

# Web-Based Supply Chain Management (WBSCM) Direct Delivery Complaint Form

This form includes the information required from the Recipient Agency for the Connecticut State Department of Education to submit complaints regarding USDA Foods direct delivery items. Complete all information and email to [allison.calhoun-white@ct.gov](mailto:allison.calhoun-white@ct.gov) and [monica.pacheco@ct.gov](mailto:monica.pacheco@ct.gov). For questions, contact Allison Calhoun-White at 860-807-2008 or Monica Pacheco at 860-807-2086.

1. Sales order number (starts with 5000): \_\_\_\_\_

**Note:** To find the sales order number, go under *Reports*, click on *Requisition Status Report*, then enter the following information:

- **Program:** Enter “NSLP.”
- **Req. Delivery Date:** Enter “7/1/<insert current year, e.g., 2026>” in the first field and enter the current date in the second field), for example, “7/1/2025” to “1/9/2026.”
- **Material Code:** Enter the material code of the product for which the complaint is being reported.
- **Sold-To Party:** This field should automatically populate with your seven-digit BPID number.

Hit *Execute*. Scroll over to the column for *Sales Order #* to locate the sales order number that applies to the complaint (refer to the image below). **Note:** There may be multiple delivery dates.

Entitlement/Bonus Ind	Requested Qty	Sales Unit	Net Dollar Value	Sales Order #	Sales Order Item #	Sales Order Status	Purchase Order #
ENTITLE-SY25	22,180.000	LB					
ENTITLE-SY25	9,772.000	LB					
ENTITLE-SY26	2,153.000	LB					
ENTITLE-SY26	6,919.000	LB	12,946.87	5000989425	100	Order Received	4100032493
ENTITLE-SY26	3,318.000	LB	6,343.66	5000989485	100	Order Received	4100032447
ENTITLE-SY26	1,950.000	LB	3,728.21	5000982005	100	Order Received	4100032447
ENTITLE-SY26	1,171.000	LB	4,705.20	5000991627	200	Order Received	4100032291
ENTITLE-SY26	16,035.000	LB	25,656.00	5000994209	300	Order Received	4100033455
ENTITLE-SY26	1,124.000	LB	1,984.87	5000990444	100	Order Received	4100032484
ENTITLE-SY26	7,925.000	LB	1,426.50	5000981735	700	Order Received	
ENTITLE-SY26	20,430.000	LB	4,991.05	5000990034	100	Order Received	4100032745
ENTITLE-SY26	63.000	CS	14,631.12	5000972080	100	Order Received	4100032666
ENTITLE-SY26	27.000	CS	4,103.89	5000972081	100	Order Received	4100032461
ENTITLE-SY26	27.000	CS	2,786.08	5000976497	100	Order Received	4100033196
ENTITLE-SY26	25.000	CS	2,054.55	5000993314	100	Order Received	4100032341

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2. Incident date: \_\_\_\_\_
3. Date received: \_\_\_\_\_
4. District/school contact name: \_\_\_\_\_
5. Contact organization: \_\_\_\_\_
6. Contact phone: \_\_\_\_\_
7. Contact email: \_\_\_\_\_
8. Street address of remaining product: \_\_\_\_\_
9. Quantity received: \_\_\_\_\_
10. Quantity affected: \_\_\_\_\_
11. Quantity remaining: \_\_\_\_\_
12. Include photos of:
  - the affected product (for example, if product is freezer burned, send a photo that clearly shows the freezer burn);
  - the case and all labels on the case; and
  - any additional photos that would be beneficial to assess the situation.

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For more information on USDA Foods, visit the CSDE's [Food Distribution Program \(USDA Foods\)](#) webpage or contact the [FDP program staff](#) at the Connecticut State Department of Education, Bureau of Child Nutrition Programs, 450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841. This document is available at [https://portal.ct.gov/-/media/sde/nutrition/fdp/wbscm\\_direct\\_delivery\\_complaint\\_form.pdf](https://portal.ct.gov/-/media/sde/nutrition/fdp/wbscm_direct_delivery_complaint_form.pdf).



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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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