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What is FFAVORS?

The Fresh Fruit and Vegetable Order/Receipt System (FFAVORS) is a web application used to order produce through the USDA DOD Fresh Program. This manual focuses on the transactions and tools available to non-DOD customers, such as schools, tribes, and summer meal sites.
Navigate to this address in the browser:

FFAVORS Login

Select Log into FFAVORS web.
FFAVORS Login

Enter ‘User ID’.
Enter ‘Password’.
Select LOGIN button.

Tips:
- Passwords expire every 60 days.
- Avoid saving passwords in the browser.
- Make sure CAPS Lock is not activated to avoid difficulties.

Upon Login You Agree to the Following Information:

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:

1. You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.
2. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.
3. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA’s Chief Information Officer.
To use the eAuthentication self-service tools to recover login information, click on the appropriate link next to ‘I forgot my User ID | Password.’

**User ID:** To retrieve an existing User ID, the user will need to provide First Name, Last Name, and Email. The User ID(s) will be emailed.

**Password:** To set a new password, the user will need to provide their User ID and then the responses to the established security questions. Creating a new password will unlock the account after too many failed login attempts.
FFAVORS Login

This is a shortcut to the eAuthentication password reset tool. The user will need to provide their User ID and then the responses to their security questions. Creating a new password will unlock the account after too many failed login attempts.

Select Reset my password.
User Agreement & Registration

• The first time a user logs into the system, they will be prompted with ‘Website User Agreement’ and ‘Registration’ screens.

• The new user click **Yes** to agree to the terms of the User Agreement in order to begin placing orders through FFAVORS.

• The user should review all information on the ‘Registration’ screen. If this is correct, select the **Register** button. If the information needs to be changed, select the **Exit** button. Please contact the DLA Account Specialist or the **FFAVORS Help Desk** for assistance.
User Agreement & Registration

Fresh Fruits And Vegetables Order Receipt System
WEBSITE USER AGREEMENT

TO ALL Fresh Fruits And Vegetables Order Receipt System WEBSITE USERS: PLEASE BE AWARE OF THE USER SECURITY RULES OF BEHAVIOR. BY VIRTUE OF YOUR USE OF Fresh Fruits And Vegetables Order Receipt System WEBSITE, YOU ARE IN AGREEMENT OF THESE RULES.

As a user of the Fresh Fruits And Vegetables Order Receipt System site, you agree to the following rules of behavior. The rules clearly delineate the responsibilities and expectations for all individuals with access to the Fresh Fruits And Vegetables Order Receipt System site. Failure to comply with these rules may result in the termination of your access to Fresh Fruits And Vegetables Order Receipt System and/or other sanctions as appropriate.

The below rules are not intended to replace existing local or DoD policies regarding network usage or internet/intranet access.

As a user of Fresh Fruits And Vegetables Order Receipt System:

- I understand that I am responsible for the security of my login ID and my password.
- I understand that I may be held accountable for anything that occurs on Fresh Fruits And Vegetables Order Receipt System under my login ID and password.
- I understand that passwords will not be shared or displayed on my workstation or PC.
- I understand that if a password is written down, it will be protected with the same care as used to protect the personal identification number (PIN) for a credit card or bankcard.
- I understand that passwords will not be electronically stored. This includes the use of "hot keys" and macros that are intended to "shortcut" the authentication process.
- I understand that access is granted on need-to-know or least privilege basis. I will not attempt to circumvent established security configurations to gain more access.
- I understand that I will not modify my PC configuration settings to circumvent established security practices.
- I will not attempt to run "sniffer" or hacker-related tools on Fresh Fruits And Vegetables Order Receipt System.
- If I observe anything on the system while I am using Fresh Fruits And Vegetables Order Receipt System that indicates inadequate security, I will immediately notify the Fresh Fruits And Vegetables Order Receipt System system administrator and my local IS/ISSM or other authorized computer security personnel.
- I understand that use of Fresh Fruits And Vegetables Order Receipt System constitutes consent to monitoring. Fresh Fruits And Vegetables Order Receipt System is monitored to ensure that use is authorized and that users follow security procedures. Monitoring is also performed to see if hackers have gained access to computers.
- I will handle all sensitive information on an appropriate basis.
- I will comply with all security guidance issued by the Fresh Fruits And Vegetables Order Receipt System system administrator.

Your Fresh Fruits And Vegetables Order Receipt System registration is conditional upon your acceptance of these terms, which we suggest you print and file for your records.
Users who order for multiple customer organizations may have more than one profile. They will be prompted to select which FFAVORS user profile to link to the current User ID.

The customer organization is identified in the ‘Customer Code’ and ‘Customer Name’ columns. Select from the available ‘FFAVORS User ID’ numbers to proceed.
After choosing from the list of available FFAVORS profiles, select the **Confirm** button to continue.

To return to the selection screen, select **Cancel**.
Confirm that the Application User Data appears correct. The user may update the email address, if needed.

If the Customer Demographics data is incorrect or other changes are required, select Exit and contact the DLA Account Specialist or the FFAVORS Help Desk to assist with linkage issues between the eAuthentication and FFAVORS.
Once registered, the eAuthentication User ID is linked to the selected FFAVORS profile. Users cannot undo this link.

Contact the [DLA Account Specialist](mailto:DLAAccountSpecialist@dla.mil) or the [FFAVORS Help Desk](mailto:FFAVORSHelpDesk@dla.mil) to assist with linkage issues between the eAuthentication and FFAVORS.
Customer Homepage

Please select from the following options:

Orders:
- Place a New Order
- Modify Pending Order
- Edit Receipts
- View an Order
- Current Fund Balances
- Product News Flashes
- Email Account Specialist

Reports:
- Usage Reports
- Budget Balance/Spent
- Catalog

Please Read (updated on 4/10/16)

The following changes have been made in FFAVORS:

FFAVORS will now reference the USDA program for orders and budgets. The program acronyms are as follows:

- FDPIR – Food Distribution Program on Indian Reservations
- NSLP – National School Lunch Program
- SFSP – Summer Food Service Program

If you have questions, please ask your FFAVORS account representative or email the FFAVORS help desk.

Confirm the customer organization linked to the profile. If this needs to be updated, contact the DLA Account Specialist or the FFAVORS Help Desk for assistance.
Customer Homepage

Please select from the following options:

Orders
- Place a New Order
- Modify Pending Order
- Edit Receipts
- View an Order
- Current Fund Balances
- Product News Flashes
- Email Account Specialist

Reports
- Usage Reports
- Budget Balance/Spent
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- FDPIR – Food Distribution Program on Indian Reservations
- NSLP – National School Lunch Program
- SFSP – Summer Food Service Program

If you have questions, please ask your FFAVORS account representative or email the FFAVORS help desk.

Check for important announcements.
Customer Homepage

What can I do in FFAVORS?

- Place orders for my organization or on behalf of customers (district/county users only).
- Change or delete pending orders.
- View past or pending orders.
- Edit and review receipts on delivered orders.
- Display current fund balances.
- View latest product news flashes.
- Contact my DLA Account Specialist or the FFAVORS Help Desk.
- Run reports on orders, funds, or catalog history.
- View the most up-to-date version of this manual.
To return to the Customer Homepage from elsewhere in the main application select **Home** from the menu in the upper right corner of the screen.

To return to the Customer Homepage from within the ordering process, select **Return to home page** from the green menu on the left side of the screen.
Orders

The screenshots shown throughout this manual show examples from district and school customers participating in the National School Lunch Program (NSLP). The general steps are similar for other FFAVORS customers, including:

• Participants in the Summer Food Service Program (SFSP)
• Participants in the Food Distribution Program on Indian Reservations (FDPIR)
• Military customers
Orders

- Many of the activities available under the ‘Order’ heading open a separate ordering process with an internal navigation menu (green bar) on the left side of the screen.
- **District users only:** To switch to another customer account without exiting the ordering process, use the **Select a different customer**.
- After completing transactions in the ordering process, use the **Return to home page** links to return to the main menu.
Rules for Ordering

• A new catalog is created each Sunday.

• The catalog can be used to place orders for the following two weeks.

• Deliveries are available Monday through Friday only. There are no weekend deliveries.

• There is a required three (3) business day prep time between order and delivery date.

• The earliest available Requested Delivery Date (RDD) will be the fourth business day from the order date.

• Please direct questions about the available RDDs to the DLA Account Specialist.
EXAMPLE 1: Order placed on Monday the 24th

- The 3 business day prep period excludes the 25th, 26th, and 27th.
- The first available RDD is Friday the 28th.
- Deliveries are not available on weekends.
- Available RDDs are the 28th and the 31st through the 4th.
Rules for Ordering

**EXAMPLE 2: Order placed on Thursday the 28th**

- The 3 business day prep period excludes the 28th, 31st, and 1st.
- The first available RDD is Wednesday the 2nd.
- Deliveries are not available on weekends.
- Available RDDs are the 2nd through the 4th.
From the Customer Homepage, select the **Place a New Order** link under the ‘Orders’ menu.

From within the FFAVORS ordering process, select the **Place a New Order** link on the green menu on the left.
Place a New Order

District users only: Select from the customers assigned to the district to continue with the order.
Place a New Order

District users only:
Once a customer is chosen, select **Proceed**.
Aside from the header, the remaining screens will be similar for both district users and other customers.

**Customer Header:**

<Customer>

**District Header:**

<District> Ordering for <Customer>
Place a New Order

If more than one program is available, choose the appropriate radio button for this order.
Select from the available options in the ‘Requested Delivery Date’ dropdown list. These dates are based on the Rules for Ordering. Then, click on the Go Shopping button.
The ‘Fund Balance’ for the selected program is displayed at the top of the ordering screen. This may reflect shared federal funds for a group of customers. Contact the school district, state agency, or the FFAVORS support team to inquire about or report problems with the fund balance.

Note: The starting/ending balance does not apply to tribes and military customers.
Place a New Order

To add items to the cart, enter the number of cases wanted in the ‘Case QTY’ column under the list of ‘Available Items’.

<table>
<thead>
<tr>
<th>CASE QTY</th>
<th>ITEM CODE</th>
<th>DESCRIPTION</th>
<th>CASE CONTENTS</th>
<th>CASE PRICE</th>
<th>STATE OF ORIGIN</th>
<th>FUND SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15O23</td>
<td>APPLE G/D 12/3LB BG</td>
<td>36 LB</td>
<td>$31.33</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>15P80</td>
<td>APPLE G/S 12/3 LB BG</td>
<td>36 LB</td>
<td>$38.39</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>17D42</td>
<td>APPLE R/D 12/3 LB BG</td>
<td>36 LB</td>
<td>$31.33</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14M35</td>
<td>POTATO SWT 1/50 LB CS</td>
<td>50 LB</td>
<td>$20.08</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14M37</td>
<td>POTATO SWT 16/3 LB BG</td>
<td>48 LB</td>
<td>$24.79</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16V62</td>
<td>RADISH 14/1 LB BG</td>
<td>14 LB</td>
<td>$12.24</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18A06</td>
<td>SOUP MIX, CHL, ASTD WHL VEG, 12/2 LB PG</td>
<td>24 LB</td>
<td>$26.15</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18B72</td>
<td>SPROUTS, BRUSSEL, FRESH, 25 LB CASE</td>
<td>25 LB</td>
<td>$24.79</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>17D79</td>
<td>TOMATO 6X8 4CT 15/1 LB PG</td>
<td>15 LB</td>
<td>$24.01</td>
<td>Fed State</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16V29</td>
<td>TURNIP WHT TOP 1/25 LB CS</td>
<td>25 LB</td>
<td>$13.28</td>
<td>Fed State</td>
<td></td>
</tr>
</tbody>
</table>
Users may sort the catalog by ‘Item Code’, ‘Description’, ‘Case Contents’, ‘Case Price’, or ‘State of Origin’. Select the corresponding header to sort. Select the same header to reverse the sorting order. By default, the items in the current vendor catalog are displayed alphabetically by ‘Description’.

Click State Abbreviation Lookup for State of Origin reference.
Users may also filter the items displayed from the catalog by searching for an ‘Item Code’ or using a keyword search with the ‘Description’ (e.g., pear, red). Select the column to search, enter the keyword(s), and select **Search**. To undo the filter, select **Show All**.
Place a New Order

Select **Clear Form** to remove all previously entered values in the ‘Case QTY’ column and start over.
Place a New Order

After the all quantities have been entered, select **Add Items To Cart** to move these items and quantities to the current shopping cart.
Place a New Order

For items ordered on a regular basis, users may load a previously saved ‘Favorite Cart’. Select Load Favorite Cart to open the selection dialog for saved carts.
**Place a New Order**

Select a favorite cart from the ‘Cart Name’ column in the list of ‘Saved Carts’ to add the items and quantities to the current shopping cart. 

*Note: This will overwrite any items previously added to the current cart.*

Other available actions:

- To return to the current shopping cart without loading a favorite cart, select **Continue Shopping**.
- Select **Delete** to remove a favorite cart that is no longer needed.
Place a New Order

The items and quantities in the current shopping cart are displayed at the top of the screen.
To update quantities of items in the shopping cart, change the value in the ‘Case QTY’ column. To remove an item, change the value to zero (0). Select **Update Cart** to apply changes to the cart.
To add new items to the shopping cart, change the value in the ‘Case QTY’ column in the list of ‘Available Items’ in the lower section. Tools for sorting and searching the list of available items are available. Add Items to Cart to apply changes to the cart.
**Place a New Order**

If these items and quantities will be ordered again, the user may save this information for future convenience. Select **Save Favorite Cart** to open the favorite carts screen.

---

**BARROW COUNTY Ordering for AUBURN ELEMENTARY**

Place an Order for Vendor DS096 DEXTERS-FARM LLC

Requested RDD: 2/22/2016

**CART**

If you make changes to the cart, you MUST click "Update Cart" for them to take effect.

To remove an item from your cart, change order quantity to zero and click "Update Cart".

Click "Proceed to Checkout" when your cart contains ALL your desired items.

**If these items and quantities will be ordered again, the user may save this information for future convenience. Select Save Favorite Cart to open the favorite carts screen.**
Place a New Order

To create a new favorite cart, enter a name and select **Save**. District users may select who can access this saved cart:

- **Current School Only** – ‘For Use Only By The Select School’
- **District Only** – ‘For Use Only By This County’
- **District-wide** – ‘For Use By This county and By All of Its Schools’
Place a New Order

To replace an existing favorite cart with the current items and quantities, select **OVERWRITE with current cart**.

*Note: This cannot be undone.*
Place a New Order

Other available actions:
- To return to the current shopping cart without saving a favorite cart, select **Continue Shopping**.
- Select **Delete** to remove a favorite cart that is no longer needed.
At any time before checkout, the user may select **Empty Cart** to start over. This will remove all items and quantities from the shopping cart.
Place a New Order

When **ALL** items and quantities to be ordered are in the shopping cart, select **Proceed to Checkout**.
Place a New Order

On the ‘Order Confirmation Screen’ verify the order data, including items, quantities, and fund availability to cover the cost of this order.
Place a New Order

To make changes to the order, select the **Continue Shopping** button to return to the **shopping cart**.
Place a New Order

To confirm all details and place the order, select the Confirm Order button.
Place a New Order

The order is complete. Make note of the ‘Order Confirmation Number’ for your records. To print a copy of the order summary, use the browser’s print function or press **CTRL + P** to open its printing menu.
# Place a New Order

To place another order for the **same** customer, select **Place Another Order**.
Place a New Order

After placing a new order, select an activity from the green menu on the left side of the screen to continue.

District users only: To place orders or perform other order-related transactions for a different customer, highlight **Select a Different Customer** to return to the customer selection screen.

To exit the ordering process, select **Return to home page** in the green menu on the left side of the screen.
Modify Pending Order

From the Customer Homepage, select the **Modify Pending Order** link under the ‘Orders’ menu.

From within the FFAVORS ordering process, select the **Modify Pending Order** link on the green menu on the left.
Modify Pending Order

Users cannot modify orders within three business days of the RDD. See example below showing non-editable dates prior to a requested delivery.

For emergency modifications to pending orders that can no longer be accessed, contact the DLA Account Specialist.
Modify Pending Order

Choose a ‘Requested Delivery Date’ (RDD) or an ‘Order Number’ to select a pending order from the dropdown list.
Modify Pending Order

To make changes to items and quantities on the displayed order, select the Modify Order button.
Modify Pending Order

To update quantities of items in the shopping cart, change the value in the ‘Case QTY’ column. To remove an item, change the value to zero (0). Select **Update Cart** to apply changes to the cart.
Modify Pending Order

To add new items to the shopping cart, change the value in the ‘Case QTY’ column in the list of ‘Available Items’ in the lower section. Tools for **sorting** and **searching** the list of available items are available. **Add Items to Cart** to apply changes to the cart.
Modify Pending Order

Other available actions:
- Select **Save Favorite Cart** to **save the items and quantities** for future orders.
- Select **Empty Cart** to remove everything from the shopping cart and start over.
Modify Pending Order

When **ALL** items and quantities to be ordered are in the shopping cart, select **Proceed to Checkout**.
On the ‘Order Confirmation Screen’ verify the order data, including items, quantities, and fund availability to cover the cost of this order.
Modify Pending Order

To make additional changes to the order, select the **Continue Shopping** button to return to the **shopping cart**.
Modify Pending Order

To confirm all details and save the modified order, select the **Confirm Order** button.

![Cart Table](image)

**Fund Balance for NSLP**

<table>
<thead>
<tr>
<th>Description</th>
<th>State $</th>
<th>Federal $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting Balance</td>
<td>$0.00</td>
<td>$100,000.00</td>
</tr>
<tr>
<td>Spent, Previous Orders</td>
<td>$0.00</td>
<td>$184.60</td>
</tr>
<tr>
<td>Cost, This Order</td>
<td>$0.00</td>
<td>$47.39</td>
</tr>
<tr>
<td>Remaining Balance</td>
<td>$0.00</td>
<td>$99,758.01</td>
</tr>
</tbody>
</table>
Modify Pending Order

Confirmation of the change is displayed at the top of the screen.

To change another pending order for the same customer, select Modify Another Order.
Modify Pending Order

To make changes to requested delivery date (RDD) on the displayed order, select the Modify RDD button.
Modify Pending Order

Select a new RDD from the available dates in the dropdown list. Then, select the **Modify Date** button.
Modify Pending Order

A pop-up will request confirmation of the change. Select **OK** to save the new RDD or select **Cancel** to return to the previous screen.
Modify Pending Order

Confirmation of the change is displayed at the top of the screen.

Use the buttons in the green menu on the left side of the screen to continue working in the FFAVORS ordering process or to exit.
Modify Pending Order

To cancel the displayed order, select the **Delete Order** button.
To confirm deletion of the displayed order, select **OK**. Select **Cancel** to exit without deleting.

*Note: After the deletion is confirmed, the value for ‘Cost, This Order’ will display as $0.00.*
Modify Pending Order

Confirmation of the change is displayed at the top of the screen.

Use the buttons in the green menu on the left side of the screen to continue working in the FFAVORS ordering process or to exit.
Modify Pending Order

After modifying the order, select an activity from the green menu on the left side of the screen to continue.

District users only: To modify orders or perform other order-related transactions for a different customer, highlight **Select a Different Customer** to return to the customer selection screen.

To exit the ordering process, select **Return to home page** in the green menu on the left side of the screen.
From the Customer Homepage, select the **View an Order** link under the ‘Orders’ menu.

From within the FFAVORS ordering process, select the **View an Order** link on the green menu on the left.
View an Order

Choose a ‘Requested Delivery Date’ (RDD) to select an order from the dropdown list.
View an Order

The order details for selected order are displayed on screen. Select **Print** to generate a paper copy.
View an Order

To view a different order, select a date from the ‘Requested Delivery Date’ (RDD) dropdown list.
View an Order

After viewing the order, select an activity from the green menu on the left side of the screen to continue.

District users only: To view orders or perform other order-related transactions for a different customer, highlight **Select a Different Customer** to return to the customer selection screen.

To exit the ordering process, select **Return to home page** in the green menu on the left side of the screen.
Receipting Requirement

General Information

• ‘Receipts’ refer to confirmation of items received entered by the customer after delivery.
• These are not bills to be paid by the customer.
• Accurate receipts ensure that program funds are drawn down based on what is actually received.
Receipting Requirement

Timeline for Receipting

• Receipts become available to be entered on the order’s requested delivery date (RDD). If a delivery arrives early, the customer will need to wait until the RDD.

• Receipts should be entered within seven (7) calendar days of the RDD.

• Processed or not, all receipts remain on the ‘Edit Receipts’ list for a full seven (7) calendar days after the RDD. Receipts may be updated multiple times as needed during this time.
Receipting Requirement

Past Due Receipts

• Receipts are considered past due if they have not been entered in FFAVORS by the end of the 7th day after the scheduled RDD.

• When there are past due receipts, no orders can be placed by (or on behalf of) the customer. The order block is removed after these receipts are entered.

• State users can view all past due receipts for customers within the state via the Past Due Receipts link in the ‘Orders’ menu.

• Contact the DLA Account Specialist with any questions about receipting or problems with past due receipts.
Receipting Requirement

When there are past due receipts on the customer account, a warning is displayed on the Customer Homepage. No new orders can be created until the past due receipts are processed.
Edit Receipts

From the Customer Homepage, select the **Edit Receipts** link under the ‘Orders’ menu.

From within the FFAVORS ordering process, select the **Edit Receipts** link on the green menu on the left.
All editable receipts for the customer are displayed, which include:

- Receipts that have not been entered and are greater than 7 days past RDD
- All receipts within 7 days of RDD
The ‘Calendar Days Past RDD’ column displays the number of days since the **RDD selected at the time the order was placed**. This may not be the same as the actual delivery date.

When the 7th day has passed, the ‘Past Due’ label is displayed.
Edit Receipts

**Receipts**

*Count: 3*

Receipts are ‘Past Due’ if not receipted within 7 calendar days of RDD

<table>
<thead>
<tr>
<th>Edit</th>
<th>CUSTOMER CODE</th>
<th>CUSTOMER NAME</th>
<th>RDD</th>
<th>CALENDAR DAYS PAST RDD</th>
<th>RECEIPT DT</th>
<th>RECEIPTED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/4/2016</td>
<td>12</td>
<td>Past Due</td>
<td></td>
</tr>
<tr>
<td>Edit</td>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/9/2016</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edit</td>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/10/2016</td>
<td>6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ALL receipts will remain editable until the 7\(^{th}\) day has passed.

To confirm that a receipt has been entered, check the ‘Receipt Dt’ and ‘Receipted By’ columns. These will contain the date of the last edit and the user who completed the transaction. If these are blank, the receipt has not yet been entered.
Edit Receipts

Receipts
Count: 3
Receipts are ‘Past Due’ if not receipted within 7 calendar days of RDD

<table>
<thead>
<tr>
<th>CUSTOMER CODE</th>
<th>CUSTOMER NAME</th>
<th>RDD</th>
<th>CALENDAR DAYS PAST RDD</th>
<th>RECEIPT DT</th>
<th>RECEIPTED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/4/2016</td>
<td>12 Past Due</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/9/2016</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/10/2016</td>
<td>6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To enter or update a receipt, select Edit.
# Edit Receipts

**SEMINOLE COUNTY SD Ordering for HAMILTON ELEMENTARY**

**Edit Receipt**

**Edit Receipt Detail**
- **Order Summary For:** YFLK36
- **Order Confirmation Number:** F1604/200001
- **Program:** NSLP
- **Requested Delivery Date:** 02/04/2016
- **Order Date:** 02/03/2016

Review receipt quantities, change quantity/reason on line items as necessary, and select ‘PROCESS Pending Receipt’ button.

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Case Contents</th>
<th>Case Price</th>
<th>Case Order Qty</th>
<th>Case Receipt Qty</th>
<th>Receipt Cost</th>
<th>Fund Source</th>
<th>Reason for Receipt Qty Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>17031</td>
<td>APPLE CHL 120/2 OZ PG</td>
<td>15 LB</td>
<td>$1.05</td>
<td>1</td>
<td>1</td>
<td>$1.05</td>
<td>Federal</td>
<td>N/A</td>
</tr>
<tr>
<td>16257</td>
<td>CHERRIES, FRESH, 1/18 LB CS</td>
<td>18 LB</td>
<td>$1.01</td>
<td>2</td>
<td>1</td>
<td>$2.02</td>
<td>Federal</td>
<td>INSUFFICIENT SHELF LIFE</td>
</tr>
<tr>
<td>12345</td>
<td>DENISE DELICIOUS MELON</td>
<td>3 LB</td>
<td>$0.30</td>
<td>2</td>
<td>2</td>
<td>$0.60</td>
<td>Federal</td>
<td>N/A</td>
</tr>
<tr>
<td>17058</td>
<td>SALAD MIX CHL 4/5 LB BG</td>
<td>20 LB</td>
<td>$1.01</td>
<td>1</td>
<td>1</td>
<td>$1.01</td>
<td>Federal</td>
<td>N/A</td>
</tr>
</tbody>
</table>

To exit without saving changes, select **Go Back to the List of Receipts**.
Edit Receipts

For each item, confirm or update the quantity received. By default, the values in the ‘Case Receipt Qty’ column will match what was ordered.

To make changes to the quantity received for specific items:
1. Update the value in the ‘Case Receipt Qty’ column.
2. Choose a ‘Reason for Receipt Qty Difference’ from the dropdown.
Edit Receipts

When all items have been confirmed and/or updated, select PROCESS Pending Receipt.
Edit Receipts

If the ‘Case Receipt Qty’ has been updated without selecting a ‘Reason for ‘Receipt Qty Difference’ or vice versa, an error message will appear. Make any required changes and select **PROCESS Pending Receipt** to continue.

**Item 16W36 has an invalid reason code. Please change the receipt quantity or reset the reason code.**

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Case Contents</th>
<th>Case Price</th>
<th>Case Order Qty</th>
<th>Case Receipt Qty</th>
<th>Receipt Cost</th>
<th>Fund Source</th>
<th>Reason for Receipt Qty Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>16W36</td>
<td>ALEAFALO SPROUT</td>
<td>3 LB</td>
<td></td>
<td>6</td>
<td>6</td>
<td>$21.96</td>
<td>Federal</td>
<td>NOT DELIVERED</td>
</tr>
<tr>
<td>19F39</td>
<td>ALMONDS SLIVERED 5 LB BG</td>
<td>5 LB</td>
<td>$3.84</td>
<td>6</td>
<td>3</td>
<td>$23.04</td>
<td>Federal</td>
<td>N/A</td>
</tr>
<tr>
<td>17J19</td>
<td>ALMONDS WHL 5 LB BG</td>
<td>5 LB</td>
<td>$3.43</td>
<td>6</td>
<td>6</td>
<td>$20.58</td>
<td>Federal</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Item 19F39 has an invalid reason code for a decrease in quantity. Please change the reason code or reset the quantity.**
Edit Receipts

The receipt for this order has been processed. The ‘Cost, This Order’ value reflects the adjusted quantities.
Edit Receipts

For a printable version of the processed receipt, select the Print button.
Edit Receipts

To return to the list of editable receipts, select Go Back to the List of Receipts.
Edit Receipts

After editing the receipt, select an activity from the green menu on the left side of the screen to continue.

District users only: To edit receipts or perform other order-related transactions for a different customer, highlight **Select a Different Customer** to return to the customer selection screen.

To exit the ordering process, select **Return to home page** in the green menu on the left side of the screen.
From the Customer Homepage, select the **Current Fund Balances** link under the ‘Orders’ menu.

From within the FFAVORS ordering process, select the **Current Fund Balances** link on the green menu on the left.
This screen displays a summary of federal funds available and spending to date for each program for the current budget year. For each customer, the balance shown may reflect spending by other customers who share the funds (‘Spent, Others’).

District users may view a summary of the district funds (‘County Summary’) as well as a breakdown for each customer (‘County Detail’).

Other users may view only the funds available to their organization.
After viewing the current balances, select an activity from the green menu on the left side of the screen to continue.

**District users only:** To edit receipts or perform other order-related transactions for a different customer, highlight **Select a Different Customer** to return to the customer selection screen.

To exit the ordering process, select **Return to home page** in the green menu on the left side of the screen.
Product News Flashes

From the Customer Homepage, select the **Product News Flashes** link under the ‘Orders’ menu.

From within the FFAVORS ordering process, select the **Product News Flashes** link on the green menu on the left.
Product News Flashes

Product Flash!
(Check here for recent updates from your vendor regarding prices and item availability.)

We’re sorry. No Flash! information is available at this time.

Check this screen periodically for product updates and item availability from the vendor.
Product News Flashes

After viewing the news flashes, select an activity from the green menu on the left side of the screen to continue.

District users only: To edit receipts or perform other order-related transactions for a different customer, highlight Select a Different Customer to return to the customer selection screen.

To exit the ordering process, select Return to home page in the green menu on the left side of the screen.
Email Account Specialist

From the Customer Homepage, select the **Email Account Specialist** link under the ‘Orders’ menu.

From within the FFAVORS ordering process, select the **Email Account Specialist** link on the green menu on the left.
Email Account Specialist

To report problems or ask questions related to produce orders, users may send a message to their assigned DLA Account Specialist(s) from within FFAVORS. Enter any questions or comments in the message block and select Send Email.
After sending the email, select an activity from the green menu on the left side of the screen to continue.

**District users only**: To edit receipts or perform other order-related transactions for a different customer, highlight **Select a Different Customer** to return to the customer selection screen.

To exit the ordering process, select **Return to home page** in the green menu on the left side of the screen.
Reports

• Users may access the following reports in FFAVORS:
  – Usage Report
  – Budget/Balance Spent
  – Catalog
  – Customer Listing  (District & State Users Only)
• To save a copy of a report to their computer, users will use the Export function in the Crystal Reports interface.
• Printing is not available from the Crystal Reports interface; however, users may print a copy after the report is exported and saved to the computer.
• Additional guidance for working with the FFAVORS reports is available in a separate document under the Report Help button.
Usage Reports

In the Customer Homepage, select the Usage Reports link under the ‘Reports’ menu.
Usage Reports

Choose a ‘Report Type’:
• **Detail** – Include all details for every line item and order.
• **Summary** – Show the total value, weight, and quantity.

*Note: Detail is selected by default.*
Usage Reports

District Users only:

Choose a ‘Customer Code’:

- **All Customers** – Include all customers in report.
- **<Customer Code>** – Show report for a specific customer.

*Note: All Customers is selected by default.*
Choose the date period to include in the report:

- ‘RDD Start Date’ – earliest date to include
- ‘RDD End Date’ – latest date to include

*Note: These dates are required.*
Usage Reports

Select **View Report** to apply the selected criteria and open the report interface.

To view a help document that explains how to work with the report, select **Report Help**.
# Usage Reports

## Example 1: Usage Report (Detail)

<table>
<thead>
<tr>
<th>Program Code</th>
<th>Customer Code</th>
<th>Customer Name</th>
<th>Order Number</th>
<th>Order Date</th>
<th>Delivery Date</th>
<th>Receipt Date</th>
<th>Item Code</th>
<th>Item Description</th>
<th>Source of Supply</th>
<th>State of Origin</th>
<th>Bill Price</th>
<th>Total DV</th>
<th>Total Lbs</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/13</td>
<td>2016/06/13</td>
<td>2016/06/13</td>
<td>1165/03</td>
<td>ALFALFA SPROUT 1/24 OZ CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/14</td>
<td>2016/06/14</td>
<td>2016/06/14</td>
<td>1165/03</td>
<td>CABBAGE FRESH CHINESE WON BOK 5 LB CS</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/15</td>
<td>2016/06/15</td>
<td>2016/06/15</td>
<td>1165/03</td>
<td>ONION GROWN US#4 5 LB CD</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/16</td>
<td>2016/06/16</td>
<td>2016/06/16</td>
<td>1165/03</td>
<td>KARATOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>2.52</td>
<td>63.00</td>
<td>125</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/17</td>
<td>2016/06/17</td>
<td>2016/06/17</td>
<td>1165/03</td>
<td>CAROTOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/18</td>
<td>2016/06/18</td>
<td>2016/06/18</td>
<td>1165/03</td>
<td>CAROTOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/19</td>
<td>2016/06/19</td>
<td>2016/06/19</td>
<td>1165/03</td>
<td>CAROTOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/20</td>
<td>2016/06/20</td>
<td>2016/06/20</td>
<td>1165/03</td>
<td>CAROTOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/21</td>
<td>2016/06/21</td>
<td>2016/06/21</td>
<td>1165/03</td>
<td>CAROTOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/22</td>
<td>2016/06/22</td>
<td>2016/06/22</td>
<td>1165/03</td>
<td>CAROTOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>NSLP</td>
<td>YMD77</td>
<td>JOHN HUMBIRD SNACK</td>
<td>F16165000010</td>
<td>2016/06/23</td>
<td>2016/06/23</td>
<td>2016/06/23</td>
<td>1165/03</td>
<td>CAROTOP CHP WINTER 32/25 0Z CPG</td>
<td>CONUS</td>
<td>3.66</td>
<td>36.66</td>
<td>21</td>
<td></td>
</tr>
</tbody>
</table>

**Export to Excel (data only)**
EXAMPLE 2: Usage Report (Summary)
Budget Balance/Spent

In the Customer Homepage, select the **Budget Balance/Spent** link under the ‘Reports’ menu.
Choose a ‘Program’ if there is more than one option.

*Note: By default, the first program on the list is selected.*
Budget Balance/Spent

District Users only:

Choose a ‘Customer Code’:
• **All Customers** – Include all customers in report.
• **<Customer Code>** – Show report for a specific customer.

*Note: All Customers is selected by default.*
Choose a range from the ‘Budget Year’ dropdown list to include in the report.

*Note*: The default is the current Budget Year.
Budget Balance/Spent

Select View Report to apply the selected criteria and open the report interface.

To view a help document that explains how to work with the reports, select Report Help.
**Budget Balance/Spent**

**EXAMPLE: Budget/Balance Spent Report**

---

### Budget Balance/Spent Report (Extracted Data)

- **State Name**: GA
- **District Code**: OGA003
- **District Name**: BACON COUNTY
- **Customer Code**: YGA0A8

- **State Name**: GA
- **District Code**: OGA003
- **District Name**: BACON COUNTY
- **Customer Code**: YGA1X1

- **State Name**: GA
- **District Code**: OGA003
- **District Name**: BACON COUNTY
- **Customer Code**: YGA307

- **State Name**: GA
- **District Code**: OGA003
- **District Name**: BACON COUNTY
- **Customer Code**: YGA308

- **State Name**: GA
- **District Code**: OGA003
- **District Name**: BACON COUNTY
- **Customer Code**: YGA309

- **State Name**: GA
- **District Code**: OGA003
- **District Name**: BACON COUNTY
- **Customer Code**: YGAXY1

---

### Budget year starting: October 01, 2015

<table>
<thead>
<tr>
<th>State Name</th>
<th>District Code</th>
<th>District Name</th>
<th>Customer Code</th>
<th>Customer Name</th>
<th>Federal Entitlement</th>
<th>Federal Spent Funds</th>
<th>Federal Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD</td>
<td>OMDD2S</td>
<td>DISTRICT 2 (MD), MD</td>
<td></td>
<td></td>
<td>15,000,000.00</td>
<td>1,799,826.34</td>
<td>13,240,173.66</td>
</tr>
<tr>
<td>MD</td>
<td>OMDD2S</td>
<td>DISTRICT 2 (MD), MD</td>
<td>YMD915</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
In the Customer Homepage, select the **Catalog** link under the ‘Reports’ menu.
Catalog Effective Date: Sunday, Feb 28, 2016

* Denotes a Required Field

View Report

Report Help

Choose from the ‘Catalog Effective Date’ dropdown list.

Note: This date is required.
Select **View Report** to apply the selected criteria and open the report interface.

To view a help document that explains how to work with the reports, select **Report Help**.
## Catalog

![Catalog Report](image)

**EXAMPLE: Catalog Report**

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Item Description</th>
<th>Unit of Issue</th>
<th>Units Per Case</th>
<th>Source of Supply</th>
<th>State of Origin</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1414</td>
<td>APPLE CHL SL 200/2 OZ PG</td>
<td>LB</td>
<td>25</td>
<td>CONUS</td>
<td>WA</td>
<td>4.72</td>
</tr>
<tr>
<td>14F29</td>
<td>APPLE 6/8 SL PEEL 10/3 LB BG</td>
<td>LB</td>
<td>30</td>
<td>CONUS</td>
<td></td>
<td>1.38</td>
</tr>
<tr>
<td>14M25</td>
<td>APPLES, GRANNY SMITH, 72-88 CT</td>
<td>LB</td>
<td>40</td>
<td>CONUS</td>
<td>PA</td>
<td>3.80</td>
</tr>
<tr>
<td>15N63</td>
<td>CABBAGE W/CARROTS CHL 1/5 LB BG</td>
<td>LB</td>
<td>5</td>
<td>CONUS</td>
<td>MO</td>
<td>4.80</td>
</tr>
<tr>
<td>14J03</td>
<td>CANTALOUPE CHL CHUNK 5 LB BG</td>
<td>LB</td>
<td>5</td>
<td>CONUS</td>
<td>CA</td>
<td>2.21</td>
</tr>
<tr>
<td>15R18</td>
<td>CARROTS WHL 1/5 LB BG</td>
<td>CS</td>
<td>1</td>
<td>CONUS</td>
<td>CA</td>
<td>4.37</td>
</tr>
<tr>
<td>15Z10</td>
<td>CARROTS, FRESH, 10/2 LB BAGS, 1/20 LB CS</td>
<td>LB</td>
<td>20</td>
<td>CONUS, CA, FL</td>
<td>7.97</td>
<td></td>
</tr>
<tr>
<td>14J04</td>
<td>HONEYDEW CHL CHUNKS 1/5 LB BG</td>
<td>LB</td>
<td>5</td>
<td>CONUS</td>
<td>CA</td>
<td>2.42</td>
</tr>
<tr>
<td>15A69</td>
<td>LETTUCE LEAF GRN 3 CT 1/2 LB BG</td>
<td>LB</td>
<td>2</td>
<td>CONUS</td>
<td>CA</td>
<td>2.59</td>
</tr>
<tr>
<td>14I53</td>
<td>ORANGE 1/2 LB BG</td>
<td>LB</td>
<td>2</td>
<td>CONUS</td>
<td>FL</td>
<td>5.16</td>
</tr>
<tr>
<td>14I54</td>
<td>ORANGE 1/5 LB BG</td>
<td>LB</td>
<td>5</td>
<td>CONUS</td>
<td>FL</td>
<td>10.44</td>
</tr>
<tr>
<td>14A02</td>
<td>ORANGE 113 CT 1/35 LB CS</td>
<td>LB</td>
<td>35</td>
<td>CONUS</td>
<td>FL</td>
<td>1.49</td>
</tr>
<tr>
<td>14I57</td>
<td>PEAR 12/3 LB BG</td>
<td>LB</td>
<td>36</td>
<td>CONUS</td>
<td>CA</td>
<td>1.29</td>
</tr>
<tr>
<td>14I56</td>
<td>PEAR 20/2 LB BG</td>
<td>LB</td>
<td>40</td>
<td>CONUS</td>
<td>CA</td>
<td>1.16</td>
</tr>
<tr>
<td>15D30</td>
<td>PEAS SUGAR SNAP CHL 60/2 OZ BG</td>
<td>LB</td>
<td>8</td>
<td>CONUS</td>
<td>CA</td>
<td>4.36</td>
</tr>
<tr>
<td>14B42</td>
<td>RASPBERRIES 12/0.5 PT PC</td>
<td>CO</td>
<td>1</td>
<td>CONUS</td>
<td></td>
<td>1.32</td>
</tr>
<tr>
<td>14A61</td>
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*Test Data shown. Not true Production data.*
Customer Listing

District & State users only:
In the Customer Homepage, select the **Customer Listing** link under the ‘Reports’ menu.
Customer Listing

Customer Listing Report

Select 'District' to get a list of all districts in your state. Select 'School' to get a list of all active schools in your state. Select 'View Report' to run report. The 'Report Help' button will display a help document to further explain how to run, export and print your report.

* Type:
  - District
  - School

* Denotes a Required Field

View Report  Report Help

State users only:

Choose the ‘Type’ of report by selecting the corresponding bullet. The options are to view a list of all districts or a list of all active schools in the state.

Note: The default selection for State users is the list of all districts. District users will automatically see a list of active schools in their own district only.
Customer Listing

Select View Report to apply the selected criteria and open the report interface.

To view a help document that explains how to work with the reports, select Report Help.
### Customer Listing

![Customer Listing Image](image_url)

<table>
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<tr>
<th>District Code</th>
<th>District Name</th>
<th>School Code</th>
<th>School Name</th>
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**EXAMPLE: Customer Listing**
Users may send a message to the FFAVORS support team from nearly any screen. Select the **Contact FFAVORS Help Desk** link at the bottom of the webpage.

**Note:** Please use the [Email Account Specialist](mailto:) link for order-related questions. If unable to access the link or for login-related questions, contact [FFAVORS@fns.usda.gov](mailto:FFAVORS@fns.usda.gov).
Enter any questions or comments in the message block and select **Send Email.**
To view the most current version of this manual select Help from the menu in the upper right corner of the screen.
To exit FFAVORS, select **Logout** from the menu in the upper right corner of the screen.
Logout

At the first prompt, select OK to confirm logout.

At the second prompt, select OK to accept the security requirement and close the browser window.