

The Emergency Food Assistance Program (TEFAP)

TEFAP USDA Food
Distribution and Receiving Processes



TEFAP Operations



USDA Food Distribution and Receiving Processes

Shipment and Receipt of USDA Foods

- Delivery methods arranged
- Inspecting a shipment
- [Food & Nutrition Service \(FNS\) Instruction 709-5](#)
- Accepting a shipment and unloading
- Providing a receipt for a shipment



Arrival of Food Orders Occurs Two Ways



United States Department of
Agriculture (USDA) to Department
of Public Instruction (DPI)
warehouse:

Warehouse to one county delivery
site

USDA direct to Eligible
Recipient Agency (ERA):
✓ ERA to distribution site
or
✓ ERA to another ERA

Department of Public Instruction (DPI) Food Ordering System



USDA Foods Ordering System for TEFAP Quick Steps for the Monthly Order

Around the 3rd of each month, DPI will open an order allocation in the USDA Foods Ordering System for your agency to log into the system and accept. You must submit your order by the 13th of the month.

Deliveries will occur the following month. For example, for the allocation submitted between September 3 and 13, those items will be delivered during the month of October.

- 1) Log in into the DPI USDA Foods Ordering System between the 3rd and 13th of each month (<https://wi.cnpus.com/fdpj/login.aspx>).

Wisconsin Department of Public Instruction
Online System Program

Please Log In

User ID:

Password:

Log In

- 2) At the bottom of the Welcome page, click "Continue" button.

- 3) Click on "2024" for the correct Program Year.

- 4) Click on the green "Allocations" tab.

2 Bottom of Page

School Food Authority Summary **ADVOCAP Inc-Fond Du Lac (209220)**

Applications | Enrollment | Surveys | **Allocations** | Inventory | Orders | Inventory

School Food Authority Contract Form

| Number | Name | Revision | Status | Approval Date | Action |
|--------|-------------------------|----------|----------|---------------|--------------|
| 209220 | ADVOCAP Inc-Fond Du Lac | 0 | Approved | 07/02/2021 | View Details |

Delivery Location Form

| Number | Name | Revision | Status | Approval Date | Action |
|--------|---|----------|----------|---------------|--------------|
| 209220 | ADVOCAP Inc-Fond Du Lac - Delivery Site | 0 | Approved | 06/10/2021 | View Details |

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- 5) Across from the most recent Allocation, click on "Edit"

2 Bottom of Page

School Food Authority Summary **ADVOCAP Inc-Fond Du Lac (209220)**

Applications | Enrollment | Surveys | **Allocations** | Inventory | Orders | Inventory


School Food Authority Allocations Add Surplus

| Alloc ID | Alloc Date | Accept By Date | Accepted? | Expire Date | Close Date | Anal Qty | Action |
|------------|------------|----------------|-----------|-------------|------------|----------|-----------|
| Alloc35955 | 07/02/2021 | 07/13/2021 | No | 07/14/2021 | 06/06/2021 | | View Edit |

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WISCONSIN DEPARTMENT OF
Public Instruction



Ordering Dates for Agencies Using the DPI Food Ordering System

Monthly Calendar (exact days may change depending on weekends and holidays)

| | |
|--|---|
| 3 rd of the month | DPI will open the allocation in the USDA Foods Ordering System |
| 3 rd to the 13 th of the month | <p>Log into the USDA Foods Ordering System, and under the “Allocations” tab, review and submit your agency’s order allocation.</p> <p>Continue to log in during this time to “Add Surplus” if your agency can use it.</p> |



Delivery Dates for Agencies Using the DPI Food Ordering System

Monthly Calendar (exact days may change depending on weekends and holidays)

| | |
|-------------------|--|
| 16th of the month | Log into the USDA Foods Ordering System and print your Order under the "Order" tab. Plan to have this on hand the day of delivery. |
| Delivery month | At least 3 days before delivery, you will receive an email from MPI indicating the delivery date and window of time for delivery. |



Delivery Dates for Agencies Using the DPI Food Ordering System-Continued

Monthly Calendar (exact days may change depending on weekends and holidays)

| | |
|------------------------|---|
| <p>Day of delivery</p> | <p>Use the printed Order from the DPI system to verify with the driver at time of delivery that you have received everything on your order.</p> <p>Write on the Order any discrepancies. Be sure the driver signs to confirm.</p> |
|------------------------|---|



Accepting DPI or an ERA-MPI Delivery

Have a copy of the
expected order with
you.

Check that the order
is complete.



Accepting an ERA or DPI-MPI Delivery

Be sure that the order does *not* contain:

- ✓ Excess product.
- ✓ Incorrect product.
- ✓ Less product than the order indicates.
- ✓ Product that appears to have been damaged in shipping.
- ✓ Product that appears to be “out-of-condition.”



Accepting USDA Direct Deliveries

Three-day window

- ✓ Requested delivery date is always the last day of a delivery period.
- ✓ Some products might have a three-day delivery period, typically Monday–Wednesday.
- ✓ If a requested delivery date is July 17, that means the product can (and should) be delivered anywhere from July 15–July 17.

Two-week window

- ✓ Requested delivery date is always the last day of a delivery period.
- ✓ Some products have a two-week delivery period, either in the first- or second-half of the month.
- ✓ A requested delivery date of December 15, means product can (and should) be delivered anywhere from December 1–December 15.



FNS Instruction 709-5



USDA food received from USDA vendor or federally contracted warehouse



USDA foods received for TEFAP and other programs



Definitions



BOL—Bill of lading: Documentation of the contents of a shipment and other information as required in the contract of carriage



Consignee: Entity State Distributing Agency-SDA or ERA that receives shipment of USDA foods from vendor



Contracting Officer: Agricultural Marketing Service-AMS USDA representative who may authorize rejection of loads



Goods receipt: Process of receipting for the delivery in the Web Based Supply Chain Management System—WBSCM



More Definitions



Refused shipment: Consignee refuses to unload if security seal is broken or missing, or serial number on seal does not match the number on the Bill of Lading; or may refuse to unload pending an out-of-condition food rejection request



Rejected shipment: Official contracting officer determination, upon consideration of Department of Health Services-DHS refused shipment request for out-of-condition foods



Security sealed: Traceable, tamper evident device to deter and detect unauthorized opening of a truck



Accepting a USDA Vendor Delivery

- ✓ Vendor schedules in advance by calling warehouse contact and issues an advanced delivery notice in the Web-based Supply Chain Management (WBSCM) system.
- ✓ Have the delivery date, sales order number, shipping date, and BOL number.
- ✓ If a delivery arrives without an appointment, try to accept but you may refuse and report to the State Distributing Agency-SDA with carrier information.
- ✓ You are never expected to accept a delivery on a federal holiday or weekend.

Accepting a USDA Vendor Delivery Continued

- ✓ Check the security seal is intact on the truck and matches number on BOL.
- ✓ Write on the BOL the quantity of food received, including the product that is rejected for being out-of-condition, if this occurs.
- ✓ Sign and date the BOL.
- ✓ Receipt the product in the Web-based Supply Chain Management (WBSCM) system.

STRAIGHT BILL OF LADING FOR EXEMPT COMMODITIES - ORIGINAL NON-NEGOTIABLE

Shipper: Sierra Sun Fruit Marketing
P.O. Box 404
Sanger CA 93957
(559) 787-3888

Consignee: United States Department of Agriculture
140 Independence Avenue
Washington DC 20258

Destination: Telephone:
LA Crossie WI 54903

Trailer: 114-4555 ME

Ship: 92123
Load: 021/23 1726
Div By: JAMAR
Driver: LA

Order#: 19661
Cust PO: 5000861254
Terms: FOB
Shipper: Sierra Sun
Truck Lic: WY2759 CA
Trailer Lic: 511-4555 ME

To (Consignee): United States Department of Agriculture
140 Independence Avenue
Washington DC 20258

Destination: Telephone:
LA Crossie WI 54903

Carrier: BATH LOGISTICS
Carrier Arranged By: Consignee
Temp Degree: F
Low: 33
High: 35
Ship Via: Truck
Loaded At: CAJ Cold Storage Warehouse
Ship Charges Paid By: Consignee

Reporting Instructions:

| Shipped | Description | Gross Weight |
|---------|---|--------------|
| 454 | Black Plum Volume Fill 26# 5055 Sierra Sun Product of USA | 12712 |
| 454 | | 12712 |
| | 1 USDA Inspection 029104 | |
| | 1 Domestic Seal 0000334 | |
| | 6 Airbag | |

PURCHASE ORDER# 4100027995/3 005 13Q 1&P
2000009417 SALES ORDER: 5000861254 SOLICITATION ITEM: 18890
ITEM: 100

Inspection: Recorder No: X502340 Chart No: [Redacted]

Loading Instructions:
Delivery Instructions:
Billing Instructions:

Contract Terms and Conditions

- Where used in this Bill of Lading, the term Carrier means the person, firm, or corporation operating the motor vehicle and in possession of the property under this contract, and the execution of the contract by the Carrier shall constitute, and hereby, the delivery of the property to the consignee. The Carrier assumes full responsibility for any and all loss, damage, or delay to the property while in its possession and will deliver to the consignee except when the loss, damage, or delay is caused by an act of God, act of public enemies or by an act or omission of the shipper or consignee.
- The Carrier agrees to transport or provide suitable services, at the transportation specified, between the origin and destination stated in the contract and to deliver the property to the consignee in good condition at the delivery time specified, if any. If the Carrier fails to so transport and deliver the property, then the Carrier agrees to pay the owner of the property for the actual loss or injury to the property resulting from such failure.
- A further agreed that if a specific delivery time is stated in the contract, then timely delivery of the property will be based on the Carrier's usual and normal schedule for perishable shipments transported with reasonable dispatch between the points stated in the contract. The Carrier represents that the delivery will be performed without delay, loss, waste or expense to the consignee, and that it has complied and will comply with all laws and regulations of local, state and federal authorities which would affect this transportation or agreement.
- Claims against driver - within five days. No claim after 15 days. No claim for loss or damage to property unless reported to the carrier within the time specified. No claim for loss or damage to property unless reported to the carrier within the time specified.
- The Carrier warrants and represents to shipper and consignee, or other owner of the shipment, that the motor vehicle described in this contract is covered by a valid effective insurance policy, in at least the amounts prescribed by the federal government. A further acknowledged that the shipment is covered by a generally effective cargo insurance policy if at least the amount of \$25,000 and that additional coverage will be obtained to cover the actual value of the shipment if the shipper advises the carrier on the face of this contract.
- All parties acknowledge that the Truck Driver, for compensation received from the Carrier, has acknowledged that the shipper or consignee relies on the Truck Driver in securing adequate and satisfactory transportation services, and that the Truck Driver agrees to indemnify and hold harmless the shipper or consignee or other owner of the property transported from any loss due to the Carrier's negligence, act of omission, or any failure to fully perform and comply with the terms of this agreement.

RECEIVED from the shipper named herein, the perishable property described in good order and condition, except as noted, marked, weighed and counted as indicated, pursuant to an agreement (except for the truck driver, items herein, if any) whereby the carrier, in consideration of the transportation charges to be paid, agrees to store and deliver said property to the consignee, subject only to the terms and conditions of this contract, which may be printed or written on the face or back hereof, which are hereby agreed to by the carrier, consignee, and the truck driver if any.

Shipper: [Signature] Date: 9/2/23

Carrier: [Signature] Date: _____

Consignee: _____ Date: _____

Problems with the Security Seal



If the seal does not match the paperwork or the seal is missing or not intact, complete the following:

- ✓ Document the problem with photos and notes on the BOL.
- ✓ Refuse to unload the shipment, notify the driver of the issue, and have the driver contact the vendor.
- ✓ Notify the DHS TEFAP coordinator.

Security Seal Continued

Make the vendor aware of these options:

- ✓ The vendor contacts the USDA Agricultural Marketing Service (AMS) contact about refused delivery and AMS will provide the next steps.
- ✓ The vendor calls a USDA inspector and coordinates an inspection at their expense.
- ✓ The vendor returns the truck, reload with new product.





Enter Complaint Into the Web-Based Supply Chain Management (WBSCM)

- ✓ Navigate to the Complaint/Order Search form within the ([WBSCM](#)) system.
- ✓ Change the yellow fields as shown and enter the ID number with the order number.
- ✓ The order number starts with 5000 and is formatted with 9 digits 5000XXXXX.

Entering Complaints in-WBSCM

USDA United States Department of Agriculture
Web Based Supply Chain Management WBSCM

Back Forward History Favorites Personalize

Home Operations Admin Reports Help

Order Processing Complaint Administration Recall Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Create/Display FNS Complaints

Complaint / Order Search

Welcome to Complaints Application

Transactions

Search For: Orders
Order Type: Domestic 2nd Party
Created: By Myself

Please enter one of the two options below

Creation Date: Last 12 Months
ID Type: Order Number
ID: []

OR

Goods Receipt Date: []
Requested Delivery Date: []
ID Type: Product Number
ID: []

Go

Complaints

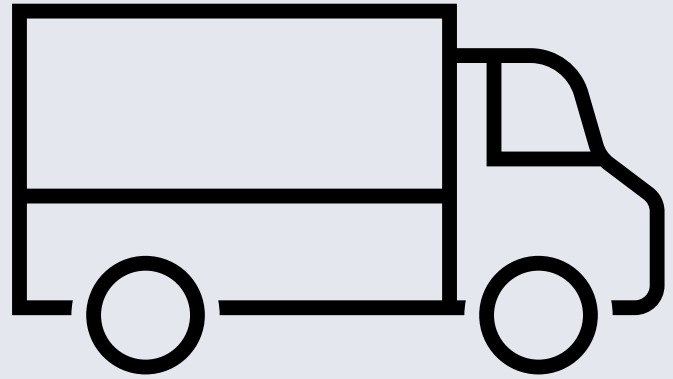
To create a new complaint, search for the order you would like to create the complaint for using the Order Search
To search for a complaint, use the Complaint Search.



Documentation Options for Accepting a Previously Refused Truck

- ✓ Vendor documentation of a new load with new lot codes
- ✓ Vendor documentation of USDA inspection
- ✓ Vendor approval to accept the load from Agricultural Marketing Service –AMS

You must retain and provide documentation of one option to DHS.



Problems with USDA Food Delivery



It is necessary to observe the condition of the food delivered.

Take note if an order:

- ✓ Contains an infestation of pests.
- ✓ Has not maintained proper temperature range.
- ✓ Has *more than half* of the product out-of-condition.



Out-of-Condition Food

1. Fifty percent **or more** of the food is out-of-condition (OOC)
 2. Temperatures are out of range
 3. Significant pest infestation
-

Inform driver you are refusing to unload pending a rejection request.

Document temperatures, photos with scale, a copy of the BOL, and a detailed summary with quantities to the State Distributing Agency (SDA) DHS in an email. SDA—DHS will confirm receipt of the request.

Call SDA—DHS if it is not confirmed within 30 minutes.



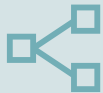
Review the Information in the Table on the Next Slide



To ensure that you provide all the necessary information to DHS-USDA, please update and insert the information included in the table on the next slide in an email to DHS.



Include photos as email attachments. The photos should not be embedded in the email message.



Include the Bill of Lading (BOL) as an attachment.



Information to Include in Email

| | |
|---|--|
| Sales Order# (green when load accepted) | 5000911817-100 |
| Material No. (optional) | 110020 |
| Material Description | BEANS BLACK CAN-24/300 |
| Program | TEFAP |
| Original Delivery Date / Expected | Expected 9/15/2024; 9/10/2024 |
| Warehouse Location (full address for WBSCM) | XYZ Storage, xxxx Walnut Rd, Madison, WI 53716 |
| PO# | 4100029684-0014 |



Information to Include in Email Continued

| | |
|--|---|
| Qty cases affected/not affected (for WBSCM) | 1018 affected 500 not affected |
| Truck Physically Sealed - Yes/No | Yes, but didn't match paperwork |
| Stop Status | 1st of 2 stops |
| Temperature of truck (must send USDA if condition of product issue) | NA |
| <u>Original Receiving Issue</u> - Condition issue - must give multiple temps, will want photos, videos | BOL seal number does not match truck seal |
| Truck Accepted or Refused | Refused |
| FNS Emailed (NSLP) / DHS Emailed (TEFAP) | Carol Johnson |



Additional Information About Out-of-Condition Food

DHS will work with
USDA AMS to
determine if the
rejection is approved.

The process may take
up to two hours or
more from the time all
information is provided
to SDA-DHS.



Out-of-Condition Food Continued

DHS will enter the
complaint into WBSCM.

If a truck is rejected,
you will not enter
receipt information.



Fifty Percent or Less of USDA Food Delivered is Out-of-Condition

What to do if an order contains less than half of out-of-condition food

- ✓ Accept the entire shipment.
- ✓ Document the issues, and quantities of the discrepancy on the Bill of Lading (BOL).
- ✓ Segregate the out-of-condition portion.
- ✓ Notify DHS immediately of the out-of-condition foods upon receipt.
- ✓ File a complaint form to DHS for that portion of the shipment.
- ✓ Include all attachments and photo documentation.
- ✓ Receipt the shipment in WBSCM.

Participate in an optional knowledge check



