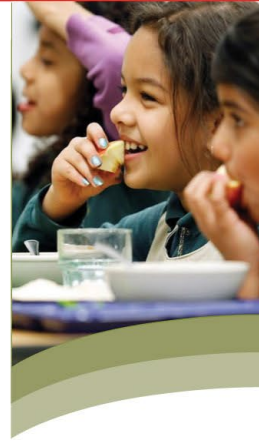


Agricultural Marketing Service

COMMODITY PROCUREMENT PROGRAM

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Customer Feedback: Complaint Resolution

Discussion Topics



PURPOSE



SCOPE



RESPONSIBILITIES



PROCEDURES



Purpose

- ❖ Address Customer Feedback
- ❖ Resolve Reported Product Issues
 - Current Best Practices
 - Federal Acquisition Regulations (FAR)
 - AMS Master Solicitation for Commodity Procurement



Scope

- ❖ Forwarded by Food and Nutrition Service (FNS)
- ❖ Received by Communications and Stakeholder Branch (C&S)
 - Via the Web Based Supply Chain Management System (WBSCM)
- ❖ For the Government to exercise its post-acceptance rights and seek resolution
 - Received within a reasonable time
 - Received before any substantial change occurs in the condition of the item
 - A defect which clearly does not conform to the provisions of the contract

Communication & Stake Holder Branch Responsibility

- ❖ Review the customer feedback to determine action required
 - If not a contractual conformance issue: prepare a response to acknowledge the feedback
 - If possible contractual conformance issue: forward to the appropriate Contracting Officer (CO)
- ❖ Collaborate with FNS to close the issue

Contracting Officer Responsibility

❖ Determine whether the product issue warrants a contractual resolution

➤ If not warranted

- Reply to C&S stating that a resolution by the vendor is not warranted
- Indicate why resolution is not warranted

➤ If warranted

- Work with the vendor to determine the appropriate resolution (potential contract modification)
- Submit the final resolution to C&S

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Procedures

Examples of a Complaint

- ❖ The recipient inspects a shipment and indicates that USDA Foods in the load are out-of-condition.
- ❖ Discrepancy with the quantity of USDA Foods ordered.
- ❖ Recipient having to restack items that arrive unpalletized or pallets that arrive poorly stacked.
 - May request reimbursement cost

Product Issue Determination

- ❖ C&S will review the request to determine if the feedback could be a contractual conformance issue
- ❖ If the request is not a contractual issue, C&S will immediately respond to the customer through FNS

Potential Contractual Conformance Issue

C&S will forward potential contractual non-conformance feedback to the appropriate CO. The following information will be provided:

- ❖ Vendor Name
- ❖ Complaint Number
- ❖ Sales Order Number
- ❖ Sales Order Item Number
- ❖ Purchase Order Number
- ❖ Purchase Order Item Number
- ❖ Quantity Affected
- ❖ Date of Incident
- ❖ Date Received
- ❖ Contracting Officer Name
- ❖ Other Pertinent Information

No Contractual Resolution Needed

The CO will review the customer feedback and will have 3 business days to determine if a contract resolution is needed. If a contract resolution is not required, the CO

- ❖ May notify the vendor to make them aware of the issue, including C&S in the communication.
- ❖ C&S will utilize the CO's explanation of why a contractual resolution was not needed to prepare a response for the customer, which will be sent through FNS. C&S will also request that the issue be closed

Will provide an explanation to C&S why a contract resolution is not warranted, providing as much detail as possible.

Contractual Resolution Needed

The CO will review the customer feedback and will have 3 business days to determine if a contract resolution is needed. If the CO determines that a contractual resolution is warranted the CO

- ❖ Will notify C&S and then work with the vendor, program area, Nutrition and New Product Development Division and other resources to research the issue.
- ❖ Will attempt to resolve the issue within 15 business days, notifying C&S in writing if additional time is needed.
- ❖ Will provide a written summary of the action taken

C&S will utilize the CO's written summary to prepare a response for the customer, which will be sent through FNS. C&S will also request that the issue be closed.



Reference Materials

*FNS
Instruction
709-5*

*AMS Master
Solicitation*

*Federal
Acquisition
Regulation*

Any
Questions

