



OREGON
USDA FOODS

ODE USDA FOODS COMPLAINT PROCESS

The process for submitting a USDA Foods complaint varies depending on which USDA Foods program option it relates to: 1-Direct Delivery, 2-Diversion-Processing, 3-DoD Fresh or, 4-UFVP. Please follow the instructions for each option as stated below:

1- USDA Foods Direct Delivery Products (aka commodities)

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 the [ODE USDA Foods Complaint Form](#) and upload pictures through the form.** ODE will typically refund service fees and entitlement or provide a replacement if surplus cases are available. *Do not email USDA, WBSCM or the ODE-contracted warehouse.*

2- USDA Foods Diversion-Processing (aka commodity processed end-products)

Complaints about a USDA Foods processed end-product procured by the recipient agency directly with a processor or through a distributor should be addressed to the processor with a copy to ODE USDA Foods (ode.usdafoods@ode.oregon.gov), or, if procured through a distributor, to the distributor with a copy to the processor and ODE USDA Foods. The current Oregon-approved processors & brokers contact list is available on the [ODE USDA Diversion-Processing webpage](#). *Do not email USDA FNS.*

3- USDA DoD Fresh Fruits & Vegetables (aka DoD Fresh)

If you receive damaged or poor-quality DoD Fresh produce, the following methods can be utilized for vendor credit:

- Inferior, or poor-quality products should be rejected at the time of the delivery and **reported within 1 business day to the Vendor with a c/c to DoD DLA Rep and ODE (ode.usdafoods@ode.oregon.gov).**
- Inferior, or poor-quality products can be replaced with the same/similar product by calling or e-mailing the Vendor directly within 1 business day of delivery. Pictures of the product should be included and sent to the current Vendor with a c/c to DoD DLA Rep and ODE (ode.usdafoods@ode.oregon.gov). The vendor will then confirm if credit is granted.
- If you are granted a credit, you must make an adjustment in FFAVORS when entering your receipt (shortages or credit) within seven calendar days to get the entitlement back to purchase other items.
- If the product is replaced, then no credit in FFAVORS will be allowed during the receipt process. The Vendor can ask for validation of the inferior product if this method is chosen.
- After seven calendar days there are no allowances for credits.

Current DoD DLA and vendor information is posted on the [ODE USDA DoD Fresh webpage](#). *Do not email USDA DoD or FFAVORS.*

4- USDA Unprocessed Fruit & Vegetable Pilot (aka Unprocessed FV Pilot Program)

Complaints about unprocessed produce directly procured by the recipient agency with an USDA-approved vendor should be addressed to the vendor with a copy to ODE USDA Foods Team at ode.usdafoods@ode.oregon.gov. The list of current USDA-approved vendors contacts is available on the [USDA UFVP webpage](#). *Do not email USDA UFVP.*