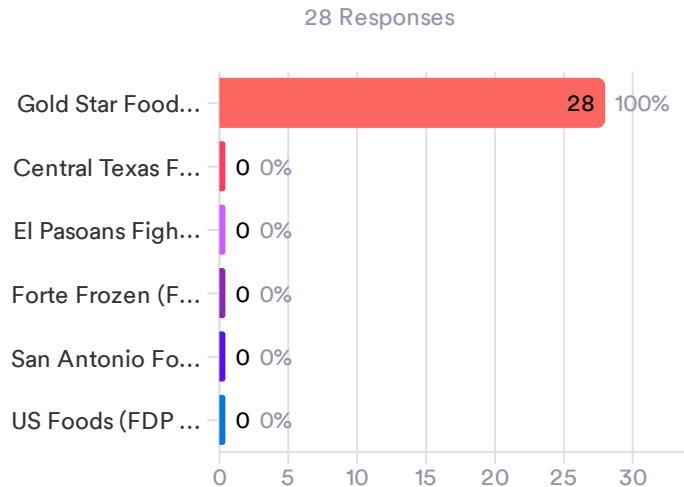


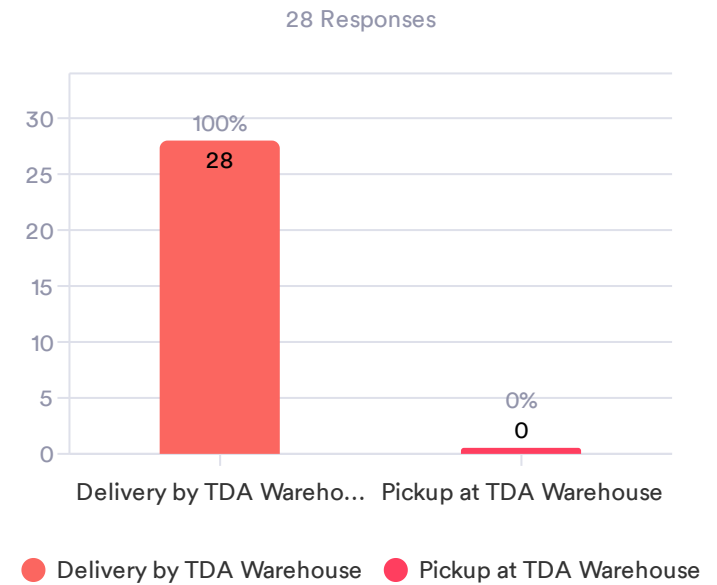
Gold Star Foods

Warehouse Customer Service Survey Results

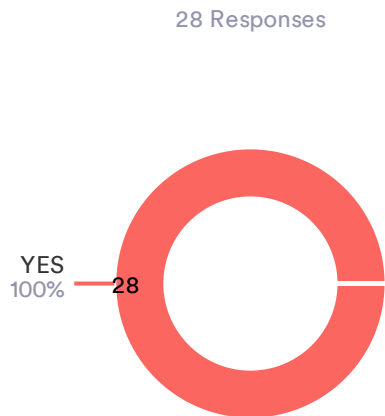
Which TDA contracted warehouse stored and delivered your USDA Foods (brown box, fee for service and Farm to School, as applicable) in school year 2022-2023?



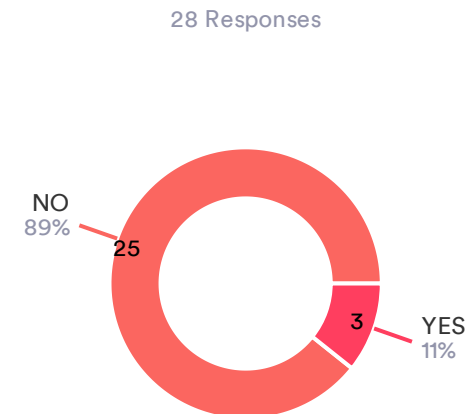
How do you receive your USDA Foods?



Does the TDA contracted warehouse provide a Bill of Lading for signature at the time of delivery/pick-up to validate your order's accuracy for every order?

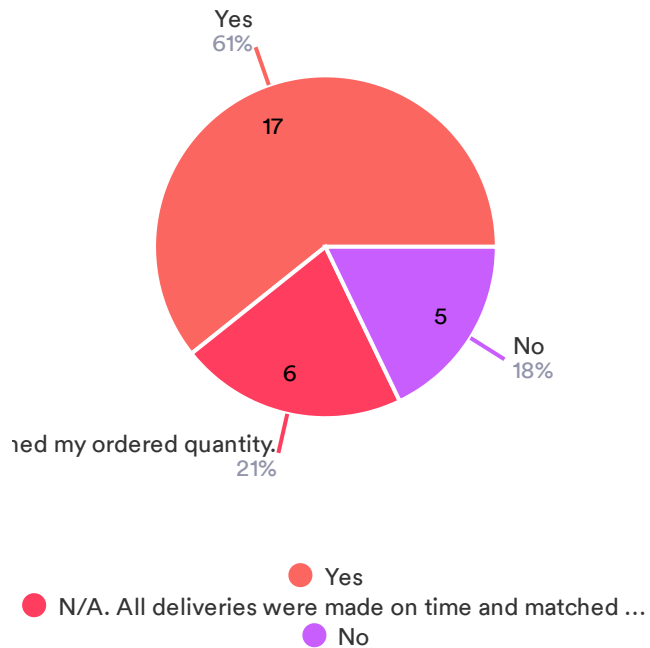


Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?



Does the TDA contracted warehouse notify you of late deliveries and/or any changes in deliveries in a timely manner?

28 Responses



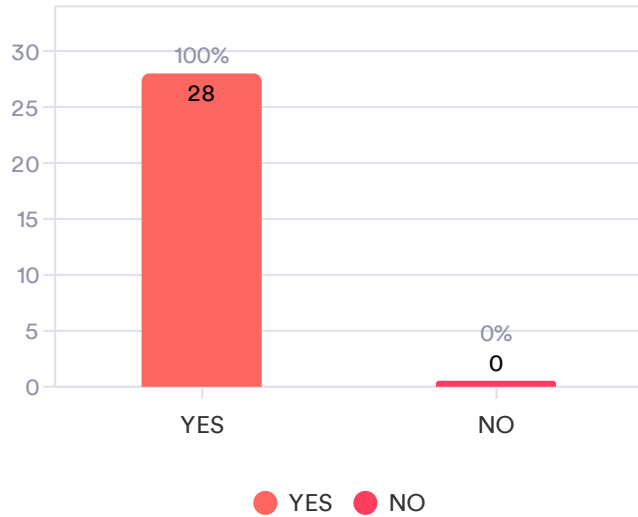
If no to the previous question, please provide further information.

6 Responses

Data	Responses
Several times our delivery has not come when it was suppose to. I was notified 1 time that the truck would not be here. We have also been short on items being delivered. I never seen the money added back for the shorted items.	1
In October I was expecting 10 cases of roasted chicken and 10 cases of American sliced cheese. I had ordered these items September 28th. Had posted my menu that had the chicken on it and menu items that required the cheese. I had to purchase those items from Labatt. Then without notice in November the 10 cases of chicken showed up and I did not have room for it. Had to send it back for health department reasons. Then in December I did not receive all that I had ordered either .I was expecting 5 cases of diced chicken and 2 cases of chicken fajita's.	1
At beginning of the year we would not know about delays until it showed up a day or so later. Towards the end of the year they starting communicating day of that there would be a delay	1
Had a specific day of the week that deliver would be made. But at times had different days delivery or no delivery at all. We had to call to check upon delivery and that's when they would let us know that we would not be receiving a delivery until the following week or days?	1

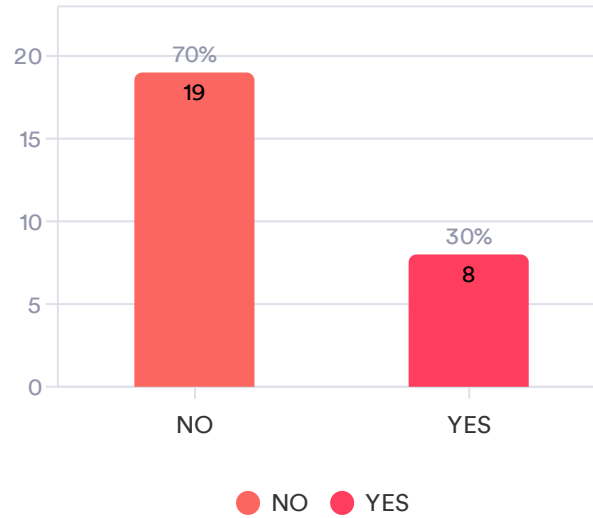
Does the TDA contracted warehouse provide a Bill of Lading for signature at the time of delivery/pick-up to validate your order's accuracy for every order?

28 Responses



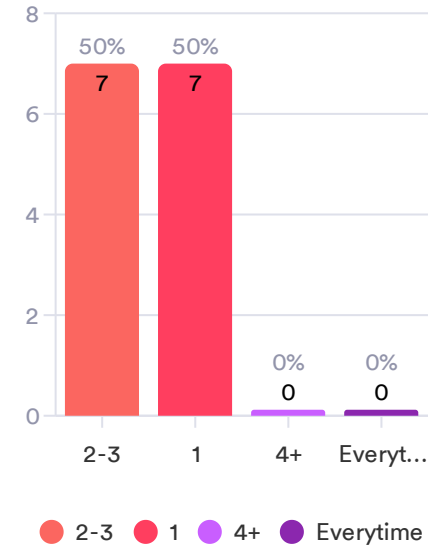
Has a TDA contracted warehouse staffer ever rushed or denied you the time to review the order/inspect the shipment before signing the Bill of Lading?

27 Responses



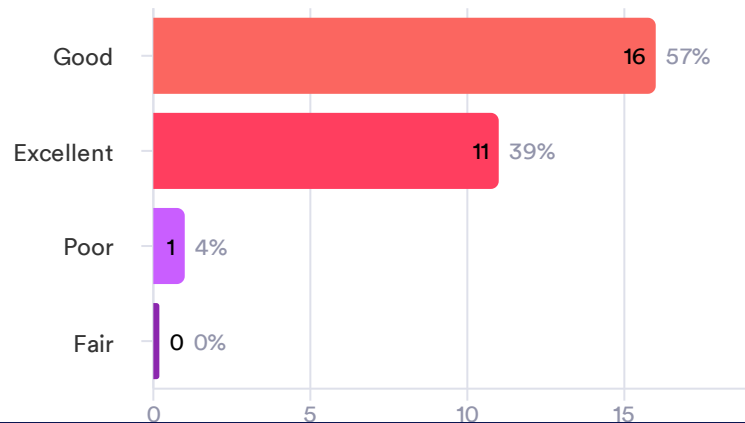
If yes to the previous question, please provide the frequency in occurrence.

14 Responses



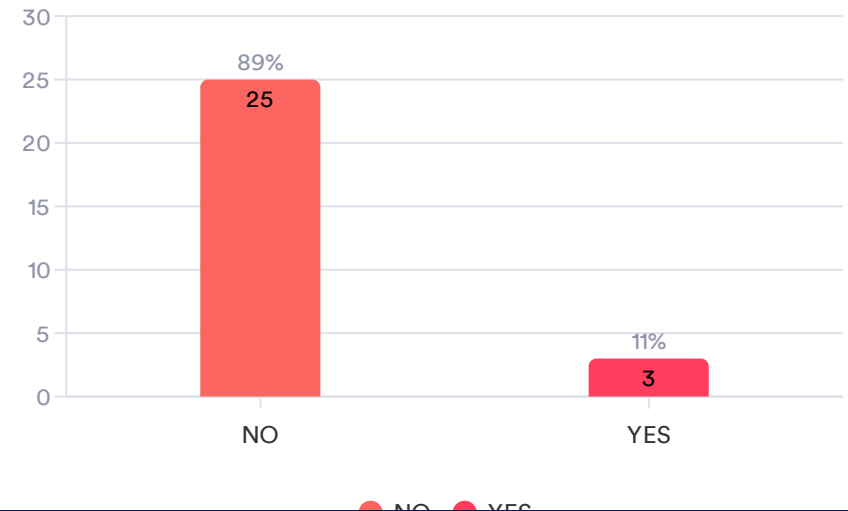
Please rate the typical condition of your USDA Foods upon exchange from the TDA contracted warehouse.

28 Responses



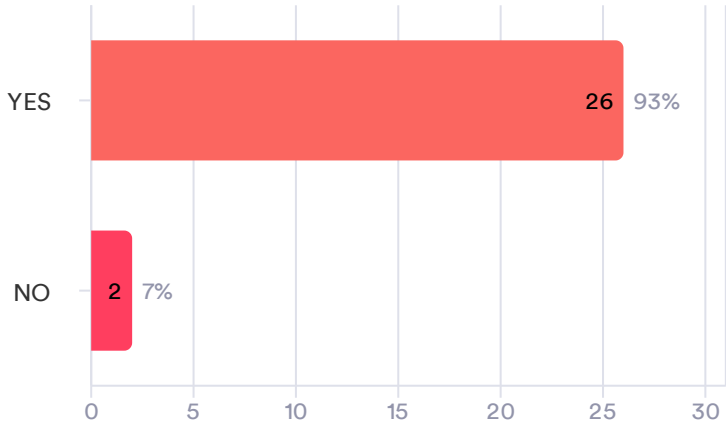
Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?

28 Responses



Does your TDA contracted warehouse provide accurate invoices for services rendered, such as delivery and storage fees?

28 Responses



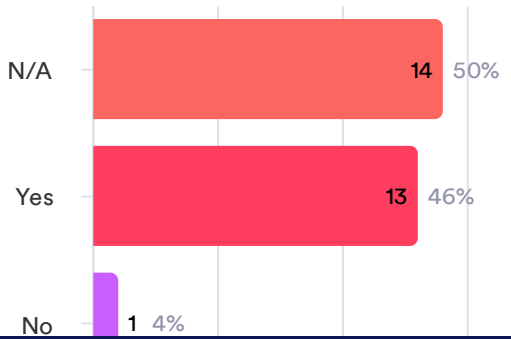
If no to the previous question, please provide additional information.

4 Responses

Data	Responses
We've had a few issues with food	1
I received an email stating I owed storage fees for items. I never have items in the warehouse for more that 30 days. I received a email stating I had several items in the warehouse, but when I went into TXUNPS nothing was showing up. I emailed the specialist and she did add the items to the order. My main problem is that I was suppose to have to those items on the previous order, but they were shorted. So I had to pay a higher rate since it was only 11 cases. I feel like we should be reimbursed for the fee since it was their fault they shorted us. Not very happy with Gold Star	1
We have a pending invoice for 6 cases of an item that I did not receive but are aettina invoiced for. We have emailed several	1

In the event of a USDA Foods loss, CEs typically have the option to be compensated by either monetary refund, delivery credit or in-kind product replacement. When notified of a USDA Foods loss in your private storage account, did your TDA contracted warehouse offer all options?

28 Responses



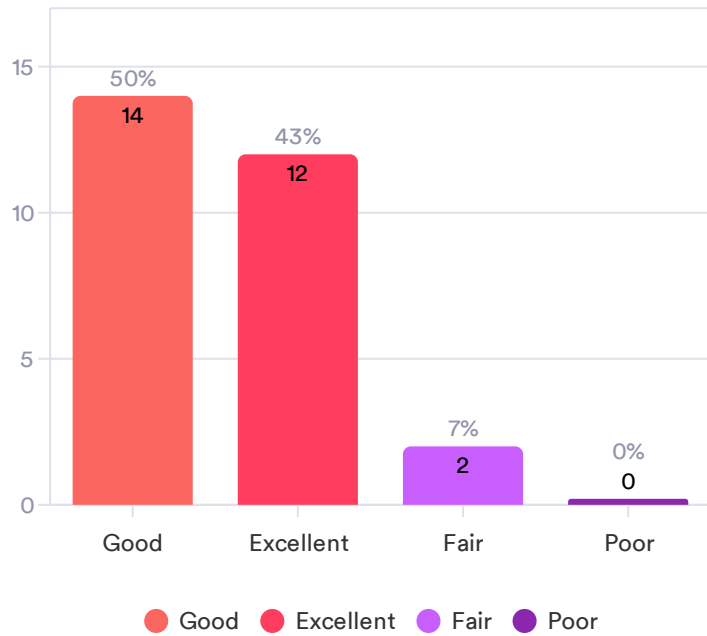
If no to the previous question, which option(s) were not offered?

2 Responses

Data	Responses
delivery credit or product replacement	1
n/a	1

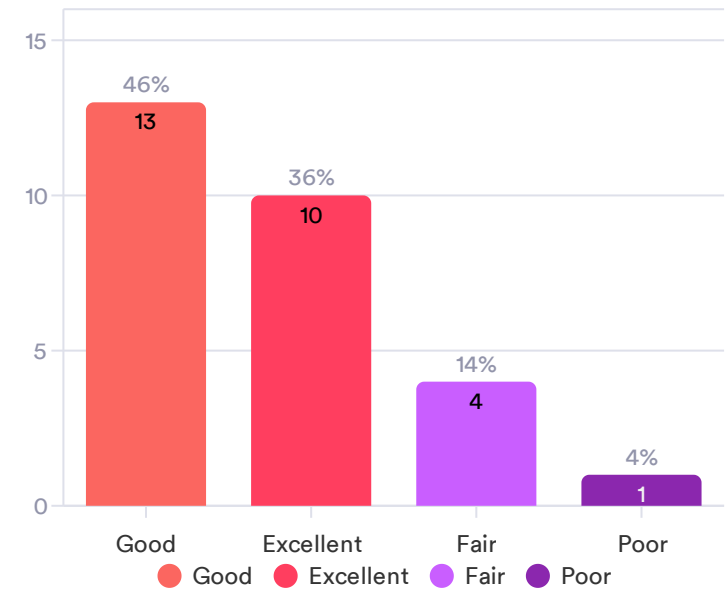
Please rate your overall experience with your TDA contracted warehouse on accuracy of orders.

28 Responses



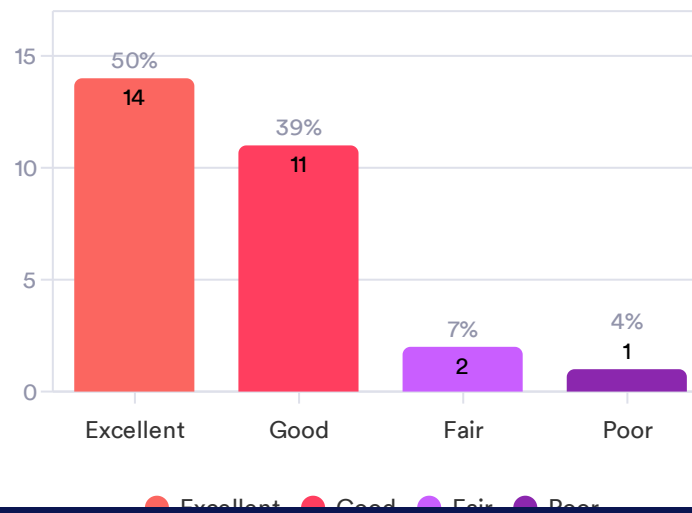
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

28 Responses



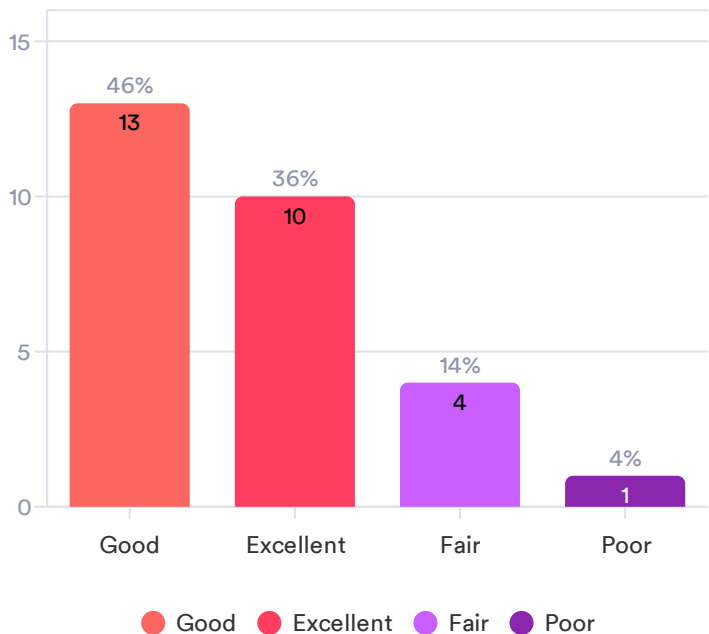
Please rate your overall experience with your TDA contracted warehouse on customer service from drivers.

28 Responses



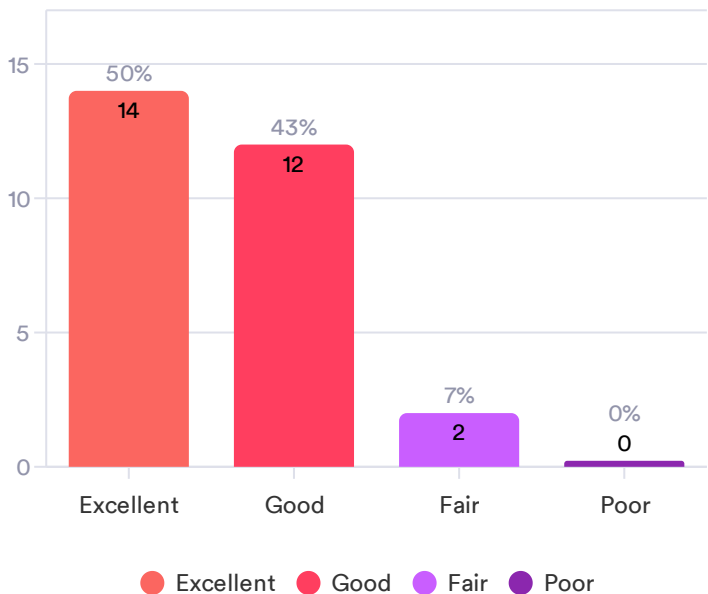
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

28 Responses



Please rate your overall experience with your TDA contracted warehouse on customer service from customer service representatives.

28 Responses



Do you have any suggestions to improve the operations of your TDA contracted warehouse?

13 Responses

Data	Responses
Answer and response to emails in a timely manner, would be great.	1
N/A	1
Nothing comes to mind. Thanks!	1
Notify if you will not be able to make the delivery on the day scheduled. some staff come to work just to put away deliveries. If the delivery does not come on day scheduled then the staff have to come back on the day the delivery comes. Therefore the staff get extra hours due to the delivery not coming on time.	1
No	1
Patience when delivering. In the past the delivery person would unload the pallet in the drive then dolly the items in to coolers and freezers. I had only one person do that this year. Most of the time delivery's were during serving times and drivers and were in a rush to get to their next spot. When we were trying to unload pallets by ourselves that were placed in the way of normal foot traffic. Damage was also received to my back door jam from a pallet full of product was forced in .	1
I would like to know how much I am spending of my entitlement per order	1
No additional suggestions at this time	1
If we could get an ETA of the truck arrival either the day before of the morning of delivery, that would be very helpful.	1
keep doing what your doing	1
😊	1