



Managing USDA Foods Deliveries – The New FNS Instruction 709-5!

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USDA is making it easier for you to receive healthy USDA Foods and resolve issues at delivery.

The Basics



FNS Instruction 709-5 – An Overview

What is FNS Instruction 709-5, *Shipment & Receipt of USDA Foods*?

709-5 provides procedures to follow when receiving shipments of USDA Foods. We've revised it to better meet your needs!

What Programs Does 709-5 Apply To?

Applies across all USDA Foods distribution programs:

- Commodity Supplemental Food Program (CSFP)
- Food Distribution Program on Indian Reservations (FDPIR)
- National School Lunch Program (NSLP)
- The Emergency Food Assistance Program (TEFAP)

What's a Consignee under 709-5?

Applies to all consignees that receives a shipment of USDA Foods from a vendor or National Multi-Food Warehouse

- State Distributing Agency (SDA)
- Recipient Agency (Food Bank, School)
- Commercial Distributor or Storage Facility
- Processor
- Indian Tribal Organization

The Revised FNS Instruction 709-5

- Empowers consignee to refuse a direct shipment from a vendor if:
 - Security seal is broken/missing, or serial # does not match Bill of Lading (BOL); or
 - There are out of condition USDA Foods and the USDA Contracting Officer does not provide response **w/in 2 hours** of receipt of complete request
- Allows Goods Receipt in WBSCM **w/in 2 business days**
- Requires inspection costs by USDA-authorized agent to be paid by **USDA** if USDA Foods not out of condition. If out-of-condition, the vendor pays

Arrange for Shipment & Delivery



FNS Instruction 709-5, Section VIII

Delivery Appointment & ASN



Contact
Information

Delivery
Appointment

Advance Shipment
Notification (ASN)

Destination Changes



- Multis: Notify National Multi-Food Warehouse
- Directs: Submit request at least **45 days** in advance of the start of delivery period
 - FNS RO – CSFP, TEFAP, FDPIR
 - FNS NO – NSLP, SFSP, CACFP

Vendor or Carrier Unable to Deliver

If you're contacted by the vendor or carrier requesting to deliver late...

- Contact FNS

What is the delivery window for USDA Foods?

Inspect the Shipment



FNS Instruction 709-5, Section IX

Inspect the Shipment - Overview

- Inspect each shipment and delivery receipt (e.g., Bill of Lading or BOL) prior to unloading
- Ensure that security seal is intact
- Determine the overall condition of the USDA Foods
- Verify the number of units in the shipment and ensure accuracy.



What am I responsible for checking as a consignee?



- Right delivery location?
- Broken or missing seal? Does seal # match BOL?
- Temperature if frozen/refrigerated
- Quantity of USDA Foods – is amount over or short against the BOL?
- Are the USDA Foods what you ordered?
- Condition of USDA Foods

Accept the Shipment or Request Refusal



FNS Instruction 709-5, Section X

Train Warehouse Staff

- Train warehouse staff on how to properly receive and store USDA Foods
- Inspect shipment, check USDA Foods are in good condition, check temperature of refrigerated and frozen product
- Document any issues, take photos, include product label, codes
- **Contact FNS** before refusing a delivery
- Report issues to SDA which will enter a complaint in WBSCM

Missing or Broken Seal = Automatic Refusal!

- If the security seal is missing or broken, or the serial number on the seal doesn't match the number on the BOL, the consignee must refuse the shipment – no need to request refusal and await response!

Direct Shipments – Some Out of Condition or Minor Count Issue

1. Accept Shipment, document on BOL:

- Segregate out of condition foods
- Notify State/ITO, which in turn notifies FNS
- FNS contacts Contracting Officer for disposition
- Enter a complaint in WBSCM;

--or--

2. Request refusal of part that's out of condition:

- Notify State/ITO, which in turn notifies FNS
- FNS contacts Contracting Officer for disposition
- Enter a complaint in WBSCM

Direct Shipments – All/Major Portion Out of Condition

- Immediately request refusal by notifying SDA/ITO, which in turn notifies FNS. When making request, include:
 - BOL
 - Quantity of product in question
 - Photos/videos of products, product labels, & thermometer/temp readings as necessary
 - FNS will consult with Contracting Officer to determine whether to reject or if inspection must be obtained.
 - NEW! Inspection costs paid by vendor if out of condition; *USDA* if not out of condition, if inspection conducted by USDA-authorized agent.
-

Enhanced USDA Customer Service Standard for Directs

NEW!

For direct shipments, if the USDA Contracting Officer receives all required information and doesn't respond with a resolution within **2 hours** of receipt of a complete refused shipment request, the consignee may refuse unloading the shipment.

Unload the Shipment



FNS Instruction 709-5, Section XII

Consignee Requirements

- Unload shipment, remove dunnage/debris within free time
- Ensure freezer/refrigeration unit remains on during unloading
- Segregate out of condition foods
- Verify quantity received quantity ordered, document overages/shortages on BOL and WBSCM Goods Receipt
- Fees (gate or lumper) on vendor or carrier not allowed

Receipt for Shipment



FNS Instruction 709-5, Section XI

Delivery Receipt & WBSCM Goods Receipt

- Sign Delivery Receipt (e.g., BOL) ; and

NEW!

- Now more flexible! Enter WBSCM Goods Receipt within **2 *business days.***

Reporting USDA Foods Complaints



Distributing Agency enters complaints in WBSCM to document issues with USDA Foods quality and delivery

Reporting USDA Foods Complaints



Important to document and report issues with USDA Food quality, condition and delivery.

- USDA Foods meet recipient expectations
- Hold vendor accountable to contract requirements
- Improve USDA Foods specifications

Reporting USDA Foods Complaints



Required Information:

- Sales Order Number
- Bill of Lading (BOL)
- Vendor/Product Identification: (Lot #, BIUB Date, Pack Date, Label)
- Description of issue
- Quantity of product/cases
- Injuries or Illnesses occurred
- If not further distributed, hold product for direction

Reporting USDA Foods Complaints



- Measurements (if foreign object is found)
- Hold object, vendors frequently request object

Direct Deliveries - Out-of-Condition USDA Foods

- Vendor or carrier has the right to remove out-of-condition USDA Foods – **do not dispose of USDA Foods without USDA approval.**
- If the vendor is not picking up out-of-condition USDA Foods, the consignee is responsible for destroying or disposing of USDA Foods following State or local food safety and health requirements.
- Out-of-condition USDA Foods may not be used in any USDA Food programs. Any USDA markings must be obliterated if the product is salvaged for other use.
- Replacements. When all or a major portion of USDA Foods shipments are rejected by the Contracting Officer, the vendor is responsible for replacement. Contact FNS.

Reporting USDA Foods Complaints

State Distributing Agency enters complaints in WBSCM - system of record

Contact USDA Foods Complaint Team

- M-F 6:00am - 5:00pm (ET)
- 800-446-6991
- USDAFoodsComplaints@usda.gov



We need your input. How can we work with you to further meet your needs with regard to USDA Foods deliveries?

SM.FN.709-5_Comments@usda.gov

Questions?