

USDA DoD Fresh Fruit and Vegetable Program - Complaint Process

1. Inspect produce at time of delivery
 - Date:**
 - Time:**
 - Refrigerated truck:** Yes or No
2. Examine produce quality and condition
 - a. Note issues on delivery document
3. **Reject produce if not U.S. grown**
4. Verify quantity received is quantity ordered
 - a. Note discrepancies in FFAVORS and Bill of Lading
5. Note Items ordered not received on delivery document
6. Take clear photos of any issues
7. Document **all** issues on Bill of Lading prior to signing document
 - a. Make copies for your record
8. Immediately report issues to the correct Cash-Wa Regional Representative, DLA Customer Representative, and the State Distributing Agency. Cash Wa contacts are based on regions. For example, if your product is delivered out of the Fargo Distribution Center, email or call Robin Abrahamson

**Produce Vendor Contact Information: Cash-Wa Distributing Company
(Copy Kent Marquardt on all emails)**

CASH-WA CONTACT INFORMATION

CASH-WA CONTACT INFORMATION			
Main Contact & Administrator of Cash-Wa FFAVORS Catalog	South Central and Western South Dakota	Northeastern South Dakota and all of North Dakota	Southeastern South Dakota
Aberdeen SD	Kearney Distribution Center	Fargo Distribution Center	Express Produce
Kent Marquardt	Shelby Miller	Robin Abrahamson	Kurt Jensen
kent.marquardt@cashwa.com	shelby.miller@cashwa.com	robin.abrahamson@cashwa.com	kurt.jensen@cashwa.com
605-226-4525	308-237-3151 ext. 7162	701-281-4419	605-336-8336
		Kristina Mehuse	
		kristina.mehus@cashwa.com	
		701-281-4487	

DLA Customer Representatives:

Karen Kenton—Karen.kenton@dla.mil or 303-961-1235

Vickie Lewis—vickie.lewis@dla.mil or 215-737-7939

State Distributing Agency: Darcy Beougher, darcy.beougher@state.sd.us and Pam McCown, pam.mccown@state.sd.us, 605-773-4673

If issues are not resolved or continue, send complaint information and documentation to:
USDADoDFresh@fns.usda.gov