



# GOLD STAR FOODS

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To: Los Angeles Unified School District Food Services Staff 2  
From: Rani Romero, Purchasing and Customer Service Manager  
Date: April 11, 2012  
Re: **Gold Star Foods Delivery Guidelines - Reminder**

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Gold Star Foods appreciates your support with our delivery reporting procedure. The outline below will offer clear instructions when it is necessary to report a discrepancy from your delivery:

- All discrepancies or issues that our driver does *not* leave a Notice of Discrepancy Form at the time of delivery must be reported to the Gold Star Foods Customer Service Department before 11:00 am daily from the prior night's delivery. Please report the discrepancy or issue by either email: [lausdorder@goldstarfoods.com](mailto:lausdorder@goldstarfoods.com) or by contacting a customer service representative at 909-843-9600 to report the issue. Please include your invoice number. You will receive an email confirmation when reporting by email.
- If you receive a discrepancy form from our driver with your delivery, you will *not* need to report it to our Customer Service Department. A credit will be issued automatically.
- In order to receive a credit or a re-bill the discrepancy must be reported with the two options listed above. Any changes written on an invoice, but not reported to the Gold Star Foods Customer Service Department as instructed will *not* receive credit.