

USDA DoD Fresh

STANDARD OPERATING PROCEDURES

Product Complaint Procedures:

1. It is important to identify issues relating to quality or quantity at the time of delivery. The specific items in question should be rejected and the delivery ticket should be changed to reflect the actual amount of product accepted.
 - Please note, when the driver submits the delivery ticket to the vendor, the vendor will assume all was accepted if nothing is changed.
2. The delivery should then be receipted in FFAVORS, adjusting the quantity in FFAVORS to match the changes made on the delivery ticket. At this point, an email can be sent to the DLA Field Representative, Vera Strilchuk, for her records. However, this is not needed if the FFAVORS receipt accurately reflects what is written on the driver's paperwork.
3. RA's have 24 hours after the time of delivery to determine if there are any hidden defects associated with the product. If defects are found, the RA should take a picture of the item, as well as the invoice, and e-mail them both to the vendor (Gargiulo Produce), the DLA Field Rep (Vera Strilchuk) and "CC" the NJDA. The email should highlight the issue with the produce as well as a request for resolution.
 - If the RA wishes the items to be replaced, the vendor will have to confirm that they can redeliver. If the vendor does redeliver, the receipt in FFAVORS can be receipted for as usual. If the vendor cannot redeliver or if the RA only wishes to have the product credited, the receipt in FFAVORS should be adjusted to reflect the change.
 - Even if the change occurs after the product has been receipted for, the RA has up to 5 days to "edit" the already receipted receipt in FFAVORS. If the "edit" option is unavailable the DLA Field Representative can still adjust the receipt FFAVORS. This will then cause the RA's entitlement funds to go back into FFAVORS and the vendor will not be able to invoice for that specific product.
 - Please note, the produce vendor does not issue credit themselves; FFAVORS is the system of record.
4. Issues encountered outside the 24-hour window (i.e. product not lasting till "best by date") should still be communicated to the vendor, the DLA, and the NJDA via email. The RA can request credit being given via a change to the receipt in FFAVORS, but this will require approval from the DLA and the produce vendor. If approval is given, the DLA will adjust the receipted for quantities in FFAVORS and entitlement dollars will be returned to the RA's account.

5. For any major issues (i.e. foreign objects found in the produce, packaging issues, product not originating from the United States) we ask that the DoD Complaint form be filled out and sent to the DLA field rep as well as the NJDA. This form can be found on SNEARS under resources/USDA Foods.

Delivery Date Changes:

1. If it is necessary to request a change in delivery day or time, please do so by emailing the vendor, the DLA field rep, and the NJDA explaining the situation. While the contract does allow the produce vendor the ability to delivery between the hours of 6:30 am and 2:30 pm, the USDA, and DLA do expect the produce vendor to make reasonable accommodations and attempt to work with the RA.

Recurring Complaints:

1. Please reach out to the NJDA to discuss issues that are alike and continue to be unresolved. Provide documentation regarding the history of the issue while demonstrating proper complaint procedures were followed.

Customer Service:

1. If issues arrive regarding customer service please inform the DLA, as well as the NJDA, via email and/or phone call.

Produce Received through the Warehouse:

1. The above procedures do not apply to produce received through the warehouses. For issues regarding produce received through either warehouse, please complete the DoD Complaint Form (found in SNEARS) and e-mail only to the NJDA.

These outlined procedures are very important, as they help ensure RA's receive proper credit as well as provide the USDA and DLA with documentation. Below is listed the contact information for the DLA Field Representative, the NJDA, as well as the produce vendor.

Contact Info:

DLA Field Representative:
Vera Strilchuk
Email-Vera.strilchuk@dla.mil

New Jersey Department of Agriculture-Food Distribution Unit:
Email- agnfood@ag.nj.gov
Peggy Salano - 609-984-2343
Justin Phifer - 609-292-4683

Produce Vendor:
Gargiulo Produce
Email-DODcustomersupport@gargiuloproduce.com
Phone-908-233-8222

