



# Memo

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## Reminders for Recipient Agencies (RAs)

August 29, 2023

To: Area K & W 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.

H. Schrier & Co., Inc (Schrier) has been contracted to delivery USDA Direct Delivery (aka Brown Box) to your delivery locations. Pickup is no longer an option.

### Deliveries

1. RAs may receive deliveries to each of their locations once a month.
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 Schrier 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. Schrier must provide RAs with an electronic Monthly report detailing the USDA foods allocated to each RA being stored at the warehouse and are available for delivery. This report will be provided at the beginning of each month's delivery ordering period.

### 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 \(pdf\)](#) monthly to view the status of your orders. Compare this with Schrier's Monthly 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 (two (2) distribution periods) this need to be communicated to [OGS Food Distribution](#). 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:**

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

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