

DeCA Volunteer Shopping Program Instructions

The DeCA Shopping Program is established in order to assist community members who hold a US DoD ID card and are unable to shop for themselves due to COVID-19 quarantine/self-isolation.

1. ORDER PROCESS. Customer calls the COVID-19 Volunteer POC at +32 (0)27 17 9623 to request service, or customer calls an established volunteer directly.

- a) Customer is informed that a credit card is the only form of accepted payment (no cash or debit cards).
(Volunteers do not request or receive credit card information)
- b) Volunteer informs customer that a DeCA cashier will call when the order is ready for payment to receive credit card information and payment.
- c) Customer agrees to the procedure.
- d) Customer provides: name, DoD ID #, address, phone number and order to the volunteer. Volunteer records information onto the order sheet.
- e) Volunteer reviews and verifies information back to the customer.
- f) Volunteer shops/collects items in order and proceeds to the cashier.

2. CHECK-OUT PROCESS. DeCA cashier actions.

- a. Cashier checks DoD ID and rings up order.
- b. When payment is due, cashier calls customer to receive credit card information.
- c. Credit card # is manually entered by the cashier and processed.
- d. Cashier prints two receipts (1 x customer; 1 x DeCA records).
- e. Both copies of the credit card receipt will have TO (**T**elephone **O**rders) written on signature line.
- f. Volunteer must print and sign their name on the order sheet and provide their DoD ID #, APO address, and phone #.
- g. Cashier confirms all information on the receipt is legible.
- h. Store personnel will make a copy of the receipt, front and back, and retain the copy for the store's records. The original receipt will be given to the volunteer to accompany the grocery order.

3. DELIVERY PROCESS. Volunteer actions.

- a. Volunteer bags groceries.
- b. Volunteer collects customer receipt, informs customer order is on its way and proceeds to customer home/location for delivery of order.
- c. Volunteer leaves order at the entrance/door to customer home/location and calls customer to ensure order is received before the volunteer leaves the premises.