

METRIC

A-A-20181C
August 6, 2014
SUPERSEDING
A-A-20181B
June 20, 2008

COMMERCIAL ITEM DESCRIPTION

BAKERY MIXES, PREPARED

The U.S. Department of Agriculture (USDA) has authorized the use of this Commercial Item Description (CID).

1. SCOPE. This CID covers prepared bakery mixes (bakery mixes), packed in commercially acceptable containers, suitable for use by Federal, State, local governments, and other interested parties. **Please note: This document does not guarantee purchase of this item by USDA.**¹

2. PURCHASER NOTES.

2.1 Purchasers *must specify* the following:

- Type(s), style(s), class(es), fat level(s), sodium level(s), gluten content, and package(s) of bakery mixes desired (Sec. 3).
- When analytical requirements are different than specified (Sec. 7.1).
- When analytical requirements need to be verified (Sec. 7.2).
- Manufacturer's/distributor's certification (Sec. 10.3) or USDA certification (Sec. 10.4).

2.2 Purchasers *may specify* the following:

- Food Defense Section 10.1: Food Defense System Survey (FDSS) (Sec. 10.1.1), or Food Defense Addendum to Plant Systems Audit (PSA) (Sec 10.1.2), or (Sec. 10.1.2 with 10.2.1).
- Manufacturer's quality assurance (Sec. 10.2 with 10.2.1) or (Sec. 10.2 with 10.2.2).
- Packaging requirements other than commercial (Sec. 11).

3. CLASSIFICATION. The bakery mixes must conform to the following list which must be specified in the solicitation, contract, or purchase order.

¹ For USDA purchase specifications please visit the following websites: [Commodity Purchase Specifications for Agricultural Marketing Service \(AMS\)](#), and [Commodity Purchase Specifications for Farm Service Agency Procurements \(FSA\)](#).

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Types, styles, classes, fat levels, sodium levels, gluten content, and packages.²

Type I - Cake mixes

- Style A** - White
- Style B** - Yellow
- Style C** - Devil's food
- Style D** - Gingerbread
- Style E** - Pound
- Style F** - Angel food
- Style G** - Banana (21 Code of Federal Regulations (CFR) § 101.220)
- Style H** - Spice
- Style I** - Carrot
- Style J** - German chocolate (21 CFR § 163.111)
- Style K** - Basic mix
- Style L** - Chocolate (21 CFR § 163.111)
- Style M** - Cherry
- Style N** - Cinnamon streusel
- Style O** - Crème
- Style P** - Yellow pudding
- Style Q** - Chocolate pudding (21 CFR § 163.111)
- Style R** - Lemon
- Style S** - Orange
- Style T** - Strawberry
- Style U** - Other (*as specified by the purchaser*)

Type II - Quick bread mixes

- Class 1** - Pancake and waffle mixes
 - Style A** - Buttermilk
 - Style B** - Buckwheat
 - Style C** - Plain
 - Style D** - Blueberry
 - Style E** - Whole wheat and honey (21 CFR § 137.200)
 - Style F** - Sweet potato
 - Style G** - Multigrain
 - Style H** - Oat bran
 - Style I** - Whole wheat blend (21 CFR § 137.200)
 - Style J** - Whole wheat (21 CFR § 137.200)
 - Style K** - Other (*as specified by the purchaser*)

² Not all options are available from every manufacturer. Check with the manufacturer/distributor for availability.

- Class 2** - Biscuit mix
- Class 3** - Yellow corn bread mix (21 CFR §137.275)
- Class 4** - Other (*as specified by the purchaser*)

Type III - Doughnut mixes

- Class 1** - Cake doughnuts
 - Style A** - Vanilla
 - Style B** - Chocolate (21 CFR § 163.111)
 - Style C** - Sour cream (21 CFR § 131.160)
 - Style D** - Cherry
 - Style E** - Blueberry
 - Style F** - Buttermilk
 - Style G** - Other (*as specified by the purchaser*)

- Class 2** - Yeast doughnuts

Type IV - Yeast-leavened mixes

- Class 1** - Sweet dough
- Class 2** - Roll

Type V - Muffin mixes

- Style A** - Plain
- Style B** - Bran
- Style C** - Oat bran
- Style D** - Blueberry
- Style E** - Banana (21 CFR § 101.220)
- Style F** - Banana nut (21 CFR § 101.220)
- Style G** - Almond poppy seed
- Style H** - Lemon blueberry
- Style I** - Chocolate chip (21 CFR § 163.111)
- Style J** - Orange cranberry
- Style K** - Strawberry
- Style L** - Apple cinnamon
- Style M** - Corn (21 CFR § 137.215 and 21 CFR § 137.275)
- Style N** - Carrot
- Style O** - Chocolate (21 CFR § 163.111)
- Style P** - Lemon poppy seed
- Style Q** - Whole wheat (21 CFR § 137.200)
- Style R** - Honey and bran
- Style S** - Other (*as specified by the purchaser*)

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Type VI - Chocolate brownie mix (21 CFR § 163.111)

Type VII - Cookie mixes

Style A - Plain

Style B - Chocolate (21 CFR § 163.111)

Style C - Oatmeal

Style D - Sugar

Style E - Other (*as specified by the purchaser*)

Fat level a - Regular

Fat level b - Reduced fat (at least 25 percent less fat per 100 g than the appropriate reference food (21 CFR § 101.62 (b)))

Fat level c - Low fat (less than 3 g fat per reference amount (21 CFR § 101.62 (b)))

Fat level d - Transfat free (less than 0.5 g trans fatty acids per labeled serving (21 CFR § 101.62 (c) (1)))

Fat level e - Other (*as specified by the purchaser*)

Sodium level 1) - Regular

Sodium level 2) - Reduced sodium (at least 25 percent less sodium per 100 g than the appropriate reference food (21 CFR § 101.61))

Sodium level 3) - Low sodium (less than 140 mg sodium per 100 g (21 CFR § 101.61))

Sodium level 4) - Other (*as specified by the purchaser*)

Gluten content a) - Non gluten-free mixes

Gluten content b) - Gluten-free mixes (21 CFR § 101.91)

Package i) - 2.27 kg (5 lb) polyester/polypropylene bags (6 bags/case)

Package ii) - 2.27 kg (5 lb) polyester/polypropylene bags in a box (6 boxes/case)

Package iii) - 11.34 kg (25 lb) plastic lined, multi-layered “Kraft” bags

Package iv) - 22.68 kg (50 lb) plastic lined, multi-layered “Kraft” bags

Package v) - No. 10 containers 2.27 kg (5 lb)

Package vi) - Other (*as specified by the purchaser*)

4. MANUFACTURER’S/DISTRIBUTOR’S NOTES. Manufacturer’s/distributor’s products *must meet* the requirements of the:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements: *as specified by the purchaser* (Sec. 7).
- Manufacturer’s/distributor’s product assurance (Sec. 8).
- Regulatory requirements (Sec. 9).

- Quality assurance provisions: *as specified by the purchaser* (Sec. 10).
- Packaging requirements other than commercial: *as specified by the purchaser* (Sec. 11).

5. PROCESSING GUIDELINES.

5.1 Processing. The bakery mixes must be processed in accordance with Current Good Manufacturing Practices (21 CFR Part 110).

5.2 Food security. The bakery mixes must be processed and transported in accordance with the Food and Drug Administration's (FDA's) *Guidance for Industry: Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance*.³ This guidance identifies the kinds of preventive measures food manufacturers, processors, or handlers may take to minimize the risk that food under their control will be subject to tampering or other malicious, criminal, or terrorist actions. The implementation of enhanced food security preventive measures provides for the security of a plant's production processes and includes the storage and transportation of pre-production raw materials, other ingredients, and postproduction finished product.

5.3 Age requirement. Unless otherwise specified in the solicitation, contract, or purchase order, the bakery mixes must be manufactured not more than 90 days prior to delivery. Age requirements for Department of Defense (DoD) procurements must be specified in the solicitation, contract, or purchase order.

6. SALIENT CHARACTERISTICS.

6.1 Ingredients. All ingredients must be declared by their common or usual name in descending order of predominance by weight (21 CFR § 101.4(a)) unless exempted by 21 CFR § 101.100. The bakery mixes must contain flour, leavening agents, and other ingredients appropriate for the types, styles, and classes of bakery mixes specified in the solicitation, contract, or purchase order. All spices, flavorings, colorings, and chemical preservatives must meet the requirements of 21 CFR § 101.22.

6.1.1 Dried whole eggs, dried egg whites, dried egg yolks, and coconut. Dried whole eggs, dried egg whites, and dried egg yolks must conform to the U.S. Standards of Identity, 21 CFR Part 160, Eggs and Egg Products. When dried whole eggs, dried egg whites, or dried egg yolks are used in the bakery mixes, they must be processed and labeled in accordance with the Regulations Governing the Inspection of Eggs and Egg Products (7 CFR Part 590) as evidence by the USDA egg products inspection shield on the label. All coconut and dried egg ingredients must be certified as *Salmonella* negative. The manufacturer/distributor must provide a Certificate of Analyses that the coconut and dried egg ingredients are *Salmonella* negative.

³ <http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/FoodDefense/ucm083075.htm>.

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6.1.2 Dairy ingredients. All ingredients derived from milk must be manufactured in a plant approved by the Dairy Grading Branch, Dairy Division, Agricultural Marketing Service (AMS), USDA, and the manufacturing plant must be listed in Section I of the publication *Dairy Plants Surveyed and Approved for USDA Grading Service*.

6.1.3 Additional ingredients. Additional ingredients may be used as permitted by the FDA. When used, the additional ingredients must be of Food Chemicals Codex purity or US Pharmacopeia-National Formulary quality and meet the related FDA regulations on food additives or generally recognized as safe (GRAS) requirements.

6.2 Finished product. When the bakery mixes are prepared according to the manufacturer's directions, they must produce a product typical of the bakery mix used. Instructions for preparation in high altitudes must be printed on the package label.

6.2.1 Appearance and color. When prepared, the bakery mix must produce a finished product possessing characteristic appearance and color typical of the type, style, or class of bakery mix used.

6.2.2 Aroma and flavor. The aroma and flavor of the prepared finished product must be characteristic of the type, style, or class of bakery mix used. There must be no foreign odors or flavors such as, but not limited to, rancid, bitter, raw, starchy, sour, or other undesirable odors or flavors.

6.2.3 Texture. When prepared, the bakery mix must produce a finished product possessing texture typical of the type, style, or class of bakery mix used.

6.3 Foreign material. All ingredients must be clean, sound, wholesome, and free from evidence of rodent or insect infestation. The product must be free from foreign material such as, but not limited to dirt, insect parts, hair, wood, glass, or metal.

7. ANALYTICAL REQUIREMENTS.

7.1 Analytical requirements. Unless otherwise specified in the solicitation, contract, or purchase order, the bakery mixes must comply with the following requirements:

<u>Test</u>	<u>Tolerance</u>
Fat	As specified by the purchaser
Sodium	As specified by the purchaser

TABLE I. Moisture requirements (percent by weight)

Type and class	Moisture (maximum)
Type I - Cakes All Styles, except I and J Style I, Carrot and Style J, German Chocolate	6.0 4.8
Type II - Quick Breads Class 1 - Pancakes and waffles Class 2 - Biscuits Class 3 - Yellow corn bread	10.0 10.0 9.5
Type III - Doughnuts Class 1 - Cake Class 2 - Yeast	9.5 9.5
Type IV - Yeast leavened Class 1 - Sweet dough Class 2 - Roll	9.5 12.0
Type V - Muffins	9.0
Type VI - Chocolate brownies	4.0
Type VII - Cookies	6.0

7.2 Product verification. When USDA verification of analytical requirements is specified in the solicitation, contract, or purchase order, analytical testing must be performed on a composite sample. The composite sample must be 113.4 g (4 oz) prepared from five randomly selected subsamples. Subsamples must be a minimum of one bag/container and must contain the appropriate number of bags/containers to yield a 113.4 g (4 oz) sample when composited.

7.3 Analytical testing. When specified in the solicitation, contract, or purchase order, the analyses must be made in accordance with the following methods from the AOAC International Official Methods of Analysis (OMA) as specified below:

<u>Test</u>	<u>Method</u>
Fat	932.06
Sodium	966.16
Sample preparation	920.175(a)
Moisture	925.45(A) ⁴

7.4 Test results. The test result for fat and sodium must be reported to the nearest 0.01 g. The test result for moisture must be reported to the nearest 0.1 percent. Any result not conforming to the analytical requirements must be cause for rejection of the lot.

⁴ Modified for conformance to the moisture requirement of the applicable product and the temperature of the vacuum oven is 65°C (149°F).

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8. MANUFACTURER'S/DISTRIBUTOR'S PRODUCT ASSURANCE. The manufacturer/distributor must certify that the bakery mixes provided meet the salient characteristics of this CID, conform to their own specifications, standards, and quality assurance practices, and be the same bakery mixes offered for sale in the commercial market. The purchaser reserves the right to require proof of conformance.

9. REGULATORY REQUIREMENTS. The egg for the bakery mixes must have been processed according to the provisions of the Egg Products Inspection Act and regulations promulgated thereunder. The dairy ingredients used in the bakery mixes must conform to any applicable Standard(s) of Identity Regulations in 21 CFR Part 131, Milk and Cream. In addition, the dairy ingredients must comply with all applicable requirements of the "Grade A Pasteurized Milk Ordinance - 2007 Recommendations of the United States Public Health Service" or latest revision thereof, 7 CFR Part 58 Subpart B - General Specifications for Dairy Plants Approved for USDA Inspection and Grading Service, or regulations substantially equivalent thereto. The delivered bakery mixes must comply with all applicable Federal and State mandatory requirements and regulations relating to the preparation, packaging, labeling, storage, distribution, and sale of the bakery mixes in the commercial marketplace. Delivered bakery mixes must comply with all applicable provisions of the Federal Food, Drug, and Cosmetic Act, the Fair Packaging and Labeling Act, and regulations promulgated thereunder. When a known allergen is included in the bakery mixes, the bakery mixes must comply with the allergen labeling requirements of the Federal Food, Drug, and Cosmetic Act. When the bakery mixes are used for the National School Lunch Program, the bakery mixes must comply with all applicable provisions of the Child Nutrition (CN) Program.

10. QUALITY ASSURANCE PROVISIONS. *Purchaser must specify 10.3, or 10.4; purchaser may specify 10.1 with 10.1.1, 10.1 with 10.1.2, 10.1.2 with 10.2.1, 10.2 with 10.2.1, or 10.2 with 10.2.2.*

10.1 Food defense. When required in the solicitation, contract, or purchase order, a FDSS must be conducted by USDA, Agricultural Marketing Service (AMS), Fruit and Vegetable Program (FV), Specialty Crops Inspection (SCI) Division. Food defense requirements include a documented and operational food defense plan that provides for the security of a plant's production processes and includes the storage and transportation of pre-production raw materials and other ingredients and postproduction finished product. The plan must address the following areas: (1) food security plan management; (2) outside and inside security of the production and storage facilities; (3) slaughter, when applicable, and processing, including all raw material sources; (4) shipping and receiving; (5) storage; (6) water and ice supply; (7) mail handling; (8) personnel security; and (9) transportation, shipping, and receiving.

10.1.1 FDSS. When required in the solicitation, contract, or purchase order, a FDSS must be conducted by USDA, AMS, FV, SCI Division. The FDSS verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. *(An AMS, FDSS verifies the participating company's adherence to the FDA's "Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance³.") For further information, see Sec. 13.1 and 13.3.2.*

10.1.2 Food defense addendum to PSA. When required in the solicitation, contract, or purchase order, a food defense addendum must be conducted by USDA, AMS, FV, SCI Division auditors. This verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. *(An AMS, FDSS, PSA verifies the participating company's adherence to the FDA's "Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance³.") For further information, see Sec. 13.1 and 13.3.2.*

10.2 Manufacturer's quality assurance. When required in the solicitation, contract, or purchase order, the product manufacturer must be required to provide evidence, by certificate, that the manufacturing plant has undertaken one of the following quality assurance measures within 12 months prior to providing a bid or no later than 10 business days from the date of the awarding of the contract. Failure to provide this documentation within the proper time frame may result in the contract being terminated for cause.

10.2.1 PSA. A PSA conducted by USDA, AMS, or other audit performed by a third party auditing service is required within 12 months prior to the date of the awarding of the contract. *(An AMS PSA verifies the manufacturer's capability to produce products in a clean sanitary environment in accordance with 21 CFR Part 110 - Current Good Manufacturing Practice in Manufacturing, Packing, or Holding Human Food, and verifies that the manufacturer has in place an internal quality assurance program.)*

10.2.2 Plant survey. A plant survey conducted by USDA, AMS, or other survey performed by a third party auditing service is required within 12 months prior to the date of the awarding of the contract. *(An AMS plant survey audit verifies that, at the time of the survey, the manufacturer produces products in a clean sanitary environment in accordance with 21 CFR Part 110 - Current Good Manufacturing Practice in Manufacturing, Packing, or Holding Human Food.)*

10.3 Manufacturer's/distributor's certification. When required in the solicitation, contract, or purchase order, the manufacturer/distributor must certify that the bakery mixes distributed meets or exceeds the requirements of this CID.

10.4 USDA certification. When required in the solicitation, contract, or purchase order that product quality and acceptability or both be determined, USDA/Federal Grain Inspection Service

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(FGIS) or USDA/SCI Division, FV, AMS, USDA (when the bakery mixes are for use by the military) (Agency), must be the certifying program. Agency inspectors must certify the quality and acceptability of the bakery mixes, in accordance with Agency procedures, which include selecting random samples of the bakery mixes evaluating the samples for conformance with the salient characteristics of this CID and other contractual requirements, and documenting the findings on official Agency score sheets and/or certificates. In addition, when required in the solicitation, contract, or purchase order, Agency inspectors will examine the bakery mixes for conformance to the U.S. Standards for Condition of Food Containers (7 CFR Part 42) in effect on the date of the solicitation.

11. PACKAGING. Preservation, packaging, packing, labeling, and case marking must be commercial unless otherwise specified in the solicitation, contract, or purchase order.

12. USDA INSPECTION NOTES. When Section 10.4 is specified in the solicitation, contract, or purchase order, USDA certification must include evaluation of the quality and condition of samples of bakery mixes and compliance with requirements in the following areas:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements *when specified in the solicitation, contract, or purchase order* (Sec. 7). When USDA analytical testing is specified, Agency inspection personnel must select samples and submit them to the USDA, Science and Technology Program (S&TP) laboratory for analysis.
- Packaging requirements (Sec. 11 or *as specified in the solicitation, contract, or purchase order*).

13. REFERENCE NOTES.

13.1 USDA services.

13.1.1 FGIS certification. For USDA, FGIS certification, contact the **Policy, Procedures, and Market Analysis Branch, Field Management Division, Grain Inspection, Packers and Stockyards Administration (GIPSA), STOP 3630, 1400 Independence Avenue, SW, Washington, DC 20250-3630, telephone (202) 720-0277, Fax (202) 720-1015, or via E-mail: Andrew.S.Greenfield@usda.gov.**

13.1.2 SCI Division certification. For an SCI Division certification contact the **Associate Director, Inspection Operations, SCI Division, FV, AMS, USDA, Room 1536 South Building, STOP 0240, 1400 Independence Avenue, SW, Washington, DC 20250-0240, telephone (202) 720-2482, fax (202) 720-0393, or via E-mail: Nathaniel.Taylor@ams.usda.gov.**

13.1.3 USDA FDSS, Plant Survey, and PSA contact. For a USDA FDSS, Plant Survey, and PSA, contact the **Chief, Auditing Services Branch, Inspection Operations, SCI Division, FV, AMS, USDA, Room 1536 South Building, STOP 0240, 1400 Independence Avenue, SW, Washington, DC 20250-0240, telephone (202) 7205021, fax (202) 260-8927, or via E-mail: fvaudits@ams.usda.gov.**

13.1.4 Analytical testing and technical information contacts. For USDA technical information on analytical testing, contact a **member of the Laboratory Approval and Testing Division, S&TP, AMS, USDA, STOP 0272, 1400 Independence Avenue, SW, Washington, DC 20250-0272, telephone (202) 690-0621 or via E-mail: KerryR.Smith@ams.usda.gov.**

13.2 Sources of documents.

13.2.1 Sources of information for nongovernmental documents are as follows:

Copies of the AOAC International OMA may be obtained from: **AOAC International, 2275 Research Boulevard, Suite 300, Rockville, MD 20850-3250, telephone (301) 924-7077. Internet address: <http://www.aoac.org> for nonmembers and <http://www.eoma.aoac.org> for members and AOAC OMA subscribers.**

Copies of the Food Chemicals Codex and U.S. Pharmacopeia may be purchased from: **United States Pharmacopeia Convention, 12601 Twinbrook Parkway, Rockville, MD 20877, telephone (800) 227-8772 or (301) 881-0666, Fax (301) 816-8148 or on the Internet at: <http://www.usp.org>.**

13.2.2 Sources of information for governmental documents are as follows:

Applicable provisions of the U.S. Standards for Condition of Food Containers are contained in 7 CFR Part 42, the Regulations Governing the Inspection of Egg and Egg Products (Egg Products Inspection Act) are contained in 9 CFR Part 590, the Fair Packaging and Labeling Act are contained in 16 CFR Parts 500 to 503, and the Federal Food, Drug, and Cosmetic Act are contained in 21 CFR Parts 1 to 199. These documents may be purchased from: **Superintendent of Documents, New Orders, P.O. Box 979050, St. Louis, MO 63197-9000. Credit card (Visa, MasterCard, Discover/ NOVUS, and American Express) purchases may be made by calling the Superintendent of Documents on (866) 512-1800, (202) 512-1800. These documents may also be obtained free of charge on the Internet at: <http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR>.**

Copies of Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance is available online from: **FDA, Center for Food Safety and Applied Nutrition (CFSAN) on the Internet at: <http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/FoodDefense/ucm083075.htm>.**

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Copies of “Grade A Pasteurized Milk Ordinance - 2009 Recommendations of the United States Public Health Service” may be obtained from: **Milk Safety Branch, HFS 626, 5100 Paint Branch Parkway, College Park, MD 20740-3835** or on the Internet at: <http://www.fda.gov/downloads/Food/FoodSafety/Product-SpecificInformation/MilkSafety/NationalConferenceonInterstateMilkShipmentsNCIMSMoDelDocuments/UCM209789.pdf>.

Copies of this CID, the U.S. Standards for Condition of Food Containers (7 CFR Part 42), and beneficial comments, recommendations, additions, deletions, clarifications, etc. and any data which may improve this CID are available from or provided to: **Chief, Standardization Branch, SCI Division, FV, AMS, USDA, Riverside Business Park, 100 Riverside Parkway, Suite 101, Fredericksburg, VA 22406**, telephone (540) 361-1130, Fax (540) 361-1199, via E-mail: CIDS@ams.usda.gov or on the Internet at: www.ams.usda.gov/CommercialItemDescription.

Copies of this CID are also available online at: **ASSIST Online** (<https://assist.dla.mil>) or **ASSIST quick Search** (<http://quicksearch.dla.mil>) or from the: **Standardization Documents Order Desk, Defense Logistics Agency (DLA) Document Services, Building 4D, 700 Robbins Avenue, Philadelphia, PA 19111-5094**.

MILITARY INTERESTS:

Military Coordinating Activity

Army - GL

Custodians

Army - GL
Navy - SA
Air Force - 35

Review Activities

Army - MD, QM
Navy - MC

CIVIL AGENCY COORDINATING ACTIVITIES:

DOJ - BOP
HHS - FDA
USDA - FV
VA - OSS

PREPARING ACTIVITY:

USDA - FV

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http://www.ascr.usda.gov/complaint_filing_file.html. **To File a Program Complaint:** If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#) (PDF), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. **Persons with Disabilities:** Individuals who are deaf, hard of hearing or have speech disabilities and you wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish). Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).