlorine solution, with a 30 second contact time or a method approved by the medical authority that achieves an equivalent level of food safety. The use of quaternary ammonia sanitizer is not authorized to sanitize product. Rinse thoroughly in potable running water. Preparation surfaces (tables/cutting boards) and knives must be cleaned and sanitized prior to use, as often as necessary during processing, and after use. Dispose of all products that were used for enhancement of display cases within 48 hours of processing or sooner contingent upon appearance.

f. The deli/bakery contractor must complete DeCAF 70-20, "Subsistence Request for Issue, Turn-In or Transfer," Apr 2006, Figure 3-2, as follows:

(1) One form will be submitted for each department that items are requested and issued from. The deli/bakery manager or designated representative must sign and date DeCAF 70-20 "Issue/Turn-In Quantity Is Requested By," in the field denoted as field.

(2) The “Request To,” “Date Items Required,” “Request From,” “Item Description,” “Unit of Issue,” “Quantity,” “Unit Price,” and “Total Cost” fields must be completed. The commissary shall use the retail price and not the cost price.

(3) The department manager or designee shall sign and date DeCAF 70-20 indicating that the product has been issued to the deli/bakery contractor in the “Issue Qty in Supply Action” field. The deli/bakery manager, or designee, shall validate all issues by signing and dating DeCAF 70-20 in the “Rec Qty in Supply Action” field.

(4) The issuing department will be responsible for control and overall monitoring of DeCAF 70-20. The original forms will be maintained in the issuing department or designated area approved by the store director. The determination as to whether one DeCAF 70-20 will be used per month with a cumulative monthly total processed or multiple DeCAF 70-20(s) (one for each issue) will be at the discretion of the store director. If the store director elects to process monthly DeCAF 70-20(s), the contractor and designated store employee shall initial and date each entry in the “Posted” field.

g. The issuing department(s) will roll up DeCAF 70-20(s) on the last working day of each month. DeCAF 70-10, Vendor Credit Memo (VCM), Mar 2007, Figure 3-1, must be prepared reflecting the dollar amount of food subsistence transferred during the respective month for the appropriate department. The store director may elect to process a VCM weekly or prior to inventory. The VCM is the accountable document. DeCAF 70-20 is for record keeping purposes to support the VCM. Procedures for completing the VCM are as follows:

(1) Assign the VCM serial number, month code, department, and total dollar amount from the DeCAF 70-20(s). Stores should use the DeCAF 70-20 closeout date for the VCM.

(2) Annotate “Deli/Bakery Transfer – Deduct from Payment” in the “Remarks” field.

h. The contractor or designee shall review the VCM for accuracy and sign the VCM on behalf of the contractor. A copy of the VCM and supporting DeCAF 70-20(s) will be provided to the contractor or designee upon completion. The deli/bakery contractor will be responsible for forwarding completed copies of the VCM and DeCAF 70-20(s) to their company’s accounting office as appropriate.

i. The completed VCM(s), along with DeCAF 70-20(s), shall be scanned and transmitted to the Resale Accounting Branch (RMCR) by store personnel. When the VCM deducts from payment, it will collect from the first payment to hit SAVES. This may not be from the commissary that processed the VCM. The vendor can check “My Invoice” to verify the store, payment, and VCM amount.

VENDOR CREDIT MEMO <i>(For use of this form, see DeCAD 70-6; OPR is RM.)</i>		a. COMPANY/SUPPLY BULLETIN NUMBER Nabisco		b. DOCUMENT NUMBER EA18F2001M6015		c. DATE 8-7-88		d. EFFECTIVE DATE 8-10-88		e. PAGE OF PAGES	
f. COMMISSARY AND DODAAC FORT CRATER COMMISSARY/HQCSKP			g. NAME OF ACCOUNTABLE OFFICER JOHN GORDON			h. DEPARTMENT GROCERY			i. RETURNED MOSE <input type="checkbox"/> DAMAGED/SALV. <input type="checkbox"/> PRICE REDUCTION <input type="checkbox"/>		
k. ITEM <i>(UPC 5-16 Digits)</i>	l. BRAND NAME <i>(NSN 13 Digits)</i>	m. UR	n. UNITS ON HAND		o. TOTAL UNITS	p. OLD PRICE	q. NEW PRICE	r. PRICE DIFFERENCE	s. TOTAL DOLLAR AMOUNT	SAMPLES	
			WAREHOUSE	STORE							
440000710	CRACKERS RITZ	PG		123	123	2.04	1.73	0.31	38.13		
u. MAKE CHECKS PAYABLE / L. MAIL CHECK TO: DFAS-CO		v. VENDOR'S REMIT ADDRESS PO BOX 7510 CHARLOTTE NC 23485			w. 1. CASH/CHECK ATTACHED <input type="checkbox"/> 2. VCMCC - STORE <input checked="" type="checkbox"/> 3. VCMCC - OSC <input type="checkbox"/>		x. GRAND TOTAL \$ 38.13		y. CONTROL NUMBER		
z. PRINTED NAME AND SIGNATURE OF COMPANY REPRESENTATIVE SAM JONES <i>Sam Jones</i>											
aa. REMARKS NOTICE: CREDIT MEMOS WHICH ARE NOT PAID WITHIN 30 DAYS OF EFFECTIVE DATE ARE SUBJECT TO INTEREST.											
ab. PRINTED NAME AND SIGNATURE OF COMMISSARY OFFICER OR STORE JOHN GORDON <i>[Signature]</i>						ac. SPECIAL PRICE CHANGED BY (Name, Signature, and Title) JIM SCANNER			ad. DATE 8/7/98		

DeCA Form 70-10, Sep 87
 The form was automatically produced by ERM Federal Forms, Inc.

Supersedes DeCAF 70-10, Sep 91

DeCA Form 70-10, Vendor Credit Memo (VCM)
 Figure 3-1

ENCLOSURE 5

FOOD SAFETY

1. **GENERAL.** A clean facility makes a good impression on customers as well as contributes to customer satisfaction and prevention of food-borne illnesses. Good sanitation practices also improve product quality and keep employee morale high. Cleanliness of merchandise shelving, display cases, floors, production equipment, and the backroom storage areas is important. The appropriate perishable department manager should establish and keep a regular schedule for cleaning these areas. Commissary management and specialty department managers must ensure the highest standards of sanitation exist at all times, and that they are kept scrupulously clean and IAW TB MED 530 “Tri-Service Food Code,” (Reference (k)) must be followed. As a note, all subsequent references to the aforementioned regulatory guidance will be referred to as Food Code. The Food Code, for food safety purposes, must be adhered to at all times. Guidance specific to the handling of produce transfers may be found in Enclosure 4, paragraph 8 e.

2. **HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP) PLANS.** Deli, bakery, sushi, and seafood managers should be familiar with HACCP plans, which contain concise guidelines and are located in the Food Code, Reference (k).

a. The specialty department is responsible for developing and maintaining the HACCP plans and checklists to identify the critical control point (CCPs) of the operation for hot foods and sushi programs as well as coordination with DeCA prior to implementation. The contracting officer will ensure a HACCP plan is provided and incorporated into the contract for the contractor-operated specialty departments for those stores with hot food and sushi operations. HACCP plans will be reviewed by the operator on an annual basis and submitted for approval at any time a process change is considered. The requirement for HACCP plans may be required for other ready-to-eat items and the contracting officer is the determining source. A new process will not be implemented without an approved HACCP plan accomplished with the area Consumer Safety Officer (CSO). HQ/MPHF will approve the HACCP plan in writing. In addition, the area CSO will arrange for onsite process verification by the installation military medical authority.

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

c. Once the critical control point of each operation has been identified in the HACCP plan, a written checklist should be made that monitors the effectiveness of the public health measures implemented at each CCP. Monitoring procedures for CCPs should invariably be simple rapid tasks that are measurable and not subjective. Visual observations tend to be subjective, temperature checks are not. Using this checklist, the operation will then be self-inspected by the deli/specialty department at specified non-peak times during daily operations. Check the

temperatures of hot foods as soon as they are finished cooking, then check the batch temperatures for hot foods holding every 2 hours (+ or – 30 minutes) to ensure they are at a minimum of 135 degrees Fahrenheit or above, whichever is greater. The written checklist should be retained for a minimum of three months.

d. Prevention of cross-contamination and adherence to the time and temperature protocols for potentially hazardous foods, as required by the Food Code, must be considered when developing the HACCP plan, as well as Food Code Parts covering destruction in Reference (k).

e. Some satellite stores or annexes (smaller stores) are supported by larger commissaries who supply them with deli/bakery/roisserie products. The main store will prepare the sandwiches, sushi, roisserie chickens, etc., and deliver them to their respective annex(es). Commissary management must ensure proper food safety and handling procedures outlined in the Food Code and DeCA directives/manuals for the specific products are strictly followed. Product transfers will be accomplished in government owned vehicles and products will be maintained under refrigeration, and written procedures will be developed and maintained detailing the process.

3. TRAINING REQUIREMENTS. The specialty department will ensure all clean up personnel have been thoroughly trained on actual cleaning procedures and follow these steps in the actual performance of the clean-up operation. Personnel working in specialty departments will be considered food handlers and will obtain a medical/training certification card, if required by the installation.

a. TB MED 530 of the Food Code, Reference (k) further requires supervisors of food operations to be knowledgeable concerning food-borne disease prevention, application of HACCP plan principles, and the requirements of the Food Code that pertain to the food operation. DeCA personnel will contact the area CSO for guidance on training requirements. In general, the scope of knowledge that is specifically required by this section of the Food Code will include the following items:

- (1) Relationship between food-borne disease prevention and employee hygiene;
- (2) Potential for transmission of food-borne disease by a food employee who has a disease or medical condition;
- (3) Mechanisms of disease transmission through foods and symptoms of those diseases;
- (4) Significance of time and temperature requirements for potentially hazardous foods;
- (5) Hazards involved with the consumption of raw or undercooked meat, poultry, eggs, and fish;

- (6) Required times and temperatures of potentially hazardous foods for cooking, refrigerated storage, hot holding, cooling, and reheating;
- (7) Management and control of cross contamination, hand contact with ready-to-eat foods, facility cleanliness, and hand washing requirements;
- (8) Relationship between food safety and proper equipment;
- (9) Procedures for cleaning and sanitizing utensils and food contact surfaces;
- (10) Methods for protecting water sources against contamination from backflow or cross-connections;
- (11) Ability to identify poisonous and toxic materials in the food facility and the procedures of safely storing, dispensing, using, and disposing of them;
- (12) Ability to recognize CCPs in the operation and to explain steps to control them; and,
- (13) Significance of the HACCP plan concept.

b. Completion of the Food Store Sanitation Course, or its equivalent, as stated in TB MED 530 of the Food Code, Reference (k), is a requirement for all specialty department supervisors. Equivalence of alternative training programs will be determined by the DeCA area CSO and area director. Examples of acceptable substitutes are the National Restaurant Association sanitation course and food service sanitation classes conducted by military public health units at many installations. Completion of the Food Store Sanitation Course, or its equivalent, is also required for all store directors. There may be a home study course entitled Food Store Sanitation that fulfills the training requirements of the Food Code for supervisors of food operations. All supervisors and/or persons in charge during normal operating hours must complete the Food Store Sanitation Course or an equivalent training course as determined by the installation medical authority. All training must be documented.

4. DeCA SELF-INSPECTION FOOD HAZARD CONTROL CHECKLIST. The specialty department(s) should be inspected in its entirety and all equipment at least once every calendar week (Sunday – Saturday) to ensure a high standard of sanitation is maintained. Sanitation practices in all stores will be IAW the current edition of the Food Code. The weekly self-inspection will be recorded on DeCAF 40-92, DeCA Self-Inspection Food Hazard Control Checklist, Figure 4-1. A separate form is to be completed for each specialty department inspected, with the name of the department shown on each form, and retained on file for one year. The current condition of the specialty departments should match the latest sanitation inspection. In addition, specialty departments will complete DeCA Form 40-302, Deli Sanitation Schedule, Figure 4-2, specific to the frequency for cleaning. In contractor-managed operations, the appointed primary or alternate COR will inspect each specialty department. In the Europe Area, the store director will specify in writing who will inspect each specialty department operation.

5. INSPECTIONS BY MEDICAL PERSONNEL. Medical food inspectors will perform periodic inspections of the store to evaluate the effectiveness of the food safety program and to offer advice on correcting discrepancies. The store director, or designated representative, will accompany the food inspector as well as review the report carefully, making sure what is signed is factual and not generalized. Specialty department managers must annotate the form to reflect the date each discrepancy was corrected. Findings resulting in an unsatisfactory rating will be verified by the store director/COR and expeditiously reported to the area director, contracting officer, and the supporting area consumer safety officer (CSO) no later than 24 hours following the inspection. It is preferable to make notification as soon as possible (while the inspector is on location) to allow appropriate technical review and obtain advice concerning corrective action. Prompt telephonic reporting could result in a resolution of any disputed findings. The store director will sign the inspection report, document corrective actions to ensure an appropriate level of response, and fax the report to the DeCA Food Safety Division (MPHF) area CSO. Areas may institute standards that are stricter than this guidance.

6. MEDICAL FOOD INSPECTION SAMPLES. Items used for medical food inspection sample(s) will be recorded on DD Form 1222, "Request for and Results of Tests," Figure 4-3. For government-owned product, the specialty department will forward the form to the office of the store director for processing. In the case of vendor-owned product, DD Form 1222, "Request for Veterinary Laboratory Testing" or DA Form 7539, "Food Sample Record," Figure 4-4, or a form designated by the Military Services will be completed and the amount of the samples will be debited (added) to the daily reconciliation, as well as processed through the office of the store director. Samples should be kept to the minimum amounts required to render accurate results. **Note:** Product cost and loss for veterinary samples will be absorbed by the store.

7. PRODUCT RECALLS. Product recalls are administered by the Defense Logistics Agency (DLA)/Troop Support and are available on their Web site at www.troopsupport.dla.mil/subs/fso/index.asp, Food Safety Office, ALFOODACT Messages, ALFOODACTs. Upon receipt, MPHF will forward all formal recalls, advisory notices, and queries received at DeCA HQ to the contracting POC, who will, in turn, query the specialty department contractors/DeCA area specialty department POC to determine the product status within DeCA. Manufacturers may initiate voluntary product recalls. Stores will follow manufacturer instructions for product disposition and ensure credit is received through a VCM, direct store delivery (DSD), or direct store delivery-single (DSD-S) credit.

a. MPH will produce a sign template with pertinent product information for distribution to the affected stores for use as a point of sale "Recall Signage" notice (Figure 4-5). Fields are available to customize store location and POC information.

b. Contingent upon the specialty department operation business model, the following will be accomplished:

(1) In contractor-managed operations, following MPH notification:

(a) Following MPH notification, if a specialty department has any of the recalled or subject products, the specialty department contractor will notify the contracting officer, program manager, and MPH that the recall has occurred and time/date product was removed. The COR needs to be involved in this process to ensure management is aware of the status of all food recalls. All notices should be responded to even if the response is negative.

(b) If notified by the manufacturer directly, contractors are required to notify the contracting officer, program manager, and MPH of any product in their assortment which is subject to recall. Contractors will provide all information required by DeCA to formulate DoD recalls and manage Government medical risk assessments, to include: product nomenclature, UPC, lot codes, quantity received/on hand, locations of DeCA facilities where the product was present (regardless of sales status, even when no product was offered to DeCA patrons prior to the recall).

(2) In the Europe Area:

(a) The store director will appoint, in writing, an individual to be responsible for monitoring items placed on medical hold. The store director will ensure an isolated area is designated for specialty department products placed on medical hold.

(b) When commissaries receive an ALFOODACT message, they should follow the recall procedures outlined on DLA's Web site, www.troopsupport.dla.mil/subs/fso/index.asp and DLA Regulation 4155.26, "DoD Hazardous Food & Nonprescription Drug Recall System," (Reference (1)). Information may also be found on OneNet, SharePoint, DeCA's Public Documents, and ALFOODACT. Those procedures should, at a minimum, include the following:

1 Ensure the ALFOODACT reaches the widest dissemination and determine, through inventory, if recalled product is on hand.

2 If product is on hand, follow the instructions outlined in the ALFOODACT. At a minimum, message recipients will be instructed to secure recalled items in a medical hold status pending further guidelines from the Defense Supply Center Philadelphia (DSCP). The ALFOODACT may contain additional instructions, depending on the nature of the recall.

3 Annotate on the ALFOODACT message the results, date, and signature of individual performing the check.

8. AUTHORIZED CLEANERS AND CHEMICAL SANITIZERS. All cleaners and chemical sanitizers must be listed in the "List of Proprietary Substances and Non-Food Compounds" published and administered by the National Sanitation Foundation (NSF) and approved for use in food establishments. The list of Proprietary Substances and Non-Food Compounds is only accessible at <http://www.nsf.org/usda/psnclistings.asp> and approved for use in food establishments. As shown on the NSF list, authorized cleaners must be A1 detergent and sanitizing chemicals must be D2 sanitizers. Employees/associates must wear the appropriate personal protective equipment, as noted on the cleaning agent's material safety data sheet. The

store director must ensure full support is provided in purchasing cleaning supplies IAW the DeCA supply catalog and DeCA directives.

9. CLEANING AND SANITIZING PROCEDURES. The specialty department must ensure effective cleanup procedures are an essential and integral part of the training program for cleanup personnel. Ensure hot water is available throughout the entire cleanup and sanitizing process.

a. Clean and sanitize the food contact surfaces of slicers, utensils, and cutting boards at midday, but no later than 4 hours after initial use. Sanitize after cleaning IAW the Food Code and at the end of each day's operation. Breaking down the slicer will be required to accomplish this requirement. This is critical when the equipment is used for processing potentially hazardous food. This is a minimum requirement as most specialty departments accomplish this several times per day. Sanitizing solution may be sprayed or swabbed onto the surfaces; however, ensure the solution used is on the approved list and is at the proper concentration. Appropriate test strips must be used to check proper concentration. Clean other equipment and floors after each day's operation. Remove product containers and utensils from patron self-service displays (such as salad/olive bars) on a daily basis and place product in clean and sanitized containers prior to start of the next business day.

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

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

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

(3) Using brooms, brushes, or other appropriate tools, collect all large pieces of meats, cheeses, scraps, etc., accumulated on the floors and from beneath tables and equipment. Place all scraps in trash cans. Lids must be kept closed on trash cans when not in use and trash must be removed as needed to prevent pest infestation.

(4) Pre-clean by spraying with approved multi-purpose cleaner.

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

(1) Prepare cleaning agents according to manufacturer's directions. Do not use more or less than required by label directions. Use only approved cleaning (A1) compounds according to the NSF Web site referenced above.

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

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

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

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

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

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

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

(c) Use valid measuring equipment and appropriate chemical test strips to check required concentration. Chemical test strips can be obtained from the expendable supply contract.

(2) Liberally apply or soak the correct dilution of sanitizer to all equipment, being certain that all food contact surfaces are thoroughly moistened.

(3) Allow sanitizer to remain on all pieces of equipment as directed by the label.

(4) Allow all equipment to air dry.

(5) Contact the area CSO if clarification of the cleaning and sanitizing process or a product's label directions are required.

10. FLOOR MATS AND COVERINGS. To aid in keeping floors clean and to provide comfort and enhance safety/ergonomics, slip resistant, tapered-edge anti-fatigue mats, of a design that can be removed and thoroughly cleaned of scraps and other matter, are the preferred choice. Anti-fatigue matting should be used at each workstation that requires prolonged standing

by the employee. In holding or storage rooms, heavy paper or corrugated cardboard obtained from rolls, may also be used on the floors provided they are removed when the floor is cleaned IAW requirements.

11. CLEANING REFRIGERATED AREAS AND DISPLAY CASES. Specialty department personnel will clean the working and refrigerated areas they work in to the extent covered in their contract. A cleaning schedule will be established for all refrigerated areas and display cases.

a. Clean and sanitize all refrigerated, walk-in, back-up/holding areas and refrigerators identified by the government as belonging to the specialty department at least weekly. A proper space and/or area must be designated to handle rotisserie operation materials such as washing cloths, hot gloves, and mittens. Other cleaning supplies such as brooms, mops etc., must be stored in designated areas identified by store management. Service cases are to be washed, rinsed, and sanitized weekly. Self-service display cases where the product is pre-packaged, must be washed, rinsed, and sanitized quarterly.

b. Wash and sanitize price markers at least weekly when the display cases are unloaded and cleaned. Price markers shall not be of the type that pierces the product.

c. All other cleaning will be done monthly or more often, if needed, to maintain a high level of sanitation. This includes the floor, walls, and air vents up to the height accessible by a 2-step stool. Ceiling and light fixtures are not included. Replacement of light bulbs is normally included in the store lighting contract.

d. Ensure all debris is removed to prevent the drains from clogging. Use an approved sanitizing agent to keep drains free of bacteria. Empty, unload, wash, and clean the deli display case on a regularly scheduled basis (schedule to be developed and posted) at least weekly.

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

13. CUTTING TABLES. Specialty department personnel will periodically inspect plastic cutting table surfaces for cracks, cuts, crevices, and overall structural integrity of the table itself. Replace as necessary to maintain sanitary standards. Turn tabletops over weekly to equalize wear. Do not keep product on the cutting table longer than necessary. Cutting tables will not be used for storing or thawing products. Clean and sanitize tables thoroughly with a stiff bristle brush and hot water, or an approved cleaner and sanitizer. Medical food inspection personnel may recommend additional measures to keep the surfaces in a sanitary condition. Wooden equipment such as knives or cutting boards are not authorized for use.

14. TOOL CLEANING. Specialty department personnel will clean knives, steels, slicers, mesh gloves, safety aprons, knife holders, and similar items daily. Wash tools individually in hot water and detergent, rinse, and sanitize with approved chemicals and allow tools to air dry. Approved test kits will be used to ensure the proper amount of sanitizer is being used. After cleaning, carefully inspect plastic hand tools for cracks or crevices. Replace plastic hand tools when cracks, crevices, and other signs of deterioration are noted.

15. SCALE CLEANING. Specialty department personnel will clean scales with disposable paper towels several times per day, or more often, if required. Place paper on the scale before weighing delicatessen meats to help keep the scale surface clean during use. Ensure proper tare weights are set to account for the paper on the scale.

16. SPECIAL CLEANING. Thoroughly clean and sanitize all equipment and food contact surfaces used to process raw meat products before reuse.

17. SPILL CLEAN-UP SYSTEM. Establish a system to immediately clean up all spills, broken bottles, etc...

18. PERSONAL HYGIENE.

a. Providing an image of professionalism, safety, and sanitation are of vital importance in a food service area where direct contact with patrons is an essential job requirement. Specialty department employees must meet all applicable requirements of installation medical authorities. Specialty department personnel must wear appropriate hair and beard restraints. Smocks, aprons, and safety equipment are duty requirements and will not be worn outside of the processing areas. Wash hands thoroughly with soap and water each time upon returning to the work area, regardless of the reason for leaving. This prevents the transmission of disease and gives customers a good impression of work habits. Use of plastic gloves does not relieve the employees from the required use of soap and water hand washing. Disposable plastic gloves must be worn and will be changed often or when gloved hands become contaminated IAW Food Code requirements, Reference (k).

b. Jewelry worn by specialty personnel should be kept to a minimum use. The only jewelry permitted to be worn on the hands and arms, while on duty by food handlers, is a "plain wedding band" per TB MED 530 of the Food Code, Reference (k). No other jewelry will be worn on the hands or arms. Jewelry on other parts of the body will not be worn if it adversely affects personal or food safety, or sanitation. Safety and sanitation are of vital importance in a food service area where direct contact with patrons is an essential job requirement. Examples of jewelry subject to these safety and sanitation standards, and/or PWS if contracted, include: nose rings, tongue studs, eyebrow rings, necklaces, and earrings/necklaces that are large and/or dangle away from below the ear/clothing where their wear could constitute a safety or sanitation hazard.

c. In the Europe Area, as well as in specialty departments where contracts allow contractor-operated cash registers, personnel must ensure the handling of food and money are kept separate. If plastic gloves are used to handle food, they must be removed to handle money and other non-food items. New gloves must be put on before starting work again. Gloves should be changed as often as one would wash their hands.

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

20. SEGREGATION OF RAW AND READY-TO-EAT (RTE) PRODUCTS. The segregation of raw and RTE products will be closely monitored. If stores have inadequate space to segregate RTE products from raw products, such as chickens for rotisserie, extra caution must be taken when handling cooked and RTE products in close proximity.

a. Specialty department management will have detailed procedures posted in the department for their employees explaining the product, safety handling, and preparation.

b. Most stores are only equipped with one three-compartment sink in the specialty department which is used for both RTE and raw chicken products; in some stores there is only a two-compartment sink. Ensure the specialty department manager/contractor have written procedures in place explaining the flow of using sinks for cooked and raw items including proper cleaning and sanitizing steps to minimize and prevent cross-contamination of RTE and cooked food products with raw products.

21. HAZARD COMMUNICATION AND CHEMICALS. Chemicals and soaps commonly used to clean and sanitize the department may be classified as hazardous chemicals (e.g., corrosive, eye irritant, etc.) by the “List of Proprietary Substances and Non-Food Compounds” which is published and administered by the NSF and is only accessible on-line at www.nsf.org/usda/psnclistsings.asp. If so, the elements of the Hazard Communication Safety Program must be implemented IAW DeCAD 30-17, “Safety and Occupational Health Program Manual,” Reference (g).

DeCA SELF INSPECTION FOOD HAZARD CONTROL CHECKLIST					
Deli (D), Bakery (B), Fish & Seafood (S)					
* For Food Service Operations (Commissary Cafe, Sushi, Ice Cream Bar, Butcher Shop, Pasta Bar, Italian Bistro, etc) all below elements apply (For use of this form, see DeCAF 40-3 & 40-5; CPR is DG)					
INSPECTED BY	DEPARTMENT			DATE	
	Y	N	REMARKS/ACTION	DATE CORRECTED	INIT.
RECEIVING					
D, B, S- 1. Properly labeled product IAW with federal and/or state requirements. Product originates from approved source per VETCOMCIR.40-1 and DeCA Contracting.					
D, B, S- 2. Product delivered in clean truck with refrigeration control maintaining chill at (28-32 seafood, 32-40 deli/bakery) degree Fahrenheit; frozen 0-10 degrees Fahrenheit.					
S- 3. Live Seafood such as shell stock, lobsters delivered and held at 35-45 degrees Fahrenheit.					
D, B, S- 4. Products received in excellent condition with sufficient shelf life remaining.					
STORAGE					
D, B, S-1. Stored products identified with name, date of receipt, date thawed/opened, and rotated properly first in first out—FIFO.					
D, B, S-2. Refrigerators/freezers maintaining chill (S=25-36, D, B=34-37 degrees Fahrenheit); frozen (-10-0 degrees Fahrenheit).					
D, B, S-3. Refrigerators/freezers checked and recorded three times daily (if manual); or if automatic alarm system, system checked weekly.					
D, B, S-4. Raw items stored separately and/or below ready to eat food.					
D, B, S-5. Frozen items being tempered held at 40 degrees Fahrenheit. Fully tempered items held at 34-37 degrees Fahrenheit.					
PROCESSING					
D, B, S-1. Separate raw* and ready-to-eat food processing sequences with proper cleaning/sanitizing between sequences. *Does not include salads treated with acetic acid (vinegar) to reduce pH below 4.6.					
D, S-2. Processed/assembled product returned to refrigeration before temperatures rises to 40 degrees Fahrenheit (not more than 30 min.).					
D, S-3. If cooking approved, product cooked to internal 165 degree Fahrenheit for customer order.					
D, B, S-4. All food contact surfaces properly cleaned and sanitized using approved and labeled cleaning and sanitizing compounds at proper concentrations.					
D,B, S-5. Personnel who are obviously sick or diseased will be restricted from food handling and cleared by a physician prior to resuming work as a food handler.					
D, B, S-6. Food handlers wearing disposable gloves when handling ready to eat foods. Utensils used to maximum extent possible.					
D, B, S-7. Hands washed and cleaned IAW good hygiene practices.					
D, B, S-8. Eating, drinking, use of tobacco products, chewing gum, wearing of jewelry (except for plain wedding band) prohibited.					
D, B, S-9. Personnel wearing hair restraints and clean outer clothing.					
D-10. All sandwiches manufactured with fresh ingredients using clean sanitized work surfaces. Protein salad fillings (Meat, seafood, eggs, etc.) acidified to pH 4.6 or below.					

DeCA Form 40-92, May 2006 Supersedes DeCAF 40-87, 40-88, 40-90, 40-91 Oct 1999 & 40-92, Apr 2005

DeCA Form 40-92, DeCA Self Inspection Food Hazard Control Checklist
 Figure 4-1

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

DeCA Form 40-92, May 2006

2

DeCA Form 40-92, DeCA Self Inspection Food Hazard Control Checklist,
 Figure 4-1 (Cont.)

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

DeCA Form 40-92, May 2006

DELI SANITATION SCHEDULE <small>(OPR is MPOS)</small>		DATE
STORE: <input style="width: 100px;" type="text"/>	FREQUENCY:	<input style="width: 100px;" type="text"/>
DEPARTMENT: DELI	A = As Needed	CC = Contract Clean
SECTION: <input style="width: 100px;" type="text"/>	D = Daily	NA = Not Applicable
SHIFT: <input style="width: 100px;" type="text"/>	W = Weekly	
	M = Monthly	
	Q = Quarterly	
Enter initials when completed		
FREQ: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	METHOD	
1. Clean Prep Room		
A. Sweep	Broom	<input type="checkbox"/>
B. Mop	Mop, scrubber	<input type="checkbox"/>
C. Remove trash	Empty trash cans	<input type="checkbox"/>
D. Spills	Mop, broom, dustpan	<input type="checkbox"/>
2. Clean Display Cases and Fixtures		
A. Wipe exterior	Wet rag/towel	<input type="checkbox"/>
B. Glass	Glass cleaner, towels	<input type="checkbox"/>
C. Spills	Wet rag/towel	<input type="checkbox"/>
D. Shelves & Case Interior	Unload, wet-wipe clean, remove base, clean & flush interior	<input type="checkbox"/>
3. Clean Walk-In Cooler		
A. Sweep Floor	Broom	<input type="checkbox"/>
B. Mop Floor	Mop, scrubber	<input type="checkbox"/>
C. Spills	Mop, broom, dustpan	<input type="checkbox"/>
D. Wipe Walls	Sponge mop, towels	<input type="checkbox"/>
4. Clean Equipment		
A. Clean Sink and Tables	Wet wipe and sanitize	<input type="checkbox"/>
B. Clean Knives and Utensils	Wet wash and sanitize	<input type="checkbox"/>
C. Clean Slicer (s)	Wet wipe and sanitize	<input type="checkbox"/>
D. Clean Scales	Wet wipe and sanitize	<input type="checkbox"/>
Department Manager's Signature		Date: <input style="width: 100px;" type="text"/>

DeCA Form 40-302, Mar 2013

DeCA Form 40-302, Deli Sanitation Schedule
 Figure 4-2

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

DD FORM 1222, FEB 62 (EF) REPLACES DD FORM 1222, 1 JUL 58, WHICH IS OBSOLETE
 This form was designed by FormSoft Group, Ltd. using FormFlow v3.1

DD Form 1222, Request for and Results of Test
 Figure 4-3

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

DA Form 7539, Request for Veterinary Laboratory Testing and Food Sample Record
Figure 4-4, (cont.)

To All DeCA Patrons

If you purchased:

Product Name

with a pack date between Apr 6 and Apr 20, 2007,
use by/sell by date between Apr 23 and May 7, 2007

Please be aware that this item is being recalled by the manufacturer.

Please return the _____ for a full store refund.

The reason for the recall is the possibility of contamination with _____

If you have any questions please contact the store director at
(XXX) XXX-XXXX.

Thank you,

DeCA Management

Recall Signage
Figure 4-5

ENCLOSURE 6

REFRIGERATION CONTROLS

1. **EQUIPMENT CHECKS.** Periodically, check refrigeration and freezer equipment for proper operation. Ensure scheduled preventative maintenance services are conducted IAW contract specifications and schedules. Refer to DeCAH 20-5, Refrigeration, Heating, Ventilating, and Air Conditioning Maintenance Contract Handbook, (Reference (m)) for detailed information.

2. **TEMPERATURE CHECKS.** The store director will develop written procedures for performing refrigeration system alarm checks and refrigeration system checks. The store director will also appoint, in writing, who to contact concerning potential refrigeration losses. The area director/zone manager will approve these instructions. The store will notify the specialty department immediately when an alarm goes off indicating failure of the cooling system where contractor-owned product is located. In contract operations, failure to notify the contractor may result in store liability for lost or spoiled contractor-owned product. Coordination will be accomplished with store management and MFI to ensure product wholesomeness should a refrigeration failure occur.

3. **DAILY TEMPERATURE MAINTENANCE.**

a. If automated recording thermometers or alarm systems are not installed, maintain a list of the equipment to be checked and the required temperature for each unit in a folder or binder in a convenient location outside the view of the patron. Defrost cycle information must be recorded for each unit and can be obtained from the refrigeration maintenance technician. Record temperature checks on DeCAF 40-9, Daily Temperature Maintenance Log, Figure 5-1, for all display cases, walk-in boxes, cold storage facilities, and spot coolers according to store specific written procedures (Enclosure 6, paragraph 2). Annotate temperature charts three times daily and at least two times on the days the store is closed. Retain DeCAF 40-9 for a period of one year.

b. Ensure temperatures are within the allowable variances when making the temperature checks. If temperatures are not within the allowable variance, ascertain the reason for the variance and take appropriate action.

c. Check temperatures any time there is an adverse weather condition or known power outage.

d. Ensure all management, CORs, and personnel making temperature checks know how to reset the compressors or whom to contact for assistance, when required. Provide the employee scheduled to make the temperature checks with the appropriate telephone numbers of

management personnel to contact when there is a problem or if for some reason the employee cannot make the required temperature checks.

4. SYSTEM ALARM CHECKS. In commissaries with automatic refrigeration alarms, test the alarm systems weekly IAW the manufacturer's guidelines. For other than 7-day stores, the check should be made in the evening prior to a non-operating day. When the alarm systems are not operational, follow the procedures in Enclosure 6, paragraph 3, above.

5. REFRIGERATED TRUCKS AND VANS. Ensure temperature surveillance is scheduled and conducted for all refrigerated deliveries. In the Europe Area, temperature surveillance should be recorded on DeCAF 40-9 for refrigerated trucks and sea vans.

6. RECEIVING/STORAGE AREA. A maximum refrigerated storage area temperature is below 40 degrees Fahrenheit. During the receiving process, items should be received as quickly as possible and moved from the receiving area into the refrigerated storage area.

7. WALK-IN STORAGE BOXES TEMPERATURES. Maintain storage temperatures in walk-in boxes as provided below. Always keep each item under proper temperature and store in a manner to aid rotation and inventory. Food inspectors will use requirements listed in the Food Code.

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

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

Chill Box: Fresh seafood, 26 to 35 degrees Fahrenheit

8. DISPLAY CASE STORAGE TEMPERATURES. The following storage temperatures are required to optimize the shelf life of the product. Food inspectors will use requirements listed in the Food Code.

Fresh Red Meat: 28 to 32 degrees Fahrenheit

Open Cured Meats: 34 to 37 degrees Fahrenheit

Processed Meats: Case temperature to be below 40 degrees Fahrenheit

Prepared Foods: Case temperature to be below 40 degrees Fahrenheit

Salads: Case temperature to be below 40 degrees Fahrenheit

Deli Items: Case temperature to be below 40 degrees Fahrenheit

Fresh Seafood: 28 to 35 degrees Fahrenheit

“Instruction Sample”

DAILY TEMPERATURE MAINTENANCE LOG													*Indicate Plus or Minus	Checkers will record actual time and temperature and initial in appropriate block.		
DEFROST CYCLE HOURS:													CASE IDENTIFICATION:			
TO	TO	TO	TO	ALARM SYSTEM?									<input type="checkbox"/> YES	<input type="checkbox"/> NO	(Check one)	
DEPARTMENT				PROPER TEMPERATURE RANGE						TO			PERIOD (Month/Year)			
TYPE OF EQUIPMENT: (Check Two)													<input type="checkbox"/> FREEZER	<input type="checkbox"/> DISPLAY CASE	<input type="checkbox"/> CHILL BOX	<input type="checkbox"/> STORAGE
DATE	TIME	TEMP ^A	INIT	TIME	TEMP ^A	INIT	TIME	TEMP ^A	INIT	TIME	TEMP ^A	INIT	COMMENTS			
1																
2																
3																
4																
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6																
7																
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DeCA Form 40-9, Jul 1991

Supersedes AF Form 638 and TSA Form 126-R

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

ENCLOSURE 7

DELICATESSENS (DELI)

1. **GENERAL.** Contracted deli/bakery operations will be operated IAW the contract terms. Discrepancies between the contract terms and relevant sections of this manual should be brought to the attention of the contracting officer. Delis in the Europe Area will fall under the same basic requirements. Even though most delis are operated by contractor management and staffing, delis are under the oversight of the meat department manager or designated DeCA manager. Contractor-owned product must be segregated from commissary product and secured. In addition, if operating supplies (excluding scale labels) are contractor-owned, the aforementioned supplies must be secured. If contractor-owned product, the contractor maintains ownership until it is purchased at the checkout by the customer.

a. POS department code 16 will be used to identify the sub-department. In the Europe Area, where the product is government-owned, a record of operations is required to track accountability.

b. Contingent upon the PWS, the savings on core items must be as per the contract and the non-core items must be the best price available, but in no case higher than retail. In stores operating under the PWS as updated in 2013, savings are based on category with a minimum savings of 13 percent. Markdowns for salvage are not authorized in contractor-managed operations.

2. **PRODUCT IDENTIFICATION AND CHECKOUT.** When displaying products in the deli display case, each product should be clearly identified by name and price. Do not use “stick pin” type price markers. Use markers that identify the product and price markers that affix to the deli shelf or sit on the product. Menu boards may be used to identify items and prices in addition to item pricing; however, the menu boards must be maintained to match with prices on each item. The product must be priced to ensure the total appears on the outer package of the item for the customer, unless the item is sold by PLU or UPC. Ensure price labels do not cover any required markings such as ingredients.

3. **EUROPE AREA PRODUCT MARKUP.** The store is allowed a markup of up to 7 percent, as necessary, to recoup the estimated deli shrinkage, spoilage, and pilferage.

4. **STOCK ASSORTMENT.** The specialty department manager will ensure the proper stock assortment of items is available at all times throughout the business day to meet customer demand. Consideration must be given to the opening and closing hours of the deli department. In contract operations, IAW the contract, the specialty department manager will provide a variety of luncheon meats, cheeses, salads, gelatins, puddings, ready- to-eat cold meats, sushi, and prepared foods to meet patron demand. The contractor will ensure that the market share leader

for random weight items is carried within each store. Such market share information will be documented in advance of the selection and be validated by the Specialty Department Program Manager.

a. There should be no competition with the same items in other commissary departments. Specific to the Exchanges, there are restrictions on competition with Exchange food courts by DeCA as provided in DoDI 1330.21, "Armed Services Exchange Regulations," (Reference (n)). Exchanges have the authority to operate name brand fast food outlets (restaurants, cafeterias, and snack bars). The rule has been, no consumption at the commissary, which is why chairs or tables are not provided. As long as the items (e.g., sandwiches) is prepared to be taken out and are not to be consumed within the store, ready-to-eat food items may be sold.

b. From time to time, items which are sold within the Deli may become represented by a national broker as a result of a negotiated agreement with the manufacturer. In such cases, DeCA must initiate action to use the broker designated by the manufacturer, to procure the items. The contractor will be required to discontinue selling any such items within their stock assortment within 30 days from the date of notification of the change in manufacturer exclusivity with the broker.

5. CUSTOMER PRODUCT DEMAND. Deli personnel must talk with customers, get customer opinions via surveys, and have suggestion forms available for input on types of items to carry and other issues. The selection of these products will be determined by customer demand and reviewed by store management. If a product fails to create a patron demand, delis should offer it only on a special order basis, if possible. Do not waste display space on items that have little or no customer demand. Do not slice or prepare all items early in the morning for the entire day's business. The amount of pre-slicing/pre-processing completed during the day should be limited by mutual agreement of the deli department and the store director. This will allow for local considerations, size of store, size of deli, and financial common sense. Increased use of brand name products will attract patrons. Our shoppers are very aware of what is available in the retail environment and expect the same service in the commissary. The use of commercial programs (e.g., sushi or nationally known name brand meats) is encouraged to be offered to our patrons to provide the same level of products and services that are available in the retail sector, if allowed by law or contract.

6. PRODUCT VARIETY. The store manager will ensure the deli provides customers with a variety of luncheon meats, cheeses, salads, gelatins, puddings, and ready-to-eat cold meats, prepared foods, and sushi products to meet patron demand. The deli should have low salt/low fat sections as well as other healthy sections. Prepackaged complete chilled dinners ("Dinners to Go") should be offered where there is demand. The specialty department may also offer items that are available in commercial retail supermarkets such as pretzels, pizza by the slice, rotisserie chicken, etc., and are "to go" in nature, if there is a customer demand, allowed by contract, and does not conflict with other base activities.

a. Product selection, with the exception of the contract core line items, is to be determined by the contractor, in contractor-owned and managed operations. Should the item being sold by the contractor be added to the product mix sold by DeCA, the contractor has 30-days from notification of the addition to remove the product from its inventory. Product selection should not be in competition with other commissary departments. Approval is required from MPS for new types of items being introduced.

b. To determine if the stock assortment is meeting patrons' demands and providing at least a minimum number of items, look at the case. Depending on the time of day, more or less product is required. An audit of front-end scanning files can also help in determining customer demand. Other methods of determining minimum stockage requirements are to look at customer comment cards or simply ask the customer.

7. REDUCED PRICE PRODUCTS. Merchandise will not be reduced and sold if not in an acceptable condition and within assigned shelf life. Product can be displayed at end-of-traffic flows in small and limited displays. The appearance that product is not of good quality or is outdated must be avoided at all costs. Reducing price, other than specials, does not project the quality image we are seeking for the specialty departments.

a. Items may be rewrapped if all food safety and package requirements are met after rewrapping and original sell-by date is not extended. Regardless of the calculated sell-by date, all items that have lost eye appeal, bloom, vacuum, or for other reasons are unsuitable for sales, must be pulled from the display case. Although some markdowns are acceptable, there should not be a regular trend of offering marked down products. If there are items that are distressed, a sign stating the price and item may be posted, but the item(s) should not be on a prominent display. Appearance of swollen or slacked vacuum packed products is an indication that product freshness is compromised. Ensure vacuum packed products are checked throughout the day.

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

8. CODE DATING. Products will be marked with their sell-by date and products will not be sold beyond their shelf life. Products received fresh, frozen, or thaw and sell, and displayed in display cases must have the manufacturer's recommended sell-by date, or adhere to DeCA standards. There may need to be a special shelf life for some items; these will have to be decided item by item.

a. The thaw-and-sell product must be annotated with sell-by date on each package after thawing. Outdated products will not be sold. Manufacturers' sell-by dates will be used to

determine shelf life of prepared products. In lieu of manufacturers' sell-by dates, DeCA standards will be used.

b. The primary shelf life schedule will be that provided by the manufacturer. In the absence of a written statement of suggested shelf life by the manufacturer, the referenced shelf life in this manual will be required. Labeling will reflect the date opened and the sell-by date. At no time will the shelf life, manufacturer's suggested shelf life, or DeCA's shelf life extend the shelf life on a product beyond that listed in the Food Code.

c. When merchandise is transferred from the refrigerated cooler to the display case, date of receipt is not required.

9. EXPIRED PRODUCTS. Expired products from the display case, or back room, will not be reworked or added to other products and will be placed in a designated area for salvage/expired items. Expired product must be immediately removed from cases for sale. VCMs will be completed for all Government owned deli products, if required.

10. DELI MEATS AND CHEESES.

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

b. The 7-day limitation does not apply to dry, semi-dry sausage (like Hard Salami, Genoa Salami, Italian Dry Salami, Summer Sausage, or Prosciutto), or to aged, hard cheese (like cheddar or smoked cheeses). See Enclosure 7, paragraph 11 for more details on cheese. For these low moisture products, the manufacturers' sell-by date remains valid after the product has been cut or opened. Product condition, not date of cutting or opening, should be the primary factor for determining disposition of these products. Frozen product is good for the same timeframes after thawing (clock starts after thawed).

c. The sell-by date is required for items like sticks of bologna, domestic luncheon meat loaves, roast beef, corned beef, and similar products. The date the item was cut is required if only half a stick is being worked at a time. The sell-by date is required for both sections of the

sticks of bologna, and should be dated with the date of opening and used within the established time frame of 7-days, or the manufacturers' recommended sell-by date.

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

11. CHEESE. There is a 7-day shelf life, or manufacturer sell-by date on all cheese that is sliced or chunked, with the exception of aged, hard cheeses like Cheddar or smoked cheeses. For those low moisture products, the manufacturers' sell-by date remains valid after the product has been cut or opened. Product condition, not the date of cutting or opening, should be the primary factor for determining disposition of these products. Restrictions on the non-refrigerated display of cheese at store level are determined by the properties of the cheese itself and the manufacturers' recommendations. There are four general groups of cheese when it comes to determining refrigeration requirements:

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

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

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

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

12. FRESH SANDWICHES. Fresh sandwiches may be prepared and sold in the delicatessen under the following guidelines:

a. All sandwiches shall be prepared in the deli area using fresh ingredients. All fruit and vegetable items will be washed, cleaned, and sanitized with clean, potable water containing not less than 50 parts per million and not more than 100 parts per million chlorine solution, with a

30-second contact time, or a method approved by the medical authority that achieves an equivalent level of food safety.

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

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

d. Sandwiches may contain ingredients such as onions, lettuce, and tomato. Care must be given to ensure produce type ingredients do not make the sandwiches soggy. Meat, chicken, tuna fish, and other similar high protein salad fillings may be used for sandwich preparation only when commercially prepared and approved, either in fully prepared or kit form. Product must be used on the same day it is cut. The shelf life for vegetables used in the preparation of salad is 48 hours.

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

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

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

13. HOT FOODS. Hot foods are not authorized to be sold without prior evaluation and approval from SOS, the area CSO, the program manager, MPS, and the contracting officer. Examples of hot foods are hot sandwiches, chicken, entrees, side dishes, and hot pizza by the slice. All hot food items are to be rung in department number 32. Hot food operations present a considerably greater risk of causing food-borne disease. Safety and sanitation precautions must be taken when handling raw meats and poultry to ensure other ready-to-eat products sold within the department are not contaminated. There is no established shelf life for hot foods, as long as they are kept above 135 degrees Fahrenheit; however, manufacturer's suggested shelf life should be followed, if available. Additional information can be found in the Food Code or by contacting the area CSO for hot food guidance and approval of the HACCP plan.

14. SALADS AND PUDDINGS. Salads and puddings will be processed as follows:

a. Use only commercially prepared salads from approved sources. All salads and puddings, etc., must be used within the manufacturers' suggested shelf life, if available, or within 7-days

after opening the master container. The manufacturers' sell-by date is never to be extended. Under no circumstances will these products be sold later than the manufacturers' "sell-by date." Mark the date of opening on each bulk container when opened. Containers used for packaging salads will be new, single-use, and moisture and leak resistant. All packaged salads will be marked with the sell-by date and sold within 3-days of repacking, or as directed by the manufacturers' suggested sell-by date. All packaged salads unsold after 3-days will be discarded. If, at the end of the day, salads are removed from the case and repackaged into smaller packages, the shelf life is still the day the product was put into the case plus 2-days, or the master container sell-by date, whichever is shortest. Repackaging will not be used to extend the original sell by date of the master container. Packaged salads will not be returned to the master container and will not be mixed with salads that are in the display case. Salads that are displayed in the deli display case in any open container will not be added to the master container. The container will be cleaned and sanitized at the end of each sales day. The container will be marked with the date the product is removed from the master container and include a sell-by date.

b. Only approved, commercially processed, manufactured salads (high protein or not) with pH levels below 4.6, as designated by the manufacturer or tested by the installation medical authority, will be packaged. Salads will not be produced in-house from reprocessed materials (such as rotisserie chickens). Individual salads such as tuna/chicken salad may be produced to order from individual canned meat product upon request of patrons (Europe Area, upon approval of Area Management and concurrence of the area CSO).

c. Dispose of bulk salads in the display case any time the commissary will be closed for 2 consecutive days. Never put salads from the display case back into the master containers.

d. During the week, handle leftovers as follows:

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

(2) Do not use aluminum foil, as it will chemically react with some foods. The next morning, place fresh salad in a clean, sanitized pan. Product should not be comingled with leftover salad. In-use containers must be cleaned and sanitized every 24 hours.

15. FRESH PIZZA. Fresh pizza may be prepared and sold if certain guidelines are followed. Pizza prepared in advance of sale must be labeled with the sell-by date and sold within the day of production, plus one day, or by the manufacturer's suggested sell-by date. Canned ingredients used in pizza must be stored in clean plastic or stainless steel containers, labeled with date of opening, and used within 5- days or manufacturer's sell-by date. All meat items used in preparation of pizza must be in ready-to-eat form. Pizza must be kept refrigerated below 40 degrees Fahrenheit until the time of sale, unless sold hot by the slice in which it must be maintained at a minimum of 135 degrees Fahrenheit, unless the HACCP plan requires a higher

temperature e.g. 140 degrees Fahrenheit. Pizza, by the slice, will use manufacturer suggested sell by dates or one day if suggested dates are not furnished.

16. SUSHI TO GO. The deli will be allowed to sell sushi in selected locations as approved by the contractor, area director, contracting officer, program manager, and SOS. All transfer locations must be approved by the area director, contracting officer, program manager, and MPH. Transfer operations will have their procedures documented and attached to the approved HACCP plan and comply with installation Food Defense policy. The sushi franchise owner may require written approval of the process. Fresh sushi should be rung in department number 34 in the front-end system.

a. The shelf life on sushi will be the day of production, plus one day. The product will be labeled with the sell-by date and must be kept chilled. The intent, however, is to prepare the product and sell it that same day. By allowing the day of production plus one day, we allow for product carried over from the previous selling day; however, product essentially has a 24-hour shelf life from time of production. All previous day's product will be pulled from the case as soon as the Sushi Chef arrives in the store.

b. The ingredients used in the processing of sushi are often packaged and frozen in bulk containers comprised of smaller packages. The smaller packages are thawed on a daily or "as needed" basis for incorporation into sushi products offered for sale to commissary patrons. Sushi operations will be required to annotate the thaw date on all ingredient packages used in the preparation of sushi. This requirement has been added to contractor standard operating procedures and HACCP plans contingent upon the tool for sushi operations.

ENCLOSURE 8

BAKERIES

1. **GENERAL.** Bakeries are authorized to be established within the grocery department, on a self-supporting basis, to enhance patron service. Contractor-owned and operated bakeries will be operated IAW existing contract terms and adhere to the relevant sections of this manual. Government-owned and operated bakeries must adhere to the same basic requirements. While most bakery departments are operated by contractors, the grocery department manager or designated DeCA manager is responsible for the overall operation of the bakery department. The bakery is operated as a grocery department sub-account whether operating as a contractor-owned product department or government owned department. Types of bakeries used by DeCA are DSD, thaw-and-sell, and bake-off bakery items. As much as possible, the development of a “signature” item for the store is encouraged. These “signature” items will help make the store unique and will draw in shoppers. A complete line of frozen, ready-to-bake, and thaw-and-sell products must be delivered on a frequent basis, based on patron demand. Fresh bakery items should be produced and available throughout the main part of the business day and not just in the morning. This is called “cycle baking” thus giving the store the ability to provide products as fresh as possible throughout most of the day, depending on how the store is equipped. There must be sufficient sales volume to support the venture. The bakery business is more of a morning business than a late in-the-day business. It is normal to have reduced amounts of products for sale later in the day.

a. Contractor-owned product must be segregated from grocery merchandise and secured. In addition, if operating supplies are contractor-owned, the aforementioned supplies must be secured. If contractor-owned product, the contractor maintains ownership until it is purchased at the checkout by the customer.

b. Contingent upon the PWS, the savings on core items must be as per the contract and the non-core items must be the best price available, but in no case higher than retail. In stores operating under the PWS as updated in 2013, savings are based on category with a minimum savings of 13 percent. Markdowns for salvage are not authorized in contractor-managed operations.

2. **STOCK SELECTION.** The bakery department manager will ensure the proper stock assortment of items is available at all times throughout the business day to meet customer demand. Consideration must be given to the opening and closing hours of the bakery department. Bakery items should be ready for early-bird shoppers. The bakery department may also offer items that are available in commercial retail supermarkets such as hot cookies.

a. In contract operations, IAW the contract, the specialty department manager will provide a variety of bakery items to meet patron demand. The contractor will ensure that the market share leader for random weight items is carried within each store. Such market share information will be documented in advance of the selection and be validated by the specialty department program

manager. There should be no competition with the same items in other commissary departments and there should be no competition with the exchanges.

b. While there is no required list of “core” items, except in formal contracts, the following is the minimum selection of items suggested to be displayed and available for sale in the display cases. The Europe Area will set their own minimums.

BAKERY ITEM	K1	K2	K3	K4	K5
PIES, CAKES, PASTRIES	12	18	24	30	36
DOUGHNUTS, BAGELS, MUFFINS	6	8	10	12	15
BREADS, ROLLS (if there is an oven)	10	12	15	18	21
MISCELLANEOUS	6	8	12	15	18

3. PRODUCT IDENTIFICATION. Commissaries normally carry DSD/ DSD-S bakery items, e.g., bread, rolls, buns, in the grocery department. These items are not part of the bakery specialty department and will be scanned in a separate bakery department at the checkout. These items should be displayed away from the bakery department to minimize competition with the specialty department-operated bakery. Store management must ensure checkers are thoroughly versed in the difference between specialty departments, bakery products, and grocery bakery products. Where required, ensure all specialty department bakery and grocery bakery items are properly marked to assist checkers in crediting items to the right department. The commissary and the bakery department need to be able to expect that all merchandise will be recorded accurately at the time of sale. Bakery items should be rung in department 14 in the front-end system.

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

5. BAKERY SHELF LIFE. Baked goods produced or defrosted in the commissary bakeries must be sold quickly. Develop a reliable method to identify production/defrost dates and record

sell-by dates on products produced or removed from the freezer. Baked goods must not be kept longer than the sell-by date. The appropriate manufacturer's suggested shelf life shall be used whenever available. In the absence of this information, the appropriate shelf life set forth in the table below shall be applicable and annotated on the product. Documentation pertaining to a manufacturer's shelf life recommendations shall be maintained at each location. Copies of the documentation shall be provided to the local MFI upon request.

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

<u>ITEM DESCRIPTION</u>	<u>DISPLAY CASE</u>	<u>PRE-PACKAGED*</u>
Breakfast Danish – Apple Pockets (Glazed), Cherry Pockets (Glazed), Almond (Glazed), Pecan Cheese (Glazed), Cherry Cheese (Glazed), Pecan Honey (Glazed), Blueberry Pockets (Glazed)	Day of Preparation PLUS ONE	Day of Preparation PLUS ONE
Donuts – Glazed, Jelly, Sugar, Iced, Long John, Cream Filled, Apple Fritters, Crullers	Day of Preparation PLUS ONE	Day of Preparation PLUS ONE
Bread – White (Loaf), Raisin (Loaf), Sour Dough (Round), French (Long), Italian, Rye, (Dark and Light, Sliced)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Rolls – Hamburger, Hot Dog, Kaiser, Parkerhouse, Dinner, Hard, Rye, Croissant (Assorted)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Specialties – Cream Puffs, Éclairs, Apple Strudel, Cherry Strudel, Apple Turnovers, Cherry Turnovers, Blueberry Muffins, Corn Muffins, Bran Muffins	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Pies – Apple, Dutch, Lemon, Cherry, Peach, Pumpkin, Pecan, Blackberry, Blueberry, Boysenberry, Cream (Refrigerated)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Cake** – Chocolate, Plain, Apple Spice, Devil's Food, Pound, Carrot, White, Spice, Angel Food, German Chocolate (All may be iced/decorated)	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO
Bagels – Plain, Raisin, Onion, Blueberry, Egg	Day of Preparation PLUS ONE	Day of Preparation PLUS TWO

Cookies – Chocolate Chip, Brownies, Sugar, Macaroons, Oatmeal, Spice, Peanut Butter	Day of Preparation PLUS TWO	Day of Preparation PLUS FOUR
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****“Pre-Packaged”** means products baked and packaged in containers (or bags) in the commissary (as long as product is fully enclosed). Items pre-packaged by a manufacturer shall have a declared shelf life set by the manufacturer.

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

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

6. CAKE DECORATING. The decorating of cakes is encouraged.

a. It is imperative that the contractor only use edible ink in the ink cartridges, writing pens, and any other device where ink is used in the decorating process coming in contact with food. This is applicable in DeCA Europe as well. Additionally, the edible ink must meet the requirements of the TB MED 530 Food Code, Reference (k) and be manufactured IAW Title 21 Code of Federal Regulations Part(s) 70-82, (Reference (o)). The use of any ink other than edible ink for cake decorating may expose our patrons to potential health hazards.

b. The expenses of the decorating are divided based on if the item is edible or not. If the item, i.e., cartridges, is edible, the contractor is responsible for the purchase of the item. If the item is not edible, i.e., computer itself, the government shall purchase the item. In addition, plastic decorations (cake kits) are a specialty department expense. Manufacturer’s recommended shelf life will be used. Once the containers are opened, the date of opening and use by date will be annotated on the containers.

7. LABELS. Bakery product should have a label that identifies the ingredients, the production date and the sell-by date. Items baked off and displayed in the case should have a label on the tray or container in which they are displaced.

ENCLOSURE 9

SEAFOOD

1. **GENERAL.** Contractor-owned and operated fresh seafood market will be operated IAW existing contract terms and will adhere to the relevant sections of this directive. Seafood markets using government-owned product and government labor will fall under the same basic requirements. While most seafood departments are operated by contractors, the meat department manager or designated DeCA manager is responsible for the overall operation of the seafood operation.

a. The in-store seafood markets or tray pack operation is operated as a meat department sub-account. In stores where the product is government-owned, a record of operations is required by the store director to track accountability.

b. The savings on core items must be as per the contract and the non-core items must be the best price available, but in no case higher than retail. Markdowns for salvage are not authorized under the consolidated operation.

c. Easy access and visibility of the seafood market must be a high priority of store management.

2. **COUNTRY OF ORIGIN LABELS.** The United States Department of Agriculture (USDA) instituted the Country of Origin Labeling (COOL) regulation on April 4, 2005. The statute requires all retailers to provide origin information on all items if they are covered and licensed by the USDA IAW the Perishable Agricultural Commodities Act (PACA). While DeCA is not required to be licensed by the USDA, all commissaries are required to comply with all COOL requirements except for the traceability provisions. COOL is required for all wild and farm-raised fish and shellfish. Any wild and farm-raised fish and shellfish item that does not have the information on its packaging will need accurate COOL information which can be provided by the supplier via the product itself, master shipping container, or the receiving document. Prepackaged items usually contain the country of origin and do not require signs. The Secretary of Agriculture may conduct an audit to verify compliance to ensure records are maintained in the normal course of business, and show proof that suppliers are providing the Agency credible information on which to base origin and method of production. All questions relating to compliance of USDA regulatory requirements should be addressed to MPH.

3. **STOCK ASSORTMENT.** The seafood manager will ensure the proper stock assortment of items is available at all times throughout the business day to meet customer demand. In government-owned and operated seafood markets, this is the responsibility of the meat department manager. Consideration must be given to the opening and closing hours of the seafood department. The contracting officer, program manager, area director, store director, and specialty department manager will determine the initial selection of stock; however, final selection is up to the contractor and selection should not conflict with other departments in the

store. While there is no required list of “core” items, except in contracts, the following is the minimum selection of items suggested to be displayed and available for sale in the cases. Areas with OCONUS stores will set their own minimums.

FRESH SEAFOOD ITEM	K1	K2	K3	K4	K5
TRAY PACK VARIETIES	4	6	8	10	12
FRESH SEAFOOD MARKET	N/A	N/A	12	18	22

4. APPROVED SOURCES. All seafood will be procured only from approved sources. Approved sources are those approved by the U.S. Army Public Health Command (USAPHC) and posted on the USAPHC Web site: <http://phc.amedd.army.mil/topics/foodwater/Pages/default.aspx>. Instructions on how to become an approved source are found on the Web site.

5. REQUIREMENTS. The following requirements apply to fresh seafood:

a. Contractor-owned and operated fresh seafood departments/tray pack will be operated IAW existing contract terms and adhere to the relevant sections of this guidance. DeCA operated seafood departments/tray pack will use this same guidance. There are also some departments using government-owned products, which will fall under the same basic requirements.

b. Department number 42 in the front-end system will be for fresh government-owned seafood or contractor-owned seafood products in full service markets. Department number 43 in the front-end system will be for fresh government-owned or contractor-owned seafood products in tray pack operations.

c. Fresh seafood delivered either as case ready or for contract-operated fish markets, will be in excellent condition, practically free of parasites, and showing no evidence of mishandling. Products delivered as fresh and intended to be sold as fresh will not have been previously frozen and thawed. In store fresh seafood departments, where the product is government-owned, the store is authorized to mark up the products as much as 10 percent to avoid loss to the government. In stores that have fresh tray pack seafood, up to 7 percent markups are allowed to avoid loss to the government.

d. Fresh seafood purchased as case ready must be packaged in consumer sized packages with oxygen permeable wrapping (if to be sold chilled), dated with the production and sell-by dates, and labeled IAW Enclosure 9, paragraph d. (1) through (5). All sell-by dates should be open, i.e., day, month, and year such as 3 July 2002. Bulk packed fresh seafood, intended for resale in a contractor-operated fresh fish market, will be similarly case-marked with date of receipt and the sell-by date. Vacuum packed, fresh fish are not authorized, except as individually approved by the area CSO, and it must have a U.S. Department of Commerce seal.

(1) Fish will be labeled with the acceptable market or common name, as provided in the “Guidance for Industry: The Seafood List - FDA's Guide to Acceptable Market Names for Seafood Sold in Interstate Commerce,” U.S. Department of Health and Human Services, Food and Drug Administration, Center for Food Safety and Applied Nutrition, latest editions (Reference (p)). Country of Origin labels will be displayed on each line item with the display case as required by the FDA. Regardless of the shelf life requirements list, condition (if deteriorated) will be the determining factor when product can or should be sold.

(2) All seafood shipments, Mollusca shellfish, live shellfish (shell stock) and shucked shellfish must have affixed to the label, the Interstate Shellfish Shippers Number, which indicates the source of the products, IAW the Food Code. Mollusca shell fish will not be comingled or stored in water or under running water. Shellfish life support tanks are not authorized.

(3) Shrimp will be labeled with the common name of the product and counts per pound. Shrimp, which have been treated with additives to enhance their keeping quality, must be labeled with those ingredients. Bulk shrimp delivered for contractor-operated fish markets must have the following information: Name and address of processor or distributor, common name, count, net weight, and ingredients.

(4) Live lobsters should be seasoned/purged and maintained in a holding tank for a minimum of 24-hours so that purging is completed prior to delivery. Additionally, lobsters should be manually purged upon receipt. Tails will not be removed and sold from sluggish or dead lobsters; these products must be disposed of at the end of each business day.

(5) Other fresh seafood will be labeled with sufficient information for customers to determine species, market form, and ingredients.

(6) Signs stating “Previously Frozen” or “Thawed for Your Convenience” will be displayed on all products that were previously frozen and thawed for sale. Product that is going to be thawed must follow the procedures of the U.S. Food Code.

e. Delivery Vehicle Temperature:

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

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

(1) Bulk packed fish for resale in a specialty department operated fish market, must be received in excellent condition, may be delivered within 2-5 days after last processing at the point of distribution (depending on species), and may be sold up to their guaranteed shelf life not to exceed 5-7 days (depending on species) after packaging. Product will not be frozen to extend shelf life.

(2) Farm raised fish, harvested and individually packaged and labeled with a guaranteed shelf life of 12 or more days, may be delivered up to 2-days after packaging at point of distribution. Sale is permitted for the length of the guaranteed shelf life.

(3) Fish processed and packaged must be received within 2-days of last packaging and may be sold up to their guaranteed shelf life, not to exceed 7-days from packaging.

(4) Other prepackaged fish products must be received within 2-days of processing, if fresh, and may be sold up to their guaranteed shelf life not to exceed 5-days after packaging, or the manufacturer's recommended sell-by date.

g. Fresh live shellfish must be in excellent condition at time of receipt with no evidence of freezing, thawing, or bad handling. Shellfish will show no evidence of product mishandling and/or temperature abuse. Live product may be displayed up to 8-days from the date of delivery, providing the product is in good condition and has been maintained at a proper temperature of 29 to 35 degrees Fahrenheit. Product that exhibits evidence of stress will be removed from display and not sold. Product must be removed at the end of each business day from the commissary. Shell stock tags will be maintained for 90-days.

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

i. Frozen oysters must be delivered within 90-days of shucking/freezing unless an exception is approved by DeCA Contracting.

j. Frozen shrimp must be delivered within 90-days of packaging/freezing unless an exception is approved by DeCA Contracting.

k. Frozen fish must be delivered within 90-days, unless it is an annual pack item. Annual pack items may be delivered up to one year after packaging as long as the product shows no signs of deterioration.

l. Frozen fish may be slacked out, displayed at 26 to 35 degrees Fahrenheit, and sold within 5-days, or disposed of. Product that is going to be thawed must follow the procedures of the U.S. Food Code.

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

6. PAYMENT. The basis for payment in contractor-managed fresh seafood operations is sales through the register. This is inclusive of fresh seafood markets, tray pack operations, and road shows.

a. Sales are cumulated on a weekly basis and certified to the Resale Accounting Branch (RMCR) for payment to the contractor. Many stores are processing sales using a Sunday through Saturday or Monday through Sunday cycle rather than a schedule that starts on the first day of the month and terminates on the last day of the month.

b. Stores processing sales on a weekly basis are closing out the sales on the Saturday or Sunday without consideration of monthly closeouts. When sales occur in the current month and are processed for contractor payment in the following month, an adjustment to the meat department inventory must be accomplished. This is to ensure the meat department record of operations gain or loss is correctly stated. When the last day of the month falls on a day other than Saturday or Sunday, failure to process an adjustment may result in artificially increasing the meat department gain or understating the loss with the end result being management decisions based on erroneous information.

c. Stores using a Sunday through Saturday or Monday through Sunday cycle will be required to close out sales for their contractor-owned fresh seafood operations and certify payment to RMCR on the last day of the month. This will ensure sales and subsequent payments are correctly reflected in the month in which they occur. The remainder of the weekly sales cycle that falls within the subsequent month will be certified separately to RMCR. LEAR will ensure coordination is accomplished with fresh seafood contractors. The end result of this accounting change will be to process two payments when the last day of the month does not coincide with the close-out day for sales certification.

7. GAIN AND LOSS INVENTORIES: Sales/receipt cut-off dates for fresh seafood may not coincide with end-of-month meat department gain and loss inventories. When fresh seafood sales occur in the current month, but are receipted in the following month, an adjustment to the meat department inventory must be accomplished so that the meat department record of operations gain or loss is stated correctly.

a. Inventory adjustment: Month-end meat department inventory will be conducted IAW DeCAD 40-21, "Accountability for Commissary Resale Merchandise," (Reference (q)) and signed by the meat department manager. The total inventory figure will be posted by RMCR and then adjusted for any fresh seafood sales that have not yet been receipted. The POS department sales report for each day's sales that have not been receipted will be attached to the inventory. RMCR will then enter the sales from these reports as an adjustment to the inventory (subtraction). This understatement of physical inventory on the record of operations will reflect

the accurate meat department accountability for the month. In the following month, the understated inventory will normalize with the water food receipt that will be posted on sales.

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

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

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

- (1) Availability of contractor to operate a fresh fish and fresh seafood market.
- (2) Sufficient sales volume to support the venture.
- (3) Availability of commissary space and location for connecting display equipment to the floor drains and water outlets.
- (4) Availability of a three-compartment sink, hand-washing sink, proper floor drains, and an air-conditioned processing room.
- (5) Availability of a separate table and equipment exclusively for processing of fresh fish and adequate frozen and chill storage. Refrigeration below 50 degrees Fahrenheit is not required; however, the processing room must be air-conditioned.
- (6) Availability of sanitarily approved resale sources within a reasonable distance from the commissary for the procurement and sale of fish and fresh seafood.
- (7) Ability to operate a clean, fresh fish market and accomplish cleaning and sanitizing as required.
- (8) Availability to provide fresh fish and fresh seafood products that require very limited processing; the head and pectoral fins may be removed upon customer request, or fish market personnel may cut the fish into steaks or fillets. Scaling of fish, taking out the internal organs, shucking oysters, peeling shrimp, and removing the head of the shrimp will not be performed.
- (9) Availability and use of potable crushed/flaked ice in the facility or procurement from sanitarily approved sources.

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

b. Operation.

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

(2) Pricing will be established by the fresh seafood contractor for all contractor owned products, and by the meat manager for all government-owned products, to recoup invoice cost. In government operations, the markup will be no more than five percent. Sales will be recorded in the appropriate department using the assigned commodity codes.

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

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

(5) Only scannable pre-priced labels will be used.

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

(7) Product in the display case will not be comingled with new product making it impossible to establish sell by dates (use by).

9. SEAFOOD STEAMER. Seafood steamers are authorized, as needed. While no specific HACCP plan is required, all Food Codes and other requirements contained in this guidance are required as they relate to food safety for ready-to-eat foods that are steamed, cooked, or boiled. The contractor will develop a Sanitation Standard Operation Procedure (SSOP) in place of a HACCP plan for seafood steaming operation. This will require MPH approval.

10. FISH MARKET SANITATION. The meat department manager will ensure strict sanitation standards are maintained in the fresh seafood market in the Europe Area. In contractor operations, the COR is responsible for this requirement. Fresh seafood market employees must comply with the Food Code and:

a. Possess a valid Food Handler Training Certificate and Medical Certificate, if required.

b. Wash hands thoroughly with soap each time upon entering the work area, regardless of the reason for leaving. In addition, wash hands at other times as needed or required by the Food Code.

c. Keep the facility meticulously clean. All equipment and display cases must be broken down, cleaned, and sanitized daily.

d. Do not process other food while processing fresh fish. Personnel will thoroughly sanitize processing area before any other food is processed. The fish processing area will be kept clean during processing.

e. Sanitizers must be approved and used at proper concentrates. Appropriate chemical test strips will be used to check the concentrates. Refer to Enclosure 6, paragraph 5 on approved sanitizers.

f. Do not commingle fresh fish with meats or other food products for storage or display; however, properly packaged fresh seafood may be displayed in separate adjacent sections of the meat display case.

11. LOBSTER TANK MAINTENANCE. Suppliers of live lobsters will maintain tanks in a clean and sanitary condition following manufacturer's instructions. If suppliers are not required to maintain tanks, commissary personnel will maintain tanks following manufacturer's instructions. The following guidelines apply and should be adhered to, regardless of who is responsible for maintaining:

a. Do not change tank water in area close to any food processing area.

b. Change tank water whenever it becomes unsanitary, i.e., emits a foul smell, or if the source of foam in the tank cannot be determined and eliminated.

c. Remove all foreign objects from the display tank.

d. Clean bottom and walls of the display tank using clear water and clean paper towels. In instances where a heavy buildup of slime has accumulated, a bristle brush may be needed.

e. Never use detergents or cleaners in the tank.

f. Refill the tank IAW manufacturer's instructions. Solution for chemicals needed to maintain the proper environment can be obtained through normal procurement channels, using the operating supply fund. Tank water will be maintained between 25-39 degrees.

g. Never use insecticide on or near the tank.

h. Remove coins or other metal objects from the tank immediately upon detection.

i. Upon detection of foam, determine the source and eliminate it as soon as possible.

(1) Foam forms when lobsters, containing organic contaminants, are added to the tank. Before adding newly received lobsters to the tank, they should be thoroughly dipped and agitated in a bucket of water, which has been prepared to the same specifications as the water in the display tank. Never use normal fresh water, as it will kill the lobsters.

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

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

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

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

k. Shellfish life support systems will not be installed without coordination with MPH. A Mollusca shellfish life support system is used only for display purposes of shellfish not offered for human consumption.

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

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

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

15. PRODUCT CARE.

a. New fresh, potable ice, crushed or flaked, will be used daily. The ice used for fish and fresh seafood will be in sufficient quantity to maintain temperatures of all of the products and the

display case itself at, or as near to, 32 degrees Fahrenheit as possible. All ice used on or around fish products must be sanitarily produced from potable water.

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

16. CLEANING. In all operations, a cleaning schedule will be developed, posted, and adhered to.

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

b. Care of Utensils. All pans, tubs, utensils, cutting boards, and tabletops will receive a three-step (wash-rinse-sanitize) rough cleaning/sanitizing, using a three-compartment sink provided for the fish market. The three-compartment sink needs to be as large as the sinks in the fish processing room. All equipment will be thoroughly scrubbed and rinsed, followed by submersion in the sanitizer and allowed to drain and dry before reuse.

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

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

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

ALFOODACT	all food activities
CCP	critical control point
COOL	Country of Origin Labeling
CONUS	continental United States
COR	contract officer representative
CORT	contract officer representative tool
CSO	consumer safety officer
DeCA	Defense Commissary Agency
DeCAD	Defense Commissary Agency Directive
DeCAF	Defense Commissary Agency Form
DeCAM	Defense Commissary Agency Manual
DELI	Delicatessens
DIBS	DeCA's Interactive Business Systems
DLA	Defense Logistics Agency
DoD	Department of Defense
DSCP	Defense Supply Center Philadelphia
DSD	direct store delivery
DSD-S	direct store delivery single order
ESL	electronic shelf label
FALCPA	Food Allergen Labeling and Consumer Protection Act
FDA	Food and Drug Administration
FEEFO	first expired, first out
FIFO	first in, first out
HACCP	Hazard Analysis Critical Control Points
HQ	Headquarters
IAW	in accordance with
LEAR	Resale Contracting Division
MP	Sales, Marketing & Policy Group
MPH	Health & Safety Directorate
MPHF	Food Safety Division
MPO	Operations & Policy Directorate
MPS	Sales Directorate
MFI	medical food inspector

NSF	National Sanitation Foundation
OCONUS	outside the continental United States
PACA	Perishable Agricultural Commodities Act
PLU	product lookup code
POC	point of contact
POS	point of sale
PWS	performance work statement
RMCR	Resale Accounting Branch
RTE	ready-to-eat
SCI	Sales Certification Invoice
SO	Store Operations Group
SOS	Store Support Directorate
SSOP	Sanitation Standard Operating Procedure
USAPHC	U.S. Army Public Health Command
USDA	United States Department of Agriculture
UPC	Universal Product Code
VCM	vendor credit memo

GLOSSARY

PART II. DEFINITIONS

ALFOODACT - Recalls that are usually initiated when the product is known to be in the Department of Defense system.

approved source - Means a sanitarily approved establishment listed in the Worldwide Directory of Sanitarily Approved Food Establishments for Armed Forces Procurement; or an establishment which meets the criteria for exemption as defined by AR 40-657/AFI 48-116, and the Department of Defense, Veterinary Service Activity Food Risk Evaluation Committee.

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

contracting officer – The only individual authorized to enter into, administer, change, and terminate contracts. Responsible for ensuring all contract actions comply with appropriate laws, executive orders, regulations, and other applicable procedures and approvals.

Contracting officer representative – Individual(s) designated and authorized in writing by the Contracting Officer to perform specific technical and administrative functions.

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

first in, first out – A method used for determining the order in which items are placed in storage and/or taken out of storage and sold, with the assumption that the oldest items are the first in and first to be sold.

first expired, first out – A method used for determining the order in which items are placed in storage and/or taken out of storage and sold, so that the items with the earliest expiration dates are taken first.

Food Code - The current version of the Food Code as adopted by the military Services.

Hazard Analysis Critical Control Points (HACCP) - A HACCP plan is a seven-step process a food producer or establishment can use to develop a food safety plan. The HACCP plan procedure identifies critical control points and aids in the development of food process safety control measures.

military food inspector (MFI) – Personnel from the U.S. Army, U.S. Navy and U.S. Air Force who serve as food safety regulators for DeCA commissaries. The primary role is regulatory in nature and reinforces federal and DoD food safety and sanitation requirements. In addition to the regulatory role, the Army MFI also perform food inspection as a core mission requirement. Food inspection is performed to determine quality, condition, and wholesomeness.

program manager – The requiring activity individual responsible for managing the success of the contracted operations for DeCA.

remote cash register - A hard-wired or wireless cash register used to record customer purchase transactions within specialty department operations.

shellfish life support system - A life-support system display tank used for storage and/or display of shell fish stock intended for sale to the consumer

Sanitation Standard Operating Procedures (SSOPs) – SSOPs are the specific, written procedures to ensure sanitary conditions in a food operation. These must include pre-operation and operational procedures.

Universal product code (UPC) – UPCs (also known as GTIN-12) appear as lines (bars) of varying widths representing the series of numbers commonly shown below the bars. Barcode scanners read the bars and convert them back to the 12-digit UPC number they represent.

Whole meal – Overall meal preparation of which specialty department items are the “center of the plate.”

A-1 – Within the NSF list, the code authorized for cleaners.

D-2 – Within the NSF list, the code authorized for sanitizers.