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

IRAP Appendix E (DeCA Agent Shopping)

SO

April 6, 2020

MEMORANDUM FOR INSTALLATION COMMANDERS

SUBJECT: Agent Shopping Service

In recognition of the challenges associated with maintaining social distancing in commissaries around the world, the Defense Commissary Agency is offering Installation Commanders the discretionary authority to deploy a volunteer-based Agent Shopping Program to assist authorized patrons. This program will be available while DOD is in HPCON C or D, but may be terminated at HPCON A or B due to Department of Treasury requirements associated with DeCA's telephonic credit card transaction authorities.

Installation responsibilities include recruiting and providing volunteers that would shop for patrons, providing a dedicated telephone number or command website/email inbox for patrons to call in or electronically submit orders, assigning each patron to a volunteer shopper, completing the shopping transaction, and then arranging for the delivery of purchases by volunteers or the pickup of purchases by patrons.

We have successfully piloted this service and our store management teams stand ready to coordinate deployment with their respective Installation Commands worldwide.

POINT OF CONTACT: Mr. Jay Hudson, Principal Deputy, Store Operations Group, 804-734-8000 extension 48127.

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**Rogers E. Campbell, SES
Executive Director
Store Operations Group**

Agent Shopping Program Operating Instructions - Commissary

Discretionary volunteer-based shopping program where a volunteer will shop for a person unable to shop for themselves due to the COVID 19 pandemic.

1. Shopping and point-of-sale processes will take place at the commissary.
2. The Installation will provide a dedicated telephone line or command website/email inbox for patrons to call in or electronically submit orders.
3. The Installation will brief volunteers on the process and provide instructions and order sheets.
4. Customer will call in or electronically submit orders to the volunteer.
5. Volunteer will inform customer the only form of payment that can be used is a credit card. Once customer agrees to the process, the volunteer will inform customer that a DeCA employee will call them when the order is rung up to complete the payment process. Volunteers are not to ask for credit card information.
6. Volunteer will ask the customer for: name, address and phone number. Volunteer will repeat all information to customer to verify.
7. Once all required information is verified volunteer will take customers order.
8. Volunteer will shop and fill the order, calling customer if substitutions or clarification is needed.
9. Once order is completed volunteer will take the order to the register.
10. DeCA cashier will ring up order. Once completed a designated DeCA employee will call the customer to get credit card information.
11. Once credit card has been processed, the DeCA employee will print two receipts—one for the customer and one for our records. All receipts will have TO (telephone order) written on the signature line.
12. The volunteer that will deliver the groceries, or take them out to the car for pickup by the customer, must print and sign their name on the order sheet and provide verifiable contact information. The DeCA receipt will be attached to that sheet and maintained on file.
13. DeCA employee will verify all required information has been provided by the volunteer and that all documentation is easy to read.
14. Volunteer will leave store to make the delivery or finalize pickup and will verify the identity of the customer via a government-issued ID or an agent letter for caregivers before releasing the order.