

## USDA DoD Fresh Fruit and Vegetable Program - Complaint Process

1. Inspect produce at time of delivery
  - Date:**
  - Time:**
  - Refrigerated truck:** Yes or No
2. Examine produce quality and condition
  - a. Note issues on delivery document
3. **Reject produce if not U.S. grown**
4. Verify quantity received is quantity ordered
  - a. Note discrepancies in FFAVORS and Bill of Lading
5. Note Items ordered not received on delivery document
6. Take clear photos of any issues
7. Document **all** issues on Bill of Lading prior to signing document
  - a. Make copies for your record
8. Immediately report issues to:
  - Produce Vendor: Cash-Wa Distributing Company Aberdeen 605-225-1275**
  - DLA Customer Representative: Joe Miller [Joseph.j.miller@dla.mil](mailto:Joseph.j.miller@dla.mil) , 270-407-9457**
  - State Distributing Agency: Darcy Beougher, [darcy.beougher@state.sd.us](mailto:darcy.beougher@state.sd.us) and Pam McCown, [pam.mccown@state.sd.us](mailto:pam.mccown@state.sd.us) , 605-773-4673**

If issues are not resolved or continue, send complaint information and documentation to:  
[USDADoDFresh@fns.usda.gov](mailto:USDADoDFresh@fns.usda.gov)