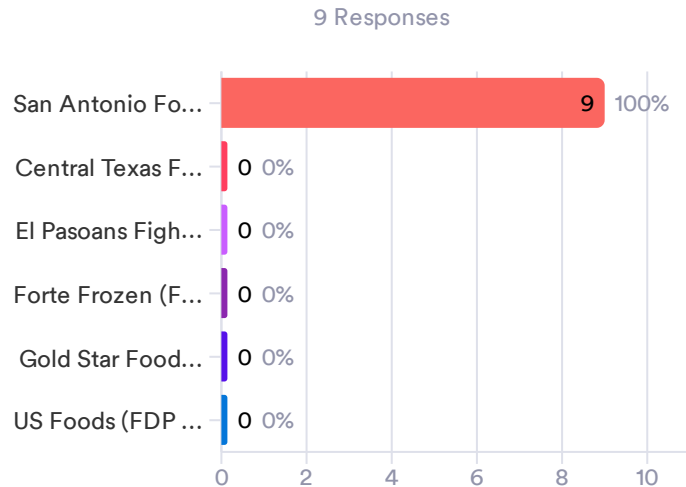


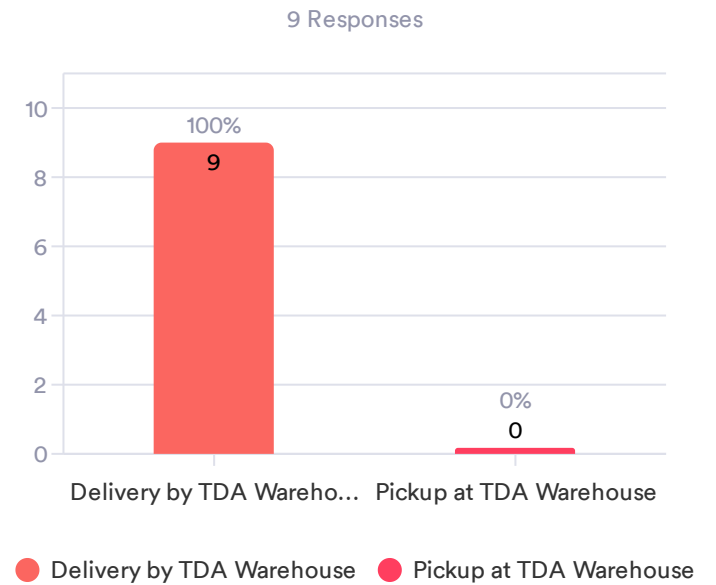
San Antonio Food Bank

Warehouse Customer Service Survey Results

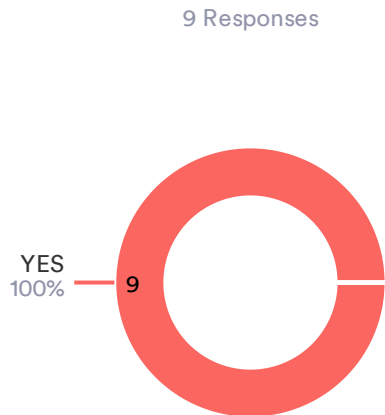
Which TDA contracted warehouse stored and delivered your USDA Foods (brown box, fee for service and Farm to School, as applicable) in school year 2022-2023?



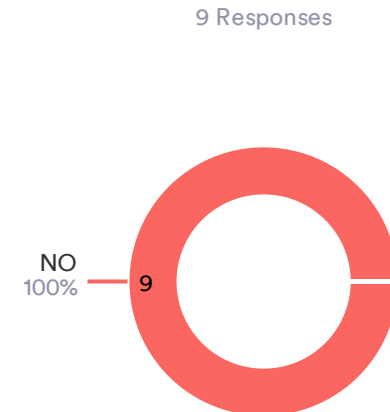
How do you receive your USDA Foods?



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?

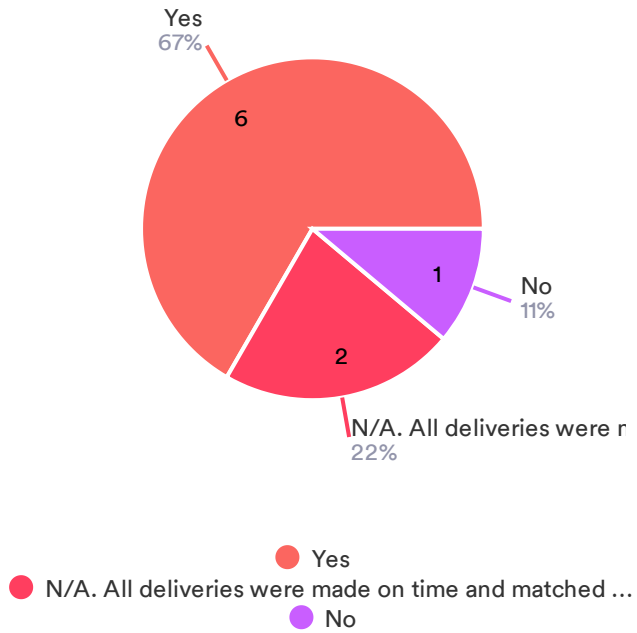


Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?



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

9 Responses



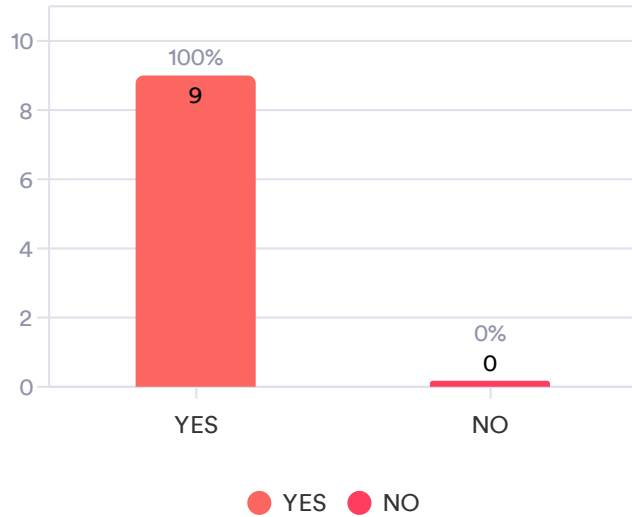
If no to the previous question, please provide further information.

1 Response

Data	Responses
I have received several orders that I put in for items to were not received and never came.	1

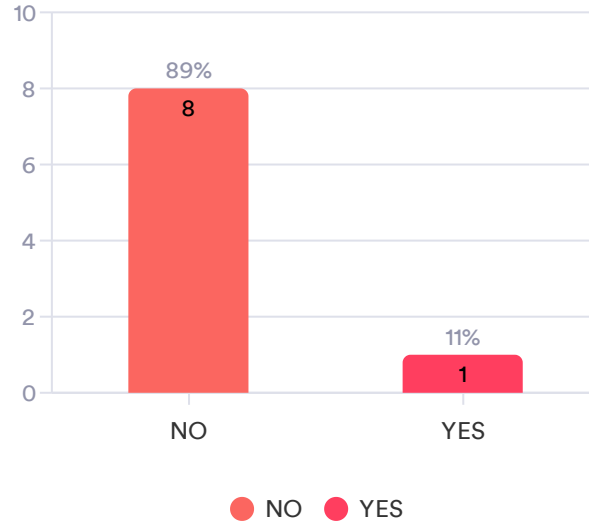
Does the TDA contracted warehouse provide a Bill of Lading for signature at the time of delivery/pick-up to validate your order's accuracy for every order?

9 Responses



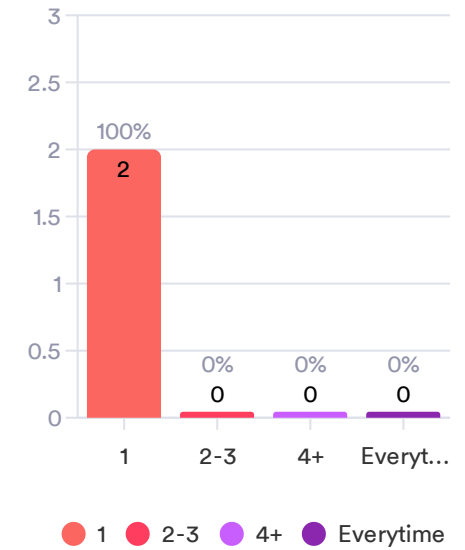
Has a TDA contracted warehouse staffer ever rushed or denied you the time to review the order/inspect the shipment before signing the Bill of Lading?

9 Responses



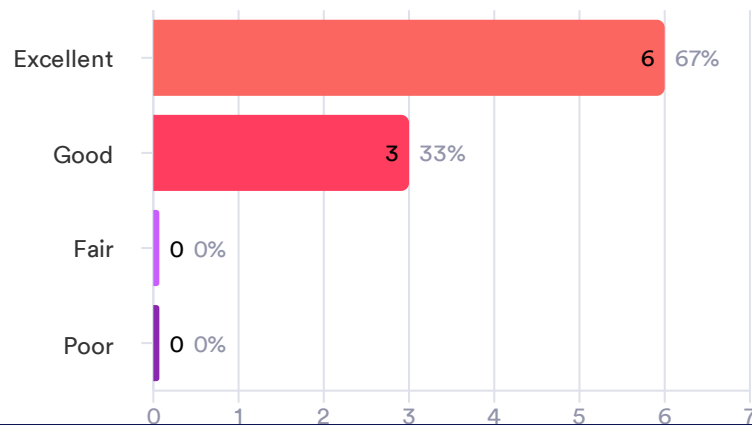
If yes to the previous question, please provide the frequency in occurrence.

2 Responses



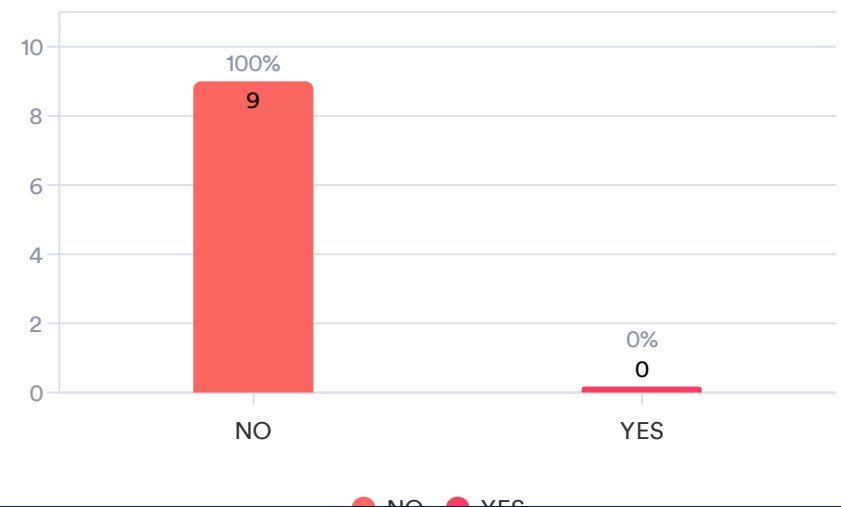
Please rate the typical condition of your USDA Foods upon exchange from the TDA contracted warehouse.

9 Responses



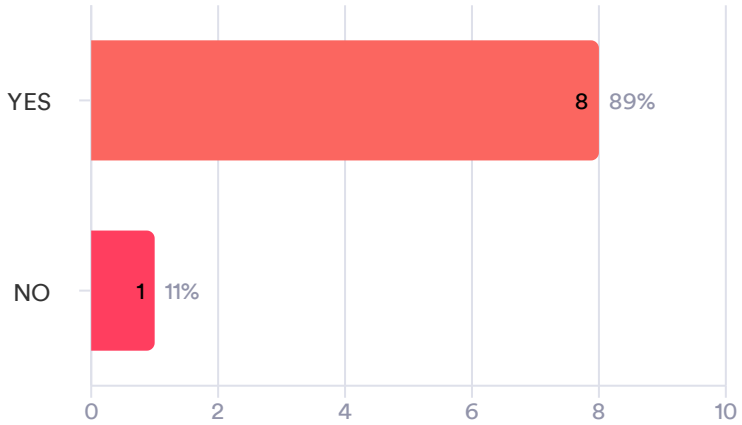
Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?

9 Responses



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

9 Responses



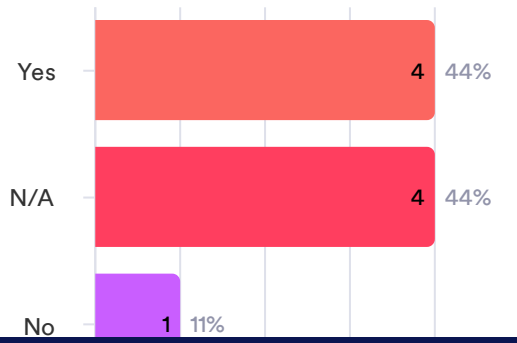
If no to the previous question, please provide additional information.

1 Response

Data	Responses
We have to request any additional invoices , like storage fees.	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?

9 Responses



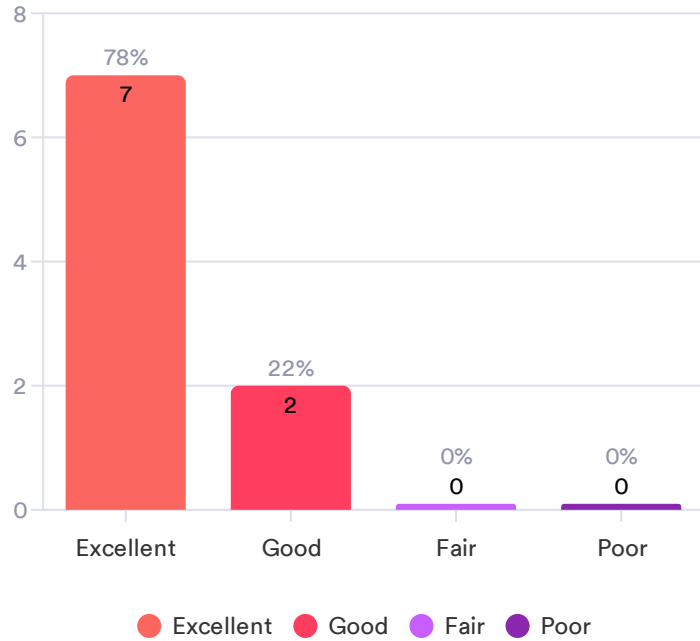
If no to the previous question, which option(s) were not offered?

1 Response

Data	Responses
No options were given.	1

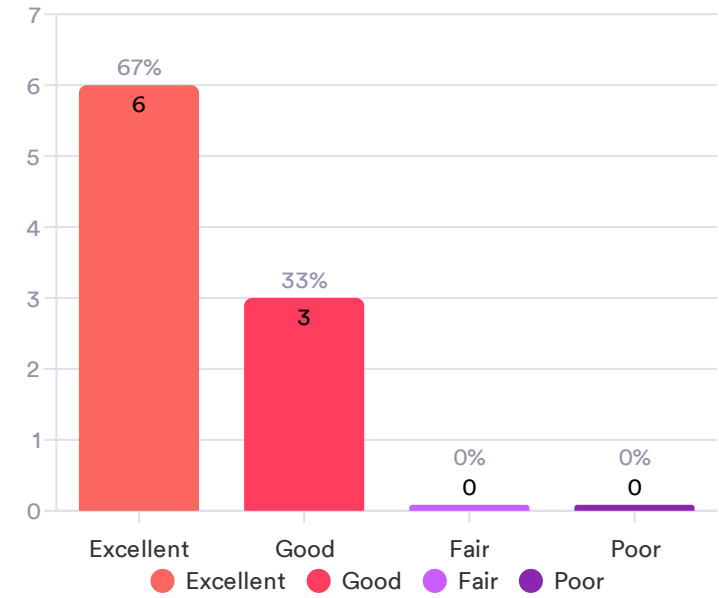
Please rate your overall experience with your TDA contracted warehouse on accuracy of orders.

9 Responses



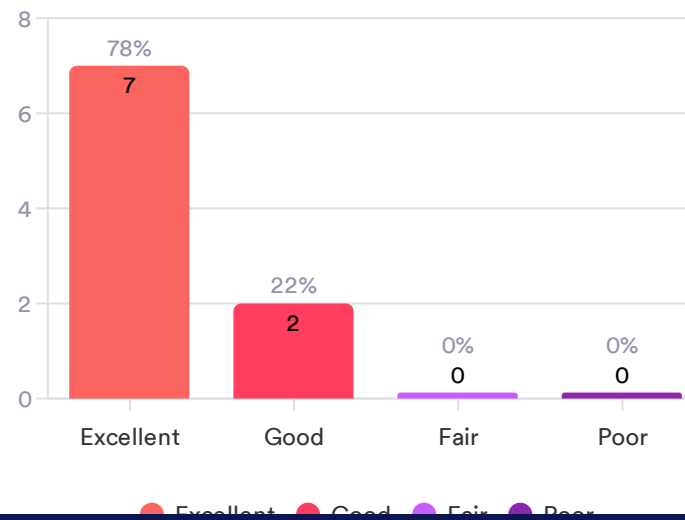
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

9 Responses



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

9 Responses



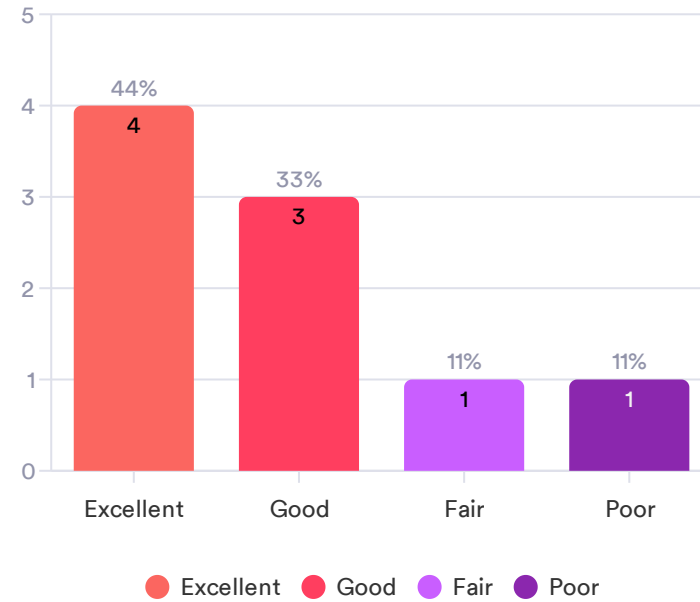
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

9 Responses



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

9 Responses



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

8 Responses

Data	Responses
None. We experienced a good year with San Antonio Food Bank and drivers this year! We are thankful for the good service and good quality of products delivered.	1
It takes too long to get answers if we get one.	1
I had to ask several different months for the statement of commodities shipped to be updated so I could print the report.	1
The staff is kind and always helpful	1
Keep doing great!	1
No.	1
I had to call several months to get the contract warehouse to show that we had received our order... I needed to produce a commodities shipped report to my accounting department.	1
Our regular driver is wonderful the one time we had a sub he was very rude. But over all we have a great delivery driver very nice and patient.	1