



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
PSC BOX 20005  
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 7010.1  
MCCS

19 NOV 2012

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE ORDER 7010.1

From: Commanding General  
To: Distribution List

Subj: MARINE CORPS COMMUNITY SERVICES (MCCS) CIVIL RECOVERY PROGRAM FOR  
COSTS ASSOCIATED WITH SHOPLIFTING, THEFT DETECTION, AND THEFT  
PREVENTION

Ref: (a) The Federal Claims Act of 1996, 31 U.S.C. Sec.3701, et. Seq., as  
amended by Pub. L., 107-107 (NDAA 2002) (NOTAL)  
(b) CMC ltr 1754 of 16 May 02 w/SOP (NOTAL)  
(c) CMC ltr 1754 of 16 Sep 05 w/SOP Ch 1 (NOTAL)

Encl: (1) Sample First Notice: Demand for Recovery of Shoplifting Costs and  
Damages Sample  
(2) Sample Second Notice: Demand for Recovery of Shoplifting Costs  
and Damages Sample  
(3) Sample Command Notification Letter Sample

1. Situation. This Order promulgates policy regarding the MCCS Civil  
Recovery Program. Enclosures (1) through (3) are sample Camp Lejeune  
notification letters that comply with the requirements of references (a)  
through (c).

2. Cancellation. BO 7010.1B.

3. Mission. To provide policies and procedures for administering the Camp  
Lejeune Civil Recovery Program for the collection of business losses,  
operating expenses, and administrative fees related to shoplifting, theft  
detection, and theft prevention in MCCS activities.

4. Execution

a. Commander's Intent. Expenses associated with shoplifting, theft  
detection, and theft prevention are an ever increasing burden to the Marine  
Corps. It is the intent of the Civil Recovery Program to recover a portion  
of the losses. The program authorizes MCCS organizations to assess a \$200.00  
administrative fee plus actual damages, against all shoplifters or sponsors  
in the case of un-emancipated minors. This fee may be imposed in cases of  
theft of money from MCCS as well as shoplifting. Actual damages are the  
retail value of stolen merchandise if not recovered in saleable condition.  
If the merchandise is recovered but damaged, then actual damages are computed  
by subtracting the reduced salable price from the retail price. If the  
merchandise is recovered, but not in merchantable condition, then actual  
damages equal the retail price of the merchandise. If the merchandise is  
recovered in new condition and can be returned to inventory in a reasonable  
timeframe for resale, then there are no actual damages.

DISTRIBUTION STATEMENT A: Approved for public release, distribution is  
unlimited.

19 NOV 2012

(1) If the fees are not paid or successfully disputed, MCCS will initiate actions to recover amounts due through the government's Treasury Offset Program or salary offset program. The recovery effort extends to all shoplifters, whether or not they are authorized patrons. This is an administrative collection and is not related to any judicial, non-judicial, or other remedy that may also be pursued by Commanders, Special Assistant United States Attorney (SAUSA), and/or the Command Inspector General (CIG). Those subjected to collection efforts will be afforded every opportunity to review the evidence used to determine their culpability and to request a review of the case by the CIG.

(2) A parent, guardian, or other person having legal custody of an un-emancipated minor who commits the offense of shoplifting shall be liable to MCCS for the damages and costs specified herein. Absent evidence of complicity, a military sponsor is not responsible for their spouse's shoplifting and will not be held liable under this program.

b. Concept of Operations. MCCS will begin the collections action using the following procedures:

(1) A Demand Letter will be sent certified, return receipt requested, to the suspected shoplifter or the sponsor in the case of an un-emancipated minor, no later than seven days after the shoplifting incident. The Demand Letter will not be given to the suspected shoplifter or the sponsor at the time of the incident. The letter will comply substantially with the sample in enclosure (1).

(2) MCCS will immediately suspend the check cashing and Star Card privileges of the suspected shoplifters or sponsors, in the case of an un-emancipated minor, until the debt is paid or waived. Privileges of shoplifters and/or sponsors who are debarred from the installation or MCCS facility will be suspended until the debt is paid and debarment removed. The privileges of a military member who is not liable for a spouse's debt will not be suspended absent unusual circumstances.

(3) The suspected shoplifter or sponsor may dispute the debt to the CIG within 15 calendar days of the First Notice and Demand Letter.

(a) The CIG may waive the debt when the evidence establishes that more than likely there was no "intent" to deprive MCCS of the property. A decision regarding the suspect's "intent" will impact the ability to pursue criminal action; therefore, this decision MAY NOT be made without first obtaining advice of the installation Staff Judge Advocate. The CIG may also cause the fee to be reduced or eliminated based on the personal circumstance of the shoplifter or sponsor regardless of evidence for good cause, including severe financial hardship to the family.

(b) The CIG must notify the Chief Financial Officer (CFO), MCCS, immediately when a request for review is received to preclude MCCS from initiating further administrative action until the review is completed. The CIG's review and decision shall be made in writing within a reasonable period of time, but not later than 15 days from the debtor's dispute letter.

(4) If the debtor fails to respond within 15 days of the First Notice Demand Letter by either paying the amount owed or disputing the debt with the CIG, a second letter will be sent via certified mail and shall comply substantially with the sample in enclosure (2). If the suspected shoplifter is active duty or an un-emancipated minor family member of such a person, at

19 NOV 2012

the same time the Second Notice Demand Letter is sent, MCCA will send a letter to the sponsor's or suspected shoplifter's commanding officer explaining the debt and requesting collection assistance. This letter shall comply substantially with the sample in enclosure (3).

(a) Payments will be made to MCCA Camp Lejeune, in the form of cash, money order, or a certified cashier's check, in accordance with instructions contained in the Demand Letter(s). Personal checks will not be accepted. A receipt will be provided to the payer to prove that restitution has been made. Payment will not prohibit separate judicial, non-judicial, or administrative action by the command.

(b) If the suspected shoplifter or sponsor, in the case of an un-emancipated minor, does not pay the debt within 15 days of the Second Notice Demand Letter:

1. MCCA will initiate salary offset against liable active duty members (unless salary offset for that commander is being handled by the Treasury Offset Program Office, in which case the file will be forwarded as directed below).

2. If commander-initiated salary offset is not successful or the liable party is not active duty military, MCCA will write off the debt and transfer it for collection to the Treasury Offset Program Office, Resource Management Branch, Headquarters, U.S. Marine Corps, 3044 Catlin Avenue, Quantico, VA 22134.

3. The forwarded case file must contain copies of the incident report, the Notice Demand Letters, proof of receipt of Demand Letters, the Commander's Notification Letter (if applicable), any dispute or request for review by the CIG, and the CIG's Decision Letter. The liable party's social security number must be included in the file.

4. In appropriate cases, the CIG or the CFO, MCCA may enter into written repayment agreements with liable parties. If the CIG initiates the repayment agreement, the effort must be coordinated with the CFO, MCCA.

5. Under no circumstances may any agency agree to forgo criminal prosecution based on repayment of the debt.

5. Administration and Logistics. Any questions or concerns regarding the provisions of this Order should be referred to the Director, Review and Analysis Division, MCCA, at (910) 451-5077 or (910) 451-2518.

6. Command and Signal

a. Command

(1) Non-appropriated Fund Instrumentality heads will ensure that all subordinate managers, supervisors (military and civilian), and security personnel are thoroughly familiar with the contents of this Order and that this Order is made available to all employees upon request.

18 NOV 2012

(2) Applicability. This Order is applicable to all persons, whether authorized patrons or not, caught shoplifting in any MCCA-managed activity aboard Camp Lejeune or Marine Corps Air Station, New River.

b. Signal. This Order is effective the date signed.



D. L. THACKER, JR.  
Deputy Commander

DISTRIBUTION: A/B/C

15 NOV 2010



**UNITED STATES MARINE CORPS**  
 MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
 PSC BOX 20005  
 CAMP LEJEUNE NC 28542-0005

7010  
 MCCS  
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CERTIFIED MAIL

From: Chief Financial Officer, Marine Corps Community Services, Marine Corps Installations East-Marine Corps Base, Camp Lejeune

To: Richard W. Trouble, Private First Class  
 HP 007 Room #129  
 Camp Lejeune, NC 28547

Subj: FIRST NOTICE: DEMAND FOR RECOVERY OF SHOPLIFTING COSTS AND DAMAGES

Ref: (a) MCIEAST-MCB CAMLEJO 7010.1  
 (b) The Federal Claims Act of 1996, 31 U.S.C. Sec. 3701, et. Seq., as amended by Pub. L. 107-107  
 (c) DODPM Chapter 7  
 (d) 5 U.S.C. Sec. 5514  
 (e) The Deficit Reduction Act, U.S.C. Sec. 6402(d)  
 (f) 31 U.S.C. Sec. 3720A

1. Marine Corps Community Services (MCCS), Camp Lejeune has the following evidence regarding an alleged shoplifting incident on 12 April 2010 involving one Rolf Wallet:

- a. Rolf Wallet
- b. One Surveillance Video
- c. Statement by store detective

2. This evidence is available for your review by appointment. To set up an appointment, call (910) 451-5077 between 0800 and 1600, Monday through Friday, prior to the 15-day limitation set in paragraph 4 below.

3. The Assistant Chief of Staff, MCCS, or his designated representative, examined the above evidence and, pursuant to authority contained in the references, believes you are liable for the below enumerated costs; accordingly, he demands the same:

Actual Value of Merchandise	\$ 16.50
Administrative Costs	\$ 200.00
<b>Total Amount Due</b>	<b>\$ 216.50</b>

4. You, as the liable party, must either pay the total demand or appear at a hearing in front of the Command Inspector General (CIG) within **15 days** of the date of this letter. By paying the amount demanded and/or not appearing at the hearing within **15 days**, you give up your right to that hearing. If you desire a hearing on this matter, you must immediately contact the CIG's office at (910)451-3806 to ensure that a hearing is scheduled for your case within the **above-stated** period (i.e., **15 days**).

Enclosure (1)

19 NOV 2012

Subj: FIRST NOTICE: DEMAND FOR RECOVERY OF SHOPLIFTING COSTS AND DAMAGES

5. To repay your debt, please submit a money order or cashier's check no later than 15 days from the date of this letter to the following address:

MARINE CORPS COMMUNITY SERVICES  
ATTN: MCFO/ACCOUNTING  
1401 WEST ROAD  
CAMP LEJEUNE, NC 28547-2539

Ensure your name and Social Security Number appear on the cashier's check or money order. If you would like to make the payment in person, payments will be accepted at the MCCS Accounts Receivable Office located in Building 895 on Molly Pitcher Road. Personal checks will not be accepted, and you are advised not to mail cash.

6. To contest your liability, you must appear in front of the CIG. Hearings are scheduled by the CIG. At this hearing you may present any relevant evidence or good causes to be considered, including financial hardship. The CIG will consider all relevant evidence submitted by you and MCCS. The CIG will determine by a preponderance of the evidence (i.e., is it more likely than not?) whether you are liable for the amount listed in paragraph 3 or any lesser amount. If the CIG determines you are liable, you must pay that amount set by the CIG within 15 days of that decision. If the CIG determines you are not liable for any amount, the case will be closed, and you will owe nothing.

7. This demand letter serves as notice that if you fail to pay your debt, MCCS will take the following actions as appropriate:

a. Assess interest and penalties under the provisions of reference (b). Interest shall be applied 60 days from the date of this notice, at the Treasury, Tax and Loan rate. Penalties shall be applied at the annual rate of 6%.

b. Initiate collection action of this indebtedness through salary offset as authorized by reference (c) for military members, or from any U.S. Government Agency, if applicable, under provisions of reference (d). Various agencies involved in this collection process will impose additional fees to offset their administrative expenses and the total amount collected will be greater than the amount demanded in paragraph 3 of this Order.

c. Initiate action to offset the amount of your debt against any disbursement of the Department of Treasury to which you may be entitled, to include offset against federal income tax refunds. This action is taken pursuant to references (e) and (f). Various agencies involved in this collection process will impose additional fees to offset their administrative expenses and the total amount collected will be greater than the amount demanded in paragraph 3. However, you will still be responsible for payment of any remaining balance on your account if such offset is inadequate to satisfy your debt.

8. Your check cashing and Star Card privileges have been suspended. If you voluntarily pay the amount listed above within 15 days from the date of this letter, these privileges will be reinstated, provided that there are no other delinquent debts and provided you have not been debarred by the installation.

14 NOV 2012

Subj: FIRST NOTICE: DEMAND FOR RECOVERY OF SHOPLIFTING COSTS AND DAMAGES

9. Amounts not paid within 15 days from the date of this notice will be reported to your commanding officer.

10. These civil recovery proceedings do not prevent criminal prosecution for the alleged act of shoplifting or further administrative action.

Chief Financial Officer

19 NOV 2012



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
PSC BOX 20005  
CAMP LEJEUNE NC 28542-0005

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CERTIFIED MAIL

From: Chief Financial Officer, Marine Corps Community Services, Marine Corps Installations East-Marine Corps Base, Camp Lejeune  
To: Richard W. Trouble, Private First Class  
HP 007 Room #129 Camp Lejeune, NC 28547

Subj: SECOND NOTICE: DEMAND FOR RECOVERY OF SHOPLIFTING COSTS AND DAMAGES

- Ref:
- (a) MCIEAST-MCB CAMLEJO 7010.1
  - (b) The Federal Claims Act of 1996, 31 U.S.C. Sec. 3701, et. Seq., as amended by Pub. L. 107-107
  - (c) 31 U.S.C. 3717
  - (d) DoDPM Chapter
  - (e) 5 U.S.C. 5514
  - (f) Deficit Reduction Act, 26 U.S.C. Sec 6402(d),
  - (g) 31 U.S.C. Sec 3720A

1. On 29 May 2010 you were notified by certified mail that you owe \$216.50 to Marine Corps Community Services (MCCS) for administrative costs associated with removing from the Main Exchange the following item without paying for it:

One Rolf Leather Wallet valued at \$ 16.50

2. As previously explained, Federal law authorizes MCCS to recover from the liable party actual and administrative costs relating to this shoplifting incident (reference (a)). You, as the liable party, are required to pay the following costs:

Actual Value of Merchandise	\$ 16.50
Administrative Costs	\$ 200.00
<b>Total Amount Due</b>	<b>\$ 216.50</b>

3. This demand letter serves as notice that if you fail to pay your debt within 15 days of the date of this notification, MCCS will take the following actions as appropriate:

a. Assess interest and penalties under the provisions of reference (c). Interest shall be applied 60 days from the date of this notice, at the Treasury, Tax and Loan rate. Penalties shall be applied at the annual rate of 6%.

Enclosure (2)

19 NOV 2012

Subj: SECOND NOTICE: DEMAND FOR RECOVERY OF SHOPLIFTING COSTS  
AND DAMAGES

b. Initiate collection action to this indebtedness through salary offset as authorized by reference (d) for military members, or from any U. S. Government Agency, if applicable, under provisions of reference (e). Various agencies involved in this collection process will impose additional fees to offset their administrative expenses and the total amount collected will be greater than the amount demanded in paragraph 2.

c. Initiate action to offset the amount of your debt against any disbursement of the Department of Treasury to which you may be entitled, to include offset against federal income tax refunds. This action is taken pursuant to references (f) and (g). Various agencies involved in this collection process will impose additional fees to offset their administrative expenses and the total amount collected will be greater than the amount demanded in paragraph 2. However, you will still be responsible for payment of any remaining balance on your account if such offset is inadequate to satisfy your debt.

4. Your check cashing and Star Card privileges have been suspended. If you voluntarily pay the Civil Recovery amount listed above within 15 days from the date of this second notice, these privileges will be reinstated, provided that there are no other delinquent debts and provided you have not been debarred by the installation.

5. Because this debt was not paid within 15 days of the First Notice Demand Letter, this debt has been reported to your commanding officer.

6. This civil recovery proceeding does not prevent criminal prosecution for the alleged act of shoplifting or further administrative action by the command.

Chief Financial Officer

Copy to:  
CO, XXXXX, XXXXXX

19 NOV 2012



**UNITED STATES MARINE CORPS**  
 MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
 PSC BOX 20005  
 CAMP LEJEUNE NC 28542-0005

7010  
 MCCS  
 DD Form YY

From: Chief Financial Officer, Marine Corps Community Services, Camp Lejeune  
 To: Commanding General, Marine Corps Installations East-  
 Marine Corps Base, Camp Lejeune

Subj: COMMAND NOTIFICATION LETTER

Ref: (a) Incident Report of 12 Apr 10  
 (b) MCIEAST-MCB CAMLEJO 7010.1  
 (c) 31 U.S.C. 3717  
 (d) DODPM Chapter 7  
 (e) 5 U.S.C. 5514  
 (f) Deficit Reduction Act, 26 U.S. C. 6402(d)  
 (g) 31 U.S.C. 3720A  
 (h) The Federal Claims Act of 1996, 31 U.S. C. Sec. 3701, et. seq.,  
 Amended by Pub. L. 107-107

Encl: (1) First Notice copy of 29 May 10  
 (2) Second Notice copy of 14 Jun 10

1. This is to inform you that one of your Marines, Private First Class (PFC) Richard Wayne Trouble, was detained by Marine Corps Community Services (MCCS) on 12 April 2010 for shoplifting as described in enclosure (1) and substantiated by reference (a). Reference (b) authorizes MCCS to recover from the liable party actual and administrative costs relating to this shoplifting incident. As of 14 June 2010, PFC Trouble has failed to pay the amount owed of \$216.50.

2. Enclosure (2) is being sent to the liable party with a demand for payment within 15 days. If he fails to pay that amount, the following actions will be taken as appropriate:

a. Assess interest and penalties under the provisions of reference (c). Interest shall be applied 60 days from the date of the First Notice, at the Treasury Tax and Loan rate. Penalties shall be applied at the annual rate of 6%.

b. Initiate collection action of this indebtedness through salary offset, as authorized by reference (d) for military members, or from any U.S. Government Agency, if applicable, under provisions of reference (e). Various agencies involved in this collection process will impose additional fees to offset their administrative expenses and the total amount collected will be greater than the amount demanded in paragraph 1.

c. Initiate action to offset the amount of the debt against any disbursement of the Department of Treasury to which he may be entitled, to include offset against federal income tax refunds. This action is taken

Enclosure (3)

19 NOV 2012

Subj: COMMAND NOTIFICATION LETTER

pursuant to references (f) and (g). Various agencies involved in this collection process will impose additional fees to offset their administrative expenses and the total amount collected will be greater than the amount demanded in paragraph 1. However, the liable party will still be responsible for payment of any remaining balance on the account if such offset is inadequate to satisfy the debt.

3. Your assistance is requested in urging this Service member to pay this debt. Note that this MCCS recovery effort, under reference (h), does not prevent criminal prosecution or further administrative action by you.

4. If you have any questions about this matter, please call the Director, Review and Analysis Division, MCCS, at (910) 451-5077.

Chief Financial Officer