



## State Delivery and Receiving Procedures for USDA Foods Direct Delivery and Wisconsin State Processing Products

### Delivery Notification

Central Storage Warehouse (CSW) coordinates delivery and typically will email the SFA Primary Contact by the end of the month before delivery (e.g., for September Orders, emails are sent before August 31). The warehouse is contracted to notify your agency of the delivery date and time, by email, no less than 48 hours before delivery. The delivery time is approximate delivery time only. If the delivery date needs to change, the SFA will be notified of changes by CSW.

SFAs that have questions or concerns about their delivery schedule should contact CSW directly at:

Central Storage Warehouse

[dporders@csw-wi.com](mailto:dporders@csw-wi.com)

In emergent situation on the day of delivery,

call: 715-874-2951 ext. 1202 or 608-221-7611

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 the trucking company mutually agree on an earlier or later time, deliveries are made between 6:30 AM and 3:30 PM.

SFAs opting for State Delivery are required to have staff available during delivery. If the SFA is closed and no one will be available to receive USDA Foods, it is the SFA's responsibility to email [dporders@csw-wi.com](mailto:dporders@csw-wi.com) and ask if an alternative delivery day is available.

The Emergency Food Assistance Programs receive delivery once a month, July through June and are on the same delivery routes as the SFAs.

The Summer Food Service Program (SFSP) receives delivery in June.

### Delivery Address Changes

In February, SFAs are instructed to enter the delivery address destination on the "Application" tab in the [Wisconsin USDA Foods Ordering System](#). Agencies that need to make a change to their delivery destination address during the school year must submit the delivery address change at least 45 days before the next delivery date. If you need the update to go into effect within 45 days, contact DPI right away at [dpisusdafoods@dpi.wi.gov](mailto:dpisusdafoods@dpi.wi.gov).

- How to [Update Delivery Information on "Application" Tab](#)



## Receiving Delivery Procedures

SFAs should follow these procedures to receive delivery of USDA Foods:

### Before Delivery Day:

1. If your SFA is expecting delivery next month, login to the WI USDA Foods Ordering System after the 15<sup>th</sup> of the month previous, and print your Order. If the SFA receives USDA Foods for any other participating agencies via a Joint Agreement, a copy of the “Cumulative Order” (called a “Joint” order in the DPI USDA Foods Ordering system) must be printed from Ordering System.
2. Give printed Order Form to staff that are meeting and receiving the food truck.

[View and Print the Monthly Order on the "Orders" Tab](#)

### During Delivery, while the driver is on site:

3. Be sure adequate staff are available to offload truck at delivery. Staff should have proper equipment to offload truck.
4. Driver will queue up cases to the tailgate.
5. Refer to the monthly order and verify USDA Foods products and quantities that the driver is delivering. Use the amounts listed in the “Received Qty” located on the far right-hand side of the order form.
6. Bring any discrepancies to the driver’s attention immediately. Driver will try to make corrections, if able.
7. Do not accept overages, return extra cases to the driver before driver leaves.
8. **Mark any discrepancies on both the Driver’s copy and your copy of the Order Form. This includes shortages and damaged products.**
9. If applicable, and any available, return pallets from previous month’s deliveries to driver.
10. Driver and Staff sign the Order Form. Before the driver leaves, the driver and the SFA’s receiving staff must sign both the agency’s copy and the driver’s copy of the order, verifying that the order has been received in the amount on the Order. The signature blocks are located at the bottom of the order form.

### After Delivery:

11. If delivery had shortages, overages, or damages, by the 7<sup>th</sup> of the next month, submit discrepancy in the WI Ordering System, under the “Orders” tab, “Discrep” hyperlink.

How to [Report a Delivery Discrepancy on the "Orders" Tab](#)



## Frequently Asked Questions about WI DPI Handling Fees

Q. USDA Foods are donated to my School Food Authority (SFA), so what is the cost of USDA Foods?

A. SFAs will pay DPI for the following fees.

- **Administrative fees:** This covers the costs associated with administration of the program.
- **Storage fees:** This covers the storage costs that occur prior to release of the product from the State-contracted warehouse facility.
- **Delivery fees:** For agencies that select the State contracted delivery only, this covers costs associated with the once per month delivery of USDA Foods.
- **Processing Fees:** The “processing fee” only applies to agencies that are participating in the State Processing Program (C Code Products), where DPI coordinates ordering bulk USDA Foods to be processed into end products. If you order the C Code products, your agency will be responsible for paying these processing costs.

To review these fees incurred to date, log into the WI DPI USDA Foods Ordering System, and click on the “Invoices” tab. These invoices are automatically paid to DPI by an automated deduction on the National School Lunch claim, line item “Commodity Charges Recovered”.

Q. What are DPI’s current handling fees for receiving USDA Foods?

A. DPI’s handling fees are posted on the [DPI USDA Foods – Product Lists, Values, and Fees](#) webpage by school year. Handling fees for the next school year are posted in July.

Q. How do SFAs pay DPI for fees?

A. For monthly orders, fees will be calculated monthly. Any applicable fees will be automatically subtracted from the monthly National School Lunch Program (NSLP) federal reimbursement claim. The reimbursement voucher will reflect the total amount of reimbursement claim less the recovered fees.

For direct diversion and cheese rebate bulk products, administrative fees will be calculated annually, in August or September, for the upcoming school year. Any applicable fees will be automatically subtracted from the monthly NSLP federal reimbursement claim. The reimbursement voucher will reflect the total amount of reimbursement claim less the recovered fees.



## Frequently Asked Questions about State Delivery

The following questions apply only to agencies opting for State-contracted Delivery.

- Q. If I decide to use the State-contracted distributor for delivery of my Direct Delivery USDA Foods and Wisconsin State Processing products, can I change to a contracted commercial distributor or prime vendor for a few months during the school year?
- A. No. Your agency will commit your decision during the Annual Order Survey in February for the entire next school year. You are not allowed to change delivery methods monthly.
- 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. See the last page of this document for list of Warehouse Assignments by County.
- Q. Who provides the delivery of State -contracted USDA Foods?
- A. CSW coordinates delivery with two trucking companies. See the last page of this document for list of Warehouse Assignments by County.

Echo Brook Freight does delivery to locations in the Northern Region.  
J&J Trucking does delivery to locations in the Southern Region.

Central Storage Warehouse  
[dpiorders@csw-wi.com](mailto:dpiorders@csw-wi.com)  
In emergent situation on the day of delivery,  
call: 715-874-2951 ext. 1202 or 608-221-7611



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

A. CSW 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 CSW is an *approximate* delivery time only. However, the trucking drivers will do their best to make the delivery within a two-hour window of time.

Q. What time of day are deliveries made?

A. Deliveries are made Monday through Friday, except on state *legal* holidays including: Labor Day, Columbus/Indigenous People's Day, Veterans' Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Martin Luther King Jr.'s Day, Presidents' Day, Good Friday, Memorial Day, Juneteenth, and Independence Day (U.S.).

Unless your agency and CSW 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 CSW of a future delivery time within the required timeframe.

Q. How are delivery routes established?

A. CSW 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. CSW 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.**

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 WI USDA Foods Ordering System, Orders tab. 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 Ordering System (listed as a “Joint” order under the “Order” tab of the ordering system). For details on accessing a copy of the order, please refer to the instructions in the [WI USDA Foods Ordering System Manual - 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](#).

- How to [Report a Delivery Discrepancy on the "Orders" Tab](#)

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](#).

- How to [Report a Delivery Discrepancy on the "Orders" Tab](#)

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 7<sup>th</sup> of the month following the delivery month (example: by October 7<sup>th</sup> for September deliveries)].
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).



## Delivery Regions and State-contracted Warehouses

DPI divides Wisconsin into two warehouse and delivery areas: the Northern region and the Southern region.

### Northern Region

SFAs located in the counties listed below are in the Northern Region and receive Direct Delivery and State Processing products out of the Central Storage Warehouse in Eau Claire.

<u>County #</u>	<u>County</u>	<u>County #</u>	<u>County</u>	<u>County #</u>	<u>County</u>
02	Ashland	31	Kewaunee	55	St. Croix
03	Barron	32	La Crosse	57	Sawyer
04	Bayfield	34	Langlade	58	Shawano
05	Brown	35	Lincoln	60	Taylor
06	Buffalo	36	Manitowoc	61	Trempealeau
07	Burnett	37	Marathon	63	Vilas
08	Calumet	38	Marinette	65	Washburn
09	Chippewa	41	Monroe	68	Waupaca
10	Clark	42	Oconto	69	Waushara
15	Door	43	Oneida	70	Winnebago
16	Douglas	44	Outagamie	71	Wood
17	Dunn	46	Pepin	72	Menomonee
18	Eau Claire	47	Pierce		
19	Florence	48	Polk		
21	Forest	49	Portage		
26	Iron	50	Price		
27	Jackson	54	Rusk		

### Southern Region

SFAs located in the counties listed below are in the Southern Region and receive Direct Delivery and State Processing products out of the Central Storage Warehouse in Madison.

<u>County #</u>	<u>County</u>	<u>County#</u>	<u>County</u>
01	Adams	33	Lafayette
11	Columbia	39	Marquette
12	Crawford	40	Milwaukee
13	Dane	45	Ozaukee
14	Dodge	51	Racine
20	Fond du Lac	52	Richland
22	Grant	53	Rock
23	Green	56	Sauk
24	Green Lake	59	Sheboygan
25	Iowa	62	Vernon
28	Jefferson	64	Walworth
29	Juneau	66	Washington
30	Kenosha	67	Waukesha



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