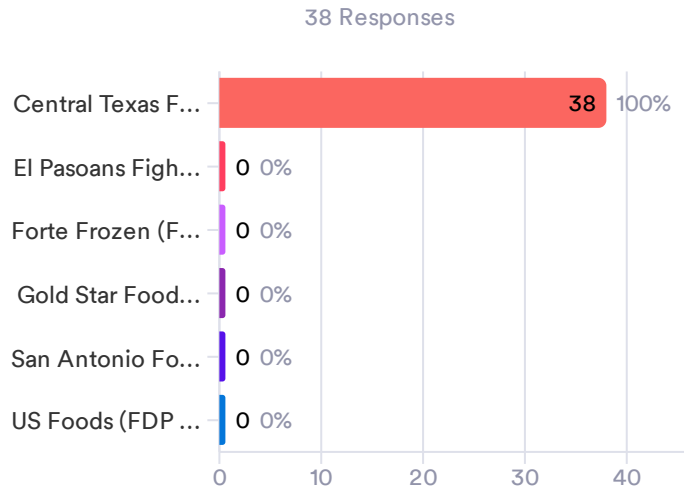


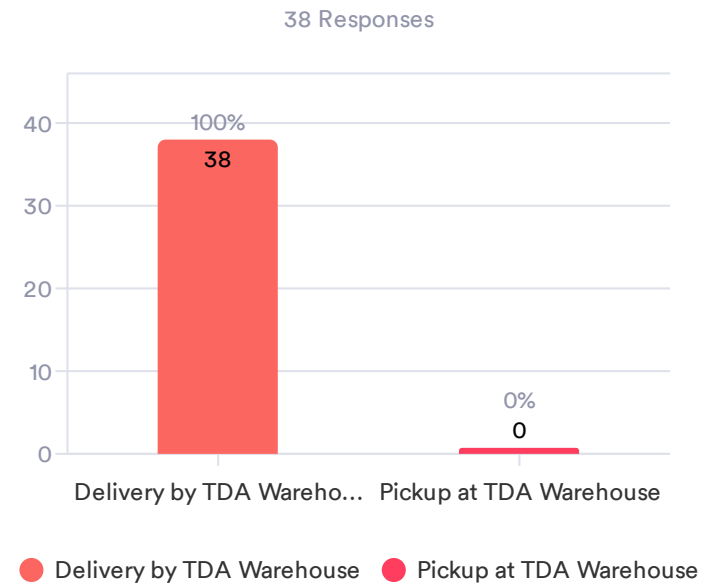
# Central Texas Food Bank

## Warehouse Customer Service Survey Results

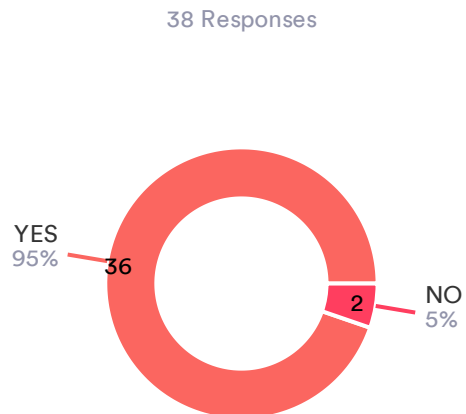
Which TDA contracted warehouse stored and delivered your USDA Foods (brown box, fee for service and Farm to School, as applicable) in school year 2022-2023?



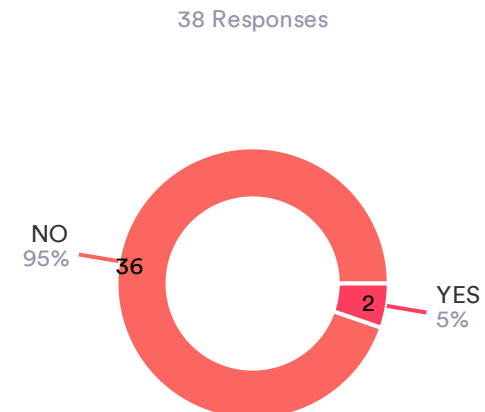
How do you receive your USDA Foods?



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?

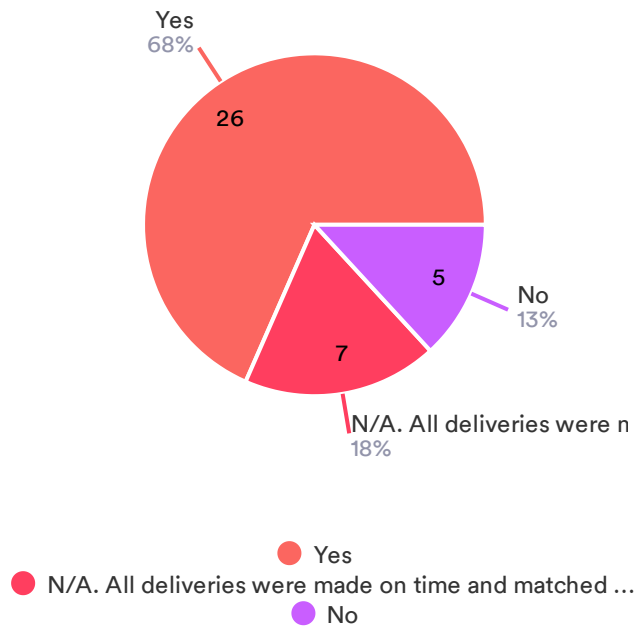


Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?



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

38 Responses



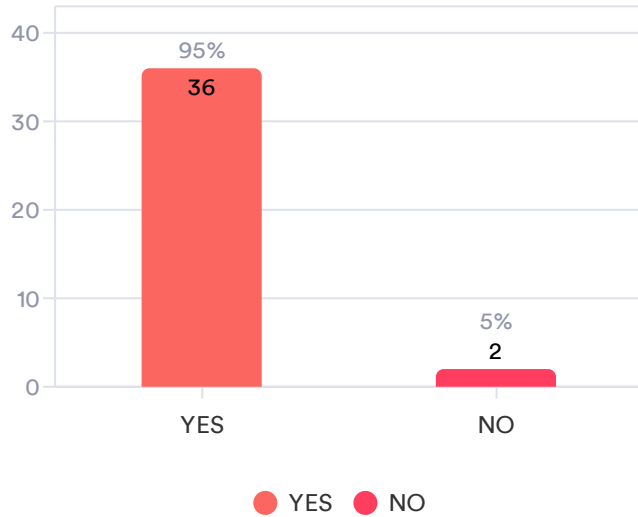
If no to the previous question, please provide further information.

6 Responses

Data	Responses
We never know what time our delivery will be delivered. If I do not get the order in by Thursday 9 AM we will not receive the items on Tuesday. The commodity bulletin and order does not reflect that so we think we are getting items that we are not, and we do not know that until the order gets here.	1
delivery was over a week late. they added 2 boxes of catfish to my order, i didnt want or order.	1
when late or what time to expect it	1
na	1
N/a	1
Since we are a small school , we would only have a case or two and they would send once there was a closer delivery without notifying me. No call to let me now they had rescheduled .	1

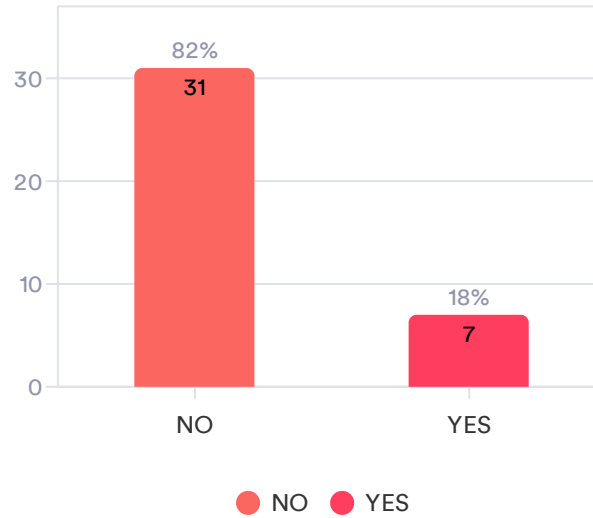
Does the TDA contracted warehouse provide a Bill of Lading for signature at the time of delivery/pick-up to validate your order's accuracy for every order?

38 Responses



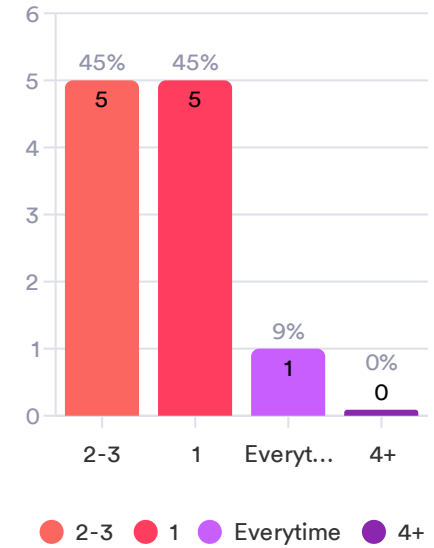
Has a TDA contracted warehouse staffer ever rushed or denied you the time to review the order/inspect the shipment before signing the Bill of Lading?

38 Responses



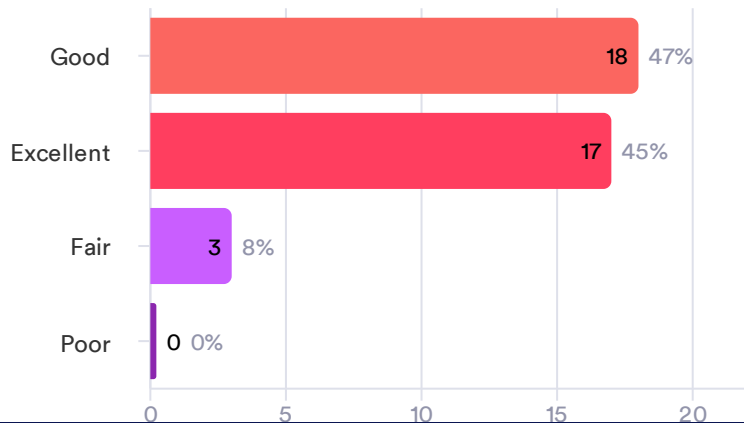
If yes to the previous question, please provide the frequency in occurrence.

11 Responses



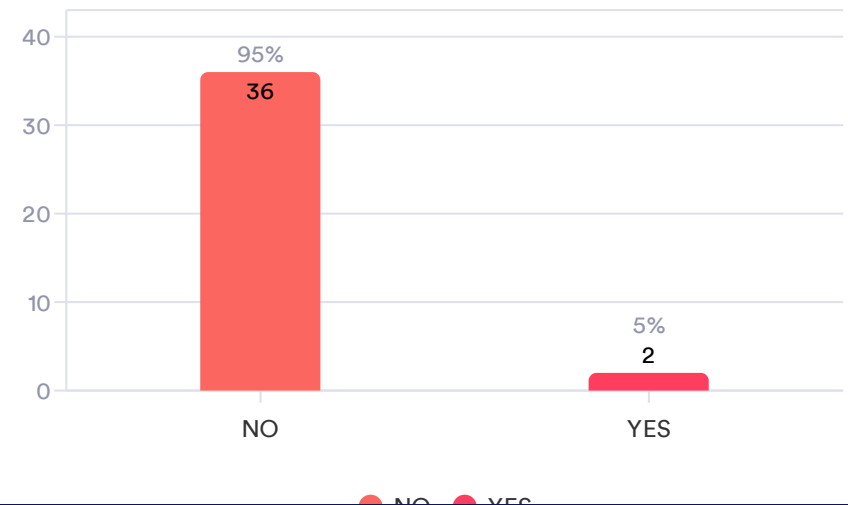
Please rate the typical condition of your USDA Foods upon exchange from the TDA contracted warehouse.

38 Responses

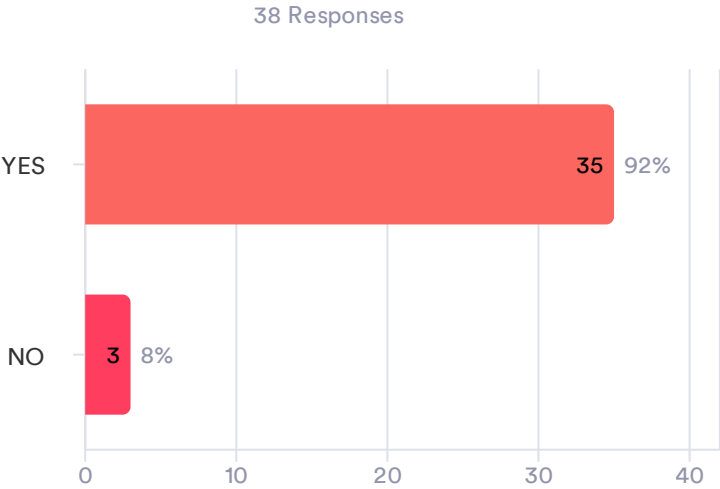


Have you ever received an invoice prior to actually receiving delivery (or pick-up) of the USDA Foods?

38 Responses



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

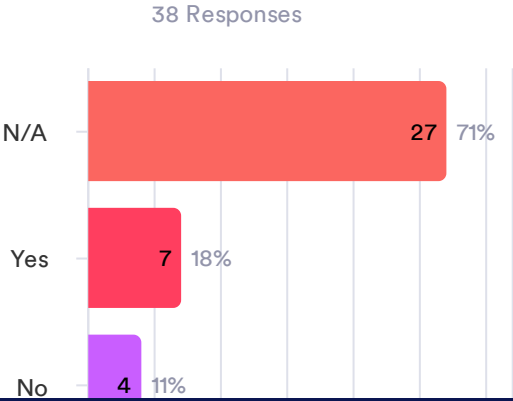


If no to the previous question, please provide additional information.

5 Responses

Data	Responses
N/A	2
i did order catfish. it was added to order by tda some how & then delivered to me.	1
Storage has been incorrect. Billing/credit information has also been incorrect.	1
Back in September, I did not receive a follow-up on the missing product. When I emailed my representative about this, I did not get a response nor credit for the item but charged for it.	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?



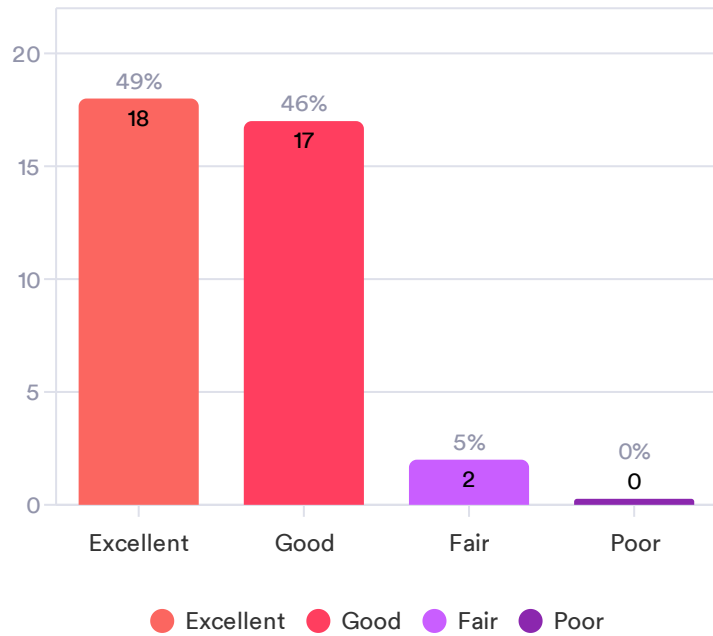
If no to the previous question, which option(s) were not offered?

7 Responses

Data	Responses
N/A	3
in kind product replacement	2
6	1
delivery credit	1

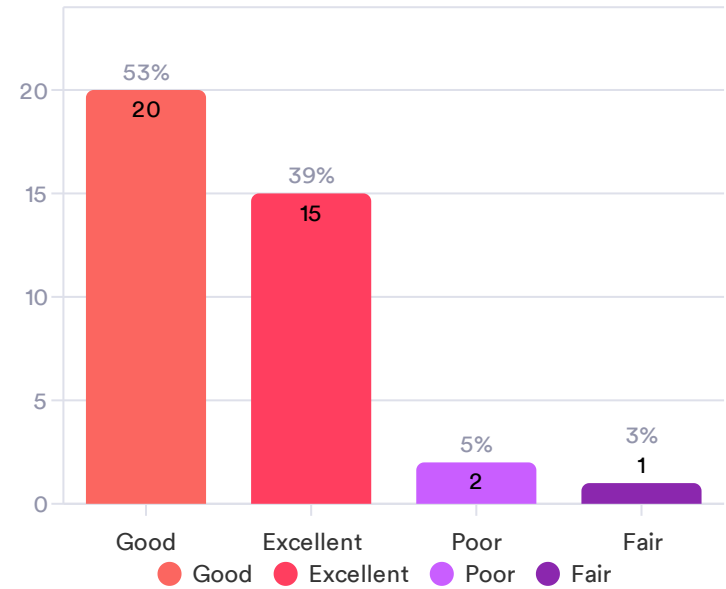
Please rate your overall experience with your TDA contracted warehouse on accuracy of orders.

37 Responses



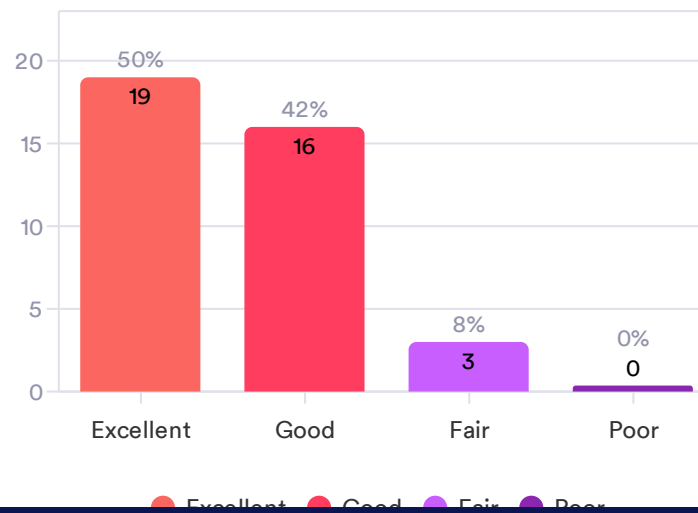
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

38 Responses



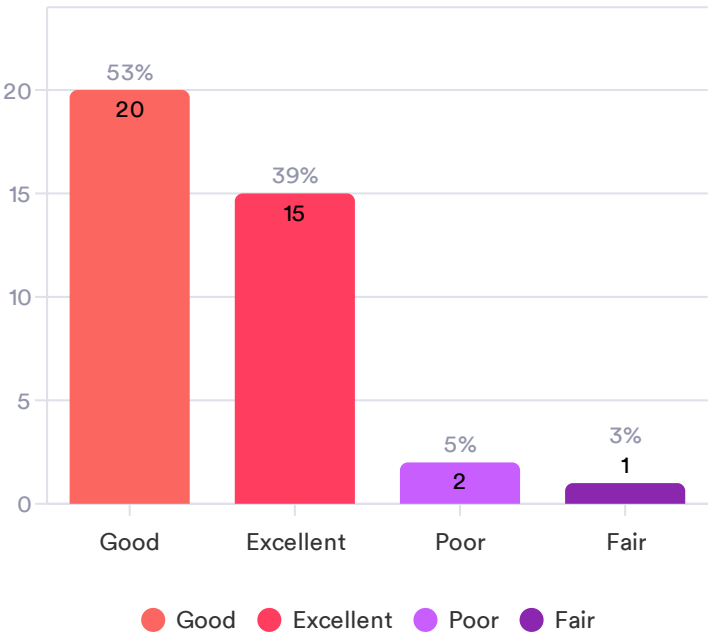
Please rate your overall experience with your TDA contracted warehouse on customer service from drivers.

38 Responses



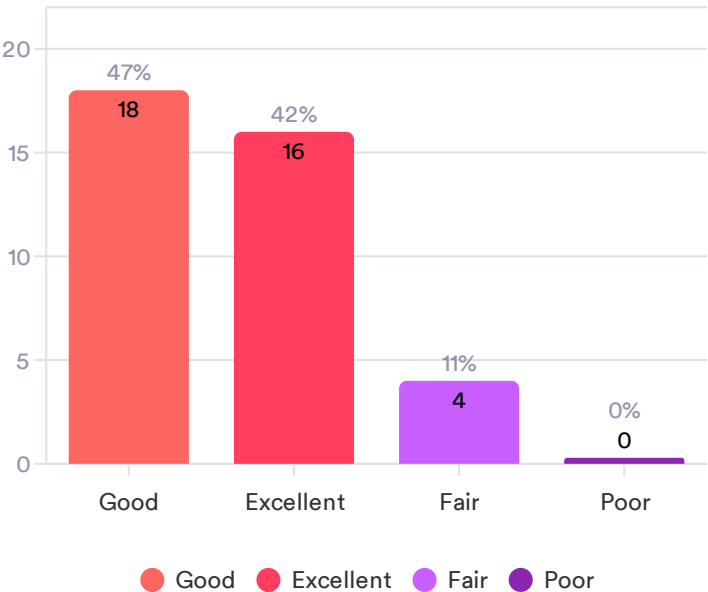
Please rate your overall experience with your TDA contracted warehouse on timeliness of deliveries.

38 Responses



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

38 Responses



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

12 Responses

Data	Responses
N/A	3
NO	1
Be able to get a hold of a representative at Food Bank	1
We appreciate it when the driver brings the delivery inside instead of dropping the delivery outside, especially when it is raining. I think there should be some leeway when it comes to the order process. If we do not have items allocated until Thursday, we should be able to have them on the order and delivered on Tuesday.	1
Very please with our warehouse.	1
warehouse is fine. work on tda & the amount of time they spend making new rules.	1
None at this time.	1
Texas Food Bank has been communicating with our district in a timely manner. I have no issues this school year.	1
Our warehouse does a great job.	1
Yes! Having the total value of donated food on the delivery ticket would be helpful. This makes it easier to enter in our system. Currently, we have to pull an allocated report, look up each value, and multiply by quantity to get an amount for each item for each location.	1