



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

**IN REPLY REFER  
TO**

SOSG

March 20, 2020

MEMORANDUM FOR AREA DIRECTORS  
ZONE MANAGERS  
STORE DIRECTORS

SUBJECT: SOSG Interim Guidance 20-04- COVID-19 Operational Procedures

1. **PURPOSE.** To provide operational guidance for the COVID-19 Pandemic
2. **APPLICABILITY.** This guidance applies to all commissaries.
3. **RESPONSIBILITIES.** Area Directors, Store Operations, Zone Managers, and Store Directors are responsible for implementing guidance and monitoring compliance.
4. **BACKGROUND.** IAW DeCAM 40-6.1, Chapter 3, Authorized Patrons.
5. **INTERIM GUIDANCE.** Recent guidance sent out to the stores for implementation is iterated here in a single document for clarification and ease of use.
  - Implement a 100-percent ID card check at all commissary entrances, this includes disabled veterans with Veteran Health Identification (VHIC) cards.
  - Visitors will not be allowed to enter the commissary
  - No patron will be turned away due to having an expired ID card.
  - Store directors have discretion to place shopping limits on selected items to maintain stock availability for all patrons.
  - To help prevent spread of germs, cashiers will not handle patron ID cards. Patrons will be asked to scan their own ID card. Cashiers can use the handheld scanner if available.
  - Early bird shopping is suspended to allow time for the store to clean and restock.
  - Stores will continue to follow current item return policy.
  - All special events such as the sidewalk sales, in-store product demonstrations, free coffee program; self-serve products; group tours; vendor-sponsored events; CLICK2GO celebrations; etc., are hereby cancelled.
  - Store directors will work with installation commanders and implement their emergency directives. Any special direction should be forwarded to Store Operations for review.
6. **UPDATES.** Will be published as circumstances dictate.
7. **POINT OF CONTACT.** The point of contact is Mr. Robert Bunch, Chief, Operations and Program Standardization Division, at (804)-734-8000, ext. 86190 or Mr. James Taylor, Chief of Store Operations (804)734-8000 ext. 48865

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