

## **FOOD DISTRIBUTION PROGRAM FAQs**

**1) Q: Where can I find my entitlement balance?**

A: In CNP2000, click Entitlement then Sponsor Inquiry. Your entitlement balance is listed by program year.

**2) Q: What is the process with the surplus list?**

A: Available Monday-Friday from 8:00am-2:00pm. One request per week.

**3) Q: How do I look up information about USDA Foods we are allocated?**

A: Information regarding USDA Foods can be found at:  
[www.fns.usda.gov/fdd/schfacts/](http://www.fns.usda.gov/fdd/schfacts/)

**4) Q: What is the difference between Planned Usage and “B” allocations?**

A: Planned Usage is “B” USDA Foods that are ordered via the Planned Usage survey which allows you to anticipate and budget your USDA Foods usage for the following school year. The Planned Usage survey allows you to request the quantity of food for and the delivery dates for the following school year. The Planned Usage survey deducts from your “B” entitlement.

**5) Q: How can I find out when a specific product is coming and when?**

A: In CNP2000, click “Documents” then click either “Calendar A Arrivals” and “Calendar B Arrivals” (depending on which category of product you are looking for). This information is updated on the last Friday of every month.

Also found on ADE’s Food Distribution website at: [www.ade.az.gov/health-safety/cnp/fdp/](http://www.ade.az.gov/health-safety/cnp/fdp/)

**6) Q: What if my school will not be open for the next delivery, how can I change the date my order will be delivered?**

A: In CNP2000, click on “Order” then scroll down to your specific order, enter

the new delivery date, click “Process”, click “Confirm.”

**7) Q: I have allocations on my order form however I do not have enough entitlement to cover all of the allocations.**

A: Entitlement is reduced as allocations are created. Refusing a product results in that entitlement amount crediting back to your total entitlement.

**8) Q: How do I update my personal information?**

A: In CNP2000, click “My Info” and update information as desired.