

Receiving TEFAP Fresh Produce

The information below outlines expectations for recipient agencies including operating procedures and details for receiving deliveries of TEFAP Fresh Produce boxes. For information on box requirements, please see the [TEFAP Fresh Produce](#) info sheet.

Delivery Appointments

- Vendors will contact ship-to destinations to schedule appointments for delivery during the requested delivery period. Delivery appointments will be made as far in advance as possible, but not less than 72 hours prior to delivery.
- Recipients should work with vendors to ensure deliveries are scheduled as close to the intended distribution date as possible.
- Vendors will provide package contents, pallet configuration and pallet dimensions when scheduling the delivery appointment. Box and pallet dimensions are unique to each vendor. Please note that package contents are subject to change based on availability.

Delivery

- Shipments are required to have seals in accordance with commercial standards. Barrier-bolt type seals or documented seal numbers are not required.
- Boxes will be labeled according to FDA and USDA labeling requirements and shall include vendor/shipper name and address, box contents (ingredients), net weight, and contract number.
- Vendors must conform to all applicable FDA food safety requirements.



Receipting

- Bills of lading (BOL) must have Advanced Shipment Notice (ASN) numbers either handwritten or printed on them. Receipts should be entered via the Enter Shipment Receipt transaction and not via the upload process. Sales orders may receive multiple shipments. In WBSCM, the row to be receipted will include the corresponding ASN number written on the BOL.
- Overages, shortages and damages must be noted when entering receipts in WBSCM and noted on the bill of lading or proof of delivery document.
- Complaints are to be handled in WBSCM in the same manner as any other USDA Foods complaint. Please contact the complaints team at USDAFoodsComplaints@usda.gov if you need assistance.

Inspections

- Inspections are not required for all shipments. The need for, type (at origin or destination), and frequency of inspection will be determined by the results of risk-based audits of all vendors. Destination inspections will be assigned at random.
- All shipments will not be inspected and therefore, recipients should not expect to receive a USDA inspection certificate, as with delivery of other fresh fruits and vegetables.
- If upon arrival and prior to receipt, there are issues with produce quality and condition, please contact the Regional Office to determine next steps and include any photos of product issues.

Storage and Distribution

- Boxes will contain fresh fruits and vegetables and are expected to have a shelf-life of 7-10 days once delivered, when refrigerated.
- To ensure end recipients receive produce of the highest quality and condition, boxes should be distributed as quickly as possible, especially if cold storage is limited or unavailable.