



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION
MARINE CORPS BASE QUANTICO
3250 CATLIN AVENUE
QUANTICO, VA 22134-5001

IN REPLY REFER TO:
1000
B214
22 May 18

BASE FOOD SERVICE MEMORANDUM 12-18

From: Technical Representative, Food Service Branch, G-4 Logistics
To: District Manager, Sodexo, Inc., Quantico

Subj: POINT OF SALE (POS) WORK ORDER (WO) REPORTING PROCEDURES

Ref: (a) Regional Garrison Food Service Contract II

Encl: (1) POS Work Request Example

1. The Contractor shall promptly notify the Government and follow the instructions in the memorandum which is also listed on MCBQ FSB Form 10110/1 whenever the Contractor identifies that the POS system is not functioning properly.

2. All work request will be called in or reported to Base Food Service Monday-Friday between the hours of 0730 and 1630. Please use the following procedure when submitting work requests:

1. FROM: Enter the Mess Hall number and the Mess Halls managers full name.
2. TROUBLE TICKET NUMBER: **G6 issue** - BFS will provide Mess Hall managers with a ticket number.

Computrition issue - Computrition will provide Mess Hall managers with ticket number. Managers will then submit Work Request to BFS.

NOTE: For After hours Computrition issue: leave message with Name, call back number, mess hall number (MH 24202) and brief specific issue/s (ie scanner not working, software not loading) DO NOT CALL AFTER HOURS TO ASK QUESTIONS.

3. TO: As stated

4. DATE SUBMITTED: Date of issue.

5. REQUEST FOR: a. **G6/S6 HELP DESK:** No network connectivity
Unable to log on to any system or site.
Error message: Not connected to the server.
Error message: error making the requested

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connection. Unable to log on to MCFMIS site

- b. **COMPUTRITION HELP DESK:** Unable to log into register for Back Office access. Kicked out of register application. Peripherals not working (scanners, card readers, printers, scales). Back Office not reflecting new changes on register after Refresh. Cash collection data on Closeout report not matching Meal Activity Report. Data not being pushed to the back office or not matching register data.

- 6. FOR FURTHER INFORMATION CALL BFS: As stated.
- 7. ATTACHMENT: Supporting documentation select YES, if not select NO. (screen shot, notes, etc of issue).
- 8. PRIORITY: Select priority type (SUBJECT TO CHANGE).
- 9. WERE NAVMC FORMS USED?: Select appropriate box.
- 10. WORK NEEDED (DETAILED DESCRIPTION OF ISSUE): Describe the issue and include all actions/steps taken.
- 11. DATE.: Date of signature.
- 12. SIGNATURE: Of Manager, then forward to BFS.
- 13. TO: Select a name from drop-down box.
- 14. DIAGNOSIS: As given by G6 or Computrition.
- 15. STATUS: Select as applicable.
- 16. SIGNATURE. To be completed by BFS staff upon resolution of issue.
- 17. DATE. To be completed by BFS staff upon resolution of issue.

3. The point of contact is MSgt Osborne at 784-2491.



F. S. OSBORNE