Receiving USDA Foods
Best Practices

What to look for?

Truck arrival:

- **Temperature Check:** Ensure that the temperature is within acceptable limits for products being delivered
- **Cleanliness:** Verify that the truck is clean and free from debris & pests
- **Delivery Receipt Review:** Check that all products listed on your invoice match those on the delivery receipt

Receiving your order:

- **Count your items:** confirm that all the items are present and accounted for
- **Inspect your order:** check expiration dates, check the quality of the product for any visible defects (dents, broken seals, free of damage, good quality
- **USA made check:** Verify if the products are made in the USA
- **Documentation:** Sign the delivery receipt and keep a copy for your records

Post-Receiving Actions:

- **Report Discrepancies:** If there are any issues, report them to the correct complaint survey or DoD Vendor, include photos for documentation
- **Record Keeping:** Maintain records of any damaged or missing items on your delivery receipt for future reference

How to submit a complaint:

DoD Fresh
(Gargiulo & Latina)

Scan this code to go to our website to fill out survey for DoD Fresh. (Please note we have two surveys for DoD, Gargiulo and Latina)

USDA Foods
(Direct Delivery)

Scan this code to fill out your complaint. If using your phone, you are able to attach pictures as needed.