

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:
 - Produce Vendor: Cash-Wa Distributing Company Aberdeen 605-225-1275**
 - DLA Customer Representative:** Jodi Deckter Jodi.deckter@dla.mil, 215-737-7270; Karen Kenton karen.kenton@dla.mil, 303-961-1235

 - 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