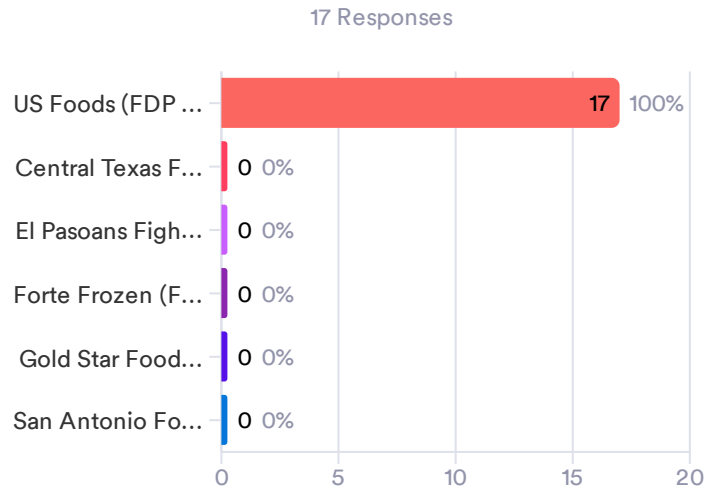


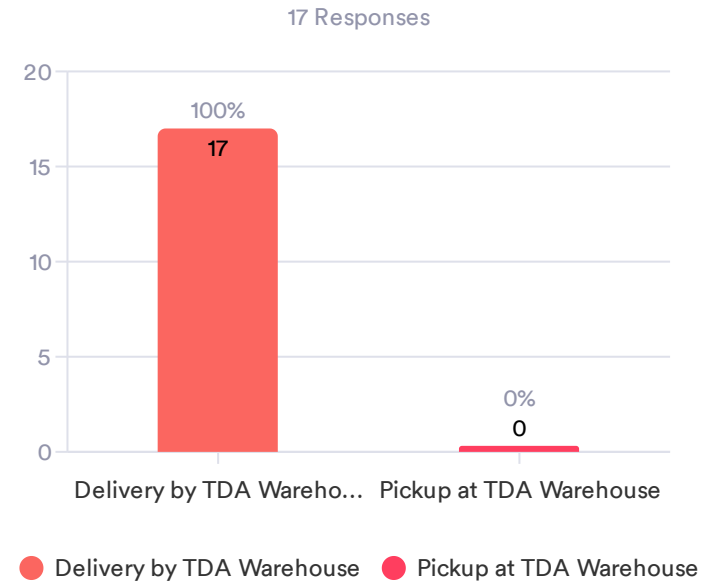
# US Foods

## Warehouse Customer Service Survey Results

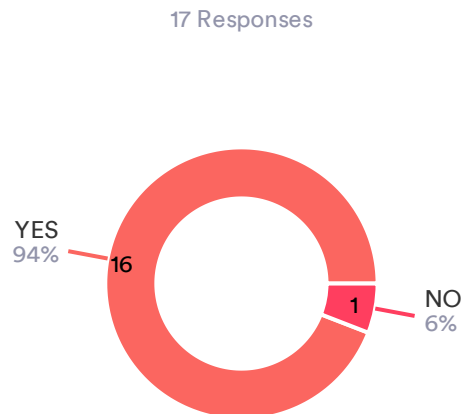
Which TDA contracted warehouse stored and delivered your USDA Foods (brown box, fee for service and Farm to School, as applicable) in school year 2022-2023?



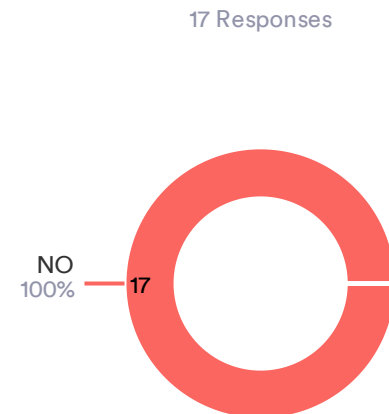
How do you receive your USDA Foods?



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?

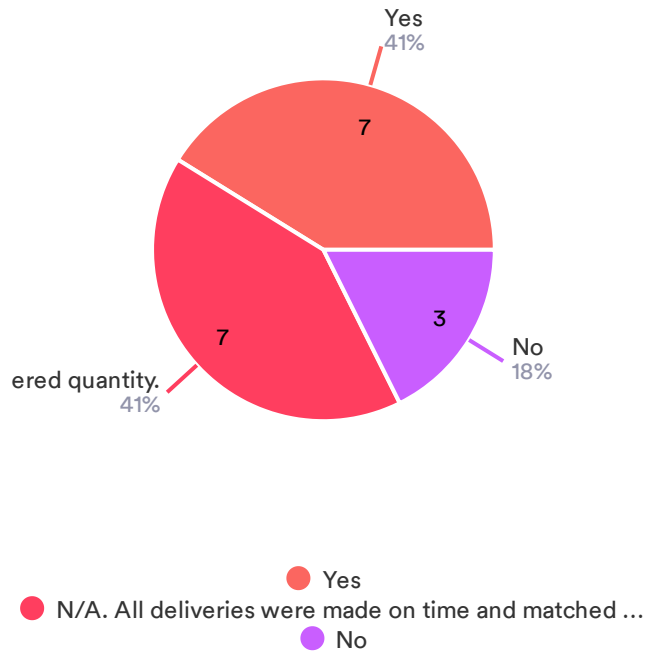


Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?



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

17 Responses



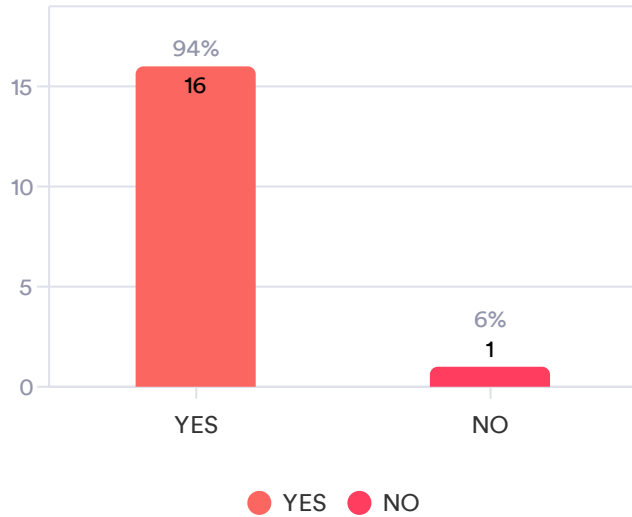
If no to the previous question, please provide further information.

3 Responses

Data	Responses
I think all warehouse deliveries went through our food supplier, Gordon.	1
They do not call when they are running late or if they have canceled. It would be great to get the time of delivery or a call/email if they are running late. They have come a couple of times when my staff was already gone, this make it very hard on us because most of the deliveries are for other campuses as well and we have to move it all with no help due to staff already gone. So, if they could tell us a time that would be great. 😊	1
Unless I call to check on ETA, I could be sitting in the school all day until 6 pm. Sometimes the delivery is 2 pm, others its after hours. I have also tried to tell them the contact information needs updating and no one will update it.	1

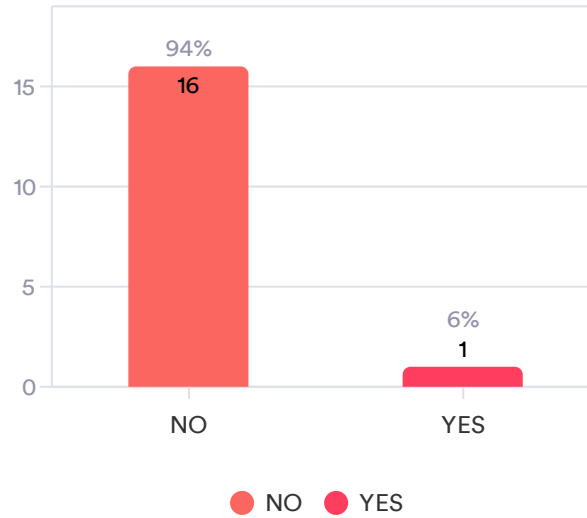
Does the TDA contracted warehouse provide a Bill of Lading for signature at the time of delivery/pick-up to validate your order's accuracy for every order?

17 Responses



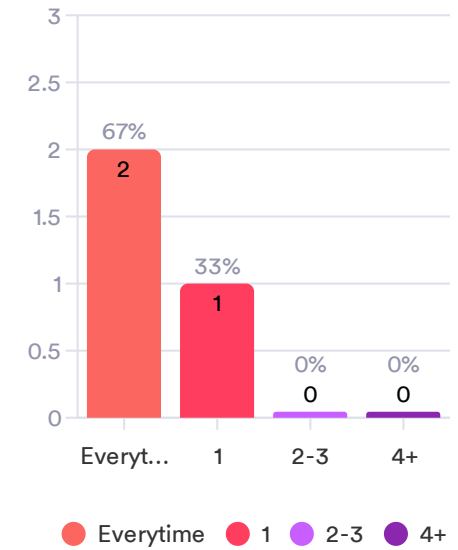
Has a TDA contracted warehouse staffer ever rushed or denied you the time to review the order/inspect the shipment before signing the Bill of Lading?

17 Responses



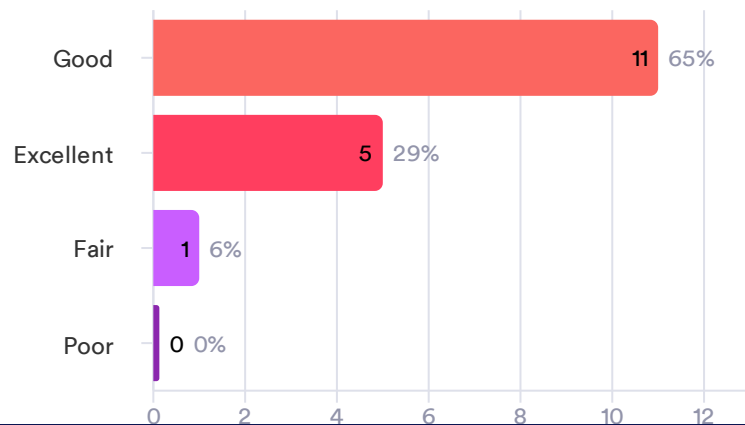
If yes to the previous question, please provide the frequency in occurrence.

3 Responses



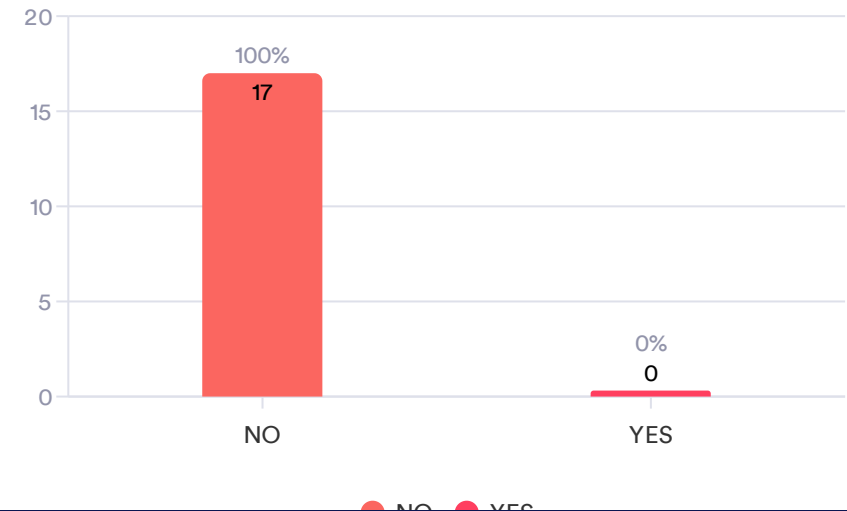
Please rate the typical condition of your USDA Foods upon exchange from the TDA contracted warehouse.

17 Responses



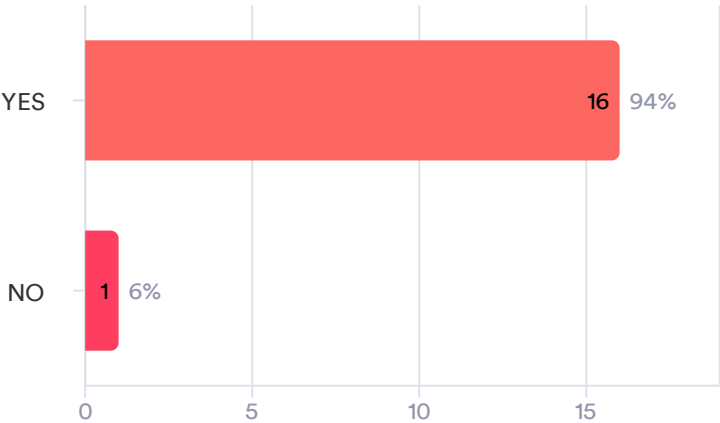
Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?

17 Responses



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

17 Responses



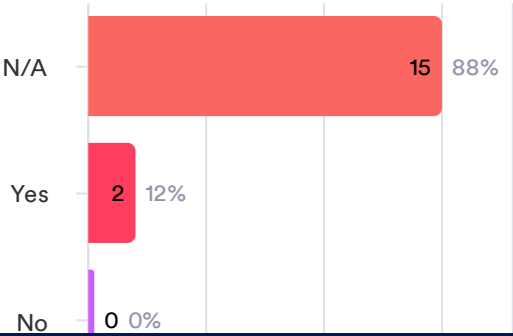
If no to the previous question, please provide additional information.

1 Response

Data	Responses
I have not gotten any invoices, but my Commodity Bulletin is not updated online, which is confusing to see old items still "available" but not.	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?

17 Responses



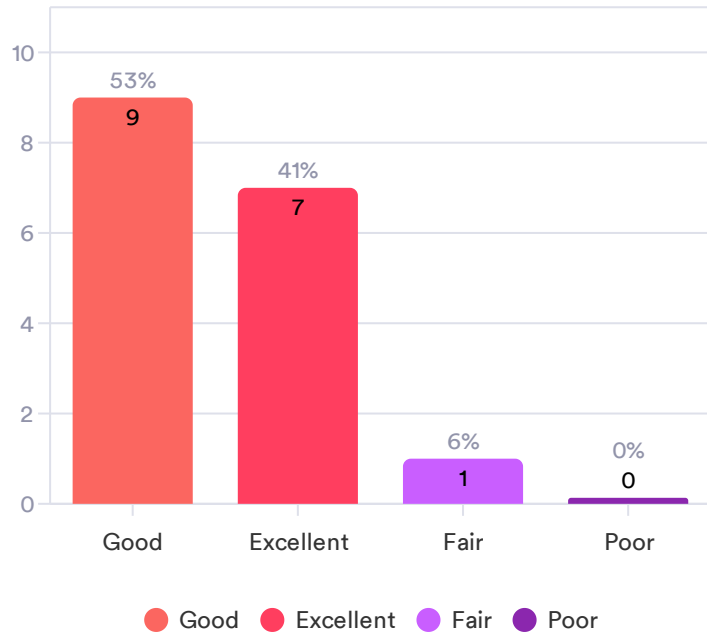
If no to the previous question, which option(s) were not offered?

1 Response

Data	Responses
N/A	1

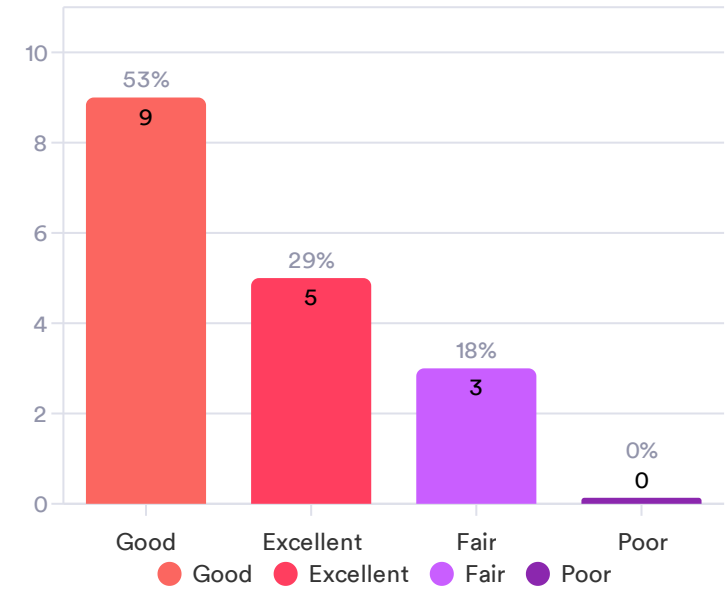
Please rate your overall experience with your TDA contracted warehouse on accuracy of orders.

17 Responses



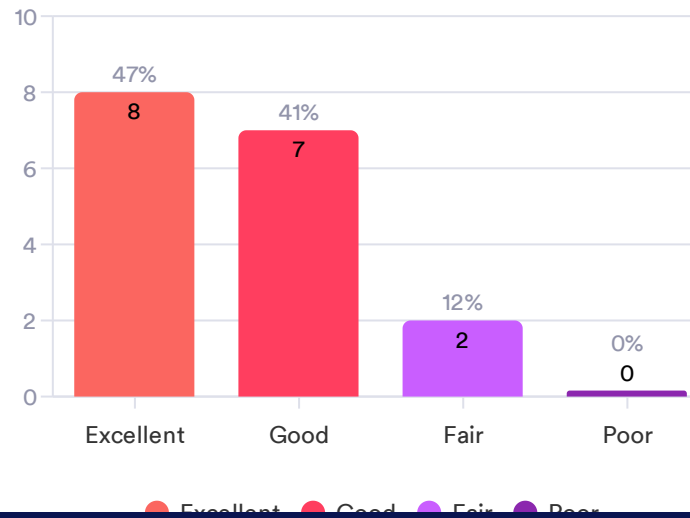
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

17 Responses



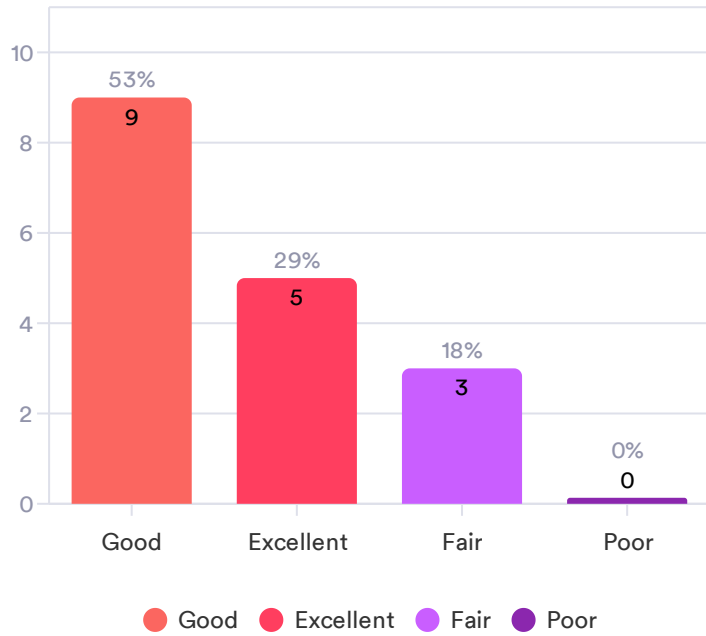
Please rate your overall experience with your TDA contracted warehouse on customer service from drivers.

17 Responses



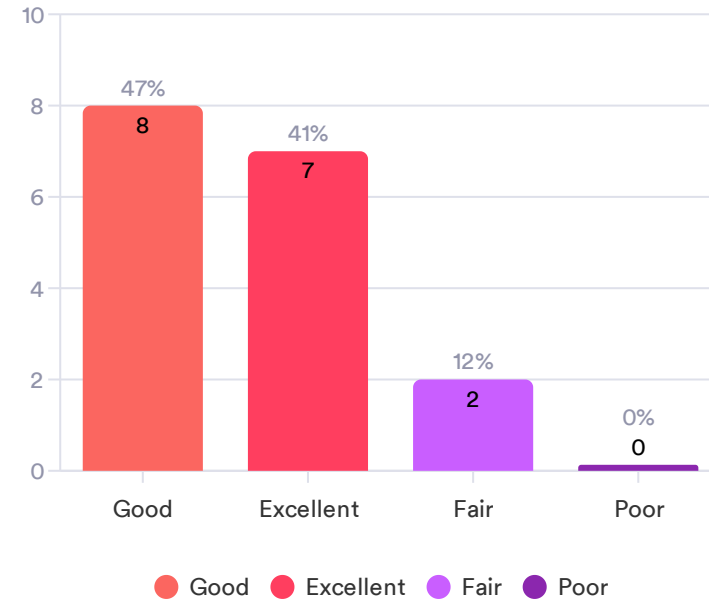
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

17 Responses



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

17 Responses



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

8 Responses

Data	Responses
n/a	2
N/A	1
None at this time! Thank You	1
No suggestions. I just wish all our deliveries were as smooth as US Foods.	1
We have had trouble matching our invoices with the debit memos and statements. The transaction and order numbers do not match. We just match the items we had delivered a lot of times.	1
Just would be great to know the time of deliveries and if they are running late if they could call/ email to let us know. Also to make deliveries during hours when all staff is there. Thank you	1
Everything always goes over so Smoothly! Than You!	1