

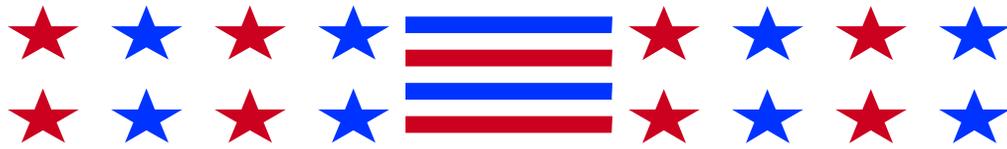


Directorate of Subsistence
Produce Business Unit
Handbook



July 2004





Contents:

**Part I. Our Produce
Organization**

Part II. Our Customers

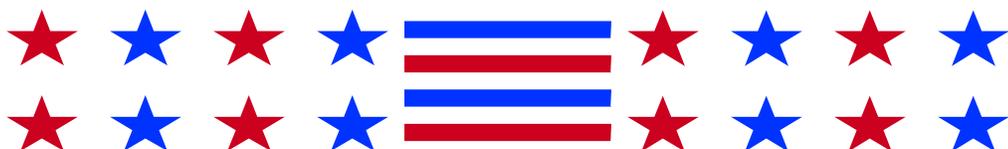
**Part III. Customer Ordering
Procedures**

Part IV. Marketing Initiatives

Part V. Our Produce

Part VI. Vendor Information

Part VII. Our Produce Family



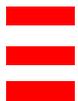


Part I

Our Produce Organization



Produce Mission.....	3
DSCP Vision and Mission.....	4
Subsistence Organization.....	5
Produce Commodity Business Unit....	6
Produce Organization.....	7
Meet the Staff – Philadelphia HQ	8
DSO List.....	9
PBO List.....	10
Field Buyers List.....	11
Worldwide Network.....	12
International Operations.....	13
Europe Points of Contact.....	14
Pacific Points of Contact.....	15
Produce Sales.....	16





Our Mission:

The DSCP Produce Business Unit is the worldwide provider of choice for fresh fruits and vegetables to the Defense Commissary Agency (DeCA); Military Services, Military Exchanges and Morale, Welfare, Recreation Facilities; Schools and Indian Reservations in partnership with the USDA National School Lunch Program and related Food and Nutrition Service Programs; as well as Job Corp Centers, VA Hospitals, Federal Prisons.

Browse through our web site to see how the Produce acquisition network has been ensuring that our customers receive high quality produce at competitive market prices, as well as value-added services around the globe.

<http://www.dscp.dla.mil/subs/produce.htm>

Our Organization:



Defense Logistics Agency

Defense Supply Center Philadelphia

The Defense Supply Center Philadelphia is an Inventory Control Point within the Defense Logistics Agency. DSCP annually provides over \$7.66 billion worth of food, clothing, textiles, pharmaceuticals, medical equipment and supplies, general and industrial supplies and services to America's warfighters, their eligible dependents, and other non-Defense Department customers worldwide.

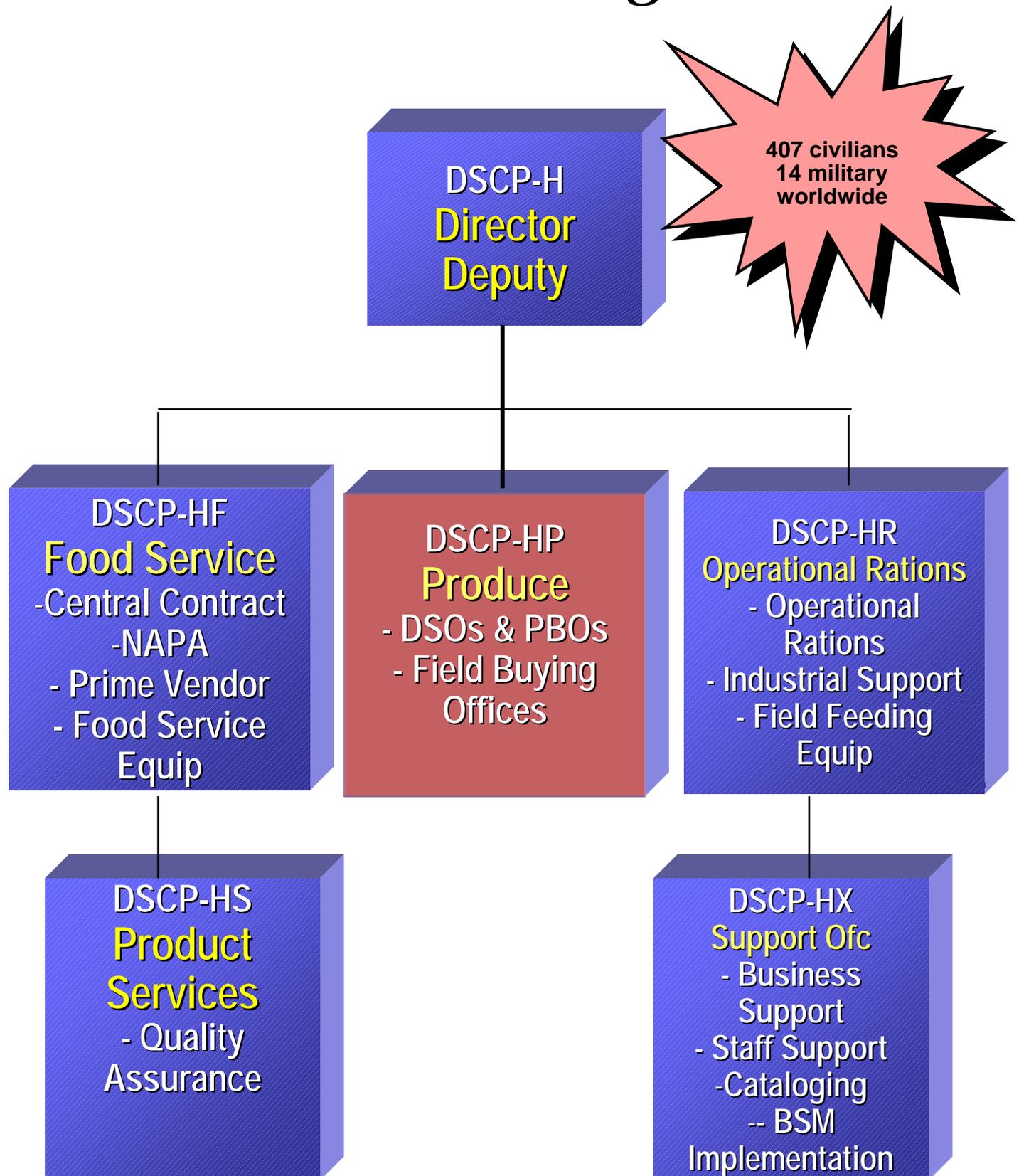


DSCP's Vision: "To be the logistics partner to the warfighter by providing supplies and services worldwide when and where needed; enhanced readiness through focused logistics with a forward presence and a world class workforce."

DSCP's Mission: The mission of the Defense Supply Center Philadelphia is to ensure the combat readiness and sustainment of America's Fighting Forces by providing world class logistical support in peace and in war.

DSCP WEB SITE: www.dscp.dla.mil

The Subsistence Organization





Produce

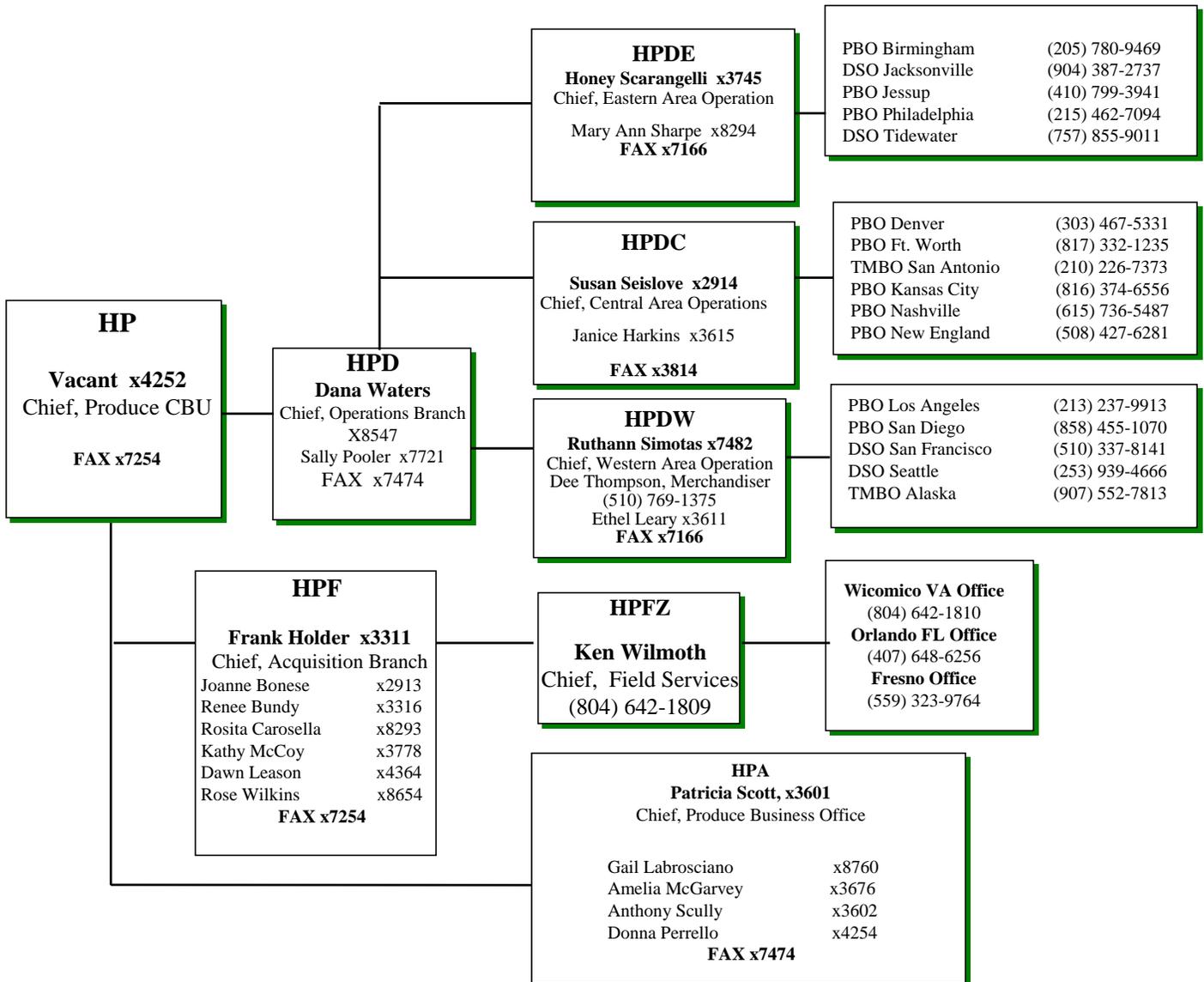
Commodity Business Unit

The Produce Business Unit is the worldwide Provider of Choice for fresh fruits and vegetables to America's Military Services (Active and Reserve), the Defense Commissary Agency (DeCA), the National School Lunch Program and Indian Reservations in partnership with the USDA, and other Federal Civilian Agencies. The DSCP Subsistence Produce Field Offices located throughout the Continental United States, Alaska, Hawaii, Europe and Pacific, purchase produce through terminal markets, field growing areas, and from vendors throughout the country. Support to overseas customers is provided with shipments of produce sourced in U.S. growing fields, and transported from the United States in Controlled Atmosphere Reliable Transportation (CARTS) containers or by airlift, and also by local produce buying markets in each country/region to ensure product quality, variety and availability.

The Produce partnership with DeCA, our largest customer, involves working to make produce a destination category in DeCA commissaries worldwide. The Produce Business Unit and our field network assist in all produce training and merchandising efforts at the commissary store level to improve produce ordering, handling and storage and display techniques. Our second largest customer is the Military Services; we are their provider of choice for all produce requirements throughout the world for troop dining halls and field feeding support. Our third largest customer is the USDA School Lunch Produce Program, where deliveries of a variety of fruits and vegetables are made to schools, central kitchens, or state warehouses. The program is growing in popularity as an efficient and economical way to provide school children with fresh produce every day. The USDA program also covers produce support to over 100 Indian tribes and reservations throughout the country, but predominately in the mid-west, mountain plains, and western states.

The Produce logistics network also provides worldwide readiness capability and overseas contingency/ mobilization support for perishable subsistence, to include chill and freeze products, as well as produce to all DSCP Subsistence export customers. CARTS or airlifts from the U.S. accomplish overseas produce distribution, or buying arrangements are made to purchase produce from local vendors in country and close to the ultimate customer. The Produce Business Unit plans, manages, and directs all procurement actions for the acquisition of fresh fruits and vegetables to ensure the highest quality product at the most reasonable price. We have vigorously developed initiatives for automation and electronic ordering and merchandising to enhance DSCP operations and reduce costs for our worldwide customers, while providing them with value-added services of market forecasts, produce newsletters and bulletins, and nutritional information.

Produce Organizational Chart



Produce Points of Contact HQ Philadelphia



Vacant	Chief, Produce Business Unit	(215) 737-4252
Dana Waters	Chief, Operations Branch	(215) 737- 8547
Sally Pooler	Contract Specialist	(215) 737-7721
Honey Scarangelli	Chief, Eastern Area Operations	(215) 737-3745
Maryann Sharpe	Regional Coordinator	(215) 737-8294
Susan Seislove	Chief, Central Area Operations	(215) 737-2914
Janice Harkins	Regional Coordinator	(215) 737-3615
Ruthann Simotas	Chief, Western Area Operations	(215) 737-7482
Ethel Leary	Regional Coordinator	(215) 737-3611
Frank Holder	Chief, Acquisition Branch	(215) 737-3311
Rosita Carosella	Contracting Officer	(215) 737-8293
Joanne Bonese	Contracting Officer	(215) 737-2913
Dawn Leason	Contracting Officer	(215) 737-4364
Kathy McCoy	Contract Specialist	(215) 737-3778
Renee Bundy	Commodity Business Asst	(215) 737-3316
Rose Wilkins	DLA Intern	(215) 737-8654
Ken Wilmoth	Chief, Field Buyers	(804) 642-1809
Field Buyers	See Field Buyers (page 11)	
Patricia Scott	Chief, Business Office	(215) 737-3601
Gail Labrosciano	Marketing and Promotions	(215) 737-8760
Amelia McGarvey	Property Officer, Publications, Personnel	(215) 737-3676
Anthony Scully	MIS Reports and Budgets	(215) 737-3602
Donna Perrello	Support Services Assistant	(215) 737-4254

Defense Subsistence Office (DSO)

Points of Contact

DSO Jacksonville

Todd Baxley

Todd.Baxley@dla.mil

Cell No: 904-483-6239

c/o Florida Cold Storage, Ltd.

4501 Dignan Street

Jacksonville, FL 32254

Comm: 904-387-2737

DSN: 942-3301

FAX #1: 904-387-3699

FAX #2: 904-388-8372

1-800-795-5772

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Dave Edmonson

Dave.Edmonson@dla.mil

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Algona, WA 98001-6510

Comm: 253-939-4666

DSN: 357-9947

FAX #1: 253-939-7779

FAX #2: 253-939-4643

1-800-795-3566

DSO Tidewater

LTJG Joanna D. Kalvig

Joanna.Kalvig@dla.mil

Cell No: 757-438-2703

c/o Norfolk Banana Distributors

1106 Ingleside Road

Norfolk, VA 23502-5609

Comm: 757-855-9011

DSN: 564-9971/77/92/08

FAX #1: 757-855-8791

FAX #2: 757-855-8848

1-800-795-3543

DSO San Francisco

Nels Johnson

Nels.Johnson@dla.mil

Cell No: (510) 812-4717

620 Central Avenue – Bldg 3

Alameda, CA. 94501-3874

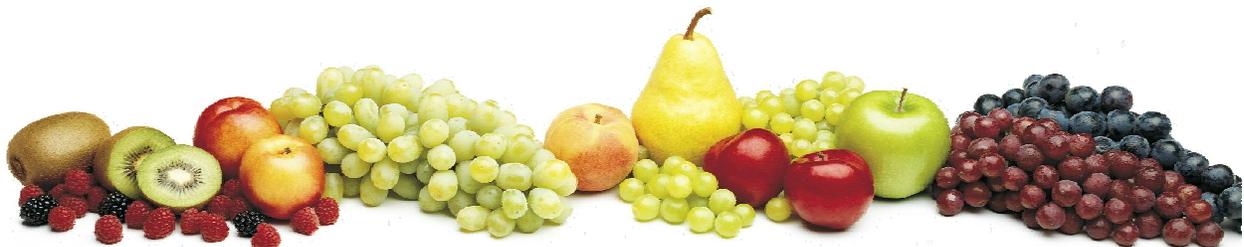
Comm: 510-337-8141

DSN: 686-8141

FAX #1: 510-337-8104

FAX #2: 510-337-8162

1-800-441-2829



Produce Buying Office (PBO)

Points of Contact

East

PBO Birmingham
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Sam.Turner@dla.mil
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c/o Mid South Produce
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Ensley, AL 35208
Comm: 205-780-9469
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FAX #2: 205-786-9366
1-800-795-5801

PBO Jessup
Vera Strilchuk
Vera.Strilchuk@dla.mil
Cell No: 410-977-0003
c/o Class Distribution System
7701 Assateague Drive
Jessup, MD 20794-3208
Comm: 410-799-3940
FAX #1: 410-799-3947
FAX #2: 410-799-3948
1-800-795-3492

PBO Philadelphia
Chuck McCall
Charles.McCall@dla.mil
Cell No: 267-236-5043
Phila. Regional Produce Market
Produce Building, Room 246
3301 Galloway Street
Philadelphia, PA 19148
Comm: 215-462-7094/2451/2455
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1-800-795-3523

Central

PBO Denver
Russ Brooks
Russell.Brooks@dla.mil
Cell No: 303-961-1195
5460 Ward Road – Suite # 205
Arvada, CO 80002
Comm: 303-467-5331
FAX #1: 303-467-6993
FAX #2: 303-467-7703
1-800-795-5802

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Yvette.Newell@dla.mil
Cell No: 817-538-1484
P&O Cold Logistics Facility
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Fort Worth, TX 76106-8302
Comm: 817-332-1235
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FAX #2: 817-332-8033
1-800-795-3567

Produce Buyer San Antonio
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DSN: 940-1298
FAX #1: 210-226-0981, 0409
1-800-795-3635

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Kansas City, MO 64106-1805
Comm: 816-374-6556
FAX #1: 816-374-6566
FAX #2: 816-374-6633
1-800-795-3562

PBO Nashville
Fred Tidwell
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Comm: 615-736-5487
FAX #1: 615-736-7082
FAX #2: 615-736-7083
1-800-795-3544

PBO New England
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Avon, MA. 02322-1153
Comm: 508-427-6281
FAX #1: 508-427-6473
FAX #2: 508-427-6474
1-800-795-3521

West

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Steve.Covington@dla.mil
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360 East 2nd Street
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Los Angeles, CA 90021
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FAX #2: 213-237-9926
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8597 Spectrum Lane
San Diego, CA 92121-2521
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FAX #2: 858-455-7276
1-800-469-5836

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Jim Colley
Jimmy.Colley@dla.mil
Cell No: (907) 223-4026
222 W 8th Avenue
Anchorage, AK 99513
Comm: (907) 271-1654
FAX #1: (907) 271-1650

Field Buyers

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6819 Magnolia Drive
Gloucester, VA 23061
Comm: (804) 695-9981(W)
FAX #: (804) 695-9136 (W)
Cell: (804) 654-0145

WEST COAST PRODUCE OFFICE

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Clovis, CA 93611-6759
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Cell: (559) 352-8851
FAX #: (559) 298-9376

Bob Rumsey

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Yuma, AZ. 85367
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Cell: (928) 941-6378
FAX #: (928) 342-8286

Curt Cadogan

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Moreno Valley, CA. 92557-6601
Comm: (909) 485-2740 (W)
Cell: (909) 515-0854
FAX #: (909) 485-2741

Genaro Cordova

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FAX #: (559) 298-9376

FLORIDA PRODUCE OFFICE

Cheryl Lesley
Independence Building
Suite 131
1010 Executive Center Drive
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FAX #1: (407) 648-6149
FAX #2: (407) 894-6051

Alan Reif

Same as above
Cell: (407) 947-0187

Cloyd Conley

2575 USA Highway 27 N.
Lot 166
Haines City, FL 33844
Comm: (941) 419-0084 (W)
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Cell: (407) 947-2927

Greg Sankovic

19207 Park Place Blvd
Eustis, FL. 32736
Comm: (407) 648-6256/7 (W)
Cell: (407) 947-1592
FAX (407) 648-6149 (W)

Andrew Baxley

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West Palm Beach, FL 33406
Comm: (561) 433-5740 (W)
FAX: (561) 968-8839 (W)
Cell: (561) 662-7619

Bill Raker

East Coast Merchandiser
3067 George Washington
Memorial Hwy
Suite 10 P.O. Box 471
Wicomico, VA 23184-0471
Comm: (804) 642-1902/1809
FAX#: (804) 642-1903/1485/1490
Cell: (804) 654-0045

VIRGINIA

PRODUCE OFFICE

Brenda Ashe
3067 George Washington
Memorial Hwy
Suite 10 P.O. Box 471
Wicomico, VA. 23184-0471
Comm: (804) 642-1902/1809
FAX #: (804) 642-1903/1485/1490
Cell: (804) 654-0146





Produce Organization: International Operations

DSCP Produce Business Unit is the worldwide supplier of fresh fruits and vegetables (FF&V) to commissaries, military troop dining facilities, military exchanges and MWRs utilizing Controlled Atmosphere Surface Containers (CARTS) and airlifts from coastal Defense Subsistence Offices (DSOs) in San Francisco, CA, Seattle, WA, Jacksonville, FL, and Tidewater, VA. The Produce CBU also coordinates produce policy for the DSCP European Region in Mainz-Kastel, Germany and the DSCP Pacific Region in Hawaii.

You may ask how we get the most sensitive of perishable commodities from Point A to Point B, especially when, for example, Point A is in Salinas Valley, CA and Point B is the Yongsan Commissary in Seoul, Korea! This takes an incredible amount of coordination and care among produce buyers and shippers, and knowledge of the transportation and distribution pipeline.

There are various methods of buying fresh fruits and vegetables and distributing them on a global scale. Our customers have businesses to run, and require their product to be the best quality, bought at the most reasonable price, and delivered in the most expeditious and efficient manner. The days of the extended order-ship time (OST) are long over, and the goal of a 48 hour delivery is an everyday occurrence in CONUS. Shorter OSTs coincide with the Subsistence prime vendor programs in Europe, the Caribbean, and the Pacific. There is no shortage of challenges to making this seamless to the customer, and methods tried in supporting the commissaries may also help the troop deliveries, so it's a win-win for all.



Europe Points of Contact



Headquarters - DSCPE

LTC William E. Zeller, USA
Mainz-Kastel, Germany
Telephone DSN 334-2578
Commercial (49) + 6134604578
FAX DSN 334-2663
Commercial (49) + 6134604663
william.zeller@europe.dla.mil

Germany Support Offices

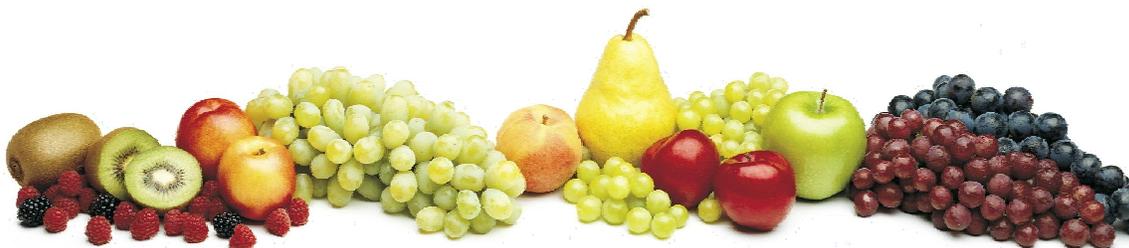
Pulaski Barracks Germany
Mr. Ken Gunn, Chief
Telephone DSN 489-8210
Commercial (49) + 631-5348612
FAX Commercial (49)+631-5348621
FAX DSN 489-8206
ken.gunn@europe.dla.mil

DSBO Copenhagen
Ms. Margaret Hurst
Telephone Comm'l (45) + 355-53144457
Fax Commercial (45)+ 3142 7731
margaret.hurst@det1.dk

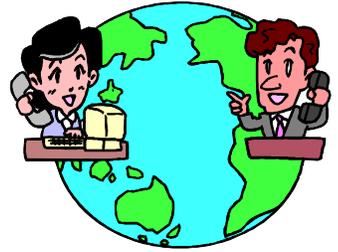
Italy Support Offices

Support Office Naples
Mr. Rodney Gartrell
Telephone Comm'l (39) 081 568 5293-5302
FAX Commercial (39) 081 568 5293 5305
rodney.gartrell@europe.dla.mil

Support Office Padova
Mr. Raffaele Rippo
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rafaelle.rippa@europe.dla.mil



Pacific Points of Contact



DSCP PACIFIC REGION: DSCPP-S

440 Fuller Way, Bldg 280

Pearl Harbor, Hawaii 96860-4967

POC: Bobbi Collins, CDR, USN

Comm: (808) 474-2901

DSN: (315) 474-2901

Duty Officer System (808)-371-3925

HAWAII PURCHASING OFFICE: DSCPP-SCH-SH

440 Fuller Way, Bldg 280

Pearl Harbor, HI 96860-4967

POC: Emily Vallente - Produce Chief

Comm: (808) 474-2981

DSN: (315) 474-2981

Walter Torrence-Produce Specialist

Comm: (808) 474-2982

DSN: (315) 474-2982

Cindy Shinmon – Customer Liaison Spec

Comm: (808) 474-2983

DSN: (315) 474-2983

FAR EAST THEATRE OPERATIONS - YOKOSUKA, JAPAN

PSC 473, Box 11, FPO AP 96349-1500

Yokosuka Naval base, Bldg. B-52, Tomari-cho 0 banchi

Yokosuka-shi, Kanagawa-ken, Japan 238-0001

POC: Vacant, Deputy

Comm: 011-81-6160-43-3675

DSN: (315) 243-3675

POC: Mr. Charles Yarrell, Supv Business & Logistics Spec.

Comm: 011-81-616-43-6948

DSN: (315) 243-6948

JAPAN SUBSISTENCE OFFICE

PSC 473, Box 11, FPO AP 96349-1500

DSCP DSO Bldg B-52, 1 Chome, Honcho, Yokosuka-City, Kanagawa0-Ken 238-0001

POC: Al Harris, Supv Subsistence Business Specialist

Comm: 011-81-090-9386-8303

DSN: (315) 243-8303

POC: Ms. Amelia Runde, Produce Specialist

Comm: 011-81-080-5004-6289

DSN: (315) 243-6289

OKINAWA SUPPORT OFFICE: DSCPP-SJO

DLA, DSCPP-SJO, Unit 35053, FPO AP 96373-5053

Bldg 502, Camp Kinser, Urasoe, Okinawa 96372

POC: Mr. Jon Hill, Subsistence Specialist

Comm: 011-81-611-090-6861-9230

DSN: (315) 637-9230

KOREA SUBSISTENCE OFFICE CAMP KYLE: DSCPP-SJK

1st Maint CO (Camp Kyle)

Unit 15345 Box 42

APO AP 96258-0192

POC: Jesse Song

Comm: 011-82-31-870-7884

DSN: (315) 732-7884

GUAM SUPPORT OFFICE: DSCPP-SJG

COMNAV Marianas, DSCPP, Guam Support Office

PSC 455, Box 190, FPO AP 96540-1500

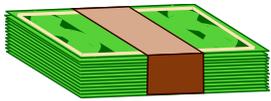
DSCP-Pacific Region, Guam Support Office

3191 Sumay Dr., Santa Rita, Guam 96915-1160

POC: Mr. Alfredo Carmona, Subs Marketing & Logistics Specialist

Comm: (671) 339-4117 or 5135

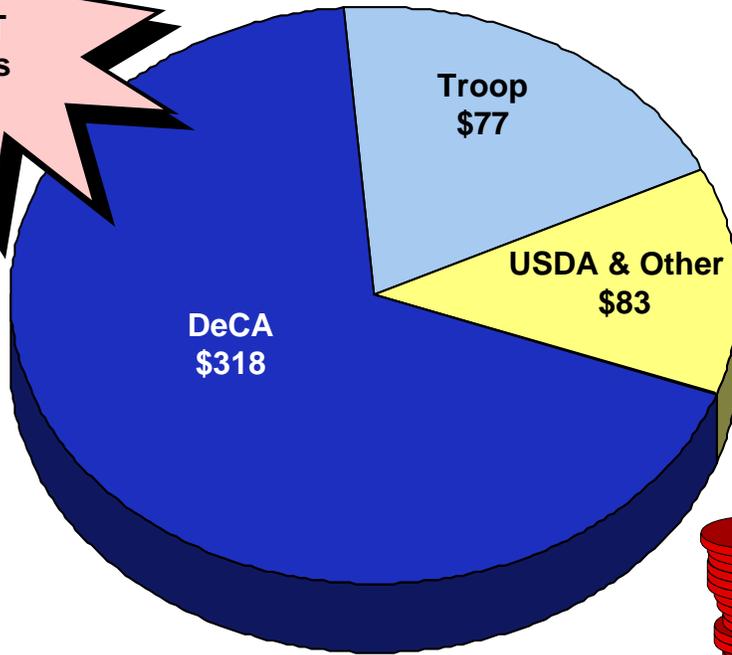
DSN: (315) 339-4111 or 5135



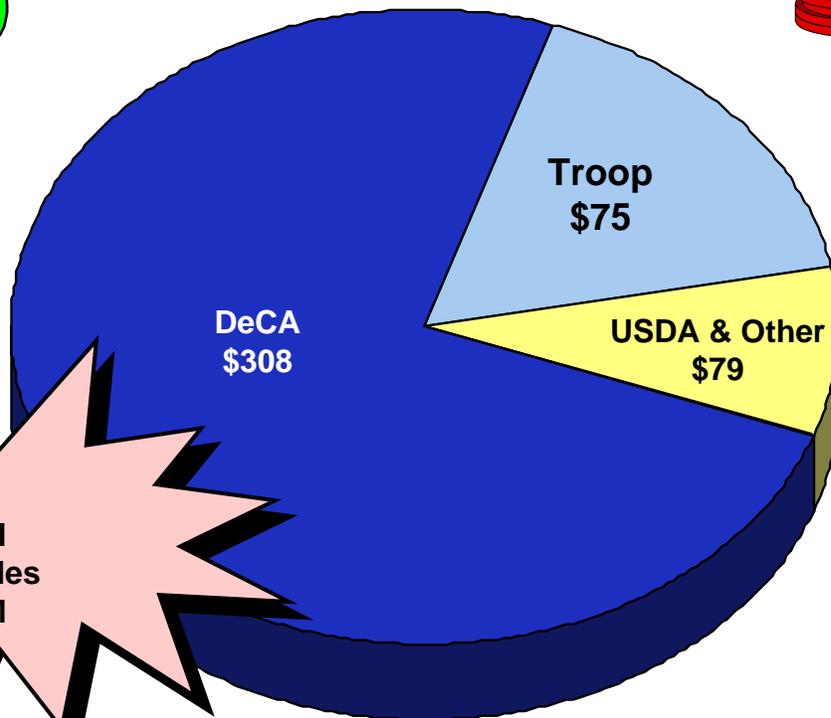
Produce Sales

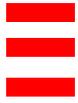


**FY 04 EST
Total sales
\$478M**



**FY 03
Actual
Total sales
\$462M**





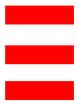
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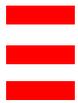
Our Customers



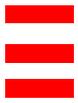
Our Customer Overview.....17



Message.....18, 19



DeCA/Troop.....20



USDA.....21



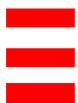
**VA Hospitals, Prisons, MWR
Facilities.....22**



**Native American
Reservations.....23**



National Guard.....24



Our Customers



Defense Commissary Agency
Military Services



MWRs/Exchanges
and
Reserve Units



USDA Programs

- School Lunch
- Farm to School
- Federal Indian Reservation Project

Job Corps Centers

VA Hospitals

Federal Prisons

Message to Our Customers

It Takes a Team to Create Success...

The Defense Supply Center Philadelphia's Produce Business Unit Is On Your Team



Your Trusted Source For Delicious Naturally Wholesome Produce

VALUE ADDED SERVICES INCLUDE: Highly experienced Acquisition and Logistics Support, In-store Demos, Seasonal and Regional Market Specials, National Buying Power, Merchandising Support, Staff Training, Re-set Services, **And More!!**

FOR MORE INFORMATION: call Ms. Donna Perello in the Directorate of Subsistence's Produce Business Unit at: (215) 737-4254, DSN 444-4254, fax (215) 737-7254 or email - Donna.Perello@dla.mil

DSCP ensures the combat readiness and sustainment of America's Fighting Forces by providing world-class logistical support around the clock, around the world.

A Message to Our Customers



Buy your fresh fruits and vegetables from the Defense Supply Center Philadelphia's (DSCP) Produce Business Unit, and your agency can access:

- 🍏 A multi-million dollar leveraged-buying activity to lower costs and improve quality.
- 🍏 Over three decades of produce-buying experience.
- 🍏 Award-winning produce support to: DeCA Commissaries, Troop Issue Dining Facilities, Military Exchanges, VA Hospitals, Federal Prisons and Job Corps Centers, Indian Reservations, and the U.S. Dept. of Agriculture's School Lunch Program.
- 🍏 Value added services to increase customer satisfaction provided by top notch produce personnel in both the public and private sectors.
- 🍏 Assistance in produce related areas such as merchandising, truckload sales, promotions of special items, nutrition fairs, expert advice in receiving/handling/storage, and produce department resets in addition to everyday support issues.
- 🍏 An extensive logistical supply base including hundreds of the top produce suppliers located in centralized and decentralized terminal markets as well as directly in growing areas.



Our Customers: *DeCA/Troop*



DSCP Produce Business Unit is the supplier of choice for the **Defense Commissary Agency (DeCA)**. The Subsistence worldwide produce network purchases the highest quality fresh fruits and vegetables for all the commissary produce departments. Our field offices offer day-to-day customer service to include market intelligence and trends on what is happening in the produce industry. DSCP and DeCA have formed a partnership to supply the military patrons with the best produce available. DSCP assists with food shows, product demonstrations, training, customer sponsored seminars and workshops. Commissaries can place their orders via electronic ordering methods and gain valuable information from the internet, and electronic news bulletins. We offer one stop shopping to the customer with one order, one vendor, one truck and one invoice payment. We offer flexible order lead-time to ensure ultimate support; typical order lead-time for the commissary is less than 48 hours. We realize emergency situations arise and our field offices are capable of meeting these expedited and weekend deliveries. We adhere to the unique delivery schedule of each commissary and provide immediate response to problems or late deliveries.



DSCP Subsistence is the worldwide provider of produce to all our troops to include our **Military installation dining halls and Reserve Units**. All produce requirements are delivered within a 48 hour delivery window on one truck through direct vendor delivery for distribution to the individual dining halls. All orders are placed through STORES and received electronically by the Subsistence DSOs and PBOs. DSCP offers food shows, electronic merchandising information, market forecasts and newsflashes on quality and availability of produce as well as nutritional and recipe information. We have long term contracts to enable military installations a customized ordering and logistics schedule. We offer the highest quality at best prices. We offer a large variety of produce items with varying packaging sizes to meet the individual dining halls needs.

Last but not least, our **Quality Assurance Program** utilizes a combination of professionals to assure quality produce. These professionals are USDA inspectors, Army veterinary inspectors and DSCP produce buyers. They offer many years of experience in both produce inspection and produce buying. All inspections are accomplished to ensure the best produce is provided to our valued commissaries. Our policy incorporates the ability to return and replacement product if needed. The replacement system has been tailored to meet our customers' needs.

For More Info:

<http://www.dscp.dla.mil/subs/produce.htm>

Our Customers:



USDA School Lunch Program



"Give Your Health a Salute; Eat More Veggies and Fruit !"



The USDA, Food and Nutrition Service, and the Defense Supply Center Philadelphia, Produce Business Unit, entered into a partnership by which DSCP would buy and distribute fresh fruits and vegetables to schools using the USDA's federal commodity entitlement dollars. USDA envisioned taking advantage of DSCP's large-scale buying power to support the goals of the Child Nutrition Programs such as the National School Lunch Program. The DoD pilot program began in 1994 with 8 test states (South Dakota, Wyoming, Colorado, New Hampshire, Florida, Texas, Maryland, South Carolina), using \$3.2 million Group A entitlement money. The test year was successful, and it was apparent that growth in the program was limited by the amount of entitlement money set aside by the USDA. A \$20 million cap was established and more states signed on for the next school year, including Guam, Alaska, and Hawaii. The schools could order any authorized fruit or vegetable from a list of about 150 items, except non-U.S. grown produce, such as bananas. By the end of the second year, the USDA suggested that states could use their Section 4&11 money, which is federal reimbursable money, based on the number of meals served during the school year. Bananas could be bought with Section 4&11 money.

By the 1997/1998 school years, the program had grown to 38 states, some using the entitlement money, some using the 4&11 money, and some using a combination of both funds. The \$20 million cap was spent, and states ordered over \$9.5 million using their Section 4&11 funds. The USDA raised the entitlement cap to \$25 million for the 1998/1999 school year and we supported 40 states.

The Farm Security and Rural Investment Act of 2002 contained statutory language that set aside \$50 million per year for DSCP to continue to support schools in all 50 states, Puerto Rico, Virgin Island, Guam, and the District of Columbia. The DoD Fresh Produce Program is an outstanding success and additional monies are being earmarked through supplemental Pilot Programs to improve partnership between DSCP and USDA.

DSCP Produce Unit uses its diverse network of produce suppliers, mostly small business, to distribute now over 300 produce items to schools at the place and time they designate. Emphasis is placed on using as much local produce from nearby producers and suppliers as possible, pending satisfactory inspection of their facilities. Support is also garnered from industry commissions and associations who played a role in the passage of the Farm Bill.

We continually outreach to bring in new school districts into the DoD Fresh Produce Program, and assure our regular customers that the same high level of produce quality and service will continue. With the cooperation between suppliers, school food service personnel, the USDA and their Regions, we anticipate a very busy and robust year.



For More Info:

<http://www.dscp.dla.mil/subs/produce/school.htm>



Our Customers:

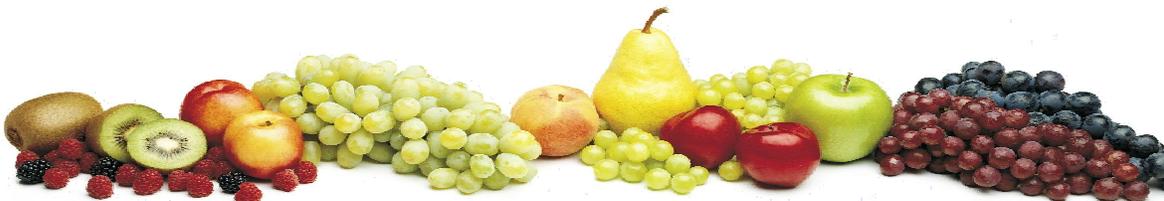
VA Hospitals/Prisons/MWR

Not every one of our customers is a multi-million dollar account. But all of our customers are equally important to the Produce Business Unit, and supporting their produce needs, no matter how big or small, helps to advance both our businesses. This page describes some of the smaller customers who order fresh produce from our field buying offices. We often learn of these customers by attending food service shows and conventions, by reading about customer initiatives in industry publications, and by the recommendation of other customers receiving produce through our networks.

Veterans' Administration Hospitals: VA Hospitals have contracted out most of their food service requirements to full-line distributors. However, some VAs still order from DSCP because they get better produce and prices than from their own prime vendors. DSCP is also able to provide credit card capability, so that is no longer the hurdle it posed in past years. Currently, we support about 15 Veterans' Hospitals throughout the country.

Federal Prisons: The Produce Business Unit supports several federal prisons, and communications occur regularly with the Federal Bureau of Prisons, to expand our role in their food service operations. Efforts are being made to work within the constraints of the Bureau's aggressive purchasing of distressed goods, produce surpluses, and opportunity buys. The Bureau's low Basic Daily Feeding Allowance mandates that all produce items are the lowest price available on the market. However, recent conversations indicate the prisons desire to use more processed produce items, such as shredded lettuce, which is 100% consumed, versus the waste resulting from culling lower-grade, cheaper bulk lettuce. We're excited about the potential for this new business.

Morale, Welfare, & Recreation (MWR): Officer's Clubs, galleys, food courts, mini marts, bowling alleys, and snack bars are just some of the smaller accounts on military bases that we support. Bananas for the banana splits, baked potatoes on the a la carte menus, chopped broccoli for the salad bar, or a selection of apples, oranges, and bananas for the "Grab and Go" section are some of the uses for the produce ordered by these customers.





Our Customers:

Native American Reservations

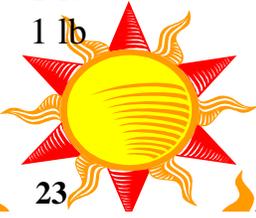
The U.S. Department of Agriculture's Food and Nutrition Service (USDA/FNS) teamed up with the Department of Defense, Defense Supply Center Philadelphia (DoD/DSCP), to provide fresh produce to those tribes participating in the Food Distribution Program on Indian Reservations (FDPIR). Availability of fresh produce has now advanced beyond the pilot stage to all tribes capable of receiving, storing and managing fresh produce. This program is very important to the nutrition and education of the Indian Reservations due to their remote locations and health issues.

Grapefruit

The following Fresh Produce are considered authorized items. Additional items can be authorized by USDA upon request.



Apples	1 lb to 5 lb bags
Carrots	1 lb to 5 lb bags
Grapefruit	1 lb to 5 lb bags
Onions	1 lb to 5 lb bags
Oranges	1 lb to 5 lb bags
Pears	1 lb to 5 lb bags
Potatoes, Red & Russett	1 lb to 5 lb bags
Squash	1 lb to 5 lb bags
Sweet Potatoes	1 lb to 5 lb bags
Turnips	1 lb to 5 lb bags
Assorted Mixed Fruit	1 lb
Baby Carrots	1 lb
Celery	1 lb
Cucumbers	1 lb
Green Cabbage	1 lb
Green Peppers	1 lb
Mixed Vegetables	1 lb
Red Onion	1 lb



Our Customers: The Army National Guard



Background:

The Defense Supply Center Philadelphia (DSCP)'s primary focus is on our Military Service members. The Operational Rations Business Unit implemented a brand new meal for the Army National Guard (ARNG) named the TOTM. DSCP "Treats" are snack items that the Subsistence Directorate originally developed with the ARNG. Our Subsistence ARNG Customer Segment Team worked with the ARNG to identify what types of products were of interest to its troops. As a result, there are two types of "Treats" that DSCP has made available to the Guard - **"Healthy Treats" Produce Pack** and **"Good Treats" Snack Pack**.

What are they?

"Healthy Treats" are nutritious and economically priced at less than one dollar per unit snack. They are packaged in individual molded plastic containers, which contain an apple (Fuji/Granny Smith /Red Delicious) or orange or pear with baby carrots plus a dip.

"Good Treats" is a self-contained bag which consists of (1) 16 oz bottle of spring water and 2-3 assorted snack-type items. It has a shelf life of 12 months. Snack items may include: granola bars, crackers, cookies, pudding, canned fruit, etc.

Tailored Operational Training Meal (TOTM) was introduced to the ARNG in May 2001. The purpose of the TOTM is to provide an alternative operational training meal in lieu of "box" lunches and catered commercial meals to military units. The TOTM is not a MRE, nor is it designed to take the place of the MRE. The TOTM is a self-contained packet consisting of a meal packed in a flexible bag that is lightweight and fits easily into military field clothing pockets. Menus typically contain a MRE entrée, wet-pack fruit, a beverage base, flameless heater, dining kit, and assorted components. During the first year of its availability, DSCP sold over a half-million TOTM meals to the ARNG. **You can also enhance your TOTM meal with a fresh apple, orange, baby carrot sticks, or other seasonal items from your local DSO/PBO offices.**

Remarks

It is our hope that our new "Healthy Treats" and "Good Treats" initiatives will experience similar success and provide the ARNG and other interested customers with two new great products to enjoy.

Points of Contact:

Healthy Treat point of contact is Amelia McGarvey, 215-737-3676 or email Amelia.McGarvey@dla.mil

Good Treat point of contact is Nicholas McGinty, 215-737-3661 or email Nicholas.McGinty@dla.mil

TOTM point of contact is Deborah Sinno, 215 737-3688 or email Deborah.Sinno@dla.mil



Part III
Customer Ordering
Procedures

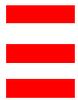


HELPING YOU
TO UNDERSTAND

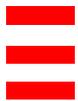


FAVORS.....25

•ORDER PROCESSING



DeCA WEB
STORES
TAP-IT



AWARD PROCESSING....26

- CUSTOMER DIRECT: DVD**
- VENDOR CONSOLIDATION**





FFAVORS – FRESH FRUIT AND VEGETABLE ORDER AND RECEIPT SYSTEM

FFAVORS is the PC-based application developed specifically to support the Subsistence Produce mission worldwide. Processing and data elements are uniquely tailored to the DSCP Produce business. The flexibility provided by FFAVORS allows the produce mission to meet the many unique requirements stemming from our varied customer base in a manner that results in 30-40% documented cost savings over other alternative suppliers.

FFAVORS is the primary working tool for DSO/PBO, in use virtually non-stop during local working hours. Given the worldwide locations of produce offices, FFAVORS functionality must be available around the clock. Each FFAVORS site contains a master file that allows the users in that office to deal only with the records pertinent to the office. For example, the office in Norfolk does not want to be encumbered with the records used in San Francisco.

ORDER PROCESSING

FFAVORS has three primary means of receiving automated orders, each serving a distinct customer group:

- **DeCA Web** for CONUS DeCA customers
 - Internet website designed in conjunction with DeCA systems staff in 1995.
- **STORES** for military Troop customers
 - Subsistence **T**otal **O**rdering **R**eceipt and **E**lectronic System
 - STORES is the DoD ordering system for food that interfaces with all the Services' food service systems and provides the ability to have real time orders.
- **TAP-IT** for schools and Indian Reservations
 - Telephonic Automated Produce – Information Technology
 - TAP-IT offers two fully integrated systems for use by the school customers to order their fresh fruits and vegetables. TAP-IT Online may be accessed via either Microsoft Internet Explorer (ver 4.0 and later) or Netscape (ver 6.0 and later). TAP-IT Online is the produce ordering web companion system to the popular interactive voice response (phone) system, featuring simple to use shopping cart; catalog searches by whole or partial item descriptions or by item number, centralized order placement for single sites authorized to order for multiple schools, Flash messaging of produce specials, and ability to view, change or delete previously placed pending orders.





PRODUCE AWARD PROCESSING

There are two main methods of award and distribution processing based on the customer grouping. Most Troop and School orders are filled by DVD, while DeCA commissary shipments are made by either DVD or Consolidator.

CUSTOMER DIRECT: DIRECT VENDOR DELIVERY (DVD)

All orders are submitted into the servicing DSO/PBO within the prescribed time frame, usually 48 hours prior to delivery. After your order is placed, the DSO/PBO will process all orders and generate a Final Buy Report which details the vendor, items, and prices. The Final Buy Report will be faxed or emailed to your office. The Final Buy Report is the document used to check in your DVD shipment when it arrives.

Once the DVD delivery is complete, fax back the annotated and signed Final Buy to the DSO/PBO for proper vendor payment and billing.

Should produce be delivered that does not meet your standards, reject it and immediately place it back on the delivery truck for replacement. If the vendor does not replace soon enough to meet your needs, annotate the accepted quantity on the Final Buy Report and fax back to the DSO/PBO within 24 hours. If product cannot be replaced and you feel that some portion of the rejected product is serviceable with appropriate credit, immediately request credit from your DSO/PBO so that commensurate credit can be obtained from the vendor.

During non-duty DSO/PBO hours, specific personnel from each commissary have been authorized as ordering officers on our Blanket Purchase Agreements (BPAs). The commissaries are authorized to call the emergency vendor after hours or on weekends, to place their emergency order. Since the order is being placed directly with the vendor, no Final Buy Report will arrive prior to the delivery. Additionally, all customers have been provided with emergency numbers of DSO/PBO personnel for assistance.

Upon receipt of the emergency delivery, annotate and sign the vendor's invoice, and fax to the DSO/PBO the next business day. For example if the emergency order is placed on Thursday evening, the DSO/PBO needs the vendor's invoice by Friday, if the emergency order is placed on Saturday, the DSO/PBO needs the invoice by Monday. Once the DSO/PBO received the annotated and signed vendor's invoice, a Final Buy Report will be emailed or faxed to you within 24 hours. All other rejection procedures remain as stated above

VENDOR CONSOLIDATION AGREEMENTS

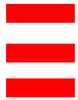
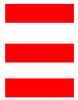
For areas where DVD support is not the best option, an alternate method is to ship various produce items into a market "Consolidator" – a specific location agreed upon by our vendors and shippers. The Consolidator will receive all items bought for a specific day's delivery and provide the breakout and distribution services for shipment to the final customer. In this operation, the government does not take title to the product bought until it is satisfactorily received by the customer.





Part IV

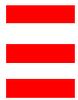
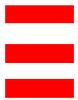
Marketing Initiatives



Regional Promotions.....27,28



National Promotions.....29



Healthy Treats.....30



**Marketing & Business
Initiatives.....31**





Produce Customer Service and Marketing Initiatives

How We Market To Our Customers



“We are proud of our role in supporting
our U.S. Troops”



How do the Regional Specials Work?

Here's Some Advice to Our DeCA Customers



DeCA Eastern Region stores promote Regional Produce Specials and Zone Manager Specials in an effort to have at least one highly visible item on Special in every store, every week of the year. Regional Specials are pre-planned items for each month of the year, which coincide with traditional holidays or other events, such as potatoes for Potato Lovers' Month in February or green cabbage for St. Patrick's Day. Zone Manager Specials are specially-priced, high quality items available from suppliers in a specific zone or geographic area. Similar promotion programs exist under other names in the Central and Western parts of the United States, for example Road Shows and Farm to Market.

The DSCP Field Buying Team solicits industry to bid on the best quality and price for the Regional Specials, usually based on truckload quantities delivered to DSCP consolidation locations. The Field Buying Team works with the growers/shippers to ensure the quality, condition, grade, and size meet DSCP and DeCA standards for resale.

Once all the details have been worked out, we are able to communicate with all DeCA stores very easily by email. Stores and zone managers will receive the necessary information needed to plan the sales event, including an order form. All the store needs to do is reply to the email message with the number of case they desire prior to the deadline. We try to give plenty of time for the stores to reply, but in particular with the Zone Manager specials, there are occasions when we must react quickly to capture a great special.

Each store should take a good look at the items that are being offered and how many cases they can use, keeping in mind how many days of shelf life this product will have. Managers could order an entire week's supply of apples, oranges, potatoes, onions, etc., to be shipped from their DSO/PBO as needed with their regular orders. All that is asked is that each store has their entire requested order delivered to them by the end of that week.

Dealing with fresh produce may result in one problem or another, such as unexpected or unacceptable quality due to Mother Nature, or a trucking problem. As soon as a problem is discovered, we notify DeCA and DSO/PBO personnel on the plan of action. Sometimes the specials are delayed or cancelled, depending upon the situation. The reputation of this program is based on the best quality and we do not want to ship anything less.

It is also important that we are kept informed of any DeCA personnel changes, such as the produce manager or Zone Manager. If we are not informed of a change, this could result in a store or Zone Manager not getting the information that they need for proper ordering and planning. If there are any questions, please don't hesitate to call Cheryl Lesley at 407-648-6256 or Ken Wilmoth at 804-642-1809 (office) or 804-654-0145 (cell).



National Promotions

Make sure to check out the following Publications available through email and at our Produce Web Site:

- Newsflash**
- Weekly Highlights**
- Market Forecasts**
- Tidbits**
- Bulletins**
- Nutritional information – 5-A-Day Program**

The Produce Business Unit coordinates National Promotions, as a value-added Service to our customers. This is done by coordination with various commissions, trade groups, associations and vendors to obtain specials.

These specials may include but are not limited to special pricing, point of sale materials (posters, recipes, handling information, nutrition information), display contests with prizes awarded by sponsors like cash for customers, and equipment for commissaries, money off coupons, rebates, and special packaging.

The Produce Business Unit is committed to adding excitement and fun through demonstrations, displays and special advertising. Promotions are both regional and national, for example:



- **NY Apple Display Contest**



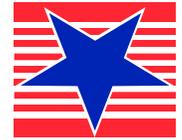
- **Chilean Stone Fruit Display Contest**

- **Northwest Pear Display Contest**

- **Northern Plains Potato Commission Contest**



We provide Demos, Samples, Food Shows, Nutrition Fairs, Handling Instructions, Merchandising and various other services to our customers.



Healthy Treats



- ✍ Molded plastic container
- ✍ Contains an assortment of 2 types of top quality hearty fruits with vegetable and/or peanut butter dip
- ✍ Shelf life is 30 days refrigeration or 12 hours without refrigeration
- ✍ Delivery time is 2-3 days
- ✍ Average cost is less than \$1.00 per snack pack
- ✍ 24 produce packs per case with an assorted variety in each case
- ✍ Produce items may include: apples, oranges, baby carrot sticks, plus dip
- ✍ LSN Ordering Number: 8915-01-E21-1376 (**Troop**)

8915-01-511-6985 (**DeCA**)

8915-01-E05-0687 (**Schools**)

If you have any comments or questions regarding “Healthy Treats” please contact our POC below. We are counting on your feedback to help us give you, our valued customers, what you want.

Ordering Points of Contact:

Healthy Treats: Amelia McGarvey, (215) 737-3676, DSN 444-3676,
Amelia.McGarvey@dla.mil



Marketing & Business Initiatives



To Improve Our Customer Service:



-  In-store produce demonstrations, sampling, recipes create patron interest
-  Direct Vendor Delivery eliminates double handling costs
-  Long term produce and logistics contracts foster continuity of service
-  FFAVORS IV streamlines vendor payment and customer billing and generates automatic management information reports
-  Food Shows, Tent Sales, Parking Lot Sales, Nutrition Fairs draw consumers to events.
-  DSCP is member of Produce for Better Health Foundation – 5-A-Day.
-  DSCP is member of PMA – attends national conventions to stay current on market trends
-  Newsletters, Market Flashes, Tidbits, Highlights, Market Forecasts provide valuable information to buyers and customers.
-  National and Regional promotions with Commissions and Associations
-  DeCA Regional Specials showcase Field Buys
-  Announced and Unannounced Customer and Vendor Liaison visits assure top quality produce and service.
-  Cooking demonstrations in produce departments with local chefs providing on-hand cooking tips and recipes
-  Improved Quality Assessment criteria for evaluation of vendor facilities and performance
-  DSCP assists in Grand Openings, Re-Openings, and produce department. Re-sets with fantastic prices, top quality, and labor.
-  Roaming DSCP or Market Association Merchandisers work closely with DeCA Produce Departments to train employees, and evaluate handling and merchandising techniques to increase sales.
-  Outreach to new Customers with new products



Part V
Produce Fun and
Fresh Tips



Why is Produce Good For You?.....32



Produce Items Peak Availability....33



Food Servings.....34,35



Ideal Product Statistics.....36



Value Added Produce.....37



Customer Ordering Checklist.....38

**Training Program for
Storage & Handling.....39,40**

Common Questions.....41



Why Produce is so good for you !!!

<u>NUTRITION</u>	<u>FUNCTION</u>	<u>VEGETABLE</u>	<u>FRUIT</u>
Carotenoid	Converted into Vitamin A in the body. Stimulates the growth of new cells and keeps them healthy. Important as antioxidant or free radical fighters.	Orange and dark green colored vegetables, e.g. Pumpkin, carrots, spinach, parsley and broccoli	Yellow and orange fruits especially apricots, peaches, nectarines, papaya, mango
Vitamin B Group	Releases energy from Food. Promotes a healthy nervous system.	Green vegetables	Avocado
Vitamin C	Fights against infection and is used in tissue repair and general health. Helps the body absorb iron from food.	Excellent: Red, green peppers and parsley. Very good: brussel sprouts, broccoli, cabbage, spinach, cauliflower & radishes. Good: leeks, lettuce, spring onions, tomatoes, turnips, peas, beans, asparagus and potatoes.	All fruit especially Citrus fruit, kiwi, papaya, and mango
Vitamin K	For clotting of the blood.	Leafy green vegetables, turnips, broccoli, lettuce, cabbage, spinach, asparagus, watercress, turnips and carrots	No fruit
Calcium	Essential for healthy teeth and bones	Spinach, silverbeet, parsley, leeks, carrots and potatoes	Rhubarb, black currants, blackberries
Iron	An important part of red blood cells. Helps carry oxygen around the body. Extremely important for brain function and learning.	All vegetables	Avocado
Potassium	Controls the working of muscles and nerves. Appears important in preventing high blood pressure. Essential component of every cell.	All vegetables	All fruit especially avocado, banana
Fiber	Maintains a healthy digestive system. Decreases the risk of heart disease and cancer. Is important in control of weight.	All vegetables	All fruit



- *Bananas*
- *Carrots*
- *Celery*
- *Coconuts*
- *Eggplants*
- *Garlic*
- *Ginger*
- *Herbs*
- *Kiwi fruit*
- *Lemons*
- *Limes*
- *Chinese melons*
- *Cultivated mushrooms*
- *Onions*
- *Oranges*
- *Parsley*
- *Snow peas*
- *Pineapples*
- *Potatoes*
- *Radishes*
- *Roots*
- *Scallions*
- *Sprouts*
- *Watercress*

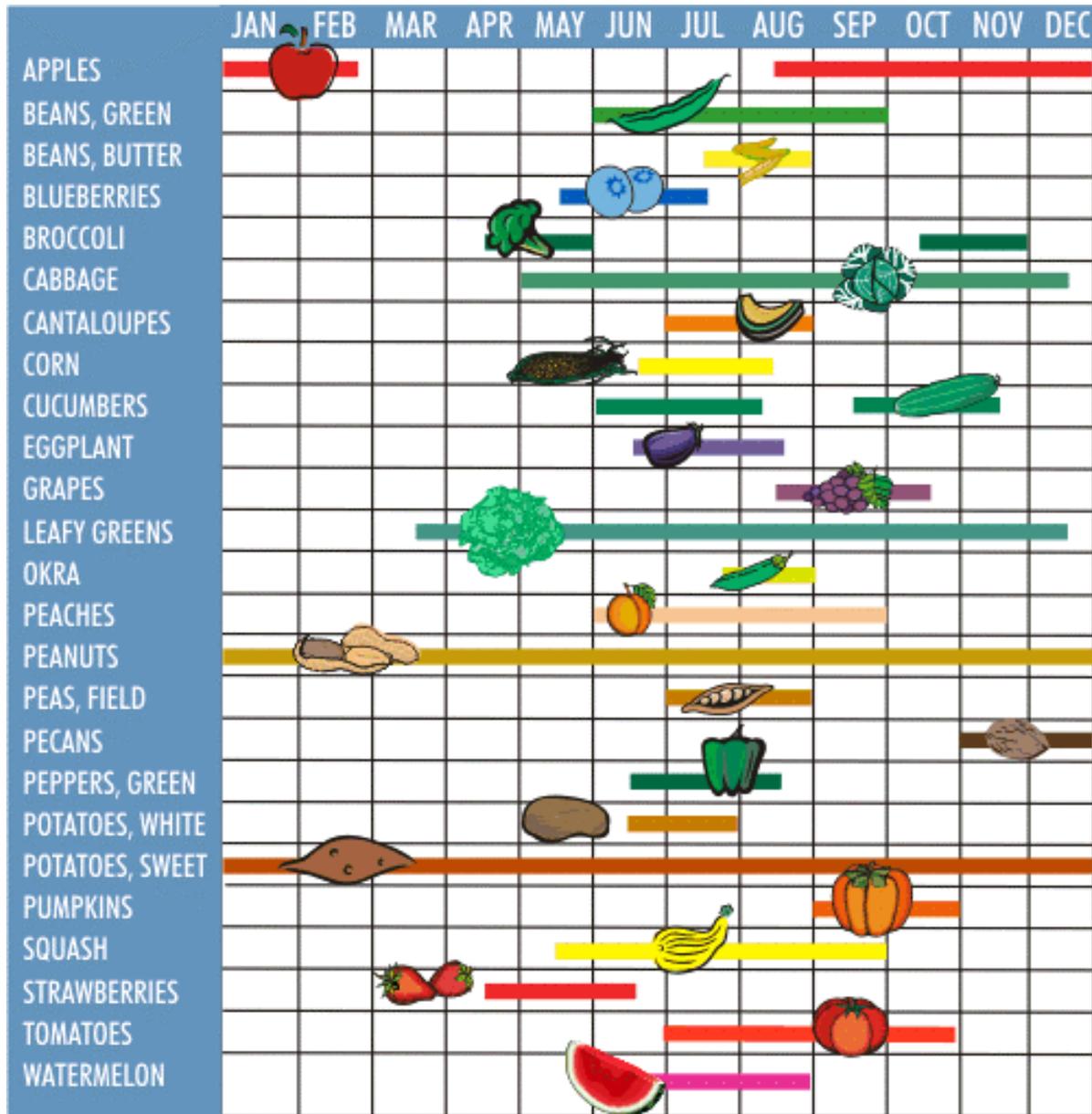


Power Items

Power items are the 10 to 12 products that typically represent 60 % to 70 % of the total dollar volume done in the produce department. The location of your power items will significantly affect consumer traffic patterns within your department. Ideally, power items should be located so that as your customers move from one item to another, they will be exposed to all of your produce products. Some power products are:

Apples, bananas, cabbage, carrots, celery, grapes, lettuce, onions, oranges, potatoes, tomatoes

Produce Items Peak Availability Months



www.agr.state.nc.us/markets/chart.htm

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Apples, bananas, cabbage, carrots, celery, grapes, lettuce, onions, oranges, potatoes, tomatoes

What Exactly Is a Serving?



The National Cancer Institute recommends eating 5 servings of fruits and vegetables a day (ideally 2 fruits, 3 veggies). That sounds harder than it is. Have a banana on your cereal and a glass of orange juice in the morning, and you've finished your fruits. A 2 cup salad for lunch, a helping of broccoli with your dinner, and you're done! Here's what a "serving" really means:

- 1 cup raw leafy greens (spinach, romaine lettuce, kale)
- ½ cup other vegetables, cooked, canned or raw (sliced carrots, broccoli pieces)
- ½ cup cut-up raw, cooked or canned fruit (cubed melon, applesauce)
- 1 medium fruit or vegetable (orange, banana, peach, tomato, artichoke)
- ¾ cup (6 ounces) fruit or vegetable juice
- 2 tablespoons dried fruit (raisins)

Ideal Product Information Statistics



<u>PRODUCE</u> <u>COMMODITY</u>	<u>DAYS OF</u> <u>SHELF LIFE</u>	<u>OPTIMUM</u> <u>TEMP.</u>	<u>ETHYLENE</u> <u>PRODUCTION</u>	<u>ETHYLENE</u> <u>SENSITIVITY</u>
Apples	90-240	32f	Very high	High
Asparagus	14-21	32f	Very low	Moderate
Avocados	14-28	50f	High	High
Bananas	7-28	58f	Moderate	High
Bell peppers	12-18	50f	Low	Low
Broccoli	10-14	32f	Very low	High
Cabbage	14-20	32f	Very low	High
Cantaloupes	10-14	40f	High	Moderate
Carrots	14-28	32f	Very low	Moderate
Cauliflower	10-14	32f	Very low	Hgh
Celery	10-20	32f	Very low	Moderate
Cucumber	10-14	45f	Low	High
Dry onions	30-180	50f	Low	Low
Grapefruit	15-25	50f	Low	Low
Grapes	10-25	32f	Low	Low
Green leaf	10-14	32f	Very low	High
Green onions	7-10	32f	Very low	Moderate
Kiwifruit	10-15	32f	Low	Moderate
Lemons	15-30	50f	Very low	Moderate
Lettuce	10-14	32f	Low	High
Limes	15-30	50f	Very low	Moderate
Melons	10-20	50f	High	Moderate
Mushrooms	10-15	32f	Very low	Moderate
Oranges	10-15	45f	Very low	Moderate
Pineapple	10-15	50f	Low	Low
Potatoes	30-50	50f	Very low	Low
Pre-cut	5-17	32f	Very low	Moderate
Radishes	10-15	32f	Very low	Low
Spinach	10-14	32f	Very low	High
Squash	7-14	50f	Low	Moderate
Strawberries	5-10	32f	Low	Low
Tomatoes	7-14	55f	Moderate	High

NOTE: "Days of Shelf Life" is calculated from the time of harvesting. "Optimum Temp." is the IDEAL TEMPERATURE and you should strive to place these items as close to their "Optimum Temp." as possible by knowing your cooler and/or cases cold and hot spots.

What Is Value Added Produce?

Value added produce:

Increased demand for ready-to-eat, labor-saving products is propelling the value-added produce industry to create more **convenience packaged items**. Millions of dollars of fruits and products are processed each year. Other driving forces in the foodservice industry such as employee turnover, personnel training, safety, and increased product yields are also stimulating dramatic growth in this segment of the fresh produce industry.

A wide range of Value Added Produce is available:

What began with simple chopped iceberg lettuce has exploded into a major part of the industry, encompassing a wide assortment of products. There's now a dazzling array of fruit and vegetable items available in packaging for food service operations.

Value added benefits:

The most obvious benefits associated with fresh-cut are safety and reduced preparation time. The products are cleaned, trimmed, cut, and ready-to-use, with no waste. There are other benefits such as:

Portion Control & Consistent Yield: Operators can expect a certain number of portions per bag, with very little variance on a year-round basis.

Reduced Storage Space: Economical product takes up less space in the cooler and results in easier inventory control.

Product Uniformity:

An important benefit when uniform plate presentation is demand

Reduced Delivery Frequency: Value added takes up minimum cooler space, is packed for maximum shelf and is easy to forecast and inventory. As such, delivery frequency may be reduced, along with the associated items costs.

Reduced Training Requirements:

Fresh-cut is ready to use with little or no preparation instruction included.

Labor Redirection:

Prep employees can use the time they spend chopping on garnishing and plate presentation.

Safety:

Because value-added is already prepared, there is not as great a risk injuries as there would be if the produce was chopped and prepared in-house.



Customer Produce Ordering Checklist



How much stock is on hand?

Check the daily inventory. Consider the amount on the menu, in the back room, in the cooler, and already on order but not received.



How much is likely to be used before the next order?

Check the previous day's movement, movement from a week or year ago for the comparable week; quality and price availability; factors likely to affect quantity, such as approaching holidays, current weather conditions, etc.



Which items will be featured on your menu?

Determine which items are presently at favorable price levels; some alternatives, or items of seasonal interest.



What can you do for a more appealing variety of items?

For example, you might add a gourmet selection of specialty items or ethnic items. Consider the special needs of your customers.



Can tie-in buys be made with other dining facilities?

Know what other facilities are doing to boost fruit and vegetables selections on their menus.



What advice does your suppliers offer?

Inquire about price trends, availability, and condition of current supplies and suppliers. Read the DSO or PBO NewsFlash information.



Is your anticipated order balanced for high and low cost items?

Be sure that both high and low margin items are offered.



What don't you intend to order?

Determine what you will omit from the order, and evaluate why.



Communicate with your DSO/PBO.

Express your concerns on quality or price



Ask your DSO/PBO for "Good Deals".

Let the DSO/PBO in on your plans for special occasions.



DSCP Training Program for Handling and Storage of Produce

Produce is alive and breathing. From the time produce is harvested the life of the product starts to decline. In a perfect produce world you would have to have many storage areas with different storage temperatures to get the maximum shelf life and quality you desire. We all know this is impossible, as storage space and temperatures are limited. However, there are variables we can control that will help us get the maximum use and quality out of our produce. Here are some key variables to maximize produce life.

Temperature is the most important variable in maximizing life and quality of your produce. Poor maintenance of the cold chain is the number one reason for produce losses. For every ten degrees above ideal storage temperature a produce item will lose up to half its life expectancy. This holds especially true for items that will be served uncooked. An example of this would be **salad mixes** and **broccoli florets**. Even short periods of time outside of the cooler can result in loss of shelf life and quality. Once the damage is done, putting the product into the cooler can't fix the damage already sustained. It is extremely important that you store your produce as soon as you get it. Coolers need to be set at about 38-40 degrees or cooler. This should hold your produce for the seven days you need to meet your needs.

Rotation is another variable you can control. **It is essential that all produce be dated the day it is received.** Should any product be left in your cooler when your new order arrives, place new product under the older product to assure the oldest produce is used first. This is called (FIFO) First in First out.

Storage practices are very important. We don't have ideal storage areas for all our produce. The temperature in your cooler will fluctuate throughout the day as doors are opened and closed. Temperatures in the front of cooler will be warmer than temperatures in the back and middle. I know your coolers are very small but some items need to be stored in certain areas always. Below are some examples and suggestions for future storage.

In the front of your cooler store your **cabbage, apples, melons, starfruit, citrus, cucumbers, onions, pears, peppers, plums, radishes, and ripe tomatoes.** These items have a longer life and can handle the fluctuating temperatures to give you the needed life to meet your weekly needs.

In the middle section of your cooler store your items such as **bunch broccoli** (sprinkle with ice), **whole head cauliflower, grapes, green onions** (sprinkle with ice), **kiwi fruit, mushrooms, and parsley** (also sprinkle parsley with ice to prolong life).

The back of cooler will be your coolest area. Store your most perishable items there. These items will be **sprouts, berries, carrots, all precut items such as carrot sticks, sweet potato sticks, celery sticks, salad mixes, coleslaw, head lettuce, leafy lettuces, and ripe peaches and nectarines.** All greens such as **collards, kale, and mustard** can be sprinkled with ice to lengthen the life of the product as the slowly melting ice will replace moisture loss.



DSCP Training Program for Handling and Storage of Produce

Note: There are always exceptions to the rules. As noted, you should store ripe **tomatoes** in the front of the cooler. In actuality, they should never be stored in a cooler, as the cooler will take all the taste out of the tomatoes. Tomatoes should be received in a firm state with a pink to light red color. However, when they reach ripeness and feel a little soft they may need to go in the cooler to slow the ripening process. **Potatoes** need to be stored out of the cooler also. The ideal temperature to store potatoes is between 45 to 50 degrees. Potatoes stored below 40 degrees will convert starches into sugar. This will result in the potato turning dark when fried. Also never store potatoes under direct light. This will result in the potato turning green and will cause a bitter taste. New crop **apples** generally have a life of up to or exceeding a month when stored in ideal temperature. With the shortage of cooler space it may be an option to store them in the back room, as they will still give you two weeks life easily. With controlled storage apples you may not want to risk it.

Produce managers have decisions to make at each and every delivery. Good habits to have are always look at your product when it arrives. Items such as **pears, mangos, kiwi fruit, peaches, and nectarines** need to be examined for ripeness or lack there of. If these items come in and are hard to the touch and will not yield to slight pressure, place them in the store room and inspect daily. Move them into the cooler when they reach the ripe stage. By placing them in the storage area the ripening process will speed up greatly. Make a special note to look at your bananas. If they are slightly green and you need them soon you need to wrap them up to hold all the ethylene gas and heat in the box to speed the ripening. Keep a close eye on them as they may ripen rapidly. If they are yellow and you are not going to use them for a day or two take the box top off and remove the plastic to let the gas escape and the heat out. This will slow the ripening process.

Ordering is a very important task that will help you to make sure you always have the best possible produce and will eliminate loss. Maintain an Inventory Control record to help show you exactly what you are using each week. Over a period of time you will master each items usage.



Produce

Common Questions



What's that smell when I open the lettuce bag?

- a. It is not a preservative. It's the lettuce breathing in the bag. If product has been temperature abused (anything over 40 degrees) this odor will be stronger than usual.
- b. Open the bag & fluff it out. The odor will dissipate.
- c. To rehydrate lettuce: Put contents of bag into a bowl. Pour 1 cup of lukewarm water over it and toss well. Cover. You can then put into walk-in to chill or place directly onto salad bar. (Cold water shocks the lettuce, causing it to wilt sooner.)
- d. What's the shelf life of an open bag of lettuce? 24 hours - Push all air out of bag and twist tightly.

Is all fresh cut produce the same?

NO. Fresh cut processors are *not* government regulated. There are no rules. Some are inspected by AIB and follow HACCP guidelines (which monitor sanitation, metal detectors, employee training and Good Manufacturing Practices). All of the above affect the shelf life of fresh cut produce which is bottom line to you.

What is HACCP?

HACCP is an internal monitoring program manufacturers use to identify crucial areas within their systems where potential food safety problems could occur. All aspects of manufacturing are considered and sanitation guidelines are applied to each step along the way.

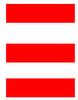
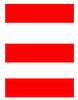
As producers of ready-to-eat food products, they have an obligation to use every step available to insure the sanitary handling of your produce items. HACCP is a food safety tool used to monitor the procedures of the production work force.



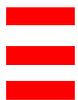


Part VI

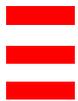
Produce Vendor Information



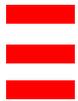
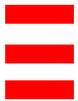
**Central Contractor
Registration (CCR).....42,43**



**Vendor Payment Inquiry
System (VPIS).....44**



Produce Web Invoicing.....45



Vendor Information

Central Contractor Registration (CCR)

How to Register in CCR

Going through the Internet (World Wide Web) is the fastest and most efficient way to register.

Step 1: For details on the information to gather before you register, see the CCR Handbook, Information Needed to Register, online at <http://www.ccr.gov>.

Step 2: Access the CCR online registration through the CCR homepage at <http://www.ccr.gov>.

Step 3: Complete and submit the online registration. If you already have the necessary information on hand, the on-line registration takes approximately 30 minutes to complete, depending upon the size and complexity of your company.

Additional important information for Web users:

When you register via the Web, a temporary confirmation number will be assigned to you so that your application can be saved in the event you are unable to complete it during your initial online session. It is important that you write down our temporary confirmation number, as you must have it, along with your D-U-N-S number, to resume your application. Clicking "submit" will save the incomplete registration. A list of information you are missing will appear as well as your confirmation number. Registrations-in-process are saved for up to 30 days for your convenience. Once your complete registration is submitted, the confirmation number becomes invalid.

Fax or Mail

Step 1: Fill out the registration form provided at http://www.dlis.dla.mil/ccr/PDFs/central_contr_reg_form.pdf or by calling (888) 227-2423 or (616) 961-4725 internationally.

Step 2: For details on the information to gather before you register, see the section of this document, Information Needed to Register.

Step 3: Fax or mail your CCR registration to the CCR Assistance Center.
CCR Assistance Center , 74 Washington Street North, Suite 7
Battle Creek, MI 49017-3084, FAX: (616) 961 7243

You may fax the forms to the number shown, however, any problems with legibility of data may cause delay or rejection of your trading partner profile.

Additional Information:

CCR Assistance Center personnel will enter the data as received. If your registration is incomplete, you will receive a letter that will include a copy of your registration and a list of missing data. It is your responsibility to provide any missing data.

Vendor Information

Central Contractor Registration (CCR)

What is CCR?

The Central Contractor Registration (CCR) is the primary vendor database for the Department of Defense (DoD), NASA, and Department of Transportation (DoT). The CCR collects, validates, stores and disseminates data in support of agency missions. Both current and potential government vendors are required to register in CCR in order to do be awarded contracts by the DoD, NASA and DoT. Vendors are required to complete a one-time registration to provide basic information relevant to procurement and financial transactions. Vendors must update or renew their registration annually to maintain an active status.

CCR validates the vendor's information and electronically shares the secure and encrypted data with the federal agencies' finance offices to facilitate paperless payments through electronic funds transfer (EFT). Additionally, CCR shares the data with several government procurement and electronic business systems.

Who registers in CCR

According to the DFARS 204.7302, NASA and DoT FAR Supplements prospective vendors must be registered in CCR prior to the award of a contract; basic agreement, basic ordering agreement, or blanket purchase agreement.

Prime contractors are not required to have their subcontractors register in CCR. If a prime subcontractor wants to bid directly for contracts with the Government, they should register in the CCR.

EFT and assignment of claims as stated FAR 52.232-33 Para. H.:

"EFT and assignment of claims. If the Contractor assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Contractor shall require as a condition of any such assignment, that the assignee shall register in the CCR database and shall be paid by EFT in accordance with the terms of this clause. In all respects, the requirements of this clause shall apply to the assignee as if it were the Contractor. EFT information that shows the ultimate recipient of the transfer to be other than the Contractor, in the absence of a proper assignment of claims acceptable to the Government, is incorrect EFT information within the meaning of paragraph (d) of this clause."

All Government Agencies that perform contract work.



VPIS Inquiry

VENDOR PAY INQUIRY SYSTEM (VPIS)

ATTENTION Produce Vendors:

Need to check on the status of your produce payment ? Now you can go on line at ...

www.dfas.mil/money/vendor

Vendor Pay Inquiry System

- **Query by BPA**
- “ **EFT trace number**
- “ **Check number**
- “ **Duns number**
- “ **Cage code**

Also check out the DFAS Vendor Reference Tool

and

DFAS Customer Service Numbers



Electronic Web Invoicing



DSCP values the business relationships we have with each of you – our vendors, who bring the highest quality produce to our military and non-military customers. We have good news to share with you about our new electronic invoicing system, called **Produce Web Invoicing**. It works in tandem with our FFAVORS system – the Fresh Fruit and Vegetable Order and Receipt System. Web invoicing will make your invoice process easier and more efficient, and best of all, it will get your invoices paid faster.

The Produce website for Vendor Invoicing is quick and easy. Simply follow the computer screens allow you to view your produce invoices, make adjustments, and submit the final invoice data directly on the web site.

The old invoice methods were filled with delays and the stress of using paper copies and mail receipt. But those days are gone as soon as you sign up for your password and log-on code.

Go to the Subsistence Home page at www.dscp.dla.mil, and click on the Produce EDI Invoicing link at the bottom left of the screen. This link will take you to the Subsistence MIS webpage where registered users can log on – or where you can register to use the site. Vendors will be able to access their Blanket Purchase Agreements (BPAs) online by registering at the website.

Now select a task. You can choose “Invoice” or “Inquiry” to see all of your BPAs. You will see the Cycle Selection screen and color coded circles show the invoicing status of each cycle. Each cycle becomes eligible for invoicing on the Wednesday following the end of the cycle period. Review, change, or confirm the information and follow the steps that are prompted for you.

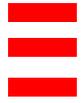
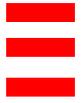
If there are differences between your invoice and the website record, alert your Produce Buying Officen to research the discrepancy, and make the change if necessary. Then you can access the site after 48 hours to invoice for the corrected amount. Please note that you should never invoice a cycle that has a discrepancy.

Information on these pages is only available online for 6 weeks, so you will need to print out copies of each invoice for your records.

We strongly encourage you to sign up to use the website as soon as possible in order to be compatible with our Business Systems Modernization implementation.

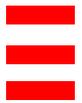
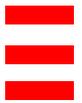
For more information or to answer any questions, please call your servicing PBO or Jack Rebok at 215-737-2743 or email -- jack.rebok@dla.mil

Thanks for all you do for our Produce customers!

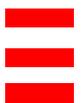
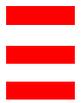
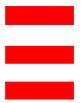


Part VII

Our Produce Family



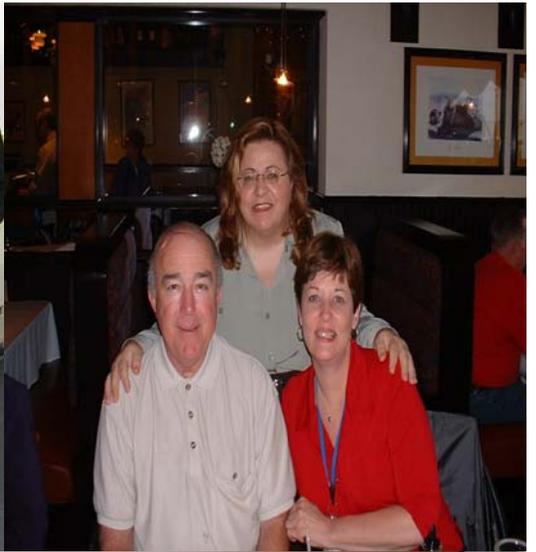
Pictures.....46, 47

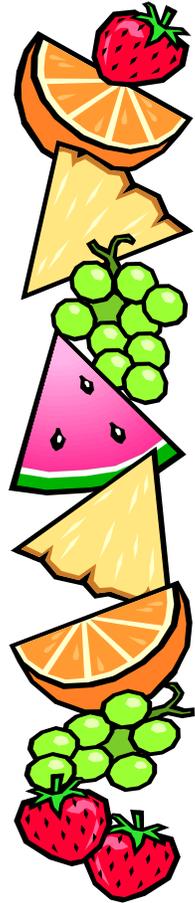
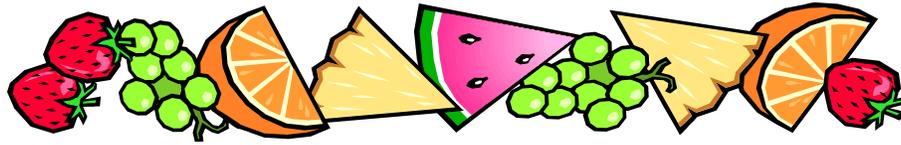




46







Across the world, DSCP's Produce Unit delivers the highest quality fruits and vegetables. We are dedicated to providing the best quality, price, selection and service to our customers so they can be as healthy and fit as possible to do their jobs. DSCP's Produce Business Unit...Dedicated to creating fresh ideas.



<http://www.dscp.dla.mil/subs/produce.htm>

