

New USDA FFAVORS Web Site URL

<http://www.fns.usda.gov/fdd/ffavors.htm>

FFAVORS Processes Update Ordering and Receipting

1.) For those of you using only the DoD Fresh Commodities Dollars take special note of the **Fund Source** column on the far right side of the online order guide. You are spending **FEDERAL** dollars. Order **only** items that are defaulted to **FEDERAL (domestically grown)**. **If you order and receive State (foreign) items your district will be billed for them by DFAS and they will have to pay for them out of the district's reimbursable funds.**

2.) Entering the correct delivery date is imperative. If you are not sure what your delivery days are, contact me and I will get you that information. Once you know what your delivery days will be, you need to be sure and enter your orders no less than 4 business days out, i.e.....Monday for Friday, Tuesday for Monday, Wednesday for Tuesday, etc...

Tuesday for next Monday, Wednesday for next Tuesday, Thursday for next Wednesday, and Friday for next Thursday. You can also place your orders 10 days in advance if you choose to do so. **You MUST select the correct delivery date from the date drop down menu** prior to selecting "go shopping". If your delivery date is not available, just wait a day or two until the date you need appears for you to select from the drop down date menu.

If you have missed your ordering day cut off, then you MUST call to have your order entered by either myself or another DoD administrator.

Entering the wrong delivery dates is wreaking havoc on the billing system.

3.) If you order a full case of something and then upon receipt realize that you ordered the wrong item, you will be charged for the item you ordered whether or not you accept the full case, unless you return the entire case and don't keep any of it. The vendor, however, is not obligated to take back any product just because the customer makes a mistake and orders the wrong item.

Once an order has been placed, customers are not to call the vendor to request additional items or changes. Changes must be made in the FFAVORS Web system. If you go in to make a change the system tells you that the vendor has already pulled the order then you can not make the change. If it is an emergency, then contact me and I will make the change for you.

4.) It is absolutely vital that you process your receipts through the FFAVORS system after each and every delivery. Failure to do so could result in the USDA being incorrectly billed for product that you may not have received. The instructions for this procedure were in the manual that I sent out. Here is a brief recap of what needs to be done after each and every delivery. This must be done within 5 business days. After 5 days the system "auto-receipts" and you will be charged for product not received.

You need to process your receipts even if there are no changes!!!

Go to FFAVORS Web and log in

Select Orders and Receipts from home page

Enter your password again when prompted to do so

Select your campus and go to home menu

Select "Edit Receipts"

Select the date for the order you need to receipt

Click "View Order"

Make the adjustments to the quantities of the items needing changes

Select "Reason for Receipt Qty Difference" from right hand side drop down menu

Select GREEN "Process all Pending Receipt Changes" button at bottom

Go back to bottom and select "Confirm Receipts"

Once you have confirmed and heard the cash register ring, print this receipt. This will be your revised and corrected total. This assures your account is credited and billed correctly

If you have any questions regarding this message please do not hesitate to contact me.

Very Respectfully,

Yvette M. Newell

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