

Commissary Concierge Program

USAG Stuttgart and DeCA have a program for people who cannot shop for themselves due to COVID-19 quarantine/self-isolation.

Shopping is done by friends or volunteers when quarantined community members request assistance using the Stuttgart App Concierge button (located on the COVID-19 button on the main page), sending a Facebook message to USAG Stuttgart ACS, or by contacting the Volunteer Coordinators directly: Ms. Debbie Slaughter debbie.j.slaughter.civ@mail.mil, Ms. Charlene Schuler charlene.j.schuler.civ@mail.mil and the ACS group mailbox usarmy.stuttgart.id-europe.mbx.acs@mail.mil. Please send emails to **all three email addresses**. They can also be reached at DSN 596-3362 or CIV 09641-70-596-3362. Please note they may not have access to their emails after 1700 on weekdays, during the weekends, and on federal holidays. Late day requests may have an effect on whether a volunteer is available or not.

There are two options available: curbside service and delivery to an on post or off post hotel. Shopping takes place at any of the commissaries (Patch, Panzer, Kelley, and Robinson Barracks).

1. Upon receiving customer request for commissary assistance, Ms. Slaughter or Ms. Schuler explains the process and connects customer with a volunteer shopper. There are no guarantees for same day requests and deliveries. Customer agrees to the process.
2. ORDER PROCESS
 - a. Customer sends commissary shopping list to Ms. Slaughter, Ms. Schuler, and volunteer shopper. Volunteer prints out list and takes to the commissary.
 - b. Volunteer informs customer of shopping time.
 - c. Customer will be on phone standby in case there are any substitution questions.
 - d. Volunteer shops for customer.
 - e. Volunteer shoppers are allowed to shop during the first hour commissaries are open, during high risk shopping times.
3. CHECK OUT PROCESS – DeCA cashier actions
 - a. Only credit cards can be used for payment (not debit cards). Volunteers cannot ask for credit card information.
 - b. Cashier checks volunteer's ID and rings up order.
 - c. Once complete, DeCA cashier calls customer to get credit card info (Panzer commissary has no cashier phone. Volunteer must call customer on cell phone with speaker on).
 - d. Credit card info manually entered by DeCA cashier and processed.
 - e. Cashier prints two receipts (1 for customer, 1 for DeCA records).
 - f. All receipts will have **TO** (Telephone Order) written on signature line.
 - g. Volunteer must print and sign their name on the receipt, along with good contact information (DoD ID #, APO address, and phone #).
 - h. Cashier informs all info on the receipt is legible.
 - i. Receipt is attached to the order sheet and kept on file.
4. Volunteer leaves store and delivers curbside or to hotel.
5. Volunteer and Customer inform Ms. Schuler and Ms. Slaughter when shopping has been completed.