

Direct Delivery Program

Frequently Asked Questions



OREGON
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How do I order Direct Delivery products?

The Spring Ordering Period is when All USDA Foods Direct Delivery products are ordered in the USDA's Web-Based-Supply-Chain-Management-System (WBSCM) for next school year. There may be additional ordering opportunities depending on USDA entitlement funding.

When do the foods arrive?

These foods start arriving in the state warehouse in July before schools starts and throughout the school year, while the RA has the flexibility to release them for delivery from the state warehouse whenever is most convenient.

How do I get delivered?

All USDA Foods Direct Delivery products received by the state warehouse can be released for delivery using our contractor's web based inventory release system (link on USDA Foods main web page). The contractor system aligns with our [order/delivery calendar](#). There is a 20 case minimum per delivery site, with the exception being the final delivery period.

What is the ODE Transfer Post?

USDA Foods you cannot use or foods you may need can be posted and claimed using the [ODE USDA Foods Transfer Post](#). It is an inventory exchange that changes constantly so, RAs should check back often.

What is the Complaint Process?

If a RA has a damage/quality issue with a Direct Delivered product, rejection at the time of delivery with contractor is preferred. If damage or other issue is discovered later or was concealed, it should be reported directly to ODE. Either way, RAs should [submit a complaint form](#) along with pictures. ODE will typically refund service fees and entitlement. ODE works hard to ensure customer satisfaction.