



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:
10110
B214
7 Dec 17

BASE FOOD SERVICE MEMORANDUM 04-18

From: Food Service Officer, Food Service Branch, G-4
Logistics
To: District Manager, Sodexo, Quantico VA
Subj: PROCESSES AND PROCEDURES FOR THE POINT OF SALES (POS)
TERMINALS AND ALTERNATE TOKENS

Ref: (a) MCO 10110.14M
(b) Regional Garrison Food Service Contract II

Encl: (1) How to run in Standalone Mode and Print Close out
Report
(2) USMC SP Back Office Manual - BOL Menus Mess hall
(3) USMC SP Cashier Manual - BOL
(4) USMC SP Cashier User Guide - FOL
(5) Sample letters

1. The Point of Sales (POS) software provides the capability for POS terminals to scan the bar code on the back of the Common Access Card (CAC), validate and verify meal entitlements via the Marine Corps Total Force System (MCTFS) and once fully fielded will provide the ability to discontinue the requirement for individual meal cards. The POS systems comprised of (3) individual applications which are integrated to support full operation. The MC Tender application is the Marine Corps specific program that is integrated with commercially available SuitePoint POS Register and SuitePoint Back Office applications. All personnel are expected to familiarize themselves with the POS system and corresponding applications. Mess hall Managers are responsible for the proper upkeep and usage as outlined in the following:

a. Alt-Token. In lieu of issuing a Common Access Card (CAC) to each individual cashier, an Alt-Token was issued to each mess hall manager for the purpose of operating the POS system. Alt-Tokens are a controlled item and require strict management and control. A logbook entry will be made each time the token is removed from or returned to the secured storage location. The logbook will be maintained in accordance with (IAW) instructions listed on the inside cover. The Alt-Token will be stored in the card protector when not in use. The Alt-Token, lanyard, card protector, and green logbook are property of the government, and will be managed as accountable items for all Government Furnished Equipment inventories or inspections.

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b. Cashiers

(1) Will ensure that all military patrons present a valid Common Access Card (CAC), civilian patrons have proper written authorization and all transaction are correctly recorded per references (a) and (b).

(2) Are only authorized to use the "look up" feature to find a patron's EDIPI when the patron's CAC is damaged and unable to be scanned. If the patron is missing their CAC, they must have written documentation from the unit's administrative section stating that the service member is entitled to a meal at the Government's expense until a new CAC can be issued. Such document must have the service member's EDIPI. It is the responsibility of management to ensure that only authorized personnel subsist in government dining facilities.

(3) For mess halls utilizing End of the Line systems, cashiers will ensure each patron is offered a copy of their nutritional print-out, in addition to their credit card receipt if applicable.

(4) All POS terminals MUST be "refreshed" and "network mode enabled" prior to the start of the breakfast meal.

(5) All POS terminals MUST be restarted at the ended of each day after close out procedures are completed. This allows the system to update during the night.

c. Mess Hall Managers

(1) From 1 to 4 December 2017 mess halls 2123, 2000, 27269, and 24202 were instructed to conduct a soft transition to full POS operations as the single method to track headcounts. Use of standard forms NAVMC 10289 and 10789 will only be authorized in the event the POS terminal malfunctions. Note: Mess hall 5005 will operate using the POS system starting with the next scheduled opening date.

(2) As of 11 December 2017, POS deployment will be complete. Base Food Service personnel will validate all headcounts from 1 to 10 December 2017 daily and forward "send headcounts" to each mess halls' MCFMIS no later than 0900. Mess hall managers will have a single opportunity to adjust any errors that they may have identified during the soft transition. After this, access to adjust headcounts will be locked.

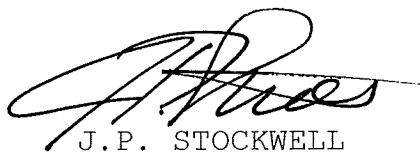
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(3) All subsequent headcount data will be validated and sent to each mess hall by 0900 each day, Monday to Friday, or on the first business day following a holiday routine. Managers are required to verify counts and notify Base Food Service of any discrepancies.

d. Base Food Service Special Meal Coordinator. Will submit all approved request to the mess hall manager IAW reference (b), only the approved amount will be validated and forwarded in "send headcounts".

2. Training was provided by Computrition for Sodexo's District Manager, General Managers and cashiers from 17 - 20 October 2017. Refresher training was provided by Base Food Service Staff to available Sodexo Managers and staff on 29 and 30 November 2017. Sustainment training is responsibility of Sodexo, and it should be incorporated into a regular training cycle.

3. Point of contact at Base Food Service for this matter is MSgt Osborne at 784-2491.



J.P. STOCKWELL

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QAE

District Manager (SDX)

Mess Hall Managers (SDX)

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