

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 the Fargo Distribution Center

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

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	Summer Woodward	Trevis Garrett	Kurt Jensen
kent.marquardt@cashwa.com	summer.woodward@cashwa.com	trevis.garrett@cashwa.com	kurt.jensen@cashwa.com
605-226-4525	308-237-3151 ext. 7100	701-282-8200 option 4	605-336-8336
		Trina Montplaisir	
		FargoInsideSales@cashwa.com	
		701-282-8200 option 4	

DLA Customer Representatives:

Sharon Roth—sharon.roth@dla.mil or 445-737-7610

Chul (Spencer) Ha—chul.ha@dla.mil or 801-865-2683

State Distributing Agency: Darcy Beougher, darcy.beougher@state.sd.us and Christina Lusk, christina.lusk@state.sd.us, 605-773-4673

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