FFAVORS: Fresh Fruits and Vegetables Order Receipt System

Customer Ordering Manual
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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.
FFAVORS Access

Navigate to this address in the browser:
FFAVOR Login

Fresh Fruits and Vegetables Order Receipt System (FFAVORS)

Maintenance Notice
FFAVORS is scheduled for maintenance every Sunday from 4:00 PM through 2:00 AM Central Time. The site may be unavailable for periods during this maintenance time.

IDs and Passwords
For access to FFAVORS, your current Department of Defense (DoD) Account Manager, DoD Field Representative, and/or DoD Contracting Specialist must establish a user profile for each new user within FFAVORS.

Once added to FFAVORS, an email notification to the user with step by step instructions on how to create the eAuthentication account will be generated. Without the profile in FFAVORS, the user will not gain access to the application. For those that have an eAuthentication ID, the user profile must still be created in FFAVORS before accessing the site.

If you have problems accessing FFAVORS or do not know your current DoD Account Manager, DoD Field Representative, and/or DoD Contracting Specialist, please contact the FFAVORS help desk.

Spotlights
USDA Foods Toolkit for Child Nutrition

Select FFAVORS Login.
To access FFAVORS, all users are prompted to first log in to the USDA eAuthentication.
FFFAVORS Login

Tips:
• Passwords do not expire.
• Avoid saving passwords in the browser.
• Make sure CAPS Lock is not activated to avoid difficulties.

• Enter ‘User ID’.
• Enter ‘Password’.
• Select Log In with Password button.
To recover a forgotten User ID, click **Forgot User ID** and follow the prompts to provide requested information. The matching User ID(s) will be emailed.

Tip: For accounts created after 6/7/2020, the User ID is the email address associated with the account.
To recover a forgotten password, click **Forgot Password** and follow the prompts to provide requested information. Click the link sent to email to enter a new password.

**Tips:**
- If more than one eAuth account is associated with the same email address, follow prompts to set up an Account Management Email (AME) first.
- If an AME is not entered, users must answer the previously selected security questions in order to reset the 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 clicks **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

Users who have more than one active user profile in FFAVORS (with the same last name and email address) will be prompted to select which user profile to use.

The customer organization is identified in the ‘Customer Code’ and ‘Customer Name’ columns. Select from the available ‘FFAVORS ID’ numbers to proceed.

Selection Page for Multiple FFAVORS Accounts

<table>
<thead>
<tr>
<th>FFAVORS ID</th>
<th>Role</th>
<th>Customer Code</th>
<th>eAuth ID</th>
<th>Name</th>
<th>Last Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>100356</td>
<td>Customer</td>
<td>YNH138</td>
<td>28682019092011483024470</td>
<td>Amherst MS</td>
<td>5/28/2020 2:32:14 PM</td>
</tr>
<tr>
<td>100398</td>
<td>Customer</td>
<td>YNH141</td>
<td></td>
<td>Mont Vernon Village School</td>
<td></td>
</tr>
<tr>
<td>100390</td>
<td>Customer</td>
<td>YNH139</td>
<td>28682019092011483024470</td>
<td>Wilkins Elementary</td>
<td>5/28/2020 6:04:02 AM</td>
</tr>
</tbody>
</table>

You can return to this selection page by selecting the ‘Switch’ link in the top right-hand corner of any FFAVORS page. This allows you to switch between profiles without having to log out and log back in.

If a link does not exist for a FFAVORS ID, the customer is Inactive as noted in the Customer Code column. If you feel this is in error, please contact your DLA Account Representative.

Please contact the FFAVORS help desk at snl.fn.ffavors@usda.gov if you need further assistance.
**User Agreement & Registration**

**Application User Data**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID</td>
<td>100396</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:school@acmzone.com">school@acmzone.com</a></td>
</tr>
<tr>
<td>First Name</td>
<td>SCHOOL2</td>
</tr>
<tr>
<td>Last Name</td>
<td>FFAVORS</td>
</tr>
<tr>
<td>Citizenship</td>
<td>United States</td>
</tr>
<tr>
<td>Designation Of Person</td>
<td>Civilian</td>
</tr>
</tbody>
</table>

Confirm that the Application User Data appears correct.

**Note:** The Email Address may be updated if needed.

**Customer Demographics**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Code</td>
<td>YNH139</td>
</tr>
<tr>
<td>Customer Name</td>
<td>Wilkins Elementary</td>
</tr>
<tr>
<td>County Code</td>
<td>697</td>
</tr>
<tr>
<td>County</td>
<td>Amherst</td>
</tr>
<tr>
<td>Address 1</td>
<td>80 Boston Post Rd</td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Amherst</td>
</tr>
<tr>
<td>State</td>
<td>New Hampshire</td>
</tr>
<tr>
<td>Zip Code</td>
<td>03031</td>
</tr>
</tbody>
</table>

If the Customer Demographics data is incorrect or other changes are required, select **Exit** and contact the [DLA Account Specialist](mailto:DLA.Account.Specialist@example.com) or the [FFAVORS Help Desk](mailto:FFAVORS.Help.Desk@example.com) to assist with linkage issues between the eAuthentication and FFAVORS.

[Select Register](mailto:Select_Register@example.com)
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 ISSO/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.

Select Yes.  Do you accept these terms?

Yes  No
Profile Selection

When logging in to FFAVORS after registration has been completed, users who have more than one active user profile in FFAVORS (with the same last name and email address) will be prompted to select which user profile to use.

The customer organization is identified in the ‘Customer Code’ and ‘Customer Name’ columns. Select from the available ‘FFAVORS ID’ numbers to proceed.

You can return to this selection page by selecting the ‘Switch’ link in the top right-hand corner of any FFAVORS page. This allows you to switch between profiles without having to log out and log back in.

If a link does not exist for a FFAVORS ID, the customer is Inactive as noted in the Customer Code column. If you feel this is in error, please contact your DLA Account Representative.

<table>
<thead>
<tr>
<th>FFAVORS ID</th>
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<tr>
<td>100398</td>
<td>Customer</td>
<td>YNH141</td>
<td>28682019092011483024470</td>
<td>Mont Vernon Village School</td>
<td>5/28/2020 2:46:57 PM</td>
</tr>
<tr>
<td>100396</td>
<td>Customer</td>
<td>YNH139</td>
<td>28682019092011483024470</td>
<td>Wilkins Elementary</td>
<td>5/28/2020 6:04:02 AM</td>
</tr>
</tbody>
</table>

Please contact the FFAVORS help desk at sm.fn.ffeavors@usda.gov if you need further assistance.
If more than one user profile is available, users may switch to a different user profile at any time without logging out of FFAVORS. Click **Switch** at the upper right side of the screen to return to the user profile selection page.

**Note:** This link will not appear if there is only one user profile associated with the login.
Always confirm the customer organization before entering any transactions.

If this is not correct, click **Switch** in the upper right corner (if available) to select a different profile or contact the **DLA Account Specialist** or the **FFAVORS Help Desk** for assistance.
Check for important announcements.

Please Read (updated on 6/12/2022)

The following changes have been made to FFAVORS:

- If your State allocated CCC funds to USDA DoD Fresh for the period July 1, 2022 – September 30, 2022 these addad funds will be tracked at the state level and available for all NSLP sites (with allocated NSLP budgets). The CCC funds will be used for all NSLP orders until September 30, or when the CCC funds are depleted then entitlement funds will be used. Tracking in FFAVORS will be identified with a new fund category of ‘GOVT’. Each NSLP order will identify the fund source so users are aware if the order will use the ‘GOVT’ fund source or NSLP entitlement.

Reminder: a produce order in FFAVORS may be cancelled by a customer up to 24 hours before scheduled delivery via written notification to the vendor and DLA Representative.

If you have questions, please ask your FFAVORS account representative or email the FFAVORS help desk.
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 order.
• **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**.
• Update my **user profile**.
• View the most up-to-date version of **this manual**.
Always confirm the user account before entering any transactions.

If this is not correct, click **Switch** in the upper right corner (if available) to **select a different profile** or contact the **DLA Account Specialist** or the **FFAVORS Help Desk** for assistance.
Please Read (updated on 6/12/2022)

The following changes have been made to FFAVORS:

- If your State allocated CCC funds to USDA DdF Fresh for the period July 1, 2022 – September 30, 2022 these added funds will be tracked at the state level and available for all NSLP sites (with allocated NSLP budgets). The CCC funds will be used for all NSLP orders until September 30, or when the CCC funds are depleted then entitlement funds will be used. Tracking in FFAVORS will be identified with a new fund category of ‘GOVT’. Each NSLP order will identify the fund source so users are aware if the order will use the ‘GOVT’ fund source or NSLP entitlement.

Reminder: a produce order in FFAVORS may be cancelled by a customer up to 24 hours before scheduled delivery via written notification to the vendor and DLA Representative.

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

Check for important announcements.
District Account Representative

Homepage

What can I do in FFAVORS?

- **Enter** or **upload** NSLP entitlement for schools in the district.
- **Enter** budget for Summer Food sites in the district, if applicable.
- Run reports on **orders**, **funds**, or **catalog history**.
- Review **active organizations** assigned to the district.
- Review a **list of users** for the district.
- Review **delivery days** assigned to the district.
- Update my **user profile**.
- Contact the **FFAVORS Help Desk**.
- View the most up-to-date version of **this manual**.
Always confirm the user account before entering any transactions.

If this is not correct, click **Switch** in the upper right corner (if available) to select a different profile or contact the DLA Account Specialist or the FFAVORS Help Desk for assistance.
State Account Representative Representative

Welcome, STATE FFAVORS
Please select from the following options:

Orders
- Past Due Receipts

Budget
- School Budget
- Import NSLP Budget

Customers
- Existing Customers / Request New

Reports
- Usage
- Budget Balance/Spent
- Catalog
- Organization/PQC
- User
- Delivery Day

My Profile
- My Profile

Please Read (updated on 6/12/2022)
The following changes have been made to FFAVORS:

- When requesting new schools, 3rd party delivery information (known as Food Service Organizations or FSOs) can now be selected, or typed in if new.
- If you allocated CCC funds to USDA DoD Fresh for the period July 1, 2022 – September 30, 2022 these added funds will be tracked at the state level and available for all NSLP sites (with allocated NSLP budgets). The CCC funds will be used for all NSLP orders until September 30, or when the CCC funds are depleted then entitlement funds will be used. Tracking in FFAVORS will be identified with a new fund category of ‘GOVT”. Each NSLP order will identify the fund source so users are aware if the order will use the ‘GOVT” fund source or NSLP entitlement.

Reminder: a produce order in FFAVORS may be cancelled by a customer up to 24 hours before scheduled delivery via written notification to the vendor and DLA Representative.

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

Check for important announcements.
State Account Representative
Homepage

What can I do in FFAVORS?

• Review past due receipts.
• Enter or upload NSLP entitlement.
• Enter budget for Summer Food sites, if applicable.
• Review existing customers or request new customers.
• Run reports on orders, funds, or catalog history.
• Review active organizations in the state.
• Review a list of users in the state.
• Review delivery days for all sites in the state.
• Update my user profile.
• Contact my the FFAVORS Help Desk.
• View the most up-to-date version of this manual.
Return to Homepage

To return to the homepage from elsewhere in the main application select **Home** from the menu in the upper right corner of the screen.

Some screens include other options to return to the homepage, including the **Return to home page** link in the green menu on the left side Order Processing or a **Return to Main Menu** button.
Orders

The screenshots and examples used for ordering are 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.
• Vendors may assign a regular delivery day.
• Please direct questions about the available RDDs to the DLA Account Specialist.
### Rules for Ordering

**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.
EXAMPLE 2: Order placed on Thursday the 28\textsuperscript{th}

- The 3 business day prep period excludes the 28\textsuperscript{th}, 31\textsuperscript{st}, and 1\textsuperscript{st}.
- The first available RDD is Wednesday the 2\textsuperscript{nd}.
- Deliveries are not available on weekends.
- Available RDDs are the 2\textsuperscript{nd} through the 4\textsuperscript{th}.
Place a New Order

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>

BARROW COUNTY Ordering for AUBURN #ELEMENTARY
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.

**Note:** If the vendor has assigned a regular delivery day, this is indicated on the screen and the date is in bold in the dropdown list. When a date is selected that is not an assigned delivery day, a warning message appears on screen; however, customer can continue to place order.
Place a New Order

After selecting a date, click on the **Go Shopping** button.
The vendor’s minimum order value and the available ‘Fund Balance’ for the selected program are 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:** If GOVT $ are available, orders will be applied against those funds first. The starting/remaining 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>14144</td>
<td>APPLE CHL SL 200/2 OZ PG</td>
<td>25 LB</td>
<td>$4.30</td>
<td>NH, VT</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>15N53</td>
<td>CABBAGE W/CARROTS CHL 1/5 LB BG</td>
<td>5 LB</td>
<td>$4.75</td>
<td>MA</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>15R18</td>
<td>CARROTS WHL 1/5 LB BG</td>
<td>1 CS</td>
<td>$4.33</td>
<td>KY</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>14A02</td>
<td>ORANGE 113 CT 1/35 LB CS</td>
<td>35 LB</td>
<td>$1.29</td>
<td>FL</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>14I56</td>
<td>PEAR 20/2 LB BG</td>
<td>40 LB</td>
<td>$1.02</td>
<td>NC</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>15D30</td>
<td>PEAS SUGAR SNAP CHL 60/2 OZ BG</td>
<td>8 LB</td>
<td>$3.96</td>
<td>MA</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>14B42</td>
<td>RASPBERRIES 12/0.5 PT PG</td>
<td>1 CO</td>
<td>$1.20</td>
<td>NH</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>14A61</td>
<td>SQUASH YELLOW 1/20 LB CS</td>
<td>20 LB</td>
<td>$12.52</td>
<td>GA</td>
<td>Fed, State</td>
</tr>
<tr>
<td></td>
<td>14M14</td>
<td>STRAWBERRY 1/1 PT CO</td>
<td>1 LB</td>
<td>$2.15</td>
<td>NH</td>
<td>Fed, State</td>
</tr>
</tbody>
</table>

Enter desired case qty for item(s) below and then click the Add Items To Cart button at bottom of catalog. Items already in your shopping cart will not appear below. Click State Abbreviation Lookup for State of Origin reference.
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.

*Note:* Refer to the STATE OF ORIGIN to determine whether an item is local or not.

<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>
</table>

Available Items:
Enter desired case qty for item(s) below and then click the Add Items To Cart button at bottom of catalog. Items already in your shopping cart will not appear below. 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). At the bottom of the list, 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.
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

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.

<table>
<thead>
<tr>
<th>ITEM CODE</th>
<th>DESCRIPTION</th>
<th>CASE CONTENTS</th>
<th>CASE PRICE</th>
<th>CASE QTY</th>
<th>ACTUAL COST</th>
<th>STATE OF ORIGIN</th>
<th>FUND SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>14A14</td>
<td>APPLE R/D 163 CT 1/40 LB CS</td>
<td>40 LB</td>
<td>$30.45</td>
<td>2</td>
<td>$50.90</td>
<td>CA</td>
<td>Fed</td>
</tr>
<tr>
<td>15275</td>
<td>BLUEBERRIES, FROZEN, 4/10 LB, 40 LB CS</td>
<td>40 LB</td>
<td>$10.70</td>
<td>2</td>
<td>$21.40</td>
<td>CA</td>
<td>Fed</td>
</tr>
</tbody>
</table>

**Fund Balance for NSLP**

Federal Dollars represent a shared pot of money controlled by SURPLUS DIST SECTION, NH

<table>
<thead>
<tr>
<th></th>
<th>State $</th>
<th>Federal $</th>
<th>GOVT $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting Balance</td>
<td>N/A</td>
<td>$1,200.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Spent, Previous Orders</td>
<td>$0.00</td>
<td>$0.00</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Cost, This Order</strong></td>
<td>$0.00</td>
<td>$82.30</td>
<td>N/A</td>
</tr>
<tr>
<td>Remaining Balance</td>
<td>N/A</td>
<td>$1,117.70</td>
<td>N/A</td>
</tr>
</tbody>
</table>

The items and quantities in the current shopping cart are displayed at the top of the screen. The ‘Fund Balance’ table shows the current cart total.
Place a New 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 and update the fund balance.
Place a New 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.

### Available Items:

Enter desired case qty for item(s) below and then click the Add Items To Cart button at bottom of catalog. Items already in your shopping cart will not appear below.

Click State Abbreviation Lookup for State of Origin reference.

<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>15N53</td>
<td>CABBAGE W/CARROTS CHL 1/5 LB BG</td>
<td>5 LB</td>
<td>$4.75</td>
<td>MA</td>
<td>Fed State</td>
</tr>
<tr>
<td></td>
<td>14A02</td>
<td>ORANGE 113 CT 1/35 LB CS</td>
<td>35 LB</td>
<td>$1.29</td>
<td>FL</td>
<td>Fed State</td>
</tr>
<tr>
<td></td>
<td>14156</td>
<td>PEAR 20/2 LB BG</td>
<td>40 LB</td>
<td>$1.02</td>
<td>NC</td>
<td>Fed State</td>
</tr>
<tr>
<td></td>
<td>14B42</td>
<td>RASPBERRIES 12/0.5 PT PG</td>
<td>1 CO</td>
<td>$1.20</td>
<td>NH</td>
<td>Fed State</td>
</tr>
<tr>
<td></td>
<td>14A61</td>
<td>SQUASH YELLOW 1/20 LB CS</td>
<td>20 LB</td>
<td>$12.52</td>
<td>GA</td>
<td>Fed State</td>
</tr>
</tbody>
</table>

Tools for **sorting** and **searching** the list of available items are available. Click **Add Items to Cart** to apply changes to the cart and update the fund balance.
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.
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.
Place a New Order

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. If the vendor’s minimum order value is not met, a message displays below the ‘Fund Balance’ table.

---

**CART**

<table>
<thead>
<tr>
<th>ITEM CODE</th>
<th>DESCRIPTION</th>
<th>CASE CONTENTS</th>
<th>CASE PRICE</th>
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<tbody>
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<tr>
<td>15Z75</td>
<td>BLUEBERRIES, FROZEN, 4/10 LB, 40 LB CS</td>
<td>40 LB</td>
<td>$10.70</td>
<td></td>
<td>$21.40</td>
<td>CA</td>
<td>Fed State</td>
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</tbody>
</table>

**Fund Balance for NSLP**

Federal Dollars represent a shared pot of money controlled by SURPLUS DIST SECTION, NH

<table>
<thead>
<tr>
<th></th>
<th>State $</th>
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<tbody>
<tr>
<td>Starting Balance</td>
<td>N/A</td>
<td>$1,200.00</td>
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<tr>
<td>Spent, Previous Orders</td>
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<td>N/A</td>
</tr>
</tbody>
</table>

This order may not be accepted by the vendor because it falls below the minimum dollar value of $199. To confirm the order As Is, Select 'Confirm Order'. To adjust the order, select 'Continue Shopping'.

[Confirm Order]  [Continue Shopping]
Place a New Order

To make changes to the order, select the Continue Shopping button to return to the shopping cart.

**THIS ORDER IS NOT PLACED UNTIL CONFIRMED BELOW!!!**

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<tr>
<th>ITEM CODE</th>
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This order may not be accepted by the vendor because it falls below the minimum dollar value of $199. To confirm the order As Is, Select 'Confirm Order'. To adjust the order, select 'Continue Shopping'.

Confirm Order  Continue Shopping
Place a New Order

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

---

**CART**

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<tr>
<th>ITEM CODE</th>
<th>DESCRIPTION</th>
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This order may not be accepted by the vendor because it falls below the minimum dollar value of $199. To confirm the order As Is, Select 'Confirm Order'. To adjust the order, select 'Continue Shopping'.

[Confirm Order] [Continue Shopping]
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.

If you have opted in via [My Profile](#), you will receive email notification for the new order.
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 a 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 in FFAVORS within three business days of the RDD. See example below showing non-editable dates prior to a requested delivery.

**Note:** A produce order in FFAVORS may be cancelled by a customer up to **24 hours** before scheduled delivery via written notification to the vendor and 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

SURPLUS DIST SECTION

Order for DZ043 EXAMPLE VENDOR
The minimum order for this vendor is $199

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Case Contents</th>
<th>Case Price</th>
<th>Case Qty</th>
<th>Actual Cost</th>
<th>State Of Origin</th>
<th>Fund Source</th>
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<tbody>
<tr>
<td>14A14</td>
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<td>40 LB</td>
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<td>N/A</td>
</tr>
<tr>
<td>Spend, Previous Orders</td>
<td>$0.00</td>
<td>$0.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Cost, This Order</td>
<td>$0.00</td>
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<td>Remaining Balance</td>
<td>N/A</td>
<td>$1,117.70</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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.

## 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.

<table>
<thead>
<tr>
<th>ITEM CODE</th>
<th>DESCRIPTION</th>
<th>CASE CONTENTS</th>
<th>CASE PRICE</th>
<th>CASE QTY</th>
<th>ACTUAL COST</th>
<th>STATE OF ORIGIN</th>
<th>FUND SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>14144</td>
<td>APPLE CHL SL 200/2 OZ PG</td>
<td>25 LB</td>
<td>$4.30</td>
<td>3</td>
<td>$12.90</td>
<td>NH, VT</td>
<td></td>
</tr>
<tr>
<td>15R18</td>
<td>CARROTS WHL 1/5 LB BG</td>
<td>1 CS</td>
<td>$4.33</td>
<td>3</td>
<td>$12.99</td>
<td>KY</td>
<td></td>
</tr>
<tr>
<td>15D30</td>
<td>PEAS SUGAR SNAP CHL 60/2 OZ BG</td>
<td>8 LB</td>
<td>$3.96</td>
<td>3</td>
<td>$11.88</td>
<td>MA</td>
<td></td>
</tr>
<tr>
<td>14A62</td>
<td>SQUASH ZUCCHINI MED 1/20 LB CS</td>
<td>20 LB</td>
<td>$12.55</td>
<td>3</td>
<td>$37.65</td>
<td>GA</td>
<td></td>
</tr>
<tr>
<td>14M14</td>
<td>STRAWBERRY 1/1 PT CO</td>
<td>1 LB</td>
<td>$2.15</td>
<td>2</td>
<td>$4.30</td>
<td>NH</td>
<td></td>
</tr>
<tr>
<td>14A02</td>
<td>ORANGE 113 CT 1/35 LB CS</td>
<td>35 LB</td>
<td>$1.29</td>
<td>3</td>
<td>$3.87</td>
<td>FL</td>
<td></td>
</tr>
<tr>
<td>14I56</td>
<td>PEAR 20/2 LB BG</td>
<td>40 LB</td>
<td>$1.02</td>
<td>1</td>
<td>$1.02</td>
<td>NC</td>
<td></td>
</tr>
<tr>
<td>14A61</td>
<td>SQUASH YELLOW 1/20 LB CS</td>
<td>20 LB</td>
<td>$12.52</td>
<td>3</td>
<td>$37.56</td>
<td>GA</td>
<td></td>
</tr>
</tbody>
</table>

[Update Cart] [Save Favorite Cart] [Proceed To Checkout] [Empty 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. Click 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

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.

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

On the ‘Order Confirmation Screen’ verify the order data, including items, quantities, fund availability to cover the cost of this order. If the vendor’s minimum order value is not met, a message displays below the ‘Fund Balance’ table.
Modify Pending Order

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

---

**THIS ORDER IS NOT PLACED UNTIL CONFIRMED BELOW!!!**

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<td>$21.40</td>
<td>CA</td>
<td>Fed ○ State</td>
</tr>
<tr>
<td>15D47</td>
<td>BROCCOLI FLORETS, FRESH, 6/3</td>
<td>18 LB</td>
<td>$4.67</td>
<td>1</td>
<td>$4.67</td>
<td>CT</td>
<td>Fed ○ State</td>
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<td>$1,200.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Spent, Previous Orders</td>
<td>$0.00</td>
<td>$0.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Cost, This Order</td>
<td>$0.00</td>
<td>$85.97</td>
<td>N/A</td>
</tr>
<tr>
<td>Remaining Balance</td>
<td>N/A</td>
<td>$1,113.03</td>
<td>N/A</td>
</tr>
</tbody>
</table>

This order may not be accepted by the vendor because it falls below the minimum dollar value of $199. To confirm the order As Is, Select 'Confirm Order'. To adjust the order, select 'Continue Shopping'.
Modify Pending Order

To confirm all details and place the order, select the Confirm Order button.
Modify Pending Order

Confirmation of the change is displayed at the top of the screen. If you have opted in via My Profile, you will receive email notification for the modified order.

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

SURPLUS DIST SECTION

Order for DZ043 EXAMPLE VENDOR
The minimum order for this vendor is $199

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Case Contents</th>
<th>Case Price</th>
<th>Case Qty</th>
<th>Actual Cost</th>
<th>State Of Origin</th>
<th>Fund Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>14A14</td>
<td>APPLE R/D 163 CT 1/40 LB CS</td>
<td>40 LB</td>
<td>$30.45</td>
<td>2</td>
<td>$60.90</td>
<td>CA</td>
<td>Federal</td>
</tr>
<tr>
<td>15Z75</td>
<td>BLUEBERRIES, FROZEN, 4/10 LB, 40 LB CS</td>
<td>40 LB</td>
<td>$10.70</td>
<td>2</td>
<td>$21.40</td>
<td>CA</td>
<td>Federal</td>
</tr>
</tbody>
</table>

Fund Balance for NSLP

Federal Dollars represent a shared pot of money controlled by SURPLUS DIST SECTION, NH

<table>
<thead>
<tr>
<th></th>
<th>State $</th>
<th>Federal $</th>
<th>GOVT $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting Balance</td>
<td>N/A</td>
<td>$1,200.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Spent, Previous Orders</td>
<td>$0.00</td>
<td>$0.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Cost, This Order</td>
<td>$0.00</td>
<td>$82.30</td>
<td>N/A</td>
</tr>
<tr>
<td>Remaining Balance</td>
<td>N/A</td>
<td>$1,117.70</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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.
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. If you have opted in via My Profile, you will receive email notification for the modified order.

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.
To cancel the displayed order, select the **Delete Order** button.
Modify Pending Order

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. If you have opted in via [My Profile](#), you will receive email notification for the modified order.

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

<table>
<thead>
<tr>
<th>Place a New Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Receipts</td>
</tr>
<tr>
<td>View an Order</td>
</tr>
<tr>
<td>Modify Pending Order</td>
</tr>
<tr>
<td>Product News Flashes</td>
</tr>
<tr>
<td>Current Fund Balances</td>
</tr>
<tr>
<td>Email Account Specialist</td>
</tr>
<tr>
<td>Select a Different Customer</td>
</tr>
<tr>
<td>Return to home page</td>
</tr>
</tbody>
</table>

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.
View an Order

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 get a paper copy.
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

• Receipt entry in FFAVORS becomes available 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. In most cases, this is within five (5) work days.

• All receipts remain on the ‘Edit Receipts’ list for a full seven (7) calendar days after the RDD. Receipts may be entered and 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 calendar 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.
Receipting Requirement

When there are past due receipts for any customers within the state, a warning is displayed on the State Account Representative Homepage. Select the Past Due Receipts link for a list of missing receipts.

State Account Representative Homepage

Welcome, ST-REP PANUM

Please select from the following options:

Orders

Past Due Receipts ** You have receipts that are past due.

Past Due Receipts

Search Results Count: 4

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

<table>
<thead>
<tr>
<th>STATE</th>
<th>VENDOR CONTRACT</th>
<th>DISTRICT CODE</th>
<th>CUSTOMER CODE</th>
<th>CUSTOMER NAME</th>
<th>RDD</th>
<th>CALENDAR DAYS PAST RDD</th>
<th>POC</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD</td>
<td>SPMD10-14-D5602</td>
<td>OMD699</td>
<td>VMD951</td>
<td>SCHOOL OF NURAZ</td>
<td>11/25/2021</td>
<td>63</td>
<td>MEHEDI REZA</td>
<td>917-442-8822</td>
<td></td>
</tr>
<tr>
<td>MD</td>
<td>SPMD10-14-D5602</td>
<td>OMD699</td>
<td>VMD951</td>
<td>SCHOOL OF NURAZ</td>
<td>12/2/2021</td>
<td>57</td>
<td>MEHEDI REZA</td>
<td>917-442-8822</td>
<td></td>
</tr>
<tr>
<td>MD</td>
<td>SPMD10-14-D5602</td>
<td>OMD699</td>
<td>VMD953</td>
<td>SCHOOL OF NURITA</td>
<td>9/1/2021</td>
<td>149</td>
<td>MEHEDI REZA</td>
<td>917-442-8822</td>
<td></td>
</tr>
<tr>
<td>MD</td>
<td>SPMD10-14-D5602</td>
<td>OMD699</td>
<td>VMD955</td>
<td>SCHOOL OF NURITA</td>
<td>9/3/2021</td>
<td>147</td>
<td>MEHEDI REZA</td>
<td>917-442-8822</td>
<td></td>
</tr>
</tbody>
</table>
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.
ALL receipts will remain editable until the 7th 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>2/4/16</td>
<td>12 Past Due</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/9/16</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YFLK36</td>
<td>HAMILTON ELEMENTARY</td>
<td>2/10/16</td>
<td>6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

SURPLUS DIST SECTION

Edit Receipt

<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>Case Receipt Qty</th>
<th>Receipt Cost</th>
<th>Fund Source</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>14A14</td>
<td>APPLE R/D 163 CT 1/40 LB CS</td>
<td>40 LB</td>
<td>$30.45</td>
<td>2</td>
<td>2</td>
<td></td>
<td>$60.90</td>
<td>Federal</td>
<td>N/A</td>
</tr>
<tr>
<td>15Z75</td>
<td>BLUEBERRIES, FROZEN, 4/10 LB, 40 LB CS</td>
<td>40 LB</td>
<td>$10.70</td>
<td>2</td>
<td>2</td>
<td></td>
<td>$21.40</td>
<td>Federal</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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

Fund Balance for NSLP

Federal Dollars represent a shared pot of money controlled by SURPLUS DIST SECTION, NH

<table>
<thead>
<tr>
<th></th>
<th>State $</th>
<th>Federal $</th>
<th>GOVT $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting Balance</td>
<td>N/A</td>
<td>$1,200.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>Spent, Previous Orders</td>
<td>$0.00</td>
<td>$92.30</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cost, This Order</td>
<td>$0.00</td>
<td>$92.30</td>
<td>$0.00</td>
</tr>
<tr>
<td>Remaining Balance</td>
<td>N/A</td>
<td>$1,035.40</td>
<td>$500.00</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 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.

```
<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>14A14</td>
<td>APPLE R/D 163 CT 1/40 LB CS</td>
<td>40 LB</td>
<td>$60.90</td>
<td>2</td>
<td>1</td>
<td>$60.90</td>
<td>Federal</td>
<td>TOO GREEN/OVER-RIPE</td>
</tr>
<tr>
<td>15Z75</td>
<td>BLUEBERRIES, FROZEN, 4/10 LB, 40 LB CS</td>
<td>40 LB</td>
<td>$10.70</td>
<td>2</td>
<td>2</td>
<td>$21.40</td>
<td>Federal</td>
<td>N/A</td>
</tr>
</tbody>
</table>
```
When all items have been confirmed and/or updated, select **PROCESS Pending Receipt**.
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 15Z75 has an invalid reason code for a decrease in quantity. Please change the reason code or reset the quantity.**
A system message confirms that the receipt was successfully updated, The ‘Fund Balance…’ value reflects the updated receipt.
Edit Receipts

Receipt was successfully updated.
To ensure proper credit for decreased quantities less than what you signed for, please inform your DLA FFAVORS account representative and the Vendor within 24 hours of your delivery.

SURPLUS DIST SECTION

Edit Receipt

<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>
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<td>2</td>
<td>2</td>
<td>$21.40</td>
<td>Federal</td>
<td>N/A</td>
</tr>
</tbody>
</table>

This order was receipted on 5/23/2022 10:46:43 AM CT.

Fund Balance for NSLP

<table>
<thead>
<tr>
<th></th>
<th>State $</th>
<th>Federal $</th>
<th>GOVT $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting Balance</td>
<td>N/A</td>
<td>$1,200.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>Spent, Previous Orders</td>
<td>$0.00</td>
<td>$82.30</td>
<td>$0.00</td>
</tr>
<tr>
<td>Last, This Order</td>
<td>$0.00</td>
<td>$51.85</td>
<td>$0.00</td>
</tr>
<tr>
<td>Remaining Balance</td>
<td>N/A</td>
<td>$1,065.85</td>
<td>$500.00</td>
</tr>
</tbody>
</table>

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

Receipt was successfully updated.
To ensure proper credit for decreased quantities less than what you signed for, please inform your DLA FAVORS account representative and the Vendor within 24 hours of your delivery.

SURPLUS DIST SECTION

Edit Receipt

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Case Contents</th>
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<td>$10.70</td>
<td>2</td>
<td>2</td>
<td>$21.40</td>
<td>Federal</td>
<td>N/A</td>
</tr>
</tbody>
</table>

This order was receipted on 5/23/2022 10:46:43 AM CT.

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

<table>
<thead>
<tr>
<th>Place a New Order</th>
<th>After editing the receipt, select an activity from the green menu on the left side of the screen to continue.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Receipts</td>
<td>District users only: To edit receipts or perform other order-related transactions for a different customer, highlight <strong>Select a Different Customer</strong> to return to the customer selection screen.</td>
</tr>
<tr>
<td>View an Order</td>
<td></td>
</tr>
<tr>
<td>Modify Pending Order</td>
<td></td>
</tr>
<tr>
<td>Product News Flashes</td>
<td></td>
</tr>
<tr>
<td>Current Fund Balances</td>
<td></td>
</tr>
<tr>
<td>Email Account Specialist</td>
<td></td>
</tr>
<tr>
<td>Select a Different Customer</td>
<td></td>
</tr>
<tr>
<td>Return to home page</td>
<td>To exit the ordering process, select <strong>Return to home page</strong> in the green menu on the left side of the screen.</td>
</tr>
</tbody>
</table>
Current Fund Balances

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.
Current Fund Balances

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.
From the Customer Homepage, select the **Produce News Flashes** link (if available) 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

The Product News Flash link is unavailable from the Home menu when there is no current news.

If accessed from within the ordering process (green menu), a message will be displayed if there is no active news to display.

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.
Product News Flashes

If the vendor has updated the Product News Flash since the previous session, a note displays next to the link. After viewing, the link will remain without the note.

**Product News Flashes** **Updated since last login**

Example:

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

Flash! from EXAMPLE VENDOR, Effective 2/26/2020
More *local* items added. Strawberries are back! Check out the catalog for details.
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.
Email Account Specialist

<table>
<thead>
<tr>
<th>Place a New Order</th>
<th>After sending the email, select an activity from the green menu on the left side of the screen to continue.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Receipts</td>
<td>District users only: To edit receipts or perform other order-related transactions for a different customer, highlight <strong>Select a Different Customer</strong> to return to the customer selection screen.</td>
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<td></td>
</tr>
<tr>
<td>Return to home page</td>
<td>To exit the ordering process, select <strong>Return to home page</strong> in the green menu on the left side of the screen.</td>
</tr>
</tbody>
</table>
Reports

• All customers may access the following reports:
  – Usage Reports
  – Budget/Balance Spent Report
  – Catalog Report

• District Customers, District Account Representatives, and State Account Representatives also have the following reports:
  – Organization/POC Listing Report
  – User Listing Report

• District Account Representatives and State Account Representatives also have the following report:
  – Delivery Day Report

• All reports will open in a new browser window or tab.
Reports

• All reports will open in a new browser window or tab.
• General guidance for working with reports is available by clicking the Report Help button.
• Controls for working with reports are located at the top left side of the report window.

- The following navigation options are available:
  - Use Go to Previous Page or Go to Next Page buttons.
  - Enter a page number in the Page Navigation field to display a specific part of the report.
  - Click on the dropdown arrow to select links options for Go to First Page or Go to Last Page.
Reports

- To change the size of the displayed area, enter a value or use the dropdown options for the Zoom field.
- To save a copy of a report to your computer, use the Export this report button.

Note: Printing is not available directly from the online report interface even though there is a button for this. Print reports from the computer after they are saved.
Usage Reports

On the homepage, select the Usage link under the ‘Reports’ menu.
Usage Reports

Choose a ‘Report Type’:

- **Detail** – All details for every line item and order.
- **Summary - by Customer** – Dollar value, weight, and quantity by customer
- **Summary - by RDD** – Dollar value, weight, and quantity by delivery date

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

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

To include only local items in the report, select the ‘Local-only’ option.
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>State name</th>
<th>District code</th>
<th>District 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>State of Origin</th>
<th>Bill Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY</td>
<td>200220000005</td>
<td>2020/01/22</td>
<td>2020/01/30</td>
<td>0000</td>
<td>2020/02/11</td>
<td>1719</td>
<td>ALMOND'S WHL 5 LB BT</td>
<td>3.24</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY</td>
<td>200220000005</td>
<td>2020/01/22</td>
<td>2020/01/30</td>
<td>0000</td>
<td>2020/02/11</td>
<td>1719</td>
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<td>2020/01/30</td>
<td>0000</td>
<td>2020/02/11</td>
<td>1719</td>
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<td>2020/01/30</td>
<td>0000</td>
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<td>1719</td>
<td>ALMOND'S WHL 5 LB BT</td>
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<td>2020/01/30</td>
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<td>0000</td>
<td>2020/02/11</td>
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<td>MD</td>
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<td>ALLEGANY COUNTY</td>
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<td>2020/01/22</td>
<td>2020/01/30</td>
<td>0000</td>
<td>2020/02/11</td>
<td>1719</td>
<td>ALMOND'S WHL 5 LB BT</td>
<td>3.24</td>
</tr>
</tbody>
</table>

**EXAMPLE 2: Usage Report (Summary - by Customer)**

<table>
<thead>
<tr>
<th>State name</th>
<th>District code</th>
<th>District name</th>
<th>Fund code</th>
<th>Program</th>
<th>Customer code</th>
<th>Customer name</th>
<th>Total DV</th>
<th>Total Lbs</th>
<th>Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD477</td>
<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>678.54</td>
<td>2,109</td>
<td>225</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD485</td>
<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
<td>169.29</td>
<td>648</td>
<td>64</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD485</td>
<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
<td>31.20</td>
<td>112</td>
<td>12</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD485</td>
<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
<td>31.20</td>
<td>112</td>
<td>12</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD485</td>
<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
<td>31.20</td>
<td>112</td>
<td>12</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD485</td>
<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
<td>31.20</td>
<td>112</td>
<td>12</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD485</td>
<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
<td>31.20</td>
<td>112</td>
<td>12</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
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<td>YMD485</td>
<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
<td>31.20</td>
<td>112</td>
<td>12</td>
</tr>
</tbody>
</table>

**EXAMPLE 2: Usage Report (Summary - by RDD)**

<table>
<thead>
<tr>
<th>State name</th>
<th>District code</th>
<th>District name</th>
<th>Fund code</th>
<th>Program</th>
<th>Customer code</th>
<th>Customer name</th>
<th>Order Date</th>
<th>Delivery Date</th>
<th>Total DV</th>
<th>Total Lbs</th>
<th>Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD477</td>
<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>01/22/2020</td>
<td>01/30/2020</td>
<td>23.92</td>
<td>61</td>
<td>10</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD477</td>
<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>01/22/2020</td>
<td>01/30/2020</td>
<td>23.92</td>
<td>61</td>
<td>10</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD477</td>
<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>01/22/2020</td>
<td>01/30/2020</td>
<td>23.92</td>
<td>61</td>
<td>10</td>
</tr>
<tr>
<td>MD</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FED</td>
<td>NSLP</td>
<td>YMD477</td>
<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>01/22/2020</td>
<td>01/30/2020</td>
<td>23.92</td>
<td>61</td>
<td>10</td>
</tr>
</tbody>
</table>
Budget Balance/Spent Report

On the 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.

```
<table>
<thead>
<tr>
<th>Program</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>School Lunch</td>
<td></td>
</tr>
<tr>
<td>Summer Food</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Code</th>
<th>All Customers</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>* Budget Year</th>
<th>July 2018 - June 2019</th>
</tr>
</thead>
</table>

* Denotes a Required Field

```
# Budget Balance/Spent Report

**Budget Balance/Spent**

Fill out criteria and 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.

<table>
<thead>
<tr>
<th>Program:</th>
<th>School Lunch</th>
<th>Summer Food</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Code:</strong></td>
<td>All Customers</td>
<td></td>
</tr>
</tbody>
</table>

* Budget Year: July 2018 - June 2019

* Denotes a Required Field

[View Report] [Report Help]

---

**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 Report

Budget Balance/Spent

Fill out criteria and 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.

Program:  
- [ ] School Lunch
- [ ] Summer Food

Customer Code:  
All Customers

* Budget Year:  
July 2018 - June 2019

* Denotes a Required Field

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**.
### EXAMPLE: Budget/Balance Spent Report

**State Name** | **District Code** | **District Name** | **Customer Code** | **Customer Name** | **Federal Dollars** | **Federal Spent Funds** | **Federal Balance** | **State Spent Funds**
--- | --- | --- | --- | --- | --- | --- | --- | ---
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1A1 | SFSP - SCHOOL20 | 0.00 | 0.00 | 20,000.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1A2 | SFSP - SCHOOL6 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1A3 | SFSP - SCHOOL7 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1A4 | SFSP - SCHOOL8 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1A5 | SFSP - SCHOOL17 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1A7 | SFSP - SCHOOL8 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1A8 | SFSP - SCHOOL8 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1B1 | SFSP - SCHOOL10 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1B2 | SFSP - SCHOOL11 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1B3 | SFSP - SCHOOL13 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1B4 | SFSP - SCHOOL14 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1B5 | SFSP - SCHOOL5 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1B6 | SFSP - SCHOOL15 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD1B6 | SFSP - SCHOOL10 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD4B6 | S5-CALDWEIL ELEMENTARY SCHOOL | 100.00 | 0.00 | 100.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD5B1 | SFSP - SCHOOL1 | 0.00 | 0.00 | 0.00 | 0.00
MD | OMD001 | ALLEGANY COUNTY PUBLIC SCHOOL | YMD5B2 | SFSP - SCHOOL2 | 0.00 | 0.00 | 0.00 | 0.00
On the homepage, select the **Catalog** link under the ‘Reports’ menu.
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 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>16W36</td>
<td>ALFALFA 1/4 OZ PG</td>
<td>LB</td>
<td>3</td>
<td>DOMESTIC</td>
<td>AL</td>
<td>4.00</td>
</tr>
<tr>
<td>19F39</td>
<td>ALMONDS SLIVERED 5 LB BG</td>
<td>LB</td>
<td>5</td>
<td>DOMESTIC</td>
<td>AL</td>
<td>7.00</td>
</tr>
<tr>
<td>17J19</td>
<td>ALMONDS WHL 5 LB BG</td>
<td>LB</td>
<td>5</td>
<td>LOCAL</td>
<td>DC</td>
<td>5.52</td>
</tr>
<tr>
<td>14P01</td>
<td>LOWEST TYPE USF/XF 100-113 1/40 PB CS</td>
<td>LB</td>
<td>40</td>
<td>DOMESTIC</td>
<td>AL</td>
<td>5.50</td>
</tr>
<tr>
<td>14J27</td>
<td>APPLES FRESH FUJI 12/3 LB BG 36 LB CS</td>
<td>LB</td>
<td>36</td>
<td>LOCAL</td>
<td>VA</td>
<td>5.25</td>
</tr>
<tr>
<td>18A52</td>
<td>BEANS GREEN CHL 3 LB CS</td>
<td>LB</td>
<td>3</td>
<td>LOCAL</td>
<td>MT</td>
<td>2.01</td>
</tr>
<tr>
<td>18A27</td>
<td>BEANS GREEN CHL SNAP 15 LB CS</td>
<td>LB</td>
<td>15</td>
<td>DOMESTIC</td>
<td>ID</td>
<td>1.99</td>
</tr>
<tr>
<td>18A53</td>
<td>BLACKBERRIES FRESH 12 HALF PINT 5 LB CS</td>
<td>LB</td>
<td>6</td>
<td>DOMESTIC</td>
<td>IL</td>
<td>12.20</td>
</tr>
<tr>
<td>14B44</td>
<td>BLUBERRIES 1/2 PT PG 1/10 LB CS</td>
<td>CO</td>
<td>1</td>
<td>NON-DOMESTIC</td>
<td>CO</td>
<td>2.12</td>
</tr>
<tr>
<td>15M99</td>
<td>BLUBERRIES 1/2 LB CO</td>
<td>LB</td>
<td>4</td>
<td>LOCAL</td>
<td>DC</td>
<td>1.33</td>
</tr>
<tr>
<td>16F62</td>
<td>BOK CHOY 1/5 LB CO</td>
<td>LB</td>
<td>5</td>
<td>NON-DOMESTIC</td>
<td>DE</td>
<td>1.99</td>
</tr>
<tr>
<td>18A57</td>
<td>BOK CHOY FRESH 1 LB CS</td>
<td>LB</td>
<td>1</td>
<td>DOMESTIC</td>
<td>CO, MA</td>
<td>2.52</td>
</tr>
</tbody>
</table>

---

**EXAMPLE:** Catalog Report
On the homepage, select the Organization/POC* link under the ‘Reports’ menu.

*Available to District, District Account Representative, and State Account Representative users only
Select **View Report** to open the report interface.

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

*District and District Account Representative users will automatically see a list of active schools that belong to their district.*

*State Account Representative users have the option to view a list of all districts or a list of all active schools in the state.*
## SAMPLE DATA

<table>
<thead>
<tr>
<th>Program</th>
<th>Address 1</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>POC</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSLP</td>
<td>211 VERNET STREET</td>
<td>CUMBERLAND</td>
<td>MD</td>
<td>21552</td>
<td>SUGAR SELVAB</td>
<td><a href="mailto:thr0022@gmail.com">thr0022@gmail.com</a></td>
<td>703-477-4768</td>
</tr>
</tbody>
</table>

### EXAMPLE: Organization/POC Listing Report

<table>
<thead>
<tr>
<th>School Code</th>
<th>School Name</th>
<th>Program</th>
<th>Address 1</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>YNH001</td>
<td>SURPLUS DIST SECTION</td>
<td>NSLP</td>
<td>12 HILLS AVE</td>
<td>CONCORD</td>
<td>NH</td>
<td>03301</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Org Create Date:** 07/01/2008
User Listing Report

On the homepage, select the **User*** link under the ‘Reports’ menu.

*Available to District, District Account Representative, and State Account Representative users only*
Select **View Report** to open the report interface.

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

**District users** will automatically see a list of all active users from their district and its active schools.

**State users** have the option to view a list of all active users (state, all districts, all active schools) or to select a specific district (only users from the selected district and its active schools).
User Listing Report

<table>
<thead>
<tr>
<th>County Name</th>
<th>Customer Code</th>
<th>Customer</th>
<th>Last Name</th>
<th>First Name</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALLEGANY COUNTY</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>DAVIS</td>
<td>MELISSA</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>DISTRICT</td>
<td>USERII</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>FORCUSTOMER</td>
<td>DISTRICTII</td>
<td></td>
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<tr>
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<td>SEAN</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
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<td>TEST2 COPY</td>
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<td>MEHEDI</td>
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<td>SRIRAJU</td>
<td>JYO</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
<td>YMD477</td>
<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>KEVIN</td>
<td>SARA</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
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<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>NIVIN</td>
<td>NOVA</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
<td>YMD477</td>
<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
<td>PAMIRI</td>
<td>SCHOOL-II</td>
<td></td>
</tr>
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<td>JOHN HUMBIRD ELEMENTARY SNACK</td>
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<td>USERII</td>
<td></td>
</tr>
<tr>
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<td>YMD987</td>
<td>SS - YELLOW FIELD STATION SCHOOL</td>
<td>SELVAN</td>
<td>SUGAN</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
<td>YMD515</td>
<td>SS-UAT1.18 - HIGH SCHOOL</td>
<td>PIE</td>
<td>APPLE</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
<td>YMD515</td>
<td>SS-UAT1.18 - MIDDLE SCHOOL</td>
<td>CRUNCH</td>
<td>APPLE</td>
<td></td>
</tr>
<tr>
<td>ALLEGANY COUNTY</td>
<td>YMD515</td>
<td>SS-UAT1.18 - ELEMENTARY SCHOOL</td>
<td>BEE</td>
<td>APPLE</td>
<td></td>
</tr>
</tbody>
</table>

EXAMPLE: User Listing Report
Delivery Day Report

On the homepage, select the **Delivery Day** link under the ‘Reports’ menu.

*Available to District Account Representative and State Account Representative users only.*
Delivery Day Report

State Account Representatives only:

Choose a ‘District Code’:
- **All Districts** – Include all districts in report.
- `<District Code>` – Show report for a specific district.

*Note: All Districts is selected by default.*
Choose a ‘Customers’ category:

- **All Customers**
- **Customers with Delivery Day Assigned**
- **Customers with NO Delivery Day Assigned**

*Note: All Customers is selected by default.*
Delivery Day Report

Select criteria and click 'View Report' button to run the Delivery Day Report. The 'Report Help' button will display a help document to further explain how to run, export and print your report.

District Code: All Districts

Customers:
- All Customers
- Customers with Delivery Day Assigned
- Customers with NO Delivery Day Assigned

View Report  Report Help

Select **View Report** to open the report interface.

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

**SAMPLE DATA**

<table>
<thead>
<tr>
<th>Contract</th>
<th>Delivery Day(s)</th>
<th>District code</th>
<th>District name</th>
<th>Customer code</th>
<th>Customer name</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPM300-14-DS605</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>0668AU</td>
<td>NON-FS CUSTOMER</td>
</tr>
<tr>
<td>SPM300-14-DS605</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD1A1</td>
<td>SFSP - SCHOOL20</td>
</tr>
<tr>
<td>SPM300-14-DS605</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD1A2</td>
<td>SFSP - SCHOOL6</td>
</tr>
<tr>
<td>SPM300-14-DS605</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD1A7</td>
<td>SFSP - SCHOOL8</td>
</tr>
<tr>
<td>SPM300-14-DS605 Mon Thu</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD1A8</td>
<td>SFSP - SCHOOL8</td>
</tr>
<tr>
<td>SPM300-14-DS605</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD1B1</td>
<td>SFSP - SCHOOL10</td>
</tr>
<tr>
<td>SPM300-14-DS605 Mon Thu</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD1B4</td>
<td>SFSP - SCHOOL14</td>
</tr>
<tr>
<td>SPM300-14-DS605 Mon Tue Wed Thu</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD477</td>
<td>JOHN HUMBERD ELEMENTARY SNACK</td>
</tr>
<tr>
<td>SPM300-14-DS605</td>
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<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
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<td>SS-CALDWELL ELEMENTARY SCHOOL</td>
</tr>
<tr>
<td>SPM300-14-DS605</td>
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<td>SFSP - SCHOOL1</td>
</tr>
<tr>
<td>SPM300-14-DS605 Mon Thu</td>
<td></td>
<td>OMD001</td>
<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD577</td>
<td>STONE RIDGE MIDDLE SCHOOL</td>
</tr>
<tr>
<td>SPM300-14-DS605</td>
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<td>ALLEGANY COUNTY PUBLIC SCHOOL</td>
<td>YMD611</td>
<td>SUGAN CURIE SCHOOL</td>
</tr>
</tbody>
</table>

---

**EXAMPLE: Delivery Day Report**
Budget

• Account Representatives can enter, update, or upload entitlement budget for their customer organizations.
• Depending on the programs available to these organization, this may include National School Lunch Program (NSLP) and/or Summer Food Service Program (SFSP).
• State Account Representatives may update entitlement for their districts and for schools.
• District Account Representatives may update entitlement for their schools.
District Account Representatives and State Account Representatives only:

Select the **School Budget** link under the ‘Budget’ menu.
School Budget

Select a date range in the ‘NSLP Budget Effective Dates’ dropdown list. Then, select **Accept**.
State Account Representatives only:
A summary of available entitlement for the state is displayed at the top of the screen.

**Note**: If GOVT $ are available, they are applied at the state and are first come, first serve.
State Account Representatives only:
To add new entitlement to a district, click the corresponding **Create** button on the left side of the table.
State Account Representatives only:

To update the new entitlement value or an existing entitlement value, enter a new value in the ‘FED ENTITLEMENT’ column and select the corresponding **Update** button for that row.
State Account Representatives only:
A system message confirms that the entitlement was successfully updated.
State Account Representative - NSLP District Entitlements

State: NEW HAMPSHIRE  State Cust Cd: SNH001
Effective Dates: 7/1/2021 - 6/30/2022
Fed Entitlement for State: $100,000  Controlled by State: No

<table>
<thead>
<tr>
<th>DISTRICT NM</th>
<th>FED ENTITLEMENT</th>
<th>FED BALANCE</th>
<th>CONTROLLED BY DISTRICT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SURPLUS DIST SECTION, NH</td>
<td>$1,200</td>
<td>$1,065.85</td>
<td>✓</td>
</tr>
<tr>
<td>CONTOOCOOK VALLEY SD</td>
<td>$0</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Ashland SD</td>
<td>$1,600</td>
<td>$1,600.00</td>
<td></td>
</tr>
</tbody>
</table>

Create
- ONH04 Inter- Lakes SD
- ONH05 Berlin SD
- ONH06 Newfound area SD
- ONH07 Oyster River SD
- ONH08 Claremont SD
- ONH09 Unity SD
- ONH10 Colebrook SD
- ONH11 Pittsburg SD
- ONH12 Stewartstown SD
- ONH13 Concord SD
- ONH14 Bartlett SD
- ONH15 Conway SD
- ONH16 Keene SD

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State Account Representatives only:
To view a list of schools for a district, select the link in the ‘DISTRICT NM’ column.
A summary of available entitlement for the district is displayed at the top of the screen.
To update school entitlement, enter a value in the ‘FED ENTITLEMENT’ column. Then select the **Save** button. A confirmation message appears at the top of the screen to indicate that the save was successful.

<table>
<thead>
<tr>
<th>CUST CD</th>
<th>SCHOOL NM</th>
<th>FED ENTITLEMENT</th>
<th>FED BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>YNH005</td>
<td>Ashland Elementary</td>
<td>$</td>
<td>$500</td>
</tr>
</tbody>
</table>

**State Account Representative - NSLP Entitlements**

State: NEW HAMPSHIRE  District: ASHLAND SD  District Cust Cd: ONH003  
Effective Dates: 7/1/2021 - 6/30/2022  
Fed Entitlement for District: $1,600  Controlled by State: No  Controlled by District: No  
**TOTAL (ALL SCHOOLS)**  Fed Entitlement: $500  Fed Balance: $500
Summer Food Budget

District Account Representatives and State Account Representatives only:

Select the **Summer Food Budget** link under the ‘Budget’ menu.
Select a date range in the ‘SFSP Budget Effective Dates’ dropdown list. Then, select **Accept**.
State Account Representatives only:
A summary of available dollars for the state is displayed at the top of the screen.
State Account Representatives only:
To add new dollars to a district, click the corresponding **Create** button on the left side of the table.
Summer Food Budget

State Account Representative - SFSP District Dollars

State: VIRGINIA  State Cust Cd: SVA001
Effective Dates: 10/1/2021 - 9/30/2022
Fed Dollars for State $ 10,000  Controlled by State: No

<table>
<thead>
<tr>
<th>TOTAL (ALL DISTRICTS)</th>
<th>Fed Dollars</th>
<th>Fed Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 3,500</td>
<td>$ 3,500.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CUST CD</th>
<th>DISTRICT NM</th>
<th>FED DOLLARS</th>
<th>FED BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update</td>
<td>OVA044  Bedford, VA - School Dist</td>
<td>$ 3,500</td>
<td>$ 3,500.00</td>
</tr>
<tr>
<td>Create</td>
<td>OVA650  SFSP Sponsor, VA</td>
<td>$ 0</td>
<td>$ 0.00</td>
</tr>
</tbody>
</table>

State Account Representatives only:
To update the new dollar value or an existing dollar value, enter a new value in the ‘FED DOLLARS’ column and select the corresponding **Update** button for that row.
State Account Representatives only:
A system message confirms that the dollar value was successfully updated.
State Account Representatives only:
To view a list of sites for a district, select the link in the ‘DISTRICT NM’ column.
A summary of available dollars for the district is displayed at the top of the screen.
To update school entitlement, enter a value in the ‘FED DOLLARS’ column. Then select the **Save** button. A confirmation message appears at the top of the screen to indicate that the update was successful.
Import NSLP Budget

District Account Representatives and State Account Representatives only:

Select the **Import NSLP Budget** link under the ‘Budget’ menu.

![Budget Menu]

- School Budget
- Summer Food Budget
- **Import NSLP Budget**

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Import NSLP Budget

For a school upload, the file must include the school organization codes and the entitlement amount.

For a district upload, the file must include the district organization codes, whether or not each district controls entitlement, and the entitlement amount.

*Note: Refer to the Sample files for additional guidance and templates for creating upload files.*
Import NSLP Budget

State Account Representatives:
Select the type of import:

- **District** – entitlement for district(s) in the state
- **School** – entitlement for school(s) in a selected district

**Note:**
If School is selected, select an organization from the ‘District’ dropdown list.
Import NSLP Budget

Program Year:
- SY22: 01 July 2021 - 30 June 2022
- SY23: 01 July 2022 - 30 June 2023

Select a school year in the ‘Program Year’ dropdown list.
Import NSLP Budget

Select the **Browse**… button to locate the file to be uploaded.

The import file must be free of errors to proceed. If validation errors are found, make corrections and save the file, browse to the new file, and re-validate.

Then, select **Validate Import File**.
Import NSLP Budget

If the file contains organizations that do not exist in FFAVORS, an error message displays: “Validation Errors Exist. Review errors, correct upload file, and import again.”

If the entitlement values exceed the district budget, an error message displays: “Sum of School Budgets exceeds Entitlement for District.”
Import NSLP Budget

If the validation is successful, a message is displayed: “Validation Passed. Select ‘Import into FFAVORS’ button to upload budgets into FFAVORS.”

Select Import into FFAVORS.
Import NSLP Budget

If the validation is successful, a message is displayed: “Validation Passed. Select ‘Import into FFAVORS’ button to upload budgets into FFAVORS.”

Select Import into FFAVORS.
A confirmation message appears at the top of the screen to indicate that the upload was successful.
Customers

State Account Representatives only:

On the homepage, select the **Existing Customers / Request New** link under the ‘Customers’ menu.
Customers

• State Account Representatives may view all existing county/districts and schools assigned to their state.
• After adding a pending customer, USDA and DLA will review and approve.
• Before requesting a new county/district or school, use the search tools to confirm that it does not already exist.
• Contact your DLA representative to request reactivation of an inactive customer.
• Requests for new county/district and associated schools should be entered on the same day. They will be processed together in the nightly batch.
• Food Service Organizations (FSOs) can be added to pending customers.
• Pending county/districts will not move to the next step unless it is associated with pending school(s).
Existing Customers

Use the radio buttons at the top of the grid to filter by status:
Show All
Show Active Only
Show Inactive Only
Show Pending Only

<table>
<thead>
<tr>
<th>Cust Code</th>
<th>Cust Type</th>
<th>Customer</th>
<th>State</th>
<th>Delivery Day</th>
<th>County/Dist Code</th>
<th>Budget Program</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONH001</td>
<td>County/District</td>
<td>SURPLUS DIST SECTION, NH</td>
<td>NH</td>
<td></td>
<td>ONH001</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>YNH001</td>
<td>School</td>
<td>SURPLUS DIST SECTION</td>
<td>NH</td>
<td>Wed</td>
<td>ONH001</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>ONH002</td>
<td>County/District</td>
<td>Contoocook Valley SD</td>
<td>NH</td>
<td></td>
<td>ONH002</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>YNH010</td>
<td>School</td>
<td>Newfound Memorial Ms</td>
<td>NH</td>
<td></td>
<td>ONH006</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>YNH011</td>
<td>School</td>
<td>New Hampton Community School</td>
<td>NH</td>
<td></td>
<td>ONH006</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>YNH012</td>
<td>School</td>
<td>Bridgewater-Hebron Village School</td>
<td>NH</td>
<td></td>
<td>ONH006</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>YNH013</td>
<td>School</td>
<td>Newfound Regional HS</td>
<td>NH</td>
<td></td>
<td>ONH006</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>ONH007</td>
<td>County/District</td>
<td>Oyster River SD</td>
<td>NH</td>
<td></td>
<td>ONH007</td>
<td>NSLP</td>
<td>Active</td>
</tr>
</tbody>
</table>
Select the 'Show addresses in results' checkbox to include the address in the ‘Customer’ column.

<table>
<thead>
<tr>
<th>CUST CODE</th>
<th>CUST TYPE</th>
<th>CUSTOMER</th>
<th>STATE</th>
<th>DELIVERY DAY</th>
<th>COUNTY/DIST CODE</th>
<th>BUDGET PROGRAM</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONH001</td>
<td>County/District</td>
<td>SURPLUS DIST SECTION, NH 12 HILLS AVE CONCORD, NH 03301</td>
<td>NH</td>
<td></td>
<td>ONH001</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>YNH001</td>
<td>School</td>
<td>SURPLUS DIST SECTION 12 HILLS AVE. CONCORD, NH 03301</td>
<td>NH</td>
<td>Wed</td>
<td>ONH001</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>ONH002</td>
<td>County/District</td>
<td>Contoocook Valley SD 180 Hancock Rd</td>
<td>NH</td>
<td></td>
<td>ONH002</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>YNH013</td>
<td>School</td>
<td>Newfound Regional HS 150 Newfound Rd Bristol, NH 03222</td>
<td>NH</td>
<td></td>
<td>ONH006</td>
<td>NSLP</td>
<td>Active</td>
</tr>
<tr>
<td>ONH007</td>
<td>County/District</td>
<td>Oyster River SD 55 Coe Dr Durham, NH 03824</td>
<td>NH</td>
<td></td>
<td>ONH007</td>
<td>NSLP</td>
<td>Active</td>
</tr>
</tbody>
</table>
Search options are available for customer code, type, name, or zip code. Partial matches are supported. Select the applicable radio button, enter text, and click **Search**.

The **Refresh** button clears search text and refreshes the grid.
Add New Pending Customer

After confirming that a customer does not already exist in FFAVORS, select the click **Add Pending Customer** link in the menu on the left.

*Note: New customers will be reviewed by USDA and DLA before they are available for ordering in FFAVORS.*
Add New Pending Customer

Enter information for the new customer organization.

**Note:** If adding a school district and new school(s), add the school district first so it will be available for selection for the school(s).
Add New Pending Customer

Enter the ‘Location’ information for the new customer organization. All fields are required.

*Note: The ‘State’ is automatically selected and cannot be edited.*

For ‘Customer Type’, select **County/District** or **School**.

If **School** is selected, also select the applicable ‘County/District’ from the dropdown list.
Add New Pending Customer

Enter a ‘Customer Name’ in the ‘Customer’ information section. This field is required.

Enter the physical location for the new organization in the ‘Address’ section. Required fields includes ‘Street’, ‘City’, and ‘Zip Code’. An optional second line is available for ‘Street’.

**Note:** The ‘State’ is automatically selected and cannot be edited.
Add New Pending Customer

Check this box if orders will be delivered to a different location.

Address must be a physical location of the school/district. Do not enter PO Box in any address field.

* Address: ______________________  Building number + Street

* City: ______________________

* State: NH

* Zip Code: __________

☐ Check here if orders will be delivered to a different location
Add New Pending Customer

Select the FSO from the ‘Existing FSOS’ dropdown box if it already exists, or type in a new FSO name and delivery address (Delivery Point of Contact is optional).
Add New Pending Customer

Select a ‘Program’ in the ‘Budget/Funding’ section. This field is required.

Options include:
• School Lunch (NSLP)
• Summer Food (SFSP)
• Both School Lunch and Summer Food
Add New Pending Customer

If applicable, enter information for a ‘Point of Contact’ for the customer organization. Fields include ‘Contact Name’, ‘E-mail Address’, ‘Phone Number’, and ‘Fax Number’. All fields are optional.
Add New Pending Customer

To add a new user who will place orders for the new customer organization, enter their contact information in the ‘User’ section. Fields include ‘First Name’, ‘Last Name’, ‘E-mail Address’, and ‘Phone Number’.

**Note:** New users will receive instructions to create their eAuth login.

**User** (optional) Information entered here will create a user profile for this person to log in and place orders for the organization. If new county/district and school(s) are being requested and you want this user to have access to all school(s) within a county/district, only enter this section for the county/district. If a new school is being requested for an existing county/district, only enter this section if the user does not already have access to the county/district.

- **First Name:** WILL
- **Last Name:** BAKER
- **E-mail Address:** will.baker@clark.elem.edu
- **Phone Number:** 123-123-1234

**Note:** Enter a user for a new county/district organization if they will order for all school(s) in the district. Enter this information for a new school if the user does not already have a profile for the county/district.
Add New Pending Customer

If adding a new school district and new school(s), add the school district first. Then return to this page to add school(s). The previously added school district will appear in the County/District dropdown to choose from. If adding a new school to an existing County/District, select Customer Type = 'School' and choose an existing County/District in the dropdown.

* = Required Field

Location

* State: New Hampshire
* Customer Type: School
* County/District: ONH073, AMHERST SD, NH

Customer

* Customer Name: CLARK ELEMENTARY SCHOOL

Address must be a physical location. Do not enter PO Box in any address field.

* Street: 14 FOUNDRY ST

User (optional) Information entered here will create a user profile for the person or persons who are being requested and you want this user to have access to all school(s) being requested for an existing county/district, only enter this section if this is the case.

First Name: WILL
Last Name: BAKER
E-mail Address: will.baker@clark.elem.edu
Phone Number: 123-123-1234

To undo any changes entered prior to saving, click **Reset**.

If no changes are needed or to exit without saving changes, click **Cancel** to return to the State Account Representative Homepage.

To save changes and create the new organization, click **Save**.
Add New Pending Customer

A message confirms that the new pending customer has been added.

The new organization is added to the grid with a ‘STATUS’ of ‘1 – Awaiting Batch Validation’. Click the link in the ‘CUST CODE’ column to view, edit, or delete pending requests. Changes must be made before the first nightly batch cycle.

*Note: Status of pending requests is noted in the ‘STATUS’ column and on the detail page in the ‘Status Details’ section.*
My Profile

In the Customer Homepage, select the **My Profile** link under the ‘My Profile’ menu.
My Profile

You can review and update phone and fax numbers. For other updates or corrections, contact the DLA Account Specialist or the FFAVORS Help Desk.

Note: Phone Number is a required field. An error message will be displayed if this is left blank. System notifications and/or responses to the FFAVORS Help Desk inquiries will be directed to the email address on file.
You may opt in to receive email when you and/or when other users (DLA, others from your organization or a related organization) create a new order or modify a pending order.

*Note:* School or Tribe users will be notified about orders to be delivered to their own organization. District users will be notified about orders for any schools in their district.
To undo any changes entered in My Profile prior to saving, click **Reset**.

If no changes are needed or to exit without saving changes, click **Cancel** to return to the Customer Homepage.

To save changes entered in My Profile, click **Save**.
After successfully saving, to return to the Customer Homepage without making further changes, click Cancel or the Home link.
Contact FFAVORS Help Desk

To send a message to the FFAVORS support team from any screen, select the Contact FFAVORS Help Desk link at the bottom of the page.

Note:
For order-related questions, use the Email Account Specialist link.

For login issues or if unable to access links, contact SM.FN.FFAVORS@USDA.GOV.
Contact FFAVORS Help Desk

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 log out.

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