



Web Based Supply Chain Management



WBSCM

August 2010 WBSCM Update

On July 1, 2010, WBSCM went "live" with the following functionality:

- Farm Service Agency Price Support Warehouse activities
- Food and Nutrition Service DoD Fresh Fruit and Vegetable payments
- Food and Nutrition Service National Warehouse multi-food ordering for CSFP and FDPIR programs.

Overall, the first phase of WBSCM went well with most of the help desk calls related to the initial login process. The most common challenges were:

1. Mismatches between eAuthentication and WBSCM user email data. The last name and email address must match between what is in WBSCM (which comes from ECOS) and what is put into eAuthentication.
2. Users using the incorrect link within the body of the email received from WBSCM. As a reminder, the first link is to register with eAuthentication to get an eAuthentication ID and the second link is used after the eAuthentication ID is activated OR if they already have an eAuthentication ID they only need to select the second link. (We are in the process of making some adjustments in the email text to clarify.)
3. A common issue for users that get successfully registered has been that they try to use the registration URL to logon later by saving it to their favorites. Subsequent to their first logon users should use the regular URL:
<http://www.usda.gov/wbscm>.
4. Some users are "sharing" their registration email which doesn't work. The registration email is specific to the user who it is sent to.
5. User does not have Order Management role assigned. The User admin for the organization should be able to assign this role if the individual does not have that role. If not, open a WBSCM Help Desk ticket.
6. User cannot see a "catalog". This has happened where that organization was missed in the initial setup or the SDA has not created the RA view. Another reason the user cannot see a catalog if they do not have any available delivery dates available for orders from the National Warehouse.

The WBSCM Project Management Office is working with the contractor to establish an approach and schedule to deploy the remaining components of WBSCM during 2010. FNS will distribute additional communications concerning the phased deployment dates as they become available.

The WBSCM web address is: www.usda.gov/wbscm. The login is located on the right side of the page.

To ensure timely communications to all stakeholders it is recommended that all parties register for the GovDelivery service on the FDD WBSCM webpage (<http://www.fns.usda.gov/fdd/WBSCM/>). Registration for this service will allow users to receive email notifications when new information is posted on the website. Any changes to go-live date or other deployment related activities will be communicated through this website when they become available.

Preparation Activities

• System Preparation

Reminder: Access to WBSCM will be through the Internet similar to how ECOS is accessed today. It is highly recommended that you use Internet Explorer (IE) version 6 or 7 as your browser. At this time, SAP (the software that WBSCM is built on) does not support IE 8.0. WBSCM can be accessed using IE 8 by setting access using IE 7 compatibility mode. Other browsers may be used to access WBSCM but will not be tested or supported and may not display the transactions in WBSCM correctly.

If you are in the situation where you must have IE 8, you can run in "compatibility mode". For instructions on setting up the WBSCM site for compatibility mode access <http://www.microsoft.com/windows/internet-explorer/features/easier.aspx> and select compatibility view from the navigation links on the left side of the page.

• User Preparation

Customers and vendors need at least a level 1 eAuthentication ID for WBSCM. Information on eAuthentication for customers and vendors is available on the USDA web site at: <http://www.eauth.egov.usda.gov>. An eAuth username/password is a requirement for accessing the WBSCM portal.

Please note that the email address and last name used to register for your eAuth account MUST match the last name and email address used when your WBSCM account is created. Current ECOS users will be created in WBSCM using the name and email information in ECOS. Please continue to update your ECOS information. The ECOS data will be frozen and extracted at least one month prior to the WBSCM Release 2 go-live date.

You will also need to complete all the eAuth registration steps for your eAuth account to be active. This includes activating the new eAuth ID by responding to the email sent by eAuth after you have created your login credentials.

Go Live Checklist

A checklist of items for WBSCM deployment preparation Phase 1 was created and has been posted on the FDD site. Much of the information is pertinent for all organizations that will access WBSCM. Updates to the checklist will occur in preparation for the Phase II go-live date as additional information is available.

Help Desk

The ECOS Help Desk will continue to be available to support activities in ECOS.

The WBSCM Help Desk contact information is as follows:

- Call-in phone number is: 877-WBSCM-4U or 877-927-2648
- Email inquiries: WBSCMhelp@ams.usda.gov
- Web form link on WBSCM Portal : <https://srai.service-now.com>. From this link users can access a form and submit to the WBSCM as well as monitor the status of their help ticket. This is a separate application from WBSCM and will require an additional login and password. Users will enter the WBSCM email address as the logon and a password can be created. Using this site is optional.
- Hours of Operation are 8:00 AM to 6:00 PM ET until the next WBSCM release.

Testing

WBSCM User Acceptance Testing for WBSCM Phase 2 began July 19th and will continue into the fall.

Training

WBSCM eLearning courses have been developed for FNS external functionality and are available on ECOS as well as WBSCM along with the slides and exercises used for training.

To request access to the WBSCM training database for executing training exercises, please complete the training form posted on ECOS under WBSCM Training. All training IDs must be requested through FNS and in advance of any hands on training. There is a separate login and password for the training site. Please note that there are a limited number of training IDs.

Conferences

In 2010, as part of the overall effort to get stakeholders ready for WBSCM, we have been discussing and demonstrating WBSCM functionality at industry conferences. Our final conference for this year was the School Nutrition Association (SNA) Annual Conference held in Dallas, TX July 11-14, 2010.

What's Next?

As WBSCM is developed and more information becomes available, FNS will be posting information on our web sites:

ECOS: <https://ecos.usda.gov>

FDD: <http://www.fns.usda.gov/fdd/wbscm>

To register to receive email notifications when the WBSCM homepage on the FNS website has been updated, click the link "Email Updates" on the web site.

Communicate with FNS – questions, concerns, issues

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