

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Standard Operating Procedures for Receiving Subsistence at Garrison Dining Facilities.

1. **PURPOSE:** To establish policies, responsibilities and procedures for the Installation Food Program Manager (FPM), Subsistence Supply Manager (SSM), and Food Operations Sergeant (FOS) on receiving subsistence at Army dining facilities. These procedures, with requisite training, will aid in accomplishing the required tasks associated with accurate receiving operations and inventory control. This SOP applies to all Army garrison dining facilities.

2. **GENERAL:** The subsistence prime vendor program, coupled with the Defense Subsistence Office (DSO) contract delivery of fresh fruits, vegetables, milk, bread and other products has revolutionized the garrison subsistence supply system. These programs have provided a more responsive supply system that reduces order lead time, ensures fresher products, vastly increases the variety of products available and enables the integration of leading edge technologies and products into menus. This method of delivery has also imposed increased responsibilities on receiving personnel. Each receiving individual must ensure that the government in fact receives products as requested. Food management personnel at all levels must understand and take full advantage of commercial products and procedures while remaining within regulatory guidelines.

a. Vendor contracts have introduced literally hundreds of new products, unfamiliar packaging, units of issue, container sizes, and handling requirements. These advances can also create an environment where receiving personnel are unfamiliar with required procedures and with many of the products they are accepting for the dining facility.

b. Errors in receiving procedures result in dining facility shortages or overages, incorrect items receipted for, receipt for items not delivered, products not in compliance with Berry Amendment and possibly acceptance of foods that are no longer wholesome or fit for their intended use.

c. Food Program Managers must ensure that Food Operations Personnel are familiar with the provisions of their installation vendor contracts (Prime Vendor and DSO) and especially the catalogs established with the vendor for ordering products. The FPM and assigned FOS must undertake ongoing training programs to prepare and retain well qualified personnel to perform the dining facility receiving function.

3. **FOOD PROGRAM MANAGER (FPM):** The FPM will ensure that all requirements of this SOP are complied with at installation dining facilities. Additional FPM responsibilities are as follows:

a. Maintain a current copy of, and be familiar with, the provisions of the DSCP Subsistence Prime Vendor Contract and all modifications for your installation.

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b. Maintain a current copy of, and be familiar with, the provisions of the Defense Subsistence Office (DSO) Contracts and all modifications for your installation.

c. Provide copies of the Meat Buyers Guide and the Poultry Buyers Guide, by the North American Meat Processors Association, to each dining facility for use in training and in receiving inspections.

d. Coordinate with the installation SSM for reporting vendor discrepancies in deliveries (IAW AR & DA Pam 30-22) to the DSCP Account Manager, Installation Management Agency, Regional Food Management Specialist and ACES.

e. Provide training and assistance to food service personnel through coordination with the local veterinary inspection office. Assist FOSs in the establishment of (and monitor) on-the-job training programs to improve the accuracy and efficacy of the subsistence receiving processes.

f. Make necessary adjustments to the dining facility evaluations, encompassing receiving requirements. Conduct unannounced spot checks of receiving operations at dining facilities.

g. Maintain a current copy of all required shelf life code breakers for cataloged products. Ensure that each dining facility is provided, and uses these code breakers during receiving procedures.

**4. FOOD OPERATIONS SERGEANT (FOS).** (The term FOS applies equally to direct hire or contractor employee dining facility managers.) The FOS is ultimately responsible for the proper conduct of receiving activities at the dining facility. The FOS must ensure compliance with AR & DA Pam 30-22 and incorporate this SOP. Additionally the FOS will:

a. Be responsible for training of all individuals assigned subsistence receiving activities.

b. Establish an on-the-job training program to improve the accuracy and efficacy of the subsistence receiving processes. Each individual assigned receiving duty must be trained in receiving inspection processes, acceptance and rejection procedures and proper document handling.

c. Be responsible for the accurate conduct of subsistence receipt activities, processing receipts to the TISA, and reporting of discrepant shipments received.

d. Request assistance of veterinary food inspection personnel when any item received is suspected of being unsuitable for its intended use. VETCOM personnel will provide recommendations on wholesomeness or fitness of suspect products.

e. Be the final authority on decisions to accept or reject any subsistence item at the dining facility.

f. Maintain a current copy of the prime vendor shelf life code breaker list for all commercial products received that do not have open code dates. Require the use of this tool by receiving personnel to ensure products received have the required remaining shelf life.

g. Initiate Subsistence Vendor Contract Discrepancy Reports (SVCDR) per AR & DA Pam 30-22. Sample provided in appendix A of this document.

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5. **RECEIVING PROCEDURES:** Subsistence will be delivered directly to garrison dining facilities by the subsistence prime vendor or the DSO contractor (for items such as milk, bread and fresh fruits and vegetables). Army receiving personnel are responsible for determining the identification, count, and condition of all items delivered. Food program managers and food operations sergeants must ensure that the receiving procedures of AR 30-22, DA Pam 30-22, and FM 10-23-2 are followed. This SOP provides guidance to ensure the proper receiving procedures are maintained.

a. All items will be delivered on vendor delivery tickets as prescribed in the applicable contract. This document will serve as a combination purchase or delivery order and a receiving report.

b. The government is obligated to pay for any item signed for on the vendor delivery ticket. Dining facility accounts will be charged for items signed for yet not received. FOS and receiving individuals can be held liable for the value of any item signed for and not received.

c. Installation veterinary food inspection personnel will perform random sampling of deliveries in accordance with the VETCOM Handbook for Prime Vendor Operations.

d. The general rule for required remaining shelf life is: "Acceptance of supplies will be limited to product processed and packed from the latest pack available or the latest seasonal pack during the contract period. All products delivered shall be as fresh as possible, and within the manufacturer's original shelf life period (i.e. "Best if Used By Date", "Expiration Date", or other markings). For annual pack items, products will be from the latest seasonal pack available. Chilled products shall not be frozen in an attempt to extend the products' shelf life. **No product shall be delivered to customers with less than 30 days manufacturer's original shelf life remaining unless the customer grants prior written approval.**"

6. **RECEIVING SUBSISTENCE:** The FOS or his designated representative will identify each product item delivered, ensure the count of the item is as stated on the delivery ticket, and determine that the condition (including shelf life remaining) permits use of the product as intended. Items must be weighed or counted to ensure quantities receipted for are the same as those listed on the delivery document.

a. The vendor will provide a copy of the delivery ticket at time of delivery. The receiving individual will compare a copy of the original dining facility order to the delivery ticket to validate that items received are as ordered. Receiving individuals must adhere to the receipt inspection procedures detailed in Chapter 13, FM 10-23-2. Notify the FOS of any subsistence item that appears to be suspect in quality or condition.

Additionally:

(1) Items issued by average weight must be totaled and compared to the original order quantity to ensure the quantity received is sufficient to meet the order requirement. For example; 104 lbs of beef roast was ordered. Two cases delivered equal only 94 lbs, leaving a possible 10 lb shortage. Conversely if 104 lbs were requested and the two case total weights are 120 lbs. the FOS should be aware of the increase. Either case requires that the receiver ensure the quantity received is recorded correctly on the vendor's invoice.

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(2) Unauthorized substitutions will be reported to the FOS for a decision whether to accept or reject. Substitutions/NIS will be reported using the SVCDR through channels outlined above.

(3) All items will be checked for shelf life by using Date of Pack, Expiration or Best Used by Date. Code breaking instructions provided by the prime vendor will be used determine date of pack on items that are not open code dated. Items which do not have a minimum of 30 days shelf life remaining will be rejected. Sample provided in Appendix B on shelf life code breaker.

(4) Items which are damaged, decayed, or not of proper condition (Shelf Life) should be rejected and reported using the SVCDR.

b. Receiving personnel must ensure that the delivery documents reflect actual receipts prior to signing the document. Annotate any change to receiving documents by striking through the listed quantity, entering the received quantity and the reason for the difference (i.e., rejected, short quantity, NIS, substitution). Each change to the delivery document must be initialed by the person making the change.

c. The FOS retains one copy of the receiving document for the dining facility files. One copy is returned to the TISA for processing to DSCP either by the FOS or the vendor dependent on contract requirements.

**7. REPORTING DISCREPANT OR UNSATISFACTORY SUBSISTENCE SHIPMENTS.** Timely reporting of problems encountered in the delivery of subsistence is critical. As items ordered from prime vendors should be intended for consumption within 3-5 days, correction of any discrepancy is extremely time sensitive. Discrepant or unsatisfactory deliveries of subsistence at the dining facility level must be reported and accounted for as follows:

a. The FOS will complete a SVCDR per Appendix A for any product discrepancy noted during deliveries, which the vendor cannot or will not correct within 24 hours. The SVCDR will be forwarded to the Installation Subsistence Supply Manager (SSM) and must include:

(1) The description of the damaged or discrepant product. Number of cases or lbs involved. Internal temperature of product (when appropriate) and suspected cause of damage.

(2) For erroneous deliveries, the details of the variance in count or weight from that listed on the delivery document. For example; the delivery ticket indicates 104 lbs, case net weights actually total 97 lbs, or delivery ticket indicates 6 cases of corn, actual delivery is 5 cases.

b. Installation Veterinary Inspection Personnel (VIP) perform random evaluations of deliveries. The FOS may also request VIP assistance when an item is suspected of failing the specification or of being unfit for use. VIP will complete and provide a report of findings to the FOS. The FOS will attach a copy of this report to the SVCDR prior to sending it to the SSM.

c. The SSM will notify the vendor's customer service representative for immediate resolution of problems (within 24 hours).

(1) Contact the assigned DSCP or DSO account manager with notification of any problem that cannot be resolved with the vendor or is of a recurring nature.

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(2) Reproduce all documents required incident to discrepant or unsatisfactory shipments. Distribution is as follows:

(a) Consolidate SVCDRs received from installation dining facilities and fax to the DSCP account manager.

(b) File one copy of the documents with the TISA copy of the receiving documents.

(c) Provide one copy of the documents to the installation FPM.

d. The FPM will initiate follow-up actions for any item not resolved at the SSM level.

(1) Contact the DSCP account manager or contracting officer for resolution status.

(2) Provide a copy of all SVCDRs with supporting documents to the US Army Quartermaster Center & School, Army Center of Excellence, Subsistence, ATTN ATSM CES OC, 1201 22<sup>nd</sup> Street, Fort Lee, VA 23801-1601. Items may be faxed to 804-734-4860 (commercial).

(3) Notify the IMA Region FMS of any item not resolved at the installation level.

e. The IMA Region FMS will notify ACES, CSPD of any problem that was not resolved at the installation level and of any recurring problems that require resolution.

Appendix B: Examples of code breakers for commercial food products.

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There are numerous methods of code dating used by manufactures. Each prime vendor is required to provide code breaking books or lists representing the products they deliver to our installations. Food Program Managers must ensure that the code breakers are maintained current at each receiving facility. Below are four samples of date coding.

1. Open code dating.                   MFG: 04-14- 03 is read as manufactured April 14 2003.
2. Best used by code:                Best used by: 04-14- 03 is read as best if used by April 14 2003.
3. Closed code not using Julian dates:

SWEET MEAT CHICKEN COMPANY

PRODUCT SHELF LIFE:

123456           20/3.2 OZ       CHICKEN BREAST, SKNLS, FULLY COOKED-BRD  
365 DAYS

Package code of 0074161045 is interpreted to say packed on April 7, at 4:10 PM at Plant # 4 on the fifth line.

Code breaker =   1<sup>st</sup> and 4<sup>th</sup> digits = Month of year  
                  2<sup>nd</sup> and 3<sup>rd</sup> digits = Day of the month  
                  5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup>, 8<sup>th</sup> digits = time of day (military)  
                  9<sup>th</sup> digit = plant number  
                  10<sup>th</sup> digit = line number.

4. Closed code (two lines) using Julian dates:

ROBERT'S BEST VEGETABLES

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PRODUCT SHELF LIFE:

123456      6#10cns                      GREENS,                      COLLARD                      CHOPPED  
730 DAYS

Package code of (1<sup>st</sup> line) IMSP9 (2<sup>nd</sup> line) 31341) is interpreted to say packed on May 14, 2003.

Code breaker = 1<sup>st</sup> line (IMSP9) is plant and manufacturer codes.

2<sup>nd</sup> line 31341 is interpreted to say packed on May 14, 2003

3 = Year of packaging

134 = Julian date

1 = Shift