DOD OVERVIEW
The DoD (Department of Defense) Program offers fresh fruits and vegetables to schools through the use of entitlement funds. Each year SFA’s decide how much of their entitlement budget they would like to divert to this program. Participation is voluntary. Long term contractors deliver produce directly to schools. SFA’s can order produce up to once per week, through an online ordering system called FFAVORS (Fresh Fruit and Vegetable Order Receipt System).

Step-by-step instructions for accessing the FFAVORS system are below.

Each time an order is made through the FFAVORS system, it is subtracted from the budget balance. The cost of delivery, in addition to a minimal DoD administrative fee, is included in the price of produce. Once funds are depleted, SFA’s will be unable to continue ordering. The minimum order per deliver varies from contract to contract – generally $100. SFA’s can monitor balances in the FFAVORS system (see below).

Because the DoD program offers only domestic fruits and vegetables, there are some limitations as to produce availability. Bananas, for example, are generally not an option through the DoD program because they are largely grown outside of the United States. Produce offered is seasonal so options will change throughout the year. A full catalog is located on the FFAVORS website. Reviewing the catalog regularly is recommended.
GETTING SETUP FOR ONLINE ORDERING

FFAVORS is the online ordering system for the DoD Program.

To access FFAVORS a username and password from USDA’s eAuthentication (eAuth) system is required. The State Agency will submit all required information to the DoD on behalf of the SFA. This will include contact information for the SFA or designated ordering authority, and the names and addresses of all school sites that will receive produce deliveries (there is no limit on the number of delivery sites SFA’s can designate). An email will then be generated to the SFA with instructions for account sign-up. SFA’s, or an authorized ordering authority, must complete the following 3 Steps in order to access the system. Note: The last name and email address of the ordering authority must match what the State Agency has submitted to the DoD.

STEP1: Wait for an email from FFAVORS. The subject line in the email will say “FFAVORS Web New Account”. Follow the instructions to create a new eAuth ID.
**STEP 2:** Upon completion of Step 1, wait for a second email with the subject line “eAuthentication: FYI Instructions to Activate Your USDA Account”. The account must be activated by clicking on the “ACTIVATE MY ACCOUNT” link in this email. *Accounts must be activated within 7 days.* If the account is not activated within this timeframe, the State Agency will need to re-submit all information.

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CLICK HERE
- **STEP 3**: Log in to FFAVORS: [http://www.fns.usda.gov/fdd/ffavors.htm](http://www.fns.usda.gov/fdd/ffavors.htm). A system requirement is to wait 20 minutes from the time an account is activated to log in to FFAVORS. Once an SFA is successfully logged into the FFAVORS system, and the new school year has started, ordering can begin!

**SYSTEM COMPATIBILITY**
The FFAVORS system is most easily accessed using Internet Explorer. Internet Explorer 8 or a browser that supports 128-bit encryption, accepts cookies and is Javascript enabled is recommended. FFAVORS can be used on a Mac, using Safari, but an error message will likely occur. This generally appears at the delivery date section (see page 8 below). Ignore the error message, select a delivery date and then click on “Go Shopping”. The system should work as usual after this point. For assistance, contact the State Agency. More difficult issues may need to be referred to the eAuthentication helpdesk at 800-457-3642.
THINGS TO KNOW BEFORE YOU START ORDERING
There are a few things to know and understand before you start ordering.

Each school district will be assigned a “Required Delivery Day.” Schools will be assigned a delivery day based on geographical location and the overall delivery schedule of other schools that participate in the program.

Deliveries will only be initiated after an order is submitted in the FFAVORS system, but once submitted it will be delivered on the required delivery day. While SFA’s will be given a full listing of dates to select, upon log in to FFAVORS, only the required delivery day should be selected.

Regardless of assigned delivery day, orders must be placed **no later** than three full business days before the delivery day. For example, if the assigned delivery day is Wednesday an SFA must place an order on or before the previous Thursday.

The contractor is not obligated to accommodate orders that are submitted late. If a school district has a delivery day of Wednesday, and the SFA does not submit the order until Friday, it will not be delivered the following week because only two full business days (Monday and Tuesday) were provided. In this case the order would need to be resubmitted, as delivery the following week would be outside the maximum number of calendar days an order can be submitted (see below).

Orders can be submitted a maximum of 10 calendar days from the current date.

Orders cannot be changed or edited within 3 business days of delivery.

Weekend deliveries are not acceptable.

Keep or print a copy of your confirmation page for each order. This will include a confirmation number. This can be used to double check deliveries, issue credit back to your account if problems arise or monitor costs.

Do not change the funding source column. Making a change to this column will generate a bill to your school. **The funding source should always be listed as “federal”**.
ORDERING
When logging in to FFAVORS, the screen below will appear. Make sure your school name is listed as the customer, next to “Welcome”. To begin ordering, click on “Orders and Receipts”. Note, some information on the screen shots below are redacted in order to ensure school privacy.

FIRST STEP: CLICK “ORDERS AND RECEIPTS”

Second, select the school that will get the delivery for the order you are placing.

SECOND STEP: SELECT SCHOOL
Each school is issued a Y** number (Y plus your state abbreviation)
**Third**, select “Place a New Order”.

Note, this screen is considered the “Home Menu”. A “Home Menu” button will always be available at the bottom of your screen. On the “Home Menu” you are able to make changes to an order, edit receipts if you have problems with produce delivered, select a different school for ordering, view fund balances, obtain contact information for the DoD contact, or log out.

**Fourth**, select the “Required Delivery Date” for your order.

If your pre-assigned delivery day is Thursday, you must choose Thursday, 12/27/12 as your delivery date. In order to receive a delivery on this date you must place an order by 12/21/12 (3 full business days in advance).
Fifth, click on the strawberry button titled “Go Shopping”. Note that the “Home Menu” button is now available.

**ORDERING MADE EASY**

There are two options for viewing of available produce. Type the name or item code into the “Catalog Search Word” (for example, lettuce) or leave this tab blank to see the full catalog.

Click on “Show Catalog”. A list of produce available for purchase will be displayed.

The “Search Catalog By” and “Catalog sort order” tabs default to “Item Description”. This sorts catalog items by alphabetical order and allows for easy comparison (all lettuce would be listed together, for example). SFA’s can change this tab to “Item Code”, if desired. This would sort items by code number. Keeping a code list of most frequently ordered items, and searching by number (as opposed to looking through the whole catalog), would be one way to effectively utilize this feature.

Do not make changes to the “Default Fund Source” tab. Produce ordered through the DoD program should always be labeled “Federal Funds”. Iowa does not use “state funds” or “snack funds”.

![Diagram of FFAVORS Web Welcome和支持的订购页](Image)
A budget summary is also located on this page. A budget summary is also available on the “Home Menu” under “Display Current Fund Balances”. The “Starting Balance” is the total dollar amount you allocated to the DoD program. The second line reflects the total dollar amount you have spent, to date. The third line will populate once you make an order. The last line reflects your balance. Once your balance equals $50 or below you will be unable to continue ordering through FFAVORS.

Sixth, type in the number of cases you want to order. This will appear after you click “show catalog”. After you have typed in the number of cases you want for all desired items click “add items to cart”. If you make a mistake you can either delete the number of cases you input, or you can click on “Clear Form” to start over.

**SIXTH STEP: TYPE IN THE NUMBER OF DESIRED CASES**

**UPON COMPLETION, CLICK “ADD ITEMS TO CART”**

**WILL ZERO OUT THE ENTIRE FORM**
Seventh, review your cart. If items listed in your cart are correct click “Proceed to Checkout” and follow instructions for submitting your order. “Confirm Order” must be clicked at the end of the order submission process. You will know your order was processed if you receive a confirmation number. Additional options on this page are:

- #1. Adjusting cart quantities: click “Case Quantity” and adjust number. Click on “Update Cart”
- #2. Adding additional items to the cart: click “Continue Shopping”
- #3. Empting your cart and starting over: click “Empty Cart”
- #4. Saving cart for future reference: click “Save as Favorite Cart” (see below for more information)
- #5. Return to home menu: click “Home Menu” (save as favorite cart if you want to keep contents!)
- #6. View previous saved carts: click “Load Favorite Cart” (see below for more information)
USING THE FAVORITE CART
SFA’s can establish multiple favorite carts of items, under “Load Favorite Cart” and order from a saved
list each week. Because produce is domestic, and may change based on what is seasonal, looking at the
catalog on a regular basis may be a good idea. Some items loaded into the favorite cart may not be
available all year. The FFAVORS system will notify you of this upon checkout.

To load items into a favorite cart first “Add Items to Cart” (see page 9). Upon reviewing your cart click “Save as
Favorite Cart”. You will then be prompted to name your favorite cart and select who the favorite cart is for. Once
you have saved a favorite cart you can access it anytime by clicking on “Load Favorite Cart” (see #6 on page 10).
You can save multiple favorite carts by giving each saved cart a different name.

CANCELING OR MAKING CHANGES TO AN ORDER
Orders can be changed or cancelled, as long as it is outside the 3 day window. The DoD does not need to
be notified. Go to the “Home Menu” and click “View, Change or Delete a Pending Order”.

REPORTING DAMAGES OR OTHER PROBLEMS

Always inspect produce upon delivery. Issues should be reported by EMAIL to Brian Kern within 24 hours of receipt. Produce does not have to be accepted if it is damaged or not what you ordered.

When emailing Brian regarding problems always include the following 3 items: (Note that internal item numbers do not mean anything in the DoD system and do not need to be reported).

1. Delivery Date

2. Catalog Item Code (15A13, for example). This is the number located next to the item in the FFAVORS catalogue.

3. Y** number (Y plus your two letter state abbreviation and three digits). Each school is assigned a Y** number for DoD tracking purposes. This number is located on every invoice and in the FFAVORS system. Before ordering, SFA’s must select the school that will get the delivery. Some school districts may have multiple schools listed; others may only have one school listed. This is at the SFA’s discretion and should be sent to the State Office upon enrollment into the program. Regardless of the number of schools listed in the system, a Y** number must always be included when reporting problems to Brian Kern at the DoD.
ACCOUNT CREDIT
To be issued credit for damaged or shorted product SFA’s can do the edit in FFAVORS. Log in to FFAVORS and click on “Edit Receipts”, located on the “Home Menu”. Always report problems to Brian Kern from the DoD first and always include the above items (delivery date, catalog number and YOH number) in all correspondence. Credit must be issued within 24 hours of produce receipt.

*Note: credit cannot be issued on half cases. It is either the whole case or no case.

After clicking “Edit Receipts” you will be asked to “Select an Order to Adjust”. Select the requested delivery date of the damaged or shorted produce or the order confirmation number. You will then be shown a receipt for your order, which you can edit. If you ordered 3 cases of pineapple, and 1 case was damaged, you would edit the receipt by putting a number 2 in the “Case Receipt Qty” column. You would then select a “Reason for Receipt Qty Difference” from the drop down menu. Select the reason that most closely fits your situation, such as “Damaged in Shipment”.

In the example below the SFA is doing an edit because he/she accepted one additional case. Generally, edits are done because produce is damaged or shorted.
Once the revision is complete, click “Process”. The dollar value of the edit will then be added or deducted from your balance.

Next, a revised receipt will be displayed. On the “Receipt Confirmation Screen” click “Confirm Receipts”. The edit is now complete and a new confirmation number will be issued.
GENERAL TIPS

The delivery driver does not have the ability to issue credit back to the school account. Some SFA’s have reported that the driver will make note of damaged or shorted product. This has no affect on account balances. It must be reported to Brian Kern at the DoD and adjusted in FFAVORS.

Double check orders before submitting. Contractor is not obligated to accept returns or issue credit if SFA’s make a mistake on orders.

The State Agency will monitor usage of DoD funds on a regular basis. If it appears that schools will not use all of the money allocated, funds may be given to another district. Contact the State Agency with questions or concerns about budgets.

When ordering or adjusting receipts always make sure to click “confirm” at the end. Otherwise, requests will not be processed.

PRODUCE RECEIVING & HANDLING TIPS

Observe signs of produce distress at time of delivery.

Look for crushed or wet boxes (open and refuse if there is damage to produce).

Notice how driver handles off-loading process. If boxes are thrown or slammed or mishandled in any way, refuse them and report issue to customer rep.

Look for a cooling unit on the truck. Feel produce in the front of the truck and in the back of the truck. If warm to the touch, the refrigeration unit may have been turned off prematurely during transit. The cooling unit should be running when the truck arrives. If not, report this.

Do not store ethylene-producing products (bananas, citrus, apples, pears, peaches) near lettuce. This will cause russet spotting (this won't affect immediate edibility - it's more of a marketing issue, but will lead to premature breakdown).

Keep bell peppers, eggplant, cucumbers, yellow squash and zucchini away from extreme cold and blowers in the cooler. They will show pitting if over-cooled, which is a sign of breakdown.

To maintain the best possible quality, see “Optimum Temperatures for Produce Guide” below.

Rule of thumb: for every one hour away from optimum temperature, one day of shelf life is lost. For more information visit http://www.fruitsandveggiesmorematters.org/?page_id=164.
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