# USDA DoD Fresh Fruit & Vegetables Vendor Credit Methods & Vendor Information

If you receive damaged or poor-quality DoD Fresh produce, the following methods can be utilized for vendor credit:

* Inferior, or poor-quality products should be rejected at the time of the delivery and reported within 1 business day to the current Vendor and c/c to DoD DLA Rep, and State Distribution Agency (SDA/ODE).
* Inferior, or poor-quality products can be replaced with the same/similar product by calling or e-mailing the current Vendor directly within 1 business day of delivery. Pictures of the product should be included and sent to the current Vendor with a c/c to DoD DLA Rep, and State Distribution Agency (SDA/ODE). The current Vendor will then confirm if credit is granted.
* If you are granted a credit, you must make an adjustment in FFAVORS when entering your receipt (shortages or credit) within seven calendar days to get the entitlement back to purchase other items.
* If the product is replaced, then no credit in FFAVORS will be allowed during the receipt process. The current Vendor can ask for validation of the inferior product if this method is chosen.
* After seven calendar days there are no allowances for credits.

***As a reminder when contacting the current Vendor, you must always include the DoD DLA Rep and the ODE USDA Foods Team.***

# Current Vendor Information

**Vendor website:** Pro Pacific Fresh

**Email:** customerservice@propacificfresh.com **or Call: 1-888-393-5500**

**Point of Contact:** Michael Estrada mestrada@propacificfresh.com

# DoD DLA Representative (DLA) ​

Tessie Vez: tessie.vez@dla.mil​

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**State Distribution Agency (SDA/ODE)**

Oregon Department of Education (ODE) USDA Foods Team: D. Sanchez, Beatrice Cameron, Chantal Davidson ​

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