# Step by Step Instruction: How to Avoid Excess Storage Fees

Professional Standards Learning Code 1170 Length: 15 minutes



Released June 2019

"How to Avoid Excess Storage Fees" is intended for the School Food Authorities in the state of Arizona. All regulations are specific to operating the USDA Foods Program under the direction of the Arizona Department of Education. 1 Step by Step Instruction: How to Avoid Excess Storage Fees

### **Intended Audience and Content**

- This *How-To-Guide* is intended for Recipient Agencies (RAs) operating the USDA Foods Program who are required to manage inventory and schedule shipments in myFOODs.
- The following slides provide guidance on how to review important dates, manage inventory, and schedule regular shipments of existing inventory.

Step by Step Instruction: How to Avoid Excess Storage Fees

### Objectives

At the end of this training, attendees should be able to:

- understand how to identify the must ship by date;
- understand how to plan for future shipments; and
- schedule a shipment and avoid excess storage fees.

Step by Step Instruction: How to Avoid Excess Storage Fees



The instruction within this How-To-Guide is based on the <u>myFOODs</u> <u>system manual</u>.

Section: My Shipments (pages 10-12)

It is recommended to review the myFOODs system manual in addition to completing this How-To-Guide for complete understanding of important dates and scheduling a shipments process.

### *Comprehension Check*

- Throughout this guide there will be comprehension quiz questions to test your knowledge and help you apply what you're learning.
- Be sure to review these quiz questions and the answers available within the guide.
- This icon will indicate a comprehension quiz question, and the background of the slides will be a light blue like you see on this slide.



Step by Step Instruction: How to Avoid Excess Storage Fees

#### Definitions

**Available Materials:** A list of USDA Foods materials requested on the Brown Box Product Catalog and purchased.

**USDA Shipping Period:** The first half or second half of the month in which you requested (Brown Box Catalog Requisition Process) the USDA Foods materials to be purchased and delivered to the warehouse.

**Must Ship by Date:** A date identified as the 45<sup>th</sup> day after a USDA Foods truck has been received at the warehouse. All cases must be scheduled for delivery, or in some cases received, by this date.

**Warehouse:** Contracted warehouse for distribution of USDA Foods. Currently, US Foods. Step by Step Instruction: How to Avoid Excess Storage Fees

### *The Step by Step Instruction will review:*

What are Excess Storage Fees	Slides 8-11
Important Dates	Slides 12-16
Proper Planning	Slides 17-23
Taking Action	Slides 24

The following slides will only cover how-to instructions for Avoiding Excess Storage Fees. **Please refer back to the** <u>ADE Online Training Library</u> for other myFOODs system processes.

# What are Excess Storage Fees?

Excess Storage Fees

### **EXCESS STORAGE FEES**

- A material is available to an RA in the Available Materials list.
- ADE offers RA 45 calendar days of free storage to ensure enough time to schedule materials.
- The RA fails to Schedule the material(s) for delivery or Decline the material by the Must Ship By Date.
- The Must Ship By Date is the 45<sup>th</sup> day in which the material has been available to the RA.
- <u>Most</u> materials have a different Must Ship By Date.

Excess Storage Fees

### **EXCESS STORAGE FEES**

- Materials are automatically removed from the Available Materials list at 12:01am on the day following the Must Ship By Date and placed in the Surplus Catalog.
- The school is invoiced \$1.10 per case
- Payment is remitted to: Arizona Department of Education (ADE)
- Billed monthly
- Two consecutive invoices requires training and a Hold status until paid in full





Material has been at warehouse for 30+ days and is within 14 calendar days or less of the "Must Ship By Date". 1-2 dates available to schedule material.

		-							
		Ho	me View Entitlement Product Catalog My Agency My Requisitions My Shipments My G	Cart (0 Items in Cart)	Reports (	Contacts Delive	ry Sites Help	Logout	
A	vailable Mat	erials	Shipment Calendar Shipment List						
	Schedule \$	Selected Ite	ams >>						
			Material	Program	USDA Shippir Perioc	Date Received at US Foods	Must Ship By Date	Quantity	Center
		0	Mixed Berry Cups Frozen (110859)	NSL		10/10/2018	12/13/2018	1	Decline
			Mixed Berry Cups Frozen (110859)	NSL		11/1/2018	12/16/2018	36	Decline
			RICE BRN US#1 LONG PARBOILED PKG-24/2 LB (100500)	NSL		11/2/2018	12/17/2018	36	Decline
			RICE BRN US#1 LONG PARBOILED PKG-24/2 LB (100500)	NSL		11/2/2018	12/17/2018	36	Decline
			BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL		12/6/2018	1/20/2019	72	Decline
				NSL		12/6/2018	1/20/2019	72	Decline
			BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL	2/28/2019		N/A	72	Decline
			BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL	2/28/2019		N/A	72	Decline



Material has been at warehouse for 1-30 days and is not within 14 calendar days or less of the "Must Ship By Date". 3-6 dates available to schedule this material.

	Home View Entitlement Product Catalog My Agency My Requisitions My Shipments My	Cart (0 Items in Cart)	Reports	Contacts D	Delivery Sites Help	Logout	
lable Materials	Shipment Calendar Shipment List						
hedule Selected							
	Material	Program	USDA Shippin Perioc	Date Received at US Foods	Must Ship By Date	Quantity	Center
•	Mixed Berry Cups Frozen (110859)	NSL		10/10/2018	12/13/2018	3 1	Declin
	Mixed Berry Cups Frozen (110859)	NSL		11/1/2018	12/16/2018	36	Declin
	RICE BRN US#1 LONG PARBOILED PKG-24/2 LB (100500)	NSL		11/2/2018	12/17/2018	36	Decli
	RICE BRN US#1 LONG PARBOILED PKG-24/2 LB (100500)	NSL		11/2/2018	12/17/2018	36	Declin
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL		12/6/2018	3 1/20/2019	9 72	Decli
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL		12/6/2018	3 1/20/2019	72	Decli
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL	2/28/2019	9	N/A	72	Decli
	YELLOW - NOT at warehouse until	NSI	2/28/2019	2	N/A	72	

Material is not at warehouse. Cannot schedule a shipment.

USDA Shipping Period	Date Received at US Foods	Must Ship By Date	Quantity	
	10/10/2018	12/13/2018	1	
	11/1/2018	12/16/2018	36	
	11/2/2018	12/17/2018	36	
	11/2/2018	12/17/2018	36	
	12/6/2018	1/20/2019	72	
	12/6/2018	1/20/2019	72	
2/28/2019		N/A	72	
2/28/2019		N/A	72	

 <u>USDA Shipping Period</u>: The date the material is expected to be delivered to the warehouse – YOU selected this date on the Brown Box Catalog when you completed requisitions. Sort by clicking on USDA Shipping Period column header and take note of when materials will be available to schedule shipments.

USDA Shipping Period	Date Received at US Foods	Must Ship By Date	Quantity
	10/10/2018	12/13/2018	1
	11/1/2018	12/16/2018	36
	11/2/2018	12/17/2018	36
	11/2/2018	12/17/2018	36
	12/6/2018	1/20/2019	72
	12/6/2018	1/20/2019	72
2/28/2019		N/A	72
2/28/2019		N/A	72

2. <u>Date Received at US Foods</u>: The date the material physically arrived at the warehouse. This date starts the 45-day countdown to the "Must Ship By Date".

USDA Shipping Period	Date Received at US Foods	Must Ship By Date	Quantity	
	10/10/2018	12/13/2018	1	
	11/1/2018	12/16/2018	36	
	11/2/2018	12/17/2018	36	
	11/2/2018	12/17/2018	36	
	12/6/2018	1/20/2019	72	
	12/6/2018	1/20/2019	72	
2/28/2019		N/A	72	
2/28/2019		N/A	72	

3. <u>Must Ship By Date</u>: The date in which this material must be scheduled to ship by. In many instances, the shipment may have been received prior to this date.

If materials are not scheduled by the "Must Ship By Date", the cases will be removed from your Available Materials list and you will be invoiced \$1.10 per case for excess storage fees.

### *Comprehension Check*

True or False: The Must Ship By Date is the date I must log in to myFOODS and view available shipping dates to schedule my materials for delivery.



### *Comprehension Check*

False. Materials will be removed from the Available Materials list by the Must Ship By Date.



# **Proper Planning**

Pro	per	Pl	an	nin	a
		<b>-</b> -			9

Available Mat	erials Shipment Calendar Shipment List						
Schedule S	elected Items >>						
	Material	Program	USDA Shipping Period	Date Received at US Foods	Must Ship By Date	Quantity	Center
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL	2/28/2019		N/A	72	Decline
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL	2/28/2019		N/A	72	Decline
	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB (100012)	NSL	1/15/2019		N/A	45	Decline
	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB (100012)	NSL	1/15/2019		N/A	45	Decline
	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB (100012)	NSL	3/15/2019		N/A	45	Decline
	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB (100012)	NSL	3/15/2019		N/A	45	Decline
	CHEESE MOZ LM PT SKM STRING BOX-360/1 OZ (110396)	NSL	1/15/2019		N/A	9	Decline
	CHEESE MOZ LM PT SKM STRING BOX-360/1 OZ (110396)	NSL	4/15/2019		N/A	9	Decline
	CHEESE MOZ LM PT SKM STRING BOX-360/1 OZ (110396)	NSL	4/15/2019		N/A	9	Decline
	CHICKEN FAJITA STRIPS CTN-30 LB (100117)	NSL	11/15/2018		N/A	72	Decline
	CHICKEN FAJITA STRIPS CTN-30 LB (100117)	NSL	11/15/2018		N/A	72	Decline
	CHICKEN FAJITA STRIPS CTN-30 LB (100117)	NSL	1/31/2019		N/A	72	Decline
	CHICKEN FAJITA STRIPS CTN-30 LB (100117)	NSL	4/15/2019		N/A	72	Decline
	Mixed Berry Cups Frozen (110859)	NSL	1/15/2019		N/A	36	Decline
	Mixed Berry Cups Frozen (110859)	NSL	2/28/2019		N/A	36	Decline
	Mixed Berry Cups Frozen (110859)	NSL	4/15/2019		N/A	36	Decline
	PEACH FREESTONE DICED FRZ CUP-96/4.4 OZ (100241)	NSL	1/15/2019		N/A	36	Decline
	PEACH FREESTONE DICED FRZ CUP-96/4.4 OZ (100241)	NSL	2/28/2019		N/A	36	Decline

Q. How do materials get added to my available materials list?

A. By completing a Brown Box catalog requisition the previous year.

		Home	View Entitlement	Product Catalog	My Agency	My Requisitions	My Shipments	My Cart (0 Items in Cart)	Reports	Contacts	Delivery Sites	Help	Logout
USDA FOODS	USDA Foo	ds Alloca	ated and Receiv	ved (FOO209L	Z)								
	Fiscal Year	V 2019-20	020 🗸										
HEALTHY CHOICES	Program	NSL Scho	ools (including RCC)	$\sim$									
AMERICAN GROWN	Agency	Canyon S	State Academy 07-21-07-	000			$\sim$						
		Run Rep	port Show Grid F	eturn to Report List									

If you completed a Brown Box Catalog requisition, upon ADE notification of completed Brown Box catalog purchases, review the **"209 Report – USDA Foods Allocated and Received"** found in myFOODS, Reports. Select the upcoming fiscal year, and click "Show Grid" (you may export the document to excel).

	А	В	С	D	E	F	G	Н	I.	J	К	L	М	Ν
1	Туре	ID	Comm Code	Commodity Name	Bonus	Program Short Name	Unit Cost	Ship Date	Qty Planned	Qty Received	Is Completed	Is Cancelled	Invoice Num	Total Value
2	ALLOCPLANNED	0	100021	CHEESE MOZ LM PART SKM SHRD FRZ BOX-30LB	FALSE	NSL	54.28	8/15/2019 0:00	2	0	FALSE	FALSE		108.56
3	ALLOCPLANNED	0	100036	CHEESE BLEND AMER SKM YEL SLC LVS-6/5 LB	FALSE	NSL	50.60	8/15/2019 0:00	2	0	FALSE	FALSE		101.20
4	ALLOCPLANNED	0	100101	CHICKEN DICED CTN-40 LB	FALSE	NSL	71.18	8/15/2019 0:00	4	0	FALSE	FALSE		284.72
5	ALLOCPLANNED	0	100396	PEANUT BUTTER SMOOTH JAR-6/5 LB	FALSE	NSL	29.14	8/15/2019 0:00	3	0	FALSE	FALSE		87.42
6	ALLOCPLANNED	0	100500	RICE BRN US#1 LONG PARBOILED PKG-24/2 LB	FALSE	NSL	37.19	8/15/2019 0:00	6	0	FALSE	FALSE		223.14
7	ALLOCPLANNED	0	110554	TURKEY BREAST DELI SLICED FRZ PKG-8/5 LB	FALSE	NSL	112.38	8/15/2019 0:00	6	0	FALSE	FALSE		674.28
8	ALLOCPLANNED	0	100012	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB	FALSE	NSL	61.42	9/15/2019 0:00	6	0	FALSE	FALSE		368.52
0		_	100117	CHICKEN FAUTA CTOIDS CTN 30 LD	EALOE	NO	47 54	0/15/2010 0:00	4	^	EALCE	EALCE		100.04

### Proper Planning

	А	В	С	D	E	F	G	Н	1	J	К	L	М	N
1	Туре	ID	Comm Code	Commodity Name	Bonus	Program Short Name	Unit Cost	Ship Date	Qty Planned	Qty Received	Is Completed	Is Cancelled	Invoice Num	Total Value
2	ALLOCPLANNED	0	100021	CHEESE MOZ LM PART SKM SHRD FRZ BOX-30LB	FALSE	NSL	54.28	8/15/2019 0:00	2	0	FALSE	FALSE		108.56
3	ALLOCPLANNED	0	100036	CHEESE BLEND AMER SKM YEL SLC LVS-6/5 LB	FALSE	NSL	50.60	8/15/2019 0:00	2	0	FALSE	FALSE		101.20
4	ALLOCPLANNED	0	100101	CHICKEN DICED CTN-40 LB	FALSE	NSL	71.18	8/15/2019 0:00	4	0	FALSE	FALSE		284.72
5	ALLOCPLANNED	0	100396	PEANUT BUTTER SMOOTH JAR-6/5 LB	FALSE	NSL	29.14	8/15/2019 0:00	3	0	FALSE	FALSE		87.42
6	ALLOCPLANNED	0	100500	RICE BRN US#1 LONG PARBOILED PKG-24/2 LB	FALSE	NSL	37.19	8/15/2019 0:00	6	0	FALSE	FALSE		223.14
7	ALLOCPLANNED	0	110554	TURKEY BREAST DELI SLICED FRZ PKG-8/5 LB	FALSE	NSL	112.38	8/15/2019 0:00	6	0	FALSE	FALSE		674.28
8	ALLOCPLANNED	0	100012	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB	FALSE	NSL	61.42	9/15/2019 0:00	6	0	FALSE	FALSE		368.52
0		0	100117	CULCKEN FAUTA CTOLOC CTN 2010	EALOE	NO	47.54	0/15/2010 0:00		0	EALOE	FALCE		100.04

Proper Planning

Sort the "Ship Date" column, oldest to newest. Take note of the month and whether the material will be received the first half of the month, or the second half of the month.

Example: 8/15/2019 = first half of month (8/1 - 8/15) 8/30/2019 = second half of month (8/15 - 8/30)

This information will be displayed in the Available Materials list after July 1 of each year if you completed Brown Box catalog requisitions. You can then sort the USDA Shipping Period column.

Pro	ner	P	an	nir	na
	per	1 L	un		9

Available Mat	erials Shipment Calendar Shipment List						
Schedule S	Selected Items >>						
	Material	Program	USDA Shipping Period 🔺	Date Received at US Foods	Must Ship By Date	Quantity	Center
	CHICKEN FAJITA STRIPS CTN-30 LB (100117)	NSL	11/15/2018		N/A	72	Decline
	CHICKEN FAJITA STRIPS CTN-30 LB (100117)	NSL	11/15/2018		N/A	72	Decline
	PEACHES CLING DICED EX LT CAN-6/10 (100220)	NSL	11/15/2018		N/A	47	Decline
	PEACHES CLING SLICES EX LT CAN-6/10 (100219)	NSL	11/15/2018		N/A	40	Decline
	PORK HAM WATERAD SLC FRZ PKG-8/5 LB (100187)	NSL	11/15/2018		N/A	18	Decline
	PORK HAM WATERAD SLC FRZ PKG-8/5 LB (100187)	NSL	11/15/2018		N/A	18	Decline
	STRAWBERRY FRZ CUP-96/4.5 OZ (100256)	NSL	11/15/2018		N/A	36	Decline
	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB (100012)	NSL	1/15/2019		N/A	45	Decline
	CHEESE CHED RDU FAT YEL SHRED BAG-6/5 LB (100012)	NSL	1/15/2019		N/A	45	Decline
	CHEESE MOZ LM PT SKM STRING BOX-360/1 OZ (110396)	NSL	1/15/2019		N/A	9	Decline
	Mixed Berry Cups Frozen (110859)	NSL	1/15/2019		N/A	36	Decline
	PEACH FREESTONE DICED FRZ CUP-96/4.4 OZ (100241)	NSL	1/15/2019		N/A	36	Decline
	PEACHES CLING DICED EX LT CAN-6/10 (100220)	NSL	1/15/2019		N/A	18	Decline
	PEACHES CLING DICED EX LT CAN-6/10 (100220)	NSL	1/15/2019		N/A	54	Decline
	PEACHES CLING SLICES EX LT CAN-6/10 (100219)	NSL	1/15/2019		N/A	40	Decline
	PEACHES CLING SLICES EX LT CAN-6/10 (100219)	NSL	1/15/2019		N/A	32	Decline
	STRAWBERRY FRZ CUP-96/4.5 OZ (100256)	NSL	1/15/2019		N/A	36	Decline
	CHICKEN FAJITA STRIPS CTN-30 LB (100117)	NSL	1/31/2019		N/A	72	Decline

Sort by USDA Shipping Period to determine the estimated time of arrival of the material to the warehouse. Plan to log in to myFOODS during that period to view when the material is available to schedule for shipment and when the Must Ship By Date is.

\*\* The closer you are to the "Date Received at US Foods" the more dates you will have available to schedule the shipment.

## Proper Planning

Available	Materials Survey States	Shipment Calendar Shipment List										
	la la diselari	Material	Program	USDA Shipping Period	Date Received at US Foods	Must Ship By Date	Quantity	Center				
No record	No records to display.											

- Q. If I do not complete Brown Box catalog requisitions, how will I get materials added to my Available Materials list?
- A. You won't. You will have to request materials off the Surplus catalog for current year. Surplus catalog requisitions are automatically scheduled for delivery. You can find the scheduled shipment by visiting the "Shipment List" Tab.

## Proper Planning

			J							
te Mat	terials Shi	pment Calendar	Shipment Lis	st						
Scheduled O Delivered (Not Verified) Combine Scheduled Shipments										
	Action	Action	Ship #	Status	Scheduled Delivery	Total Cases	Shipping Address	Program	Created By	Created On
	<u>View</u>	<u>Edit</u>	23680	Initiated	6/3/2019	15	Clarkdale-Jerome School District 1615 Main Street Clarkdale AZ 86324	NSL	Linda Souza-Thompson	5/24/2019 7:46:19 AM

USDA Foods Program staff automatically schedule Surplus Catalog requisitions. If you do not see a shipment with materials you requested from the Surplus Catalog, your request was declined and a shipment was not scheduled for you.

Because these requests are automatically scheduled for your next available date, please only request when you can receive the shipment the following week.

\*\* Do not request materials from the Surplus Catalog if your Food Service will be closed the following week for Fall break, Winter Break, Spring Break or any other day your school is closed. You will be invoiced a restocking fee of \$1.25 per case if you schedule a shipment and no one is there to receive it.

### *Comprehension Check*

True or False: I will be invoiced for excess storage fees if I do not Decline or schedule materials by the Must Ship By Date.



### Comprehension Check

True. Materials will no longer be in the Available Materials list after the Must Ship By Date and an excess storage fee invoice is created.



### Taking Action

IV	Home Dew Entitlement Product Catalog My Agency My Requisitions My Shipments My	Cart (0 Items in Cart)	Reports (	Contacts Delivery	Sites Help L	ogout	
Available Materials	Shipm Shipment List						
Schedule Select	d Items >> Delivery Daw						
$\sim$	atenal Control of Cont	Program	USDA Shipping Period	Date Received at US Foods	Must Ship By Date	Jantity	
i õ	Mixed Berry Cups Frozen (110859)	NSL		10/10/2018	12/13/2018	1	De
	Mixed Berry Cups Frozen (110859)	NSL		11/1/2018	12/16/2018	36	De
	RICE BRN US#1 LONG PARBOILED PKG-24/2 LB (100500)	NSL		11/2/2018	12/17/2018	36	Dec
	RICE BRN US#1 LONG PARBOILED PKG-24/2 LB (100500)	NSL		11/2/2018	12/17/2018	36	De
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL		12/6/2018	1/20/2019	72	Dec
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL		12/6/2018	1/20/2019	72	De
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL	2/28/2019		N/A	72	De
	BEEF CRUMBLES W/SPP PKG-4/10 LB (100134)	NSL	2/28/2019		N/A	72	De

- 1. Log in to myFOODS at least bi-weekly to view Available Materials.
- 2. If you see materials available, schedule them for shipment. Do NOT wait, as the available dates to schedule a shipment will deplete. If you wait and there are no dates available, you will be invoiced for excess storage fees.
- 3. If you see materials that you no longer want to use or if you do not have storage space for the materials listed, decline those materials prior to the Must Ship By Date. If you do not decline the material(s) by the Must Ship By Date, you will be invoiced for excess storage fees.

# **Technical Assistance**

If you have any questions about Excess Storage Fees, use:

 The myFOODs System Manual at: <u>http://www.azed.gov/hns/sfp/usda-foods/</u> under the Guidance and Training tab

For other questions about Excess Storage Fees, please contact your USDA Foods in Schools Program at <u>USDAFoods@azed.gov</u>.

## End of Training

#### **ADE Online Training Library**

Online trainings are easy to use and available year round. Directors and staff are encouraged to complete these trainings as a way to review previously learned subjects, or as an introduction to a regulation.

Please take some time to browse through the <u>ADE Online Training</u> <u>Library</u> to review additional resources.



## End of Training

# Congratulations!

You have completed the *Step by Step Instruction: Avoiding Excess Storage Fees.* 

In order to count this training towards your Professional Standards training hours, the training content must align with your job duties.

- Information to include when documenting this training for Professional Standards:
  - Training Title: Step by Step Instruction: Avoiding Excess Storage Fees
  - Learning Code: 1170
  - Key Area: 1000- Nutrition
  - Length: 15 minutes
- Please note, attendees must document the amount of training hours indicated on the training despite the amount of time it takes to complete it.

## End of Training

# Requesting a Training Certificate

Please click on the link below to complete a brief survey about this training. Once the survey is complete, you will be able to print your certificate of completion from Survey Monkey. \*This will not appear in your Event Management System (EMS) account.

#### https://www.surveymonkey.com/r/OnlineHowToGuides

The information below is for your reference when completing the survey.

Training Title: Step by Step Instruction: How to Avoid Excess Storage Fees

Professional Standards Learning Code: 1170

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <u>http://www.ascr.usda.gov/complaint\_filing\_cust.html</u>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

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