



Recipient Agency Training - Inventory, Transfers, and Delivery Orders: Questions & Answers

Answers to the questions asked in HNS' **Recipient Agency :Inventory, Transfers, and Delivery Orders webinar**. Please note, operators are responsible for remaining up-to-date on program guidance/regulations. The following answers reflect the information available at the time of the live webinar and may be subject to change.

QUESTIONS & ANSWERS

Q: Who should be contacted for questions on the Catalogs and Ordering section?

A: This webinar will address orders for shipments via Shamrock to the Recipient Agency (RA) designated delivery site. The Arizona Department of Education (ADE) Health and Nutrition Services (HNS) hosted the Introduction to CNP MyFoods webinar which addressed catalogs. This webinar can be found in the Online Training Library section of the HNS website.

Q: Is bonus the new surplus?

A: No. Bonus is an option of USDA Foods that does not reduce the Planned Assistance Level (PAL). Surplus in CNP MyFoods is labeled as **State Account** inventory and Direct Delivery materials will be posted in the Advertisement area.

Q: Why would 'shipping location' show none?

A: A shipping location is only displayed in the orders area when inventory in Direct Delivery materials is available and when the site is in approved status. ADE anticipates inventory of Direct Delivery materials to be available in early August.

Q: Is there written guidance that includes screen shots for inventory, transfers, and delivery orders?

A: Today's webinar was presented and will be used to craft additional resources.

Q: When will HNS have sites approved?

A: ADE is reviewing and approving sites daily as SFAs and HNS staff complete the requirements outlined in Memorandum HNS 07-2026, School Year 2026-2027 Updates and Reminders for School Food Authorities and Child Nutrition Staff. For additional information and guidance, please review last week's webinar available on the ADE HNS Training Website.

Q: When referring to transfers, is this referencing transfers from SFA to SFA or processing diversions?

A: All processing transactions will be conducted outside CNP MyFoods. The 'transfer' referenced in this training is regarding Direct Delivery (Brown Box) items, only.

Q: If unavailable to be present for each delivery, how would other staff get the document for the delivery driver to sign? Is there a way for the delivery driver to have the form?

A: RAs are responsible for verifying their shipments of USDA Foods and training kitchen site staff accordingly. Discrepancies are notated on delivery documents such as invoices and then uploaded into CNP MyFoods. Delivery staff do not have access to CNP MyFoods.

Q: If there is a shortage at one or two sites would the driver just make a notation on the site invoices rather than the documentation that is in this system?

A: Orders are placed by site by the RA. As such, discrepancies are notated on delivery documents such as invoices, for each site, and then uploaded into CNP MyFoods.

Q: If the receiving staff do not have access to this system, how will they be able to print off the document that requires a delivery driver signature for notifying of a discrepancy?

A: If receiving staff do not have direct access to the system, CNP MyFoods provides the ability to download and print the order documentation. However, an invoice notating the discrepancy is allowed as sufficient documentation for the upload requirement.

Q: Are there reports or invoices with the dollar value of the order shipped?

A: Yes. CNP MyFoods supplies various reports as detailed in the webinar. Invoices are issued by the contracted warehouse for delivery fees associated with Direct Delivery materials and ADE Accounting division issues invoices for fees associated with excess dwell (storage).

Q: How does an RA know that the application was approved?

A: Accounts in CNP MyFoods will indicate the application status as approved, pending, or new.

Q: In the previous myFOODS system, contact information was required to be updated before being active for placing orders. Is this still a need, and if so, where does that information get updated?

A: ADE released Memorandum HNS 07-2026, School Year 2026-2027 Updates and Reminders for School Food Authorities and Child Nutrition Staff. The memo includes directions on updating data within CNP MyFoods.

Q: CNP MyFoods seems more difficult than the old myFOODS system. Are there more steps in the new system? If overwhelmed learning the new system, what resources are available?

A: While CNP MyFoods may feel more complex at first because it introduces a new workflow and updated processes, it is not necessarily designed to have more steps than the previous myFOODS system. Many tasks have been reorganized to improve accuracy, visibility, and compliance, so users may notice a learning curve as they become familiar with the new navigation and functionality.

If you feel overwhelmed while learning the new system, there will be several resources available through ADE to support you, including:

- How-to guides for common tasks and processes
- Step-by-step instructions with screenshots and detailed explanations
- Recorded webinars and training sessions that can be viewed on demand
- Additional training materials and reference documents to help reinforce learning

These resources are designed to help users build confidence, learn at their own pace, and quickly find answers to common questions as they transition to CNP MyFoods. With time and practice, most users find the new system becomes easier to navigate and more efficient for managing their daily tasks.

Q: Where do RAs need to apply?

A: If your entity is new to the USDA Foods in Schools Program, please reach out to USDAFoods@azed.gov for assistance.