

NSLP Delivery Notification

When your USDA food delivery is schedule, as a Recipient Agency of USDA foods, it is your responsibility to notify our office if you find discrepancies between the items listed on the ACDS Agency Invoice and the Tankersley Invoice.

To receive Credit:

- Please follow the “Credit Memo Process Steps” located on the Commodity Form tab <https://dhs.arkansas.gov/dco/distribution/Default.aspx>.
- **Email or fax the Tankersley Invoice and the ACDS Agency Invoice** to our office within 24 hours of the delivery, for a credit of PAL dollars to your account. *For Arkansas Department of Education accounts*, the Transportation expense incurred will be corrected.

Delivery during Inclement Weather

- As a Recipient Agency of USDA foods, it is your responsibility to notify our office if your school/agency is closed on the day of your Tankersley delivery.
- You will need to contact us via email to have your delivery rescheduled **prior** to your delivery date.
- If we are not notified, your Tankersley delivery **will be canceled** and we will issue credit to your PAL account.
- Please include the following individuals in your email: diedra.bolden@ade.arkansas.gov, james.ponzini@ade.arkansas.gov, christine.jackson@ade.arkansas.gov and joijett@ade.arkansas.gov.

On the day of your USDA delivery, find your Customer I.D. number on our website under Food Availability.

<https://dhs.arkansas.gov/dco/distribution/Default.aspx>

- **Click, Where’s My Truck?**
- **Type in your Customer I.D. number**
- **Click Submit and it will give you your estimated delivery time**

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