

North Dakota DoD Fresh FFAVORS Quick Reference Guide

Purpose: This guide provides the basic steps for ordering and receipting DoD Fresh produce in FFAVORS.

1. Getting Started

1. Log in to FFAVORS using your User ID and Password.
2. The FFAVORS User Manual is available under the Help button on the FFAVORS Home Page.

2. Placing an Order

1. Select Place a New Order.
2. Choose the requested delivery date.
3. Select Go Shopping and add items to your cart.
4. Proceed to Checkout.
5. Review your order and select Confirm Order.
6. Print or save your confirmation number.

ORDERING TIPS

- Minimum order is \$150.
- Orders may be placed weekly.
- Orders require a minimum of 3 business days before delivery.
- Deliveries are available Monday through Friday only.
- Review your available entitlement balance before placing your order.

3. Modify or View an Order

1. Select Modify Pending Order to update quantities or add/remove items before the order is processed.
2. Use View an Order to review current or previous orders.

4. Receiving Your Delivery

1. Inspect all produce upon delivery (before signing the delivery ticket whenever possible).
2. Record shortages, damaged product, or quality concerns on the delivery ticket.
3. Take photos of damaged or poor-quality items.
4. If you cannot inspect the delivery immediately, notify the State Agency within 24 hours.
5. Do not discard product if requesting credit until instructed by the vendor.

5. Completing a Receipt in FFAVORS

1. From the FFAVORS Home Page, select Edit Receipts.
2. Open the pending receipt for the delivered order.
3. Verify the quantities received.
4. Enter quantity changes, if needed.
5. Select the appropriate Reason Code for every quantity change.
6. Process and submit the receipt.
7. Print a copy for your records if desired.

IMPORTANT REMINDERS

- Complete all FFAVORS receipts within 2 business days of delivery.
- Every delivery must be receipted.
- A Reason Code is required whenever a quantity is changed.

Workflow: Place Order → Receive Delivery → Inspect Product → Complete Receipt