



# Warehouse Best Practices

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# Ordering USDA Foods

- Participation, number of participants
- Minimum 1-month supply each food group
- Distribution rate
- Participant preferences



# Ordering Process

FNS Handbook 501

## Chapter VI Ordering and Receipt of USDA Foods

The ITO/State agency must order USDA foods on a monthly, bi-monthly, or quarterly basis for shipment to a destination(s) designated by the ITO/State agency with the assistance of the appropriate FNS Regional Office. The destination(s) must be selected prior to ordering any USDA foods and will remain in effect until formally changed or deleted by the ITO/State agency.



# Before Order Arrives

Prepare for success



# Before Delivery

Advance Appointment: staff and equipment ready

Pest control log

Temperature logs (dry, refrigerated and frozen)

Storage area ready to place inbound (FIFO)

Plan/Order for storage of USDA Foods products



# Inventory Review: In stock

Time and Temperature sensitive items ( cheese  
– dried fruits – rice – flour)

Review non-moving food items ( over 3 months )

Plan for utilization or alternate plan to avoid food  
losses – donation







# Delivery

Inspect what you expect

# Delivery

Inspect what you expect





# At Time of Delivery

Check for Security Seal – match to Bill of Lading

Notate each delivery: date, time in/time out, trailer/product temperatures, damage/leakers, shortage/overages, infestations, seal numbers, poor pallets and sometimes damages to your property. Record on delivery Bill of Lading (BOL), all copies.



# Approved Vendor Seals:





# USDA Food Complaints

Food Quality, Packaging and Delivery Issues

# 5 W's

Some situations, need to file a complaint in WBSCM or contact FNS Complaints Team.

800-446-6991

[USDAFoodsComplaints@usda.gov](mailto:USDAFoodsComplaints@usda.gov)



# Supporting information:

Clear photos of: issue, size, case/pack labels

Save foreign object for vendor investigation

Report valid illnesses/injuries





# WBSCM complaint entry

Access in WBSCM complaints system is needed

Prior FDPIR webinar goes into detail on the process

<https://www.youtube.com/watch?v=EEbRNaYsOCE&index=32&list=PLBccton6gOdqebTZnT2knnRC5nOk3xq4j>

Email: [usdafoodscomplaints@usda.gov](mailto:usdafoodscomplaints@usda.gov)

or call 800-446-6991 (6am-5pm EST)



# FDPIR past complaint results

Holes in packs: rice/beans

Heat seal issues on packs: rice/beans

Product quality: Macaroni serve instruction

National Warehouse: remaining stock review



# Bag Snags



# Heat Seal







# USDA Food Recall/Hold Events

Notification Process when USDA Foods are Involved





# USDA DOD Fresh

# USDA DOD Fresh Process

To report issues with USDA DOD Fresh:

Contact Produce Vendor, DLA Representative  
and FNS Regional Office



# USDA Foods Complaints Resources:

Toll Free Number: 800-446-6991

Email: [USDAFoodsComplaints@USDA.gov](mailto:USDAFoodsComplaints@USDA.gov)

709-5 Receipt of USDA Foods

<https://www.fns.usda.gov/usda-foods/shipment-and-receipt-goods-fns-instruction-709-5>





# Question & Answer

