

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Standard Operating Procedures and Policies for Automated Headcount (AHC)

1. PURPOSE: To establish procedures and polices for the Installation Program Manager (FPM) and Food Operations Sergeant (FOS) on AHC at Army Dining Facilities. These procedures, with requisite training, will accomplish required tasks with accurate, fast headcount operations. This SOP applies to all Army garrison dining facilities.

2. GENERAL:

a. During the last several years Army installations have had the opportunity to deploy a automated headcount system (AHC) which was designed to replaced the manual signature headcount and cash collection procedures (DA Form 3032 and DD Form 1544). The AHC system first centered on collecting headcount data from the Military ID card (DD Form 2A) and then data from the Common Access Card (CAC) when it became available.

b. The current version of the AHC has the ability to collect headcount data form the DD Form 2A as well as all versions of the CAC card. The AHC system also provides procedures to collect headcount and cash collection data from individuals whom do not possess a military ID or CAC card by using the non-card option available in the AHC system. The AHC process also accounts for the collection of monies from the sale of meals and transfers this sales data into the dining facility's AFMIS cash collection and cash turn-in programs. Additionally, the AHC system retains all headcount and cash collection data electronically for one year from the date of collection. The system provides management reports and analysis programs to assist commanders and other leadership individuals required to monitor quality of life issues for Army warfighters.

c. The long-range vision for the AHC system and CAC was to eliminate the requirement to issue soldiers meal entitlement identification (Meal Cards (DD Form 714)), and reduce or eliminate the need to handle cash in Army dining facilities through providing payroll deduction procedures (DFAS) for both enlisted and officer personnel.

2. AHC POLICIES AND PROCEDURES:

a. Due to funding limitations at the HQDA level the AHC system was **NOT** rolled-out Army wide but implemented based on funds available from the MACOM or IMA level.

b. The guidance below is intended to standardize the policies and procedures to be used when operating the AHC system.

1. Basic headcount procedures.

a. Soldiers who are entitled to eat without reimbursement (SIK) must show an authorization document (DD Form 714, orders etc) prior to admittance to the dining facility.

b. SIK soldiers will present the authorization document and either a DD Form 2A (ID card) or a CAC to the headcounter.

c. The headcounter will insert the 2A or CAC into the appropriate card reader at the headcount station.

d. The diner will enter their Personnel Identification Number (PIN) using the numeric keypad provided at the headcount station. Diners who are unable to provide an authenticated PIN (after two attempts) will be entered into the system by utilizing the non-card option. See note 1 below.

2. Basic cash collection procedures.

a. Authorized diners (dependent on the installation policy) that wish to purchase a cash meal would provide the headcounter with either a DD Form 2A or CAC. The headcounter/cashier will insert the appropriate identification into the AHC system to obtain the required data and process the cash transaction for the meal purchased.

b. Authorized diners, guests of service members or visitors without an ID or CAC will be entered into the AHC system by using the non-card option.

c. All cash customers will receive a receipt of his or her transaction prior to his or her departure from the headcount station.

d. For additional guidance see note 2 below.

3. One-line entries

a. A one line entry in a garrison dining facility is only authorized when soldiers are brought to the dining facility in a group and under the supervision of a senior leader (NCO or officer). Soldiers who are NOT brought to the facility in a group or escorted by a senior leader will use the basic headcount procedures above.

b. The headcounter will count the actual number of diners (by category of service component) permitted to enter the dining facility. This count may or may not be the same as the actual number of soldiers assigned to the unit or organization.

c. The senior leader of the group will provide the headcounter with his or her identification (DD Form 2A or CAC) which the headcounter will use to process a group transaction for the actual number of soldiers who entered the dining facility. The headcounter will process a group transaction by the actual number of soldiers included in each category of service component (Active, USAR, ARNG etc).

Note 1. During the initial implementation of AHC it is recommended that each dining facility have a minimum of two separate headcount stations. Delays in processing diners due to failure to remember their PIN, unreadable cards and other required data entries could create delays at the headcount stations during peak service times. The primary objective for the facility manager is to efficiently utilize the AHC system without significant entry delays to the diner. A method to reduce waiting lines at the headcount station is to temporarily utilize the manual signature system (DA Form 3032). The diner will show their meal authorization document to the headcounter, sign the DA Form 3032 (first and last name) and enter the last four of their SSN in the Meal card column. The total headcount number collected on the temporary DA Form 3032's will be entered into the AHC system, by the headcounter at the conclusion of the meal, using the group entry option and using the headcounter CAC or ID identification.

Note 2. Due to the sole nature of the transaction, the collection of cash will require approximately 2 to 3 times the amount of time required to process a SIK diner. With this factor in mind it is recommended during the initial implementation of AHC that all cash customers be processed solely through one headcount station. The other headcount station will only process all SIK diners. During the initial implementation the separation of cash and SIK diners will provide headcounters with a better opportunity to familiarize themselves with the requirements of the AHC system. After the initial burn-in period (one to two weeks) for both the customers and headcounters it is recommended that the separation be discontinued and all headcount stations process all types of transactions.