

USDA Foods Contact Guide

Program	When to Contact	Contact Information
WBSCM	<ul style="list-style-type: none"> System navigation questions (requisitions, reports, etc.) User role and security guidance Account registration or access issues 	<p>ESC Regional Office squaremeals.org/About/Education-Service-Centers</p>
	<ul style="list-style-type: none"> Receive a read error message A tab/option disappeared WBSCM closes unexpectedly Screen load errors or timeouts 	<p>Click <i>Report Incident</i> in upper righthand corner</p> <p>Help Desk Contact Information: 877-927-2648 / WBSCM.servicedesk@CACI.com Help Desk Hours: 8:00 AM to 6:00 PM (EST)</p>
	<ul style="list-style-type: none"> Forgot password / login 	<p>https://www.eauth.usda.gov/eauth/b/usda/home</p> <ul style="list-style-type: none"> Manage Account > Forgot Password Manage Account > Forgot User ID
	<ul style="list-style-type: none"> System error message 	<ul style="list-style-type: none"> Go to eAuth Contact Us Link Scroll down to eAuthentication Help Desk Click on the Help Desk Link
DoD Fresh	<ul style="list-style-type: none"> FFAVORS Login Issues Delivery Questions Product Complaints, Shortages, or Overages 	<p>Sylvia Muñiz Customer Specialist DLA Troop Support South Central Region 817-538-1546 / sylvia.muniz@dla.mil</p> <p>Hermila (Mila) Durán South Texas Customer Specialist DLA Troop Support 210-332-3610 / hermila.duran@dla.mil</p>
	<ul style="list-style-type: none"> Adding new campus to FFAVORS 	<p>TDA Commodity Operations commodityoperations@texasagriculture.gov</p>
Direct Delivery	<ul style="list-style-type: none"> Product Complaints 	<p>TDA Commodity Operations commodityoperations@texasagriculture.gov <i>Submit Product Complaint Form with Pictures</i></p>
	<ul style="list-style-type: none"> Change in delivery location 	<p>Contact state-contracted warehouse squaremeals.org/Programs/Food-Distribution-Program-for-NSLP/Contracted-Warehouses</p>

***For technical assistance contact your ESC**



TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

Fraud Hotline: 1-866-5-FRAUD-4 or 1-866-537-2834 | P.O. Box 12847 | Austin, TX 78711
 Toll Free: (877) TEX-MEAL | For the hearing impaired: (800) 735-2989 (TTY)



Food and Nutrition Division
 National School Lunch Program

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