

Delivery Service and Receiving Procedures: Frequently Asked Questions

Q. What distribution options do I have for receiving USDA Foods?

- A. There are two distribution options for receiving USDA Foods:
1. Once per month delivery of USDA Foods by the State-contracted carrier.
 2. Delivery by a commercial distributor who is contracted by your agency.

Q. If I decide to use a commercial distributor for my USDA Foods rather than receive them through delivery by the State-contracted carrier, can this be changed throughout the school year?

- A. *No.* If your agency decides to use a commercial distributor for your USDA Foods, your agency will need to commit your decision for the entire school year. You will not be allowed to change distribution method monthly. If you select one of these options, you will need to indicate this when initially submitting your "School Food Authority Contract" form via the internet.

Q. What is the 'cost' of a USDA Food?

- A. **The administrative fee:** This is the amount charged to cover costs associated with the administration of the program. (including bulk pounds/cases committed to a processor for further processing).

The storage fee: This covers the additional storage costs that occur prior to release of the product from the State-contracted warehouse facility.

The delivery fee: For agencies that select the State delivery system, this is the amount charged to cover costs associated with the once per month delivery of USDA Foods.

The processing Fee: The processing fee covers the cost of "value added" products. USDA Foods in bulk form are sent to processors to make into more convenient, food safe, high quality items. The "processing fee" only applies to agencies that are participating in the State Processing Program, where bulk USDA foods are further processed into end products determined through a state-wide bid process. The processed items are identified by a 'C' as the first letter of the material identification code. If you order the processed items, your agency **will be responsible** for paying these costs and your agency's Invoice will also include the processing fee as part of the total amount due to DPI. For schools that participate in the Direct Diversion Processing Program the "processing fee" does not apply.

Q. What are the current handling charges for receiving USDA Foods?

- A. The handling charges are posted on the [DPI USDA Foods Financial Information](#) webpage.

Q. How will I be charged (invoiced) for the USDA Foods order?

- A. For monthly orders, costs will be calculated monthly. Any applicable costs will be automatically off set and taken from the monthly National School Lunch Program (NSLP) federal reimbursement claim. The reimbursement voucher will reflect the total amount of reimbursement claim less the assessed fees.

For direct diversion processing commitments (including the Cheese Processing Program), the costs will be calculated annually, in July or August, for the upcoming school year. Any applicable costs will be automatically off set and taken from the monthly NSLP federal reimbursement claim. The reimbursement voucher will reflect the total amount of reimbursement claim less the assessed fees.



The following questions apply only to agencies using the State-contracted Delivery System
If your SFA uses a commercial distributor for delivery of USDA Foods, skip to page 4.

Q. How often are USDA Foods delivered?

A. Deliveries of USDA Foods are made once a month, September through May.

Q. Who provides the warehousing and carrier contract for storage and delivery of USDA Foods?

A. DPI procures and contracts with a warehouse and distributor. The contract may be renewed each year up to 4 renewals, dependent on service evaluation. Central Storage and Warehouse, Inc. (CSW) – Eau Claire provides the northern region warehousing services, and CSW - Madison provides the southern region warehousing services, and Midwest Perishables, Inc. (MPI) provides the delivery service for both regions.

Q. Where do CSW – Eau Claire and CSW - Madison provide storage for USDA Foods?

A. Storage is provided in the following locations:

For the Northern Region: Central Storage and Warehouse, Eau Claire
Storage: 800 Wisconsin St., Bldg. 18
Cold Storage: 2650 Fortune Drive
Eau Claire, WI 54703
Contact: Deb Kressin, Warehouse Manager, Phone: (715) 874-2951

For the Southern Region: Central Storage and Warehouse - Madison
4309 Cottage Grove Road, Madison, WI 53716
Contact: Dan Fritsch, Warehouse Manager, Phone: (608) 221-7611

Q. Who do I contact if I have questions or concerns about my delivery schedule?

A. MPI should be contacted directly, since MPI is contracted to schedule the deliveries. Please contact MPI at:

Midwest Perishables, Incorporated (MPI)
Contact: Brian Regan
Phone Number: (608) 273-8000

Q. How will I be notified of the delivery date for my USDA Foods?

A. MPI will notify your agency, **by email**, no less than 48 hours before delivery to inform you of the date and time that you will receive your agency's delivery. **Please note:** the delivery time given by MPI is an *approximate* delivery time only. However, MPI will do its best to make the delivery within a two-hour window of time. If MPI needs to change your delivery date, they will notify your agency of this change by phone.

Q. What time of day are deliveries made?

A. Deliveries are made Monday through Friday, except on state *legal* holidays including: Labor Day, Memorial Day, Presidents' Day, Veterans' Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, July 4th, Columbus Day, Good Friday, and Martin Luther King Jr. Day. Unless your agency and MPI mutually agree on an earlier or later time, deliveries are made between 6:30 AM and 3:30 PM. If your delivery arrives before 6:30 AM or after 3:30 PM without your approval, your agency has the right to refuse the delivery. Subsequently, you will then be notified by MPI of a future delivery time within the required timeframe.

Q. How are delivery routes established?

A. MPI coordinates delivery routes based on county location, travel mileage and poundage of delivery orders. Unavoidably, some agencies will receive a delivery during lunch service hours. Please recognize that delivery of USDA Foods occurs only one day of each month, and work with your staff to receive in your order during this busy time.

Q. What type of delivery assistance will I receive for the delivery?

A. MPI is contracted to provide deliveries by tailgate method. Your order will be pulled to the tailgate of the truck or the side door. Your agency will need to have a receiving person available to lift the cases from the truck and transfer them to your storage facility. *Please note: if your agency has a concern with the condition in which the trucking company is delivering your products, please document the date and time your delivery was received and contact our office.*

Q. If I need to, can I ask DPI to hold back product for a particular month's order and store it at the warehouse?

A. No. As a solution to address limited storage capacity concerns, recipient agencies may establish individual accounts at the state's currently contracted warehouse to store USDA Foods. To set up an account at the warehouse and to hold product from being delivered to your agency for a particular month of distribution, you need to contact the warehouse directly. Upon contacting the warehouse, they will inform you of the account fees and incremental costs involved. **If you determine it would be most beneficial to hold product at the warehouse, please contact the warehouse as soon as possible to submit your hold request**To contact the warehouse for storage of your USDA Foods, please refer to the warehouse region breakdown by county that is listed on Page 4 & 5 of the [Policy and Procedures for the Wisconsin USDA Foods Program](#) where it indicates which warehouse storage site that your USDA Foods are distributed from (either Madison or Eau Claire).

Q. What procedures need to be followed when receiving USDA Foods?

A. 1. While receiving your order, please utilize your order to verify what the truck driver is delivering. You will need to obtain a copy of the order from the internet. If your agency receives USDA Foods for any other participating agencies via a Joint Agreement, you must access a copy of the "Cumulative Order" from the internet (listed as a "Joint" order under the "Order" tab of the internet ordering system). For details on accessing a copy of the order, please refer to the instructions in the [Online Instructions - School Lunch Program](#).

2. Before the trucker leaves, the trucker and your agency's receiving person must sign both your copy and the trucker's copy of the order verifying that the order has been received in the amount that has been invoiced.

Q. What happens if a shortage or overage of product occurs during my delivery?

A. If any shortages or overages occur, please inform the trucker so that the error can be corrected immediately. If a shortage cannot be corrected before the truck departs, the trucker must initial this shortage on both your agency's order and the trucker's copy. The trucking company should provide delivery of the shorted product soon after. **If the shortage is not initialized by the trucker on both the trucker's and your agency's copy of the order, you may not receive the product you were shorted.** Any delivery discrepancies must be entered into the [Wisconsin USDA Foods Ordering System](#). For further details on the procedure for handling shortages, please refer to pages 10 - 11 of the [Policy and Procedures for the Wisconsin USDA Foods Program](#).

Q. What happens if I receive damaged product during my delivery?

A. All product cases should be inspected for any damage during the delivery. If a product is damaged, you *must accept the product*. However, the trucker should be informed of the damaged product, and the trucker should initial the damaged product on both the trucker's copy and your agency's copy of the **signed** order. Any delivery discrepancies as a result of trucker damage must be entered into the [Wisconsin USDA Foods Ordering System](#). For further details on the procedure for handling damages, please refer to pages 10 - 11 of the [Policy and Procedures for the Wisconsin USDA Foods Program](#).

Q. How do I handle credit adjustment for damaged product and/or shortages that cannot be corrected by the trucker, *but are noted and initialed by the trucker*?

- A. 1. Any delivery discrepancies must be entered into the [Wisconsin USDA Foods Ordering System](#) [Delivery discrepancies must be entered into the [Wisconsin USDA Foods Ordering System](#) by the 7th of the month following the delivery month (example: by October 7th for September deliveries)]. Please refer to the [Online Instructions - School Lunch Program](#) for instructions on submitting the delivery discrepancy via the internet.
2. Based on the submitted adjustments, DPI will reconcile all discrepancies with the trucking company. If the trucking company disagrees with the discrepancy, the trucking company will provide a proof of delivery document to DPI.
3. Once reconciled and eligible for adjustment, your agency will receive the appropriate adjustment to your account (This includes both entitlement and applicable handling fee adjustments).

The following questions apply only to agencies using a Commercial Distributor for Delivery of USDA Foods:

Q. How often are USDA Foods delivered?

A. Schools using a commercial distributor for delivery of USDA Foods are responsible for negotiating the delivery frequency with the distributor.

Q. Where do CSW - Eau Claire and CSW - Madison provide storage for USDA Foods?

A. Storage is provided in the following locations:

For the Northern Region: Central Storage and Warehouse, Eau Claire
Storage: 800 Wisconsin St., Bldg. 18
Cold Storage: 2650 Fortune Drive
Eau Claire, WI 54703
Contact: Deb Kressin, Warehouse Manager, Phone: (715) 874-2951

For the Southern Region: Central Storage and Warehouse - Madison
4309 Cottage Grove Road, Madison, WI 53716
Contact: Dan Fritsch, Warehouse Manager, Phone: (608) 221-7611

Q. How will my distributor obtain the USDA Foods that have been ordered on behalf of my agency?

A. At a minimum of monthly, the distributor must pick-up your agency's USDA Foods from the state-contracted warehouse and store the USDA Foods at the distributor's warehouse.

Q. Will my agency be responsible for letting my distributor know what needs to be picked-up from the state-contracted warehouse facility monthly?



- A. No. DPI will be responsible for providing the details to all distributors on what products and amounts need to be picked-up monthly from the state-contracted warehouses. DPI will also provide each distributor with the monthly order details of every agency being serviced by that distributor. However, once the distributor has picked-up the products from the state-contracted warehouse, it is your agency's responsibility to work with your distributor to determine delivery times and quantities for these USDA Foods.

- Q. If our agency is using a commercial distributor for delivery of USDA Foods, how will the distributor receive the USDA Foods for our agency?
- A. Your distributor will be responsible, at a minimum of monthly, to pick-up your USDA Foods from the State-contracted warehouse and store the USDA Foods at the distributor's warehouse, until the delivery time negotiated by your agency.

- Q. What happens if a shortage or overage of product occurs during my delivery?
- A. Your agency will need to resolve the shortage or overage **directly** with the distributor. DPI **is not** responsible for resolving commercial distributor shortages. Your agency will need to monitor the monthly totals as ordered from DPI against the actual amounts received from the distributor. Your agency will also need to ensure that the distributor has invoiced properly for all USDA Foods received.

- Q. What happens if I receive damaged product during my delivery?
- A. Your agency will need to resolve the damage **directly** with the distributor. DPI **is not** responsible for resolving commercial distributor damages.



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