The Emergency Food Assistance Program (TEFAP)

TEFAP USDA Food
Distribution and Receiving Processes

WISCONSIN DEPARTMENT
of HEALTH SERVICES

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:
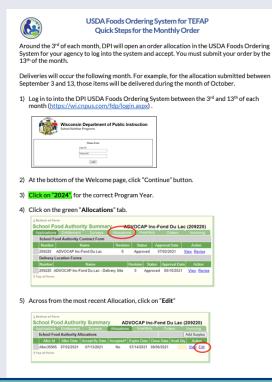
- Warehouse to one county delivery site

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

or
- ✓ ERA to another ERA

Department of Public Instruction (DPI) Food Ordering System

Ordering Dates for Agencies Using the DPI Food Ordering System

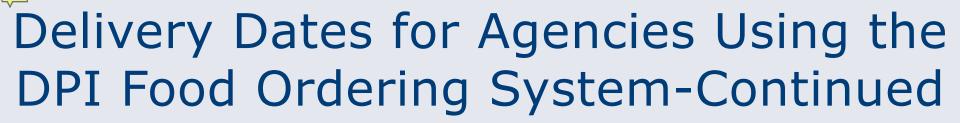Monthly Calendar (exact days may change depending on weekends and holidays)

3rd of the month	DPI will open the allocation in the USDA Foods Ordering System
3rd to the 13th of the month	Log into the USDA Foods Ordering System, and under the "Allocations" tab, review and submit your agency's order allocation. Continue to log in during this time to "Add Surplus" if your agency can use it.

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)

Day of delivery	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. Write on the Order any discrepancies. Be sure the driver signs to confirm.

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

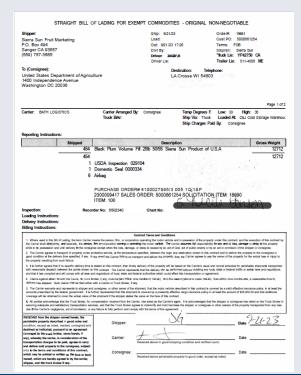**Security sealed:** Traceable, tamper evident device to deter and detect unauthorized opening of a truck

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.

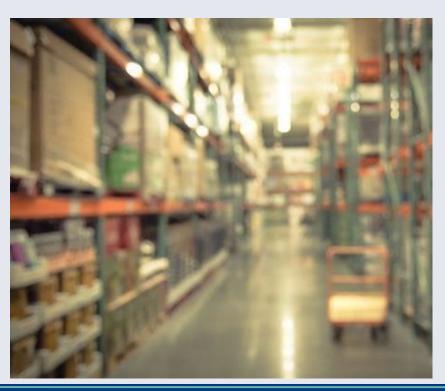✓You are never expected to accept a delivery on a federal holiday or weekend.

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.

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.
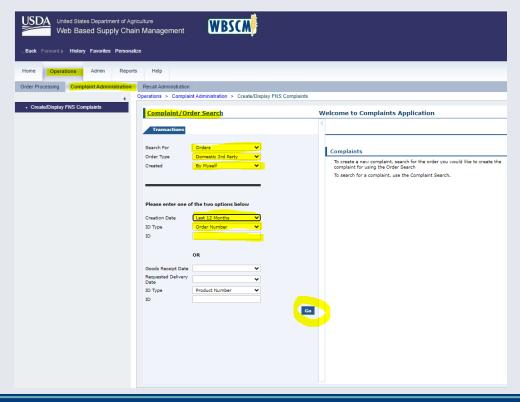
✓ The vendor returns the truck, reload with new product.

Food Donations

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.
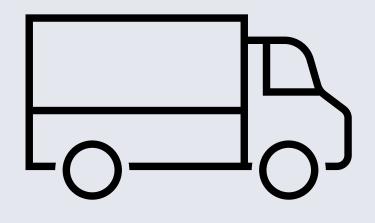
Entering Complaints in–WBSCM

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
Original Receiving Issue - 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.

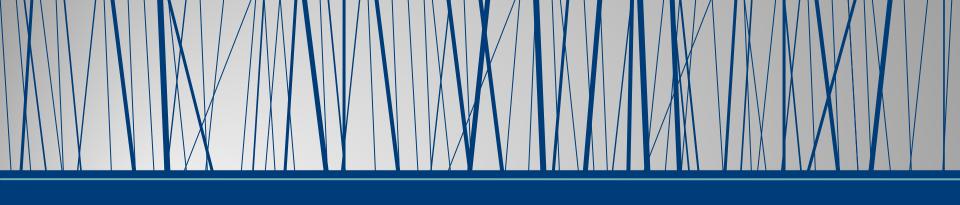If a truck is rejected, you will not enter receipt information.

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

WISCONSIN DEPARTMENT
of HEALTH SERVICES

Thank you for your commitment and service to your community!

This information has been provided by the Wisconsin Department of Health Services.

Carol Johnson

The Emergency Food Assistance Program Coordinator (TEFAP)

carol.johnson@dhs.wisconsin.gov

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