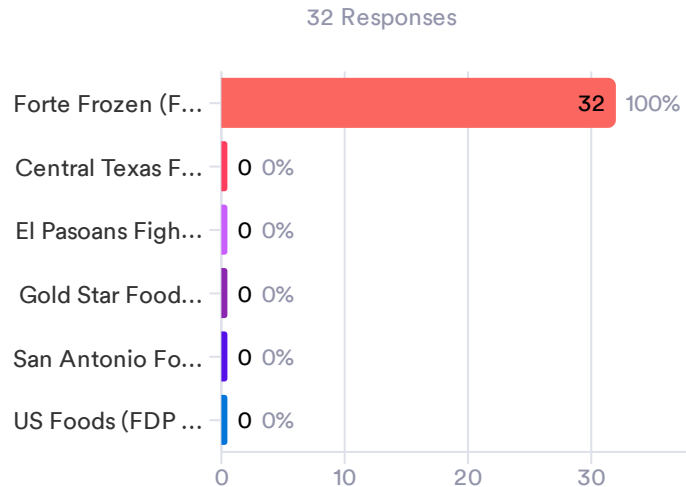


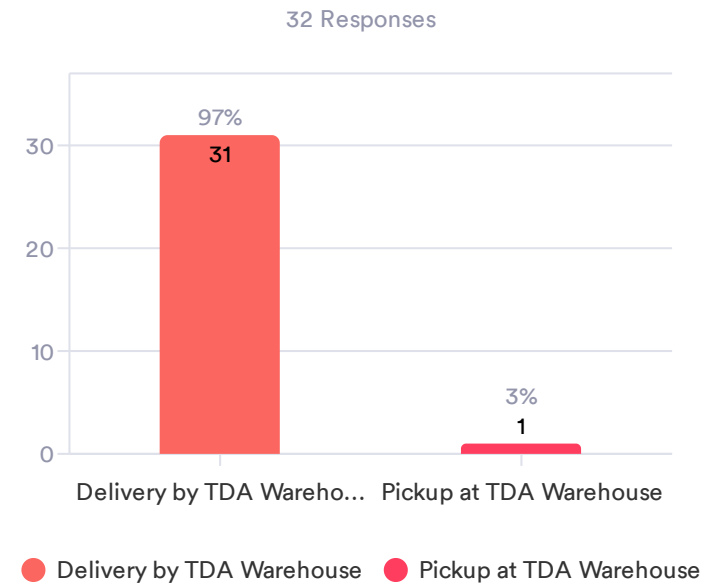
Forte Frozen

Warehouse Customer Service Survey Results

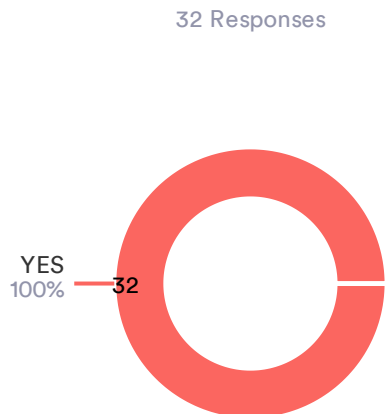
Which TDA contracted warehouse stored and delivered your USDA Foods (brown box, fee for service and Farm to School, as applicable) in school year 2022-2023?



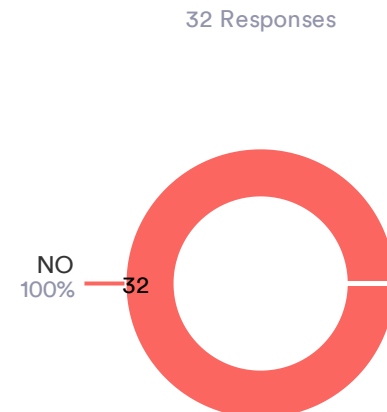
How do you receive your USDA Foods?



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?

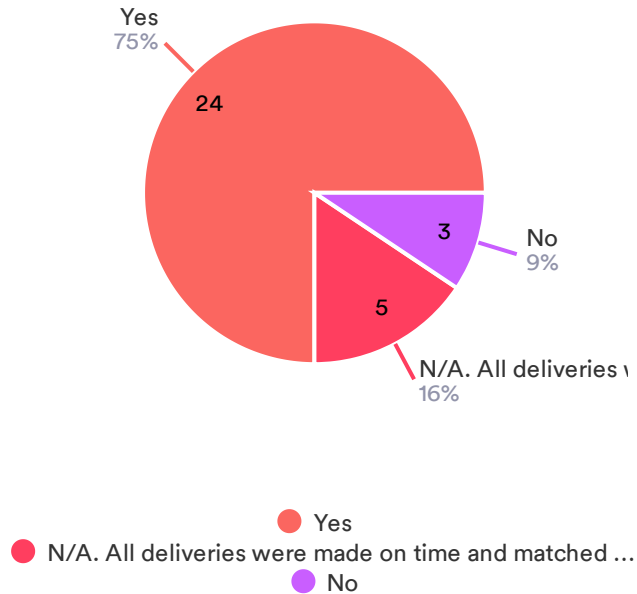


Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?



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

32 Responses



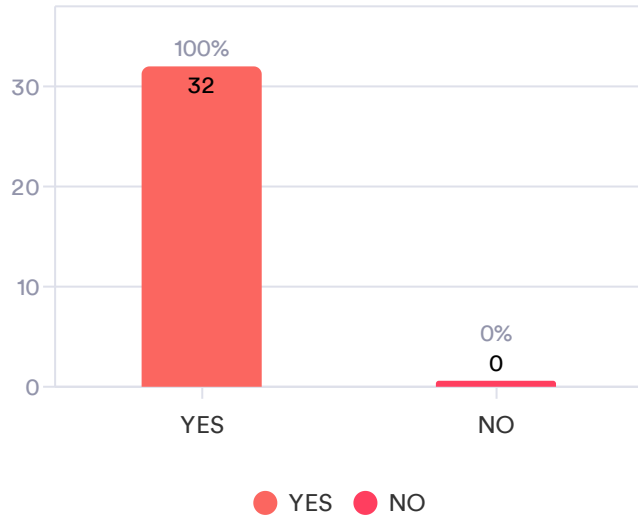
If no to the previous question, please provide further information.

5 Responses

Data	Responses
n/a	1
Our deliveries are on Mondays. If any notification is received, it is on the Friday before at the earliest. Sometimes the notification email is received the same day (Monday) in the morning.	1
na	1
Always contacted me.	1
we have had most of our deliveries show up several times at different times than scheduled. Even after communicating directly with the warehouse and giving alternate phone numbers for the drivers if ever needed to ensure delivery was as agreed on	1

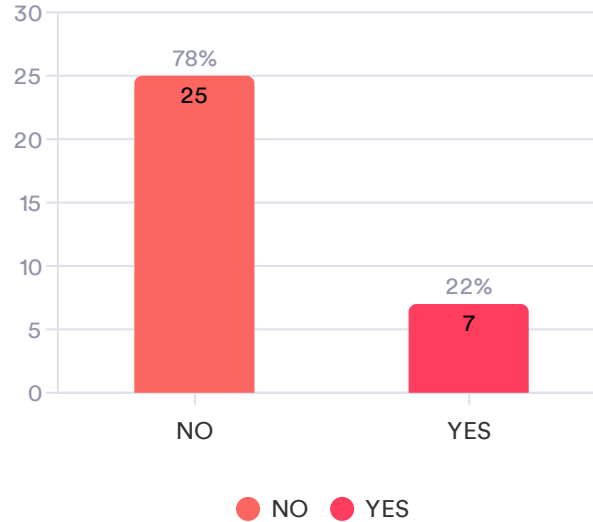
Does the TDA contracted warehouse provide a Bill of Lading for signature at the time of delivery/pick-up to validate your order's accuracy for every order?

32 Responses



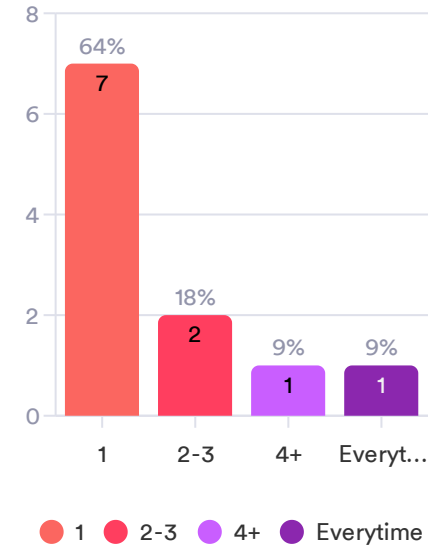
Has a TDA contracted warehouse staffer ever rushed or denied you the time to review the order/inspect the shipment before signing the Bill of Lading?

32 Responses



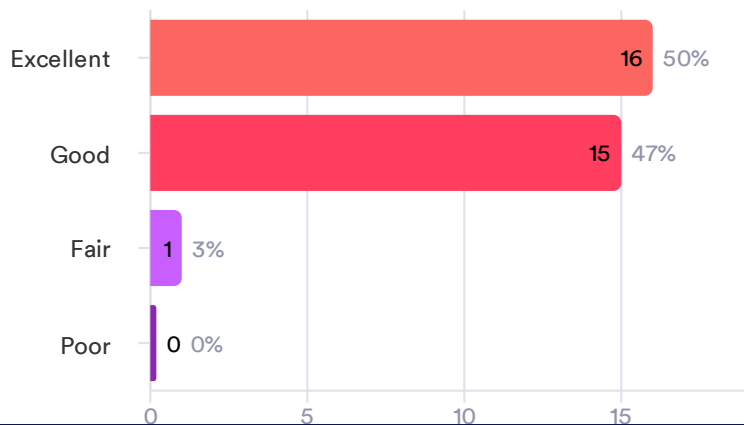
If yes to the previous question, please provide the frequency in occurrence.

11 Responses



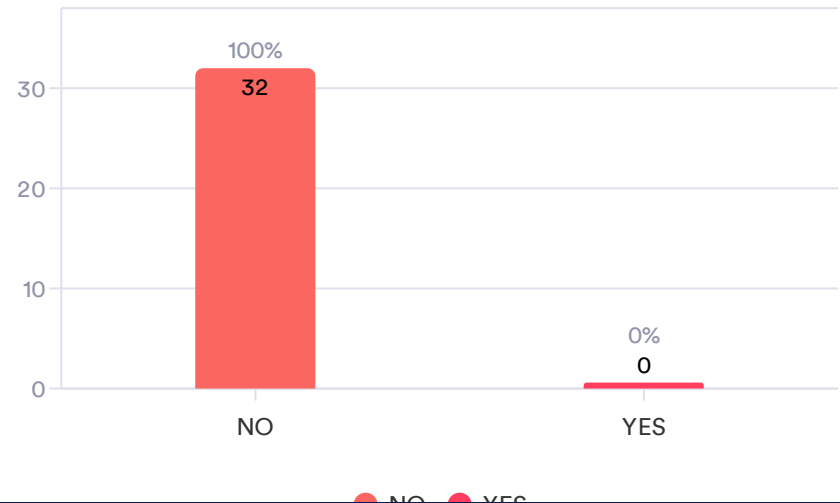
Please rate the typical condition of your USDA Foods upon exchange from the TDA contracted warehouse.

32 Responses

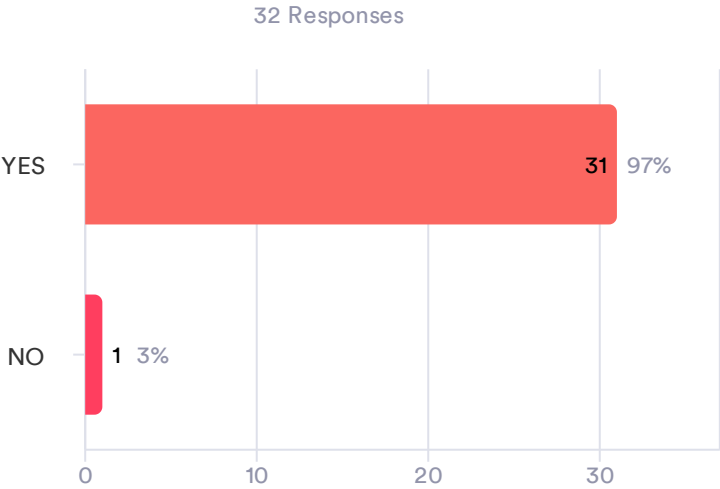


Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?

32 Responses



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

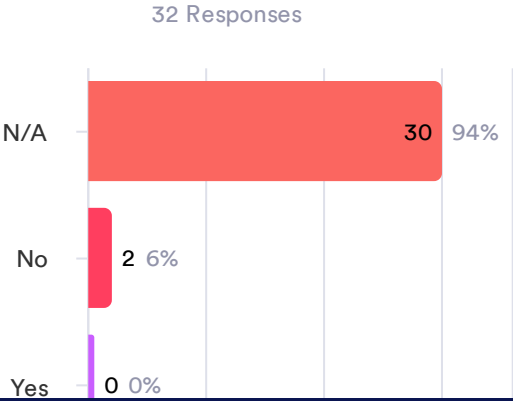


If no to the previous question, please provide additional information.

1 Response

Data	Responses
The only information our shows is the quantities of food being delivered. It does not show the dollar amounts of product or 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?



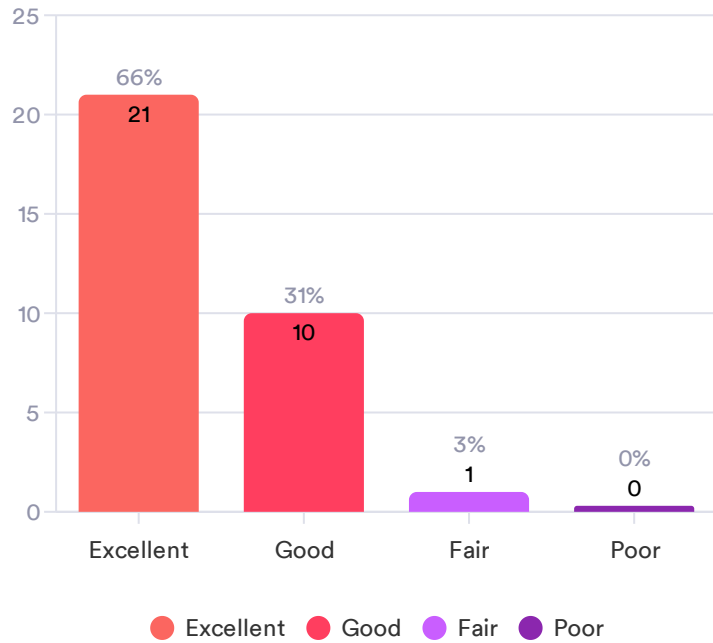
If no to the previous question, which option(s) were not offered?

4 Responses

Data	Responses
na	1
n/a	1
monetary refund and in-kind replacement	1
we were shorted beef on our delivery I contacted the warehouse and was told there was nothing they could do about it because	

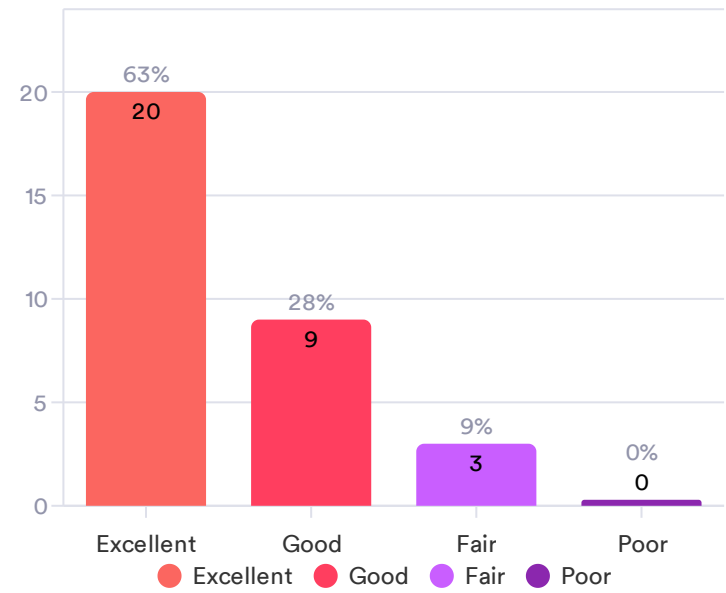
Please rate your overall experience with your TDA contracted warehouse on accuracy of orders.

32 Responses



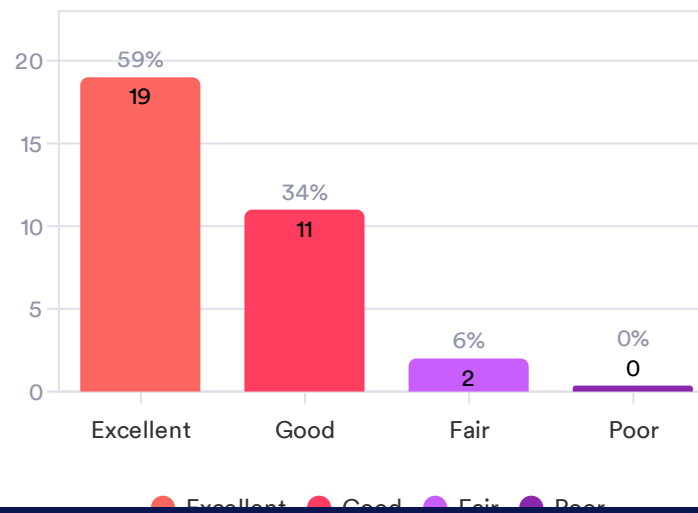
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

32 Responses



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

32 Responses



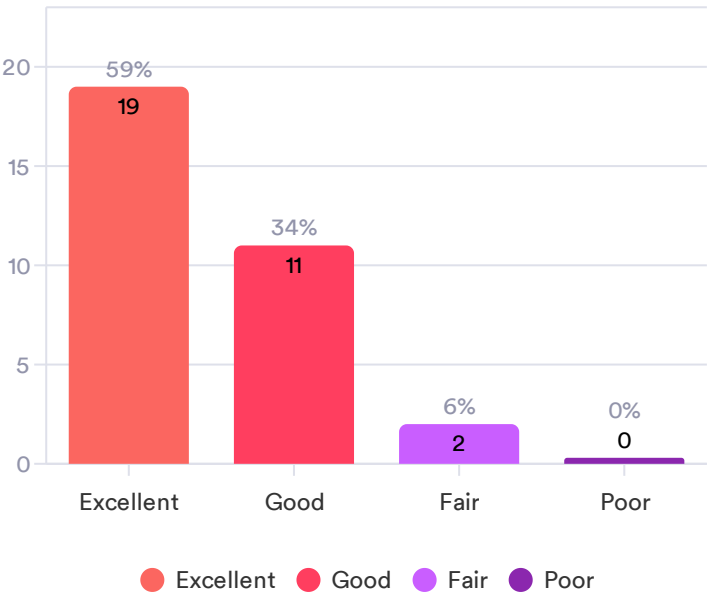
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

32 Responses



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

32 Responses



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

20 Responses

Data	Responses
No	2
no	2
It is inconvenient that they mix canned good and frozen goods on the same pallet. We do not always have someone to break down pallets at the time of delivery.	1
There have been a few times they come very early in the morning and the custodians let them in and place in the freezer. 5:30 am there is no child nutrition employees here at that time.	1
n/a	1
The main concerns that our district has with the warehouse include the excessive number of rescheduled dates and times. There was also a situation where the warehouse had contracted another company to do the delivery. That company was a no-contact delivery which was not communicated with us so we were not prepared with adequate staff to accept the delivery. After communicating this with the reps from the warehouse, they have since made sure that their company has done our deliveries.	1
Forte Frozen was great to work with. On time deliveries and great communication.	1
Enjoy working with Forte Frozen!😊	1
They have been very professional and helpful.	1
None.	1
None at this time.	1
None	1