

July 2012 WBSCM Newsletter



Web Based Supply Chain Management



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Reminder:

To ensure you receive the latest news and updates, register to receive free E-mail notifications when the WBSCM Homepage has been updated at www.fns.usda.gov/fdd/WBSCM and click the link "Email Updates" .

WBSCM Updates

WBSCM Defect Release

WBSCM Defect Release 2.2.12.0 is scheduled to be deployed July 19th. The upcoming changes will include:

- * The ability for SDA's to change Ship-To destinations via the Consolidation Workbench (CWB) when there are more than two Sold To's
- * The ability for users to search both Actual Delivery dates and Request delivery dates in WBSCM. In addition these fields will be available in many WBSCM reports.

Current release notes can be found in the **WBSCM news and announcement forum** section which is located under the **Home tab**. A full list of open defects is located at <http://www.fns.usda.gov/fdd/WBSCM/default.htm>

SNA Conference

The School Nutrition Association will hold their 66th annual conference

July 15-18th, 2012 in Denver, Colorado.

Over the course of four days you will discover 90 education sessions, 800+ exhibit booths, 3 general sessions and numerous events, all designed to provide you with the information you need to meet new challenges and seize new opportunities.

For more information, please visit http://www.schoolnutrition.org/Level2_ANC2012.aspx?id=15698.

E-Auth Upgrade

E-Auth will be conducting an upgrade to their system Tuesday July 17th - Sunday, July 22nd. During this time users will not have the ability to register new accounts or manage current accounts. In addition, Password Self Service capabilities will be unavailable between July 20th - July 22th. WBSCM Logon capabilities **WILL NOT** be impacted.

On Monday July 23 all of the above functionality will be restored and a

new eAuth account management interface will be in place. It will have a similar look and feel to the current eAuth application with some slight differences.

Should you need assistance with the new interface on July 23rd, please, don't hesitate to contact either the eAuth (ITS) Service Desk or the WBSCM Service Desk, or make use of Help information available at the USDA eAuthentication web site (<http://www.eauth.egov.usda.gov/eauthHelp.html>).

E-Auth (ITS Service Desk)

Phone: 1-800-457-3642

Email: eAuthHelp-Desk@ftc.usda.gov

WBSCM Service Desk

Phone: 1-877-927-2648

Email: WBSCMhelp@ams.usda.gov

WBSCM Toolbox

Discrepancies with Goods Receipt Quantities

If a Goods Receipt was entered by one of the procurement agencies and you have supporting documentation for disputing the quantities that were entered, please send your documentation to the () help desk and FNS will work with procurement on the resolution.

Webinar: Creating Multi-Food Complaints

FNS will be providing a Webinar training for creating multi-food complaints on July 25th from 2-3

pm EDT. Please contact your Regional Office or FNS for more information.

WBSCM and Internet Explorer Compatibility View Settings

If you are currently using Internet Explorer 8 or higher, You will need to set the Internet Explorer browser to view WBSCM in the Compatibility View. To enable this view

1. Go the Tools tab at the top of the browser.

Note: (This tab maybe hidden in Internet Explorer 9, Use the ALT key to reveal the command bar).

2. Click Compatibility View Settings
3. In the Add this website text box type *usda.gov* and click Add.
4. Click *Close*.

All *USDA.gov* will now appear in IE7 compatibility mode

More information about compatibility view can be found at http://www.fns.usda.gov/fdd/WBSCM/WBSCMfiles/IE7_CompatibilityModelInstr

WBSCM Tips

Is there anywhere in the ordering process that shows what entitlement is remaining to be spent without having to run the entitlement report?

You can select the entitlement link at the top of the order processing screen, it does require input to run the entitlement/bonus report, but it allows you to see information during the ordering process rather than having to go to the reports tab.

Can I create a new requisition from the consolidated workbench screen ?

In WBSCM you cannot create a new requisition in the workbench area. If you want to add a new requisition for a particular material, you can either change an existing requisition in the workbench to the delivery date/delivery location/quantity you desire or as an SDA you can create a new requisition on behalf of one of your RAs.

How can I get Multi-Food Pending Replenishment information?

Replenishment column of the multi-food catalog. If inventory levels are 0 and there is no pending replenishment quantity listed, please contact your regional office and have them find out the products status from the appropriate warehouse manager.

A full list of FAQs and tips can be found on the FDD Website at http://www.fns.usda.gov/fdd/WBSCM/WBSCM_General.htm

Ship-To Inbox:

A mailbox has been established to receive requests to have SHIP-TO locations assigned to Domestic Business Partners and to establish new Ship-To locations within WBSCM. Please email FNS-7s to: WBSCM-Ship-To@fns.usda.gov.

Upcoming Events

Conferences

SNA Conference

July 15 - 18, 2012

CSFP Conference

October 28 - 30, 2012

What's Next?

Future Targeted Initiatives

- * Goods Receipt (Including business processes)
- * Invoicing
- * Performance Improvements

Useful Links

WBSCM: <http://www.usda.gov/wbscm>

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

Toolbox Spotlight

Opening Complaints for Hidden Damages

If you find damages to your product(s) after receipting, follow these instructions to accurately submit a complaint to your SDA/ITO.

- * Isolate all product involved after receipting. *Do not separate or distribute product that looks normal.*
- * Do not discard the product. You should retain the damage product until further notice from the USDA Foods Complaint Team, so that the Warehouse/Vendor can exercise their right to examine or retrieve the product.

SDA/ITO

Submit the following information in Web-Based Supply Chain Management (WBSCM) System:

- * Purchase Order, Sales Order, or Requisition Number (for Multi-Food Deliveries).
- * Material Number/Commodity Code (for the Commodity Code/Material Number Crosswalk go to: www.fns.usda.gov/fdd/WBSCM)
- * Date the recipient agency received the USDA Foods
- * Quantity of product involved (affected)
- * Quantity and physical address of product remaining and if the remaining product is affected or not.
- * Description of the problem and whether anyone reported feeling sick or being injured from consuming the product. (If that is the case, select that there is a food safety problem.)
- * The specific circumstances involved (for example - I received the damaged canned products 2 months ago, but the case they were packed in was located in the middle of a pallet that could not be seen until it was opened by the school.)

WBSCM Service Desk

The WBSCM Service 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 it to the WBSCM Service Desk 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: 8:00 AM to 6:00 PM ET

Communicate with FNS – questions, concerns, issues

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Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to

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