

# USDA DoD Fresh Who to Contact When

<b>Report issues with produce quality, availability, or delivery within 1 business day of delivery, include photos of the issue and product label</b>	<b>Vendor, Defense Logistics Agency (DLA) Representative, and State Distributing Agency (SDA)</b>
<b>Send request to add a new item, or different pack size to FFAVORS catalog</b>	
<b>FFAVORS entitlement allocation requests or questions</b>	<b>Schools contact State Distributing Agency (SDA)</b>
<b>SDA may submit FFAVORS allocation requests to USDA on September 13, December 13, March 14, and April 18</b>	<b><a href="mailto:USDADoDFresh@usda.gov">USDADoDFresh@usda.gov</a></b>
<b>Add a user to FFAVORS</b>	<b>Defense Logistics Agency (DLA) Representative</b>
<b>Update point of contact (POC) information in FFAVORS POC- is person vendor contacts with questions about order or to communicate information about delivery</b>	<b>Schools, State Distributing Agency (SDA)</b>
<b>FFAVORS system or login.gov issue</b>	<b>FFAVORS Help Desk - <a href="mailto:ffavors@usda.gov">ffavors@usda.gov</a></b>
<b>School interested in participating in USDA DoD Fresh or question about allocation</b>	<b>State Distributing Agency (SDA)</b>
<b>Add a new site to FFAVORS, SDA enters information in FFAVORS, USDA reviews, sends to DLA for a DoDAAC (DoD Activity Address Code) to be assigned. Allow up to 30 days for new sites to be added</b>	<b>State Distributing Agency enters new site information FFAVORS</b>
<b>School name or address change submit to SDA Reactivate a school in FFAVORS</b>	<b>State Distributing Agency (SDA) submits on template to <a href="mailto:USDADoDFresh@usda.gov">USDADoDFresh@usda.gov</a></b>
<b>SDAs and schools always include DLA representative in communication with vendor</b>	<b>SDAs contact <a href="mailto:USDADoDFresh@usda.gov">USDADoDFresh@usda.gov</a> if issues are not addressed</b>