

## VETERANS CANTEEN SERVICE

**1. REASON FOR ISSUE:** This Veterans Health Administration (VHA) directive provides standards for maintaining a viable Veterans Canteen Service (VCS).

**2. SUMMARY OF MAJOR CHANGES:** Major changes include:

**a. As amended on May 30, 2025:**

- (1) Updates links to the VCS internal SharePoint site throughout the policy
- (2) Updates the role title from VCS Region Manager to VCS Region Director.

**b. As published on January 26, 2022:**

- (1) Updated responsibilities in paragraph 4 to include:
  - (a) Additional responsibilities for the VCS Region Directors.
  - (b) Oversight responsibilities for the Veterans Integrated Service Network (VISN) Director.
  - (c) Additional responsibilities for the Department of Veterans Affairs (VA) medical facility Director.
- (2) Updated references in paragraph 11.

**3. RELATED ISSUES:** VHA Directive 1438(1), Clinical Nutrition Management and Therapy, dated September 19, 2019; and VHA Directive 1439(1), Food Service Management, dated October 21, 2019.

**4. RESPONSIBLE OFFICE:** The Executive Director, VCS (19VCS) is responsible for the content of this VHA directive. Questions concerning this VHA directive may be addressed to 314-845-1207.

**5. RESCISSION:** VHA Handbook 1008.01, Veterans Canteen Service Procedures, dated April 20, 2010, is rescinded.

**6. RECERTIFICATION:** This VHA directive is scheduled to be recertified on or before the last working day of January 31, 2027. This VHA directive will continue to serve as national policy until it is recertified or rescinded.

January 26, 2022

VHA DIRECTIVE 1008(1)

**BY DIRECTION OF THE OFFICE OF THE  
UNDER SECRETARY FOR HEALTH:**

/s/ Deborah E. Kramer  
Acting Assistant Under Secretary for Health  
for Support

***NOTE:*** All references herein to VA and VHA documents incorporate by reference subsequent VA and VHA documents on the same or similar subject matter.

**DISTRIBUTION:** Emailed to the VHA Publications Distribution List on January 26, 2022.

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## VETERANS CANTEEN SERVICE

### 1. PURPOSE

This Veterans Health Administration (VHA) directive provides requirements for maintaining a viable Veterans Canteen Service (VCS). **NOTE:** *Procedures are in the appendices.* **AUTHORITY:** 38 U.S.C. §§ 7301(b), 7802 and 38 C.F.R. § 17.180.

### 2. BACKGROUND

a. Title 38 U.S.C. §§ 7801 through §§ 7810 authorizes VCS, which furnishes, at reasonable prices, merchandise and services to specified classes of persons and is financed by a revolving fund.

b. VCS has a Central Office in St. Louis, Missouri; offices in designated geographical areas (see Region Areas Map in paragraph 11, References); and Canteens located at Department of Veterans Affairs (VA) medical facilities, including but not limited to Community Based Outpatient Clinics (CBOCs), Health Care Centers (HCCs) and Veterans Benefits Administration offices (VBA), to carry out its authorized purpose. Although VCS is a self-sustaining entity, special circumstances (e.g., national health emergencies such as a pandemic), may require appropriated funds. In those special circumstances, please request assistance from the office of the Chief Financial Officer (CFO) ([VHA104FinanceAction@va.gov](mailto:VHA104FinanceAction@va.gov)).

c. VCS is an independent unit within VA. The Secretary of VA may delegate to the Under Secretary for Health the authority to exercise the powers and functions necessary for the maintenance and operation of VCS.

### 3. POLICY

It is VHA policy to provide Veterans enrolled in VA's health care system, their family members, caregivers, VA employees, volunteers and visitors access to reasonably priced merchandise and services essential to their health, comfort, needs and well-being through VCS.

### 4. RESPONSIBILITIES

a. **Under Secretary for Health.** The Under Secretary for Health is responsible for ensuring overall VHA compliance with this directive.

b. **Assistant Under Secretary for Health for Support.** The Assistant Under Secretary for Health for Support establishes policy and provides guidance and oversight as necessary to ensure the timely and successful implementation of this directive.

c. **Chief Operating Officer.** The Chief Operating Officer is responsible for:

(1) Communicating the contents of this directive to each of the Veterans Integrated Service Networks (VISNs).

(2) Assisting VISN Directors to resolve implementation and compliance challenges.

(3) Providing oversight of VISNs to ensure compliance with this directive and its effectiveness.

d. **Veterans Canteen Service Executive Director.** The VCS Executive Director is responsible for:

(1) Overseeing the VCS including VISN and VA medical facility compliance with this directive and ensuring corrective action is taken if non-compliance was identified.

(2) Periodically assessing the VCS for continued need, currency, and effectiveness.

(3) Issuing VCS internal operating procedures. **NOTE:** *For more information, please visit the [VCS internal SharePoint site](#) This is an internal VA website that is not available to the public.*

(4) Approving and adding activities not already authorized by the VCS Executive Director after consultation with the AUSH for Support and VA Office of General Counsel.

(5) Establishing reasonable selling prices.

(6) Ensuring all designated VCS forms are procured, distributed, stored and issued consistent with the Paperwork Reduction Act.

(7) Management and oversight of the human resources (HR) function for VCS employees:

(a) Appointing VCS Title 38 employees, compensated from funds of VCS, and removed by the VCS Executive Director without regard to the provisions of Title 5 governing appointments in the competitive service, and Chapter 51 and Subchapter III of Chapter 53 of Title 5. **NOTE:** *Appointing authority for Canteen positions is delegated by the VCS Executive Director to the Region Directors, VCS Canteen Chiefs and VA medical facility Human Resources Officers (HROs) in accordance with VCS Central Office (VCSCO) procedures.*

(b) Controlling allocations of VCS personnel ceilings nationwide.

(c) Selecting VCS Region Directors, VCS Canteen Chiefs, Assistant Canteen Chiefs and Canteen Management Trainees.

(8) Ensuring Canteen employees are reimbursed for employment by:

(a) Furnishing copies of VCS pay tables to VA medical facility HROs and VCS Canteen Chiefs.

(b) Furnishing copies of VCS pay tables and changes to the HR Information System (HRIS) in VA Central Office.

(c) Ensuring the VCS CFO ensures sufficient funds are available each month from VCS revolving funds to cover payment of salaries, wages and employee benefits for all VCS employees.

(d) Completing and forwarding VA Form 5-3918, Intra-Agency Transfer Request, to transfer management of employees as far in advance as possible for permanent duty travel.

(e) Authorizing, approving and reimbursing official travel of VCS employees and other VA employees, as described in Appendix A, Travel.

(9) Determining authorized activities to be operated and extent of services to be provided in consultation with the VA medical facility Director (i.e. normal operations, emergency operations, etc.).

**e. Veterans Canteen Service Central Office Associate Director, Resources and Support.** The VCSCO Associate Director, Resources and Support (R&S) is responsible for:

(1) Completing and submitting VA Form SF-52, Request for Personnel Action, for VCS Canteen Chiefs, Assistant Canteen Chiefs and Canteen Management Trainees to the VCSCO, HRO, Resources and Support. All other Canteen employees are selected by VCS Canteen Chiefs.

(2) Initiating VA Form SF-52, Request for Personnel Action, and forwarding to both the releasing and gaining VA medical facility's HR Service. **NOTE:** *For management officials it is the sole responsibility for the VCSCO Associate Director, R&S, to initiate VA Form SF-52. For any hourly associate, which no Permanent Change in Duty Station (PCS), is ever approved, it is the responsibility of the releasing and gaining VA medical facility to coordinate the actions; this does not involve VCSCO R&S.*

(3) Providing technical advice and assistance on employee relations matters. Prepares disciplinary actions for all VCS Management, CO and actions for hourly associates above reprimand.

(4) Processing awards for all VCS Management and CO.

(5) Representing VCS in all dealings with national labor organizations and work with local HR offices on local labor issues.

(6) Evaluating and classifying VCS positions in accordance with VCS policy, applicable law and Office of Personnel Management directives.

**f. Veterans Canteen Service Region Director.** The VCS Region Director is responsible for:

(1) Authorizing a table of organization against which VCS Canteen Chiefs align personnel levels.

(2) Evaluating and adjusting the adequacy of hours of operation based on sales volume and customer flow and for initiating action to adjust hours of operation, as necessary, in consultation with the VA medical facility Director and the VCS Canteen Chief.

(3) Approving requests from the VCS Canteen Chief to exceed the thresholds defined in the table of organization. **NOTE:** *Changes are tracked on the actual table of organization. VCS Region Directors and VCS Canteen Chiefs will discuss required changes, and, if approved, the VCS Region Director adjusts the table of organization.*

(4) Approving leave of VCS Canteen Chiefs.

(5) Signing the VCS Canteen Chiefs' timecards either directly or through a designee. **NOTE:** *Signing timecards is covered in the VA Time and Attendance System delegation of authorities.*

(6) Authorizing duties and responsibilities and determining grades of hourly-rate retail, clerical and administrative positions within their region.

(7) Ensuring subordinate installations and activities comply with job grading requirements of the Non-Appropriated Fund (NAF) Federal Wage System. Job grading authority under the NAF Federal Wage system is exercised by servicing VA medical facility Human Resources Officers (HROs). The VCS Region Director will forward all pertinent facts, including the job description, a position report and a supervisory recommendation to VCSCO HR for resolution when agreement cannot be reached between the VCS Canteen Chief and the VA medical facility HRO on the proposed grade of a position subject to the NAF Federal Wage System.

(8) Approving temporary VCS canteen positions, identical to basic continuing positions for:

(a) The duration of extended leave of a regular incumbent when replacement is essential, and a temporary detail is not feasible or when an intermittent employee is not available to fill in for an absent employee.

(b) An overlapping period when recruitment and training of a replacement is essential to prevent disruption of functions. **NOTE:** *In these cases, the interim position is limited to the period of time required to recruit, process and minimally train the new incumbent.*

(9) Furnishing VA medical facility HROs (through the VCS Canteen Chiefs) with copies of authorized canteen tables of organization, and changes thereto, for their use in maintaining the service control files for canteen employees.

(10) Overseeing all other canteen activities in their assigned geographical areas necessary to the implementation of this directive.

g. **Veterans Integrated Service Network Director.** The VISN Director is responsible for ensuring all VA medical facilities within the VISN comply with this directive and informing leadership when barriers to compliance are identified.

h. **Veterans Integrated Service Network Consolidated Human Resources Officer.** The VISN consolidated HRO is responsible for:

(1) Processing personnel documents, signing personnel actions, maintaining personnel records and administering the oath of office to new canteen employees.

(2) Assisting in the recruitment of personnel for canteen positions, on request of the VCS Canteen Chief.

(3) Including VCS employees in VA medical facility orientation programs for new employees and in meetings scheduled to explain employee benefits.

(4) Representing VCS in all dealings with local labor organizations.

(5) Providing technical advice and assistance as requested, on various personnel management matters such as position management, employee relations and participation in wage surveys conducted under the NAF Federal Wage System.

(6) Evaluating reports of security investigations involving Canteen employees and issuing certificates of security clearance when appropriate.

(a) When unfavorable information is disclosed on a Canteen employee, and a security clearance cannot be given, the case will be handled in the same manner as for other VA medical facility employees.

(b) The VHA VISN Consolidated HRO will consult VCSCO staff as necessary in evaluating reports of security investigations involving Canteen employees.

(7) Assisting the VCS Canteen Chief or VCS Region Director, on request, with the placement of Canteen employees whose positions are terminated for reasons unrelated to negligence or other negative factors.

(8) Providing HR support, including but not limited to hiring, recruiting, in- and out-processing, consultation, labor management relations, awards processing, Equal Employment Opportunity (EEO) programs, Office of Workers Compensation Programs (OWCP) and other programs that improve canteen operating efficiency. This support includes providing training, mediation services and investigative support services in connection with complaints under VA's EEO Program as well as processing of Reasonable Accommodation requests, OWCP claims and other worksite conflict issues.

(9) Completing Part III of VA Form 3918 to the releasing and receiving station.

i. **VA Medical Facility Director.** Although VA medical facility Directors are not responsible for technical Canteen operations or policy formulation, they do have a major interest in the range and quality of Canteen services provided and are to integrate the Canteen program with other VA medical facility programs and schedules where areas of common interest exist. The VA medical facility Director is responsible for:

(1) Ensuring overall VA medical facility compliance with this directive and appropriate corrective action is taken if non-compliance is identified.

(2) Furnishing adequate space for VCS operations and offices.

(3) Participating in determining hours of canteen operation and extent of Canteen services, including authorized activities, in coordination with the VCS Region Director and the VCS Canteen Chief.

(4) Ensuring the interior of canteens and VCS offices as well as equipment, supplies and merchandise are maintained in a clean, sanitary and orderly condition. This includes:

(a) Ensuring all Canteen areas including contractors' premises, which are located on VA medical facility campus, are provided sanitation inspections.

(b) Ensuring regularly scheduled cleaning services are provided as specified in the [VA/VCS Sanitation and Maintenance agreement](#). **NOTE:** *This is an internal VA website that is not available to the public.* Regularly scheduled VA medical facility employees will provide general cleaning as often as necessary in the agreement to maintain satisfactory sanitation standards as set out in VHA Directive 1439(1), Food Service Management, dated October 21, 2019, to the entire Canteen area, including kitchen and food service areas.

(5) Ensuring appropriately maintained vending machines provide supplementary food items in appropriate areas, including outpatient waiting areas, CBOCs or other VA venues.

(6) Complying with the Randolph Sheppard Act and VA Directive 7632, Compliance with Randolph-Sheppard Act, dated May 17, 2022, by giving priority to blind vendors to operate vending facilities on federally owned or occupied property.

(7) Providing for protection and physical security of Canteen assets including:

(a) Providing reasonable safeguards, including, but not limited to, alarm systems (intrusion alarms and motion detectors for retail and food entry, exit and storeroom doors), audible day alarms with hardware on egress doors, freezer and refrigerator temperature monitoring systems, window bars, grilles, closed-circuit video surveillance systems and protective security guard service within the limits of existing resources.

(b) Providing occupational safety and health as well as fire protection of all Canteen operating and administrative areas.

(8) Approving distribution of VCS advertising material throughout the VA medical facility.

(9) Ensuring the Canteen is included in VA medical facility-wide programs such as compensated work therapy/incentive therapy programs, labor management relations, EEO, special youth and economic opportunity programs and applicable training sessions.

(10) Ensuring Freedom of Information Act requests include the Canteen where appropriate.

(11) Ensuring VCS employees can participate in employee incentive programs, such as patient incentive therapy, Stay-In-School, student intern and voluntary services.

(12) Collaborating with other VA medical facility offices to add VCS employees in VA medical facility training, including but not limited to safety orientation, employee benefits, sanitation, IT, performance and quality improvement training.

(13) Processing awards for VCS employees.

(14) Coordinating various programs among interested VA medical facility services, including, but not limited to, ward, barber and beautician services.

(15) Providing mail pickup and delivery service to VCS at all organizational levels on the same basis as to other VA activities. **NOTE:** *Mail addressed to VCS will be delivered unopened to the addressee.*

(16) Providing VA Police escort and transportation facilities, including armored car services for transporting Canteen funds, to the VCS Canteen Chief, on request.

(17) Providing the following services to VCS:

(a) Electronic communication services.

(b) Utilities.

(c) Forms.

(d) Supplies.

(e) Installation, maintenance and repair of food service and vending equipment used in the operation of Canteens at VA medical facility and affiliated locations, including CBOC, Consolidated Mail Outpatient Pharmacy, Consolidated Patient Account Center, HCC and VBA. **NOTE:** *Equipment purchased from VCS funds is the property of VCS.*

1. VCS equipment will be included in any standardized procedures for scheduling and performing preventive maintenance inspections.

2. When parts are required for VCS-owned equipment, and when the cost of these parts constitutes a direct charge to VA funds, the cost of parts will be refunded by VCS to the VA appropriation concerned or VA Office of Acquisition, Logistics and Construction (OALC) Fund, as applicable.

(f) Disposal of excess and defective VCS equipment.

(g) Laundry service.

(h) Receiving shipments for the Canteen. **NOTE:** *Where approved by the VA medical facility Director and the VCS Region Director, the VA medical facility's OALC may receive shipments for the Canteen.*

(18) Providing facilities and services required in the conduct of adverse action appeal hearings, Alternate Dispute Resolution, and mediation.

(19) Ensuring all requirements for reimbursable agreements are complete in the G-Invoicing system when VCS is the servicing organization for goods or services provided to the VA medical center to include an obligation document (VA Form 1358) for the amount stated of the order.

(20) Ensuring orders are reviewed throughout the fiscal year for adequate funding.

j. **Veterans Canteen Service Canteen Chiefs.** The VCS Canteen Chiefs, who report to the Region Directors in their respective geographical regions, are responsible for:

(1) Providing oversight and coordinating with the VA medical facility Director and VCS Region Director to ensure compliance with this directive.

(2) Ensuring Canteen staff distribute VCS advertising material throughout the VA medical facility.

(3) Requesting to exceed thresholds defined in the table of organization.

(4) Participating in determining hours of Canteen operation and extent of Canteen services, including authorized activities, in coordination with the VCS Region Director and the VA medical facility Director.

(5) Ensuring compliance with all operation, activities, standards and performance requirements for the VCS at the VA medical facility.

(6) Selecting all Canteen employees not selected by Executive Director, VCS.

(7) Recruiting personnel for Canteen positions.

(8) Completing and submitting VA Form SF- 52, Request for Personnel Action, for all Canteen employees when appropriate.

(9) Designating unit timekeepers and alternates.

(10) Administering and providing oversight of internal controls to protect VCS assets, including cash, equipment and inventory.

(11) Ensuring Canteen employees perform interim sweeping and mopping of floors, as required, to clean occasional spillage and to maintain the Canteen area in a neat and orderly condition.

(12) Ensuring Canteen employees clean and maintain satisfactory sanitation of all equipment, tables, chairs, booth seating, display cases, counters, shelving, dishes, utensils, flatware, merchandise and supplies used in the operation of a Canteen.

(13) Ensuring VCS employees comply with VHA Directive 1438(1), Clinical Nutrition Management and Therapy, dated September 19, 2019; and VHA Directive 1439(1).

(14) Denying purchasing privileges to any person who resells merchandise purchased at the Canteen. See paragraph 5.e.

(15) Administering the prevention, detection and mitigation of fraud, waste and abuse and disclosing suspected or actual fraud and corruption to the appropriate authorities

k. **VA Medical Facility Office of Information and Technology Area Manager.** The VA medical facility Office of Information and Technology (OIT) Area Manager is responsible for:

(1) Providing local OIT support to fulfill OIT equipment and service requests, to include telephone services, and to troubleshoot and resolve local OIT equipment issues.

(2) Providing local OIT support to ensure VCS specialized systems (Point of Sale, etc.) have necessary network connections and to troubleshoot and resolve local network connection issues. All other issues pertaining to VCS specialized systems are supported through VCS.

(3) Working with National OIT teams to ensure all system updates and maintenance impacting VCS systems, including operating systems maintenance, patch releases, application releases, versioning and maintenance, are coordinated and communicated to the VCS Canteen Chief prior to implementation.

(4) Working with other OIT agents (i.e., Austin Information Technology Center, End User Operations, Field Implementation Services, Enterprise Service Desk) in support of VCS applications, systems, equipment, and new VCS OIT projects as appropriate.

l. **VA Medical Facility Designated Learning Officer.** The VA medical facility Designated Learning Officer is responsible for providing new hire orientation and training to VCS employees in safety, employee benefits, sanitation, information technology, performance and quality improvement, supervision and leadership and any

other relevant programs that will improve the performance of VCS personnel. **NOTE:** *All Canteen employee training will be monitored and updated by the VA medical facility's TMS administrator.*

m. **VA Medical Facility Canteen Unit Timekeepers.** VA medical facility Canteen unit timekeepers and Canteen unit alternate timekeepers are Canteen staff designated by the VCS Canteen Chief to be responsible for:

- (1) Executing timekeeping in accordance with VA guidelines.
- (2) Recording leave.

## 5. OPERATIONS

a. For commercial transactions, the offices of the VCS is designated as follows:

Veterans Canteen Service Central Office  
#1 Jefferson Barracks Rd. Bldg. 25  
St. Louis, MO 63125-4194

b. All VCS business will be transacted in the name of VCS. The Canteen number will be the number assigned to each VA activity in accordance with current VA directives.

c. **Activities and Services.**

(1) A Canteen operation may include the following services:

- (a) General retail services.
- (b) General food and coffee services.
- (c) Food delivery service, including ward deliveries and customer orders.
- (d) Food trucks.
- (e) Vending.
- (f) Barber or beautician services (see Appendix B).
- (g) Concession vendors.

(h) Other activities (optical, call center services, ATM, eCommerce online services, etc.) may be authorized by the Executive Director, VCS.

(2) VCS Region Directors determine, with the concurrence of the VA medical facility Director, authorized activities to be operated and extent of service to be provided.

**NOTE:** *By law, no other revenue-producing agency or activity at the VA medical facility, including but not limited to employee associations, collective bargaining units, Nutrition and Food Service and voluntary organizations, can engage in such activities, operate*

*such services or establish any like activity without prior approval of the Executive Director, VCS.*

d. **Sales.** Sales will be made to only those persons authorized to make purchases by 38 U.S.C. § 7803.

e. **Resale of Canteen Merchandise.** The resale of merchandise purchased in a Canteen is prohibited.

(1) The VCS Canteen Chief is authorized to deny purchasing privileges to any person who resells merchandise purchased at the Canteen. The receipt of money or any other article of value in exchange for such merchandise will be deemed a resale.

(2) This directive does not prohibit patients, voluntary service workers or employees from receiving actual reimbursement without profit, for merchandise purchased at a Canteen, as a matter of economy, convenience or necessity as an agent for patients.

f. **Office of Acquisition, Logistics and Construction Procurement of VA Stock and Non-stock items for VCS.**

(1) Supplies and equipment normally stocked at a VA medical facility will be made available to VCS for use in Canteen operations.

(2) Canteen requirements will be included in local Subsistence Procurement Vendor contracts for items including meats, breads, dairy products, fresh fruits and vegetables.

## **6. CORRESPONDENCE**

The VCS Executive Director, VCS Executive Staff and VCS Region Directors are authorized to sign correspondence of a technical, nondirective nature addressed to VA medical facility Directors. Direct correspondence necessary for the conduct of VCS business is authorized between offices of the VCS, VCS Region Directors and VISN Directors as well as between VCS Region Directors and VA medical facility Directors. VCS Region Directors and VCS Executive staff members are authorized to correspond directly with officials of other government agencies, except on matters of VHA policy.

## **7. TRANSPORT AND DEPOSIT OF CANTEEN FUNDS**

a. The VA medical facility Director will provide VA Police escort and transportation facilities, including armored car services, to the VCS Canteen Chief, on request, for transporting Canteen funds. If the VA medical facility Director cannot provide such transport, the VCS Canteen Chief may acquire such transportation and the VA medical facility Director will compensate the VCS reasonable costs.

b. When the VA medical facility issues a contract for the transportation of VA medical facility funds, provision for the transportation of VCS funds will be included in the agreement.

c. VA employees are authorized to carry Canteen funds to or from depositories as such funds are fully protected under the provisions of the Government Losses in Shipment Act. 40 U.S.C. §§ 17301 *et seq*; 31 C.F.R. part 362.

## 8. CANTEEN SPACE

VCS funds will not be used for constructing new or altering existing space. When space is provided for a new Canteen, for the relocation of an existing Canteen or for alterations made to an existing Canteen, VA is to provide all construction activities, as well as the equipment listed in Appendix E.

## 9. TRAINING

There are no formal training requirements associated with this directive.

## 10. RECORDS MANAGEMENT

All records regardless of format (for example, paper, electronic, electronic systems) created by this directive, must be managed per the National Archives and Records Administration (NARA) approved records schedules found in VA Records Control Schedule 10-1. Questions regarding any aspect of records management should be addressed to the appropriate Records Manager or Records Liaison.

## 11. REFERENCES

- a. 5 U.S.C. §§ 2108(3), 5101 – 5115, 5331 – 5338, 8101 – 8193 and 8331 – 8351.
- b. 20 U.S.C. §§ 107 *et seq*.
- c. 38 U.S.C. §§ 7801-7810.
- d. 40 U.S.C. §§ 17301 – 17309.
- e. 5 C.F.R. part 351.
- f. 31 C.F.R. part 362.
- g. 38 C.F.R. § 17.180.
- h. VA Directive 7632, Compliance with Randolph-Sheppard Act, dated May 17, 2022.
- i. VHA Directive 1438(1), Clinical Nutrition Management and Therapy, dated September 19, 2019.
- j. VHA Directive 1439(1), Food Service Management, dated October 21, 2019.
- k. VA/VCS Sanitation and Maintenance agreement: [Sanitation Maintenance Agreement Est. 04-07-2010](#) **NOTE:** *This is an internal VA website that is not available*

*to the public.*

I. Veterans Canteen Service. [Regional Alignment](#). **NOTE:** *This is an internal VA website that is not available to the public.*

## TRAVEL

### 1. REIMBURSEMENT FOR OFFICIAL TRAVEL

The Veterans Canteen Service (VCS) Executive Director or designee will reimburse VCS and Department of Veterans Affairs (VA) employees performing official travel at the request and direction of authorized VCS officials from the VCS revolving fund. VCS complies with Federal Travel Regulations, VA Travel Policy and utilizes required VA recording systems for travel.

### 2. VA MEDICAL FACILITY ASSISTANCE

a. **For Permanent Duty Travel.** When an employee needs authorization for permanent duty travel, the VCS Executive Director will complete and forward VA Form 5-3918, Intra-Agency Transfer Request, to transfer management of employees as far in advance as possible. VA medical facility HR Service will complete Part III of VA Form 5-3918 and provide to the releasing station or VA Financial Services Center (FSC).

b. With the approval of VCS authorizing officials, VA FSC will prepare and forward to the transferring employee VA Form 70-3036c, Travel Authority for Permanent Duty. When the method of household goods transportation is Government Bill of Lading, FSC will select a carrier both economical and acceptable to the employee and prepare the U.S. Government Freight Waybill, citing the VCS Revolving Fund Symbol 36x4014.

c. All expenses, including travel advances for permanent duty moves, will be approved by VCS approving officials and paid by the FSC with VCS Central Office reimbursing all expenses.

## SERVICES FOR VETERANS WHO ARE HOSPITALIZED OR DOMICILED

### 1. SECURING CLOTHING AND INCIDENTALS

a. As a trustee for a Veteran who is hospitalized or domiciled, also called a beneficiary for purposes of this directive, the Department of Veterans Affairs (VA) medical facility Director may purchase clothing and incidentals from the Veterans Canteen Service (VCS) using funds of the beneficiary when desired items are available from the VCS.

b. Since the interest of patients is paramount, only suitable and satisfactory merchandise is to be purchased for them, at prices not to exceed those usually charged the general public in the vicinity. **NOTE:** *Authority and responsibility to charge reasonable prices have been vested in the VCS Executive Director.*

c. Purchases for patients, which the VA medical facility Director determines will be made from the VCS, must be requested and memorialized in the same manner as for outside vendors.

d. When purchasing articles, clothing and services from the VCS for beneficiaries of the VA Patient Assistance Program, VA Form 10-5096, Request for Service or Article (VCS), must be used by the trustee.

### 2. BARBER AND BEAUTICIAN SERVICES

Barber and beautician services authorized in current VA policy will be furnished to entitled Veterans or their beneficiaries as defined in medical procedures. Such services will be procured from the VCS and utilized where available.

### 3. GRATUITOUS MEALS

Eligible Veterans or their beneficiaries may be furnished authorized gratuitous meals at VA expense from VCS Food Service Activities on a reimbursable basis in accordance with the procedures established by VCS Standard Operating Procedures and VA Fiscal Policy.

**COUPON BOOKS, ELECTRONIC COUPON CARD, EQUIVALENTS**

1. The Department of Veterans Affairs (VA) Coupon Book denominations are \$1.00. Electronic Coupon cards are of various denominations depending on the card type.
2. Veterans Canteen Service (VCS) will sell VA coupon books to:
  - a. Authorized patrons.
  - b. Authorized representatives of service and welfare organizations participating in the VA Voluntary Service Program.
  - c. Officials of VA from General Post Funds, as provided in Veterans Health Administration (VHA) Directive 4721, VHA General Post Funds – Gifts and Donations, dated August 13, 2018.
  - d. Other persons or organizations who wish to purchase coupon books for patients.
3. Coupons are not to be redeemed for cash, except in the following instances:
  - a. Within limitations prescribed by the VA medical facility Director or the VCS Canteen Chief may, exchange coupons for cash to be used by patients in coin-operated vending machines.
  - b. The VCS Canteen Chief may exchange coupons for cash to reimburse VCS contractors who have received coupons from patients.
  - c. Coupons in possession of a patient or member at the time of discharge or death may be redeemed for cash by the agent of the deceased patient or member.
  - d. Coupons are not accepted by the Canteen if previously detached from the book.  
**NOTE:** *An exception to this may be made if the VCS Canteen Chief determines the acceptance of loose coupons is justified.*

### **USE OF GOVERNMENT VEHICLES**

The use of the Department of Veteran Affairs (VA) vehicles for Veterans Canteen Service (VCS) operations is authorized in accordance with current VA directives. VCS will not own motor vehicles with the exception of vending and food distribution vehicles for use on VA grounds with preference for offsite service and Emergency Response vehicles for VA designated emergencies.

**CONSTRUCTION ITEMS AND EQUIPMENT NOT FURNISHED BY VETERANS  
CANTEEN SERVICE FUNDING**

Veterans Canteen Service (VCS) funds will not be used for:

- a. Painting.
- b. Installing floors or floor covering.
- c. Erecting or demolishing walls, partitions and doors.
- d. Finished ceilings with general lighting.
- e. Mechanical systems or equipment.
- f. Plumbing connections for hot and cold water, steam, gas and sewage, including VA provided floor sinks and drains, emergency eyewash and showers stations, pressure reducing valves and grease interceptors.
- g. Electrical service, including panels, disconnects, receptacles and equipment connections.
- h. Walk-in refrigerators and freezers.
- i. Exhaust hood systems, including ductwork, exhaust fans and hoods for steam tables, commercial kitchen equipment, dishwashing machines and vending areas.
- j. Automatic fire protection and alarm systems in hoods and ducts.
- k. Data cabling for telephones, cash registers and office computer systems.
- l. Wireless access points.
- m. Conduit sleeves for fountain beverage syrup and carbon dioxide lines.
- n. Housekeeping closets, lavatories and toilet facilities.
- o. Acquiring additional space or buildings.