



Memo

Reminders for Recipient Agencies (RAs)

August 29, 2023

To: Area A, C, D, E, F, G, J & L Recipient Agencies
From: Food Distribution

The purpose of this memo is to serve as a reminder regarding USDA Food deliveries and recommended best practices and procedures.

Deliveries

1. RAs may receive deliveries to each of their locations two (2) times a month unless fewer are agreed upon with your distributor.
2. Deliveries are September through June, Monday through Friday (except holidays), between 7 am and 2 pm on your prescheduled delivery date unless other arrangements are made with the distributor to accommodate delivery.
3. Upon delivery of your product, staff should accept the delivery from the driver, verify the delivery is accurate, and collect a signed copy of the delivery documentation from the driver. If there are any discrepancies, you will need an adjusted copy of the signed delivery documentation.
4. The distributor must provide RAs with an electronic weekly report detailing the USDA foods allocated to each RA being stored at the distributor and that are available for delivery.

Recommended Best Practices & Procedures

1. In late fall, RAs should begin thinking about the bidding process for Direct Diversion (Processing). Processing contracts should be finalized prior to placing diversion orders in WBSCM.
2. In January, participate in the mandatory Food Preference Survey.
3. In February/March, place your order requests for USDA Foods. [Training on how to order USDA Foods is available on our website.](#)
4. [Run the Requisition Status Report \(pdf\)](#) bi-weekly to view the status of your orders. Compare this with your distributor's weekly report.
5. [Run the Entitlement/Bonus Summary Report \(pdf\)](#) to view your allocations and remaining balance of USDA Entitlement. Entitlement remaining may change due to price fluctuations and cancellations. For a more detailed accounting of your USDA Entitlement, [run the Entitlement/Bonus Detail Report \(pdf\)](#).
6. For USDA Foods that are damaged, spoiled, or otherwise out-of-condition, please submit a [USDA Commodity Complaint Form](#) with pictures of the product and all sides of the box to [OGS Food Distribution](#). Do not dispose of the product or packaging until you speak with our office. These may be needed by the USDA to assist with your complaint.

7. If USDA Foods cannot be accepted within 60 days this need to be communicated to [OGS Food Distribution](#) as soon as possible. Please provide a plan for accepting delivery or [request a redistribution](#).
8. All USDA Foods must be delivered by the first week of June. [Redistribution requests](#) are accepted until the end of April.
9. Provide the [Value of Commodities Received Report \(pdf\)](#) to your business office at the end of the school year.
10. To request changes to your USDA DOD Fresh program allocation, please submit a response to the following survey: <https://www.surveymonkey.com/r/KRMVD8H>
11. USDA Foods and WBSCM training and resources are available: <https://ogs.ny.gov/usda-food-distribution/training-resources-0>

Contact Information:

Email: ogsdonatedfoods@ogs.ny.gov

Phone: (518) 474-5122

Hours: Monday – Friday, 7:30 am – 4:00 pm

We appreciate your feedback! [Click Here](#)