



Bulletin

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Additional Tips on Improving the USDA Food Ordering Process

In Bulletin No. 2, we listed several tips on how the FOCUS Team thought we could improve the food ordering process. Here are a few additional tips we also want to share with you.

1. Although the July orders are due April 15th, if you are experiencing a problem and unable to meet the deadline several days prior, please let us know. You can email our Customer Service representative, Janet West (Janet.West@fns.usda.gov) or the appropriate specialist. We ask that you give us a couple of days notice if possible.
2. As soon as you realize that you need to make a change to an order, it is important that you email the appropriate specialist and we will determine if the change can be made at this time.
3. Our Contact/Mailing list is still a "living document". As a reminder, if anyone is receiving an email from one of our specialist and does not wish to remain on the list, please send an email to Matthew Fisher (Matthew.Fisher@fns.usda.gov) to add or delete names.

As we mentioned before, these tips are intended to help us better serve you and to ensure the highest level of customer service that we can offer to you. We again encourage you to email any suggestions or tips on how you think that we at USDA can better serve you so that we can add them to this list. If you have any suggestions or tips on how to improve or streamline operations, please email them directly to Janet West, our Customer Service Representative. Janet's email address is Janet.West@fns.usda.gov.

Thanks again for visiting the site! And remember, a list of USDA food ordering contacts is also posted on the FOCUS website at: www.fns.usda.gov/fdd/focus/focus-contacts.htm.