Food Distribution Frequently Asked Questions

# Where do I place bulk food processing requests if my bid is not complete?

Enter your requests in WBSCM and select 5000785 Morgan Produce for the delivery location. When you know the awarded processor, send the information to the Processing Specialist that oversees that specific processor. If you are unsure, please send the email to **Gladys Glover**, and she will forward the information if necessary. In turn, if the catalog is open, Processing Specialists will move your requests to the processor and/or contact you if they are unable to complete the request.

# I have entered all my requests into WBSCM, how do I check my status?

Once requests are entered, run your Requisition Status Report in WBSCM. This report provides the status of all placed requests and provides updates on the status of orders as they are received.

# How do I find the serving size of USDA Foods?

NSLP USDA Foods Product Information Sheets:
[**https://www.fns.usda.gov/usda-fis/usda-foods-product-information-sheets**](https://www.fns.usda.gov/usda-fis/usda-foods-product-information-sheets)

# What do I do with food I cannot use?

Contact your assigned Food Distribution Specialist for your warehouse region
so that the food can be reassigned to another recipient agency (RA).

# I have a food loss, but I am a single inventory system. What do I do?

As a single inventory state, you only need to report USDA food losses over $2,500 to your Food Distribution Specialist.

# Why were my USDA Foods canceled?

USDA Foods are sometimes canceled when the FDU Specialists are unable
to build a truck or USDA is unable to procure a bid due to various reasons.

# How long should items remain in the warehouse after delivery?

USDA Foods should be pulled from the warehouse within 60 days. If they are not removed within that timeframe, they will be subject to reallocation.

# Who do I contact to get setup in WBSCM/FFAVORS?

Please contact your assigned Food Distribution Specialist about setting up your WBSCM account and contact **Annmarie Evans** to get set up in FFAVORS.

# How do I transfer my PAL balance to USDA DoD?

Complete the USDA DoD participation request form and send to
**Annmarie Evans**.

# When can I transfer my PAL balance to USDA DoD?

At any time during the school year that you have a balance due to cancellations
or other reasons, and you see that you cannot use that balance anywhere else,
you can request a transfer at any time by completing the request form.

# How do I account for my USDA DoD for inventory purposes?

All USDA DoD needs to be counted as a USDA receivable.

# When faced with a disaster targeting your system, who should local staff contact about any agreement for shelter operations?

Contact your local school superintendent to identify what is in the agreement with
the American Red Cross (ARC).

# If I use USDA Foods in a shelter operation, will they be reimbursed?

It depends on the circumstances:

**First Situation**: If the American Red Cross is operating the shelter, and your agreement reads that you will be reimbursed for all food cost, non‐food cost
and labor, then the answer is yes. You will include purchased food as well
as the value of USDA Foods into the cost of food.

**Second Situation:** A local school principal asks that a shelter be opened,
and a Presidential Declaration of Emergency has not been declared, then,
no reimbursement will be obtained. As the local guardian of your USDA Foods, you have the authorization from the state agency to use the foods in this situation, just note that no reimbursement will be received.