



Web Based Supply Chain Management



WBSCM

June 2010 WBSCM Update

WBSCM will go live with the functionality listed below on June 30, 2010.

- 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

All order management and reporting functions for direct shipments and processing diversions will continue to be performed in the Electronic Commodity Ordering System (ECOS). This includes NSLP, TEFAP, SFSP, CACF, and NSIP programs as well as the direct shipment activities for CSFP and FDPIR.

CSFP and FDPIR program participants will be using WBSCM for multi-food orders out of the National Warehouse.

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

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.

FNS will continue to conduct training for State Agencies, ITOs, and Regional Offices as scheduled. Refresher training needs will be assessed at a later date.

To ensure timely communication 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

Users who will need access to WBSCM in July 2010 have been identified based on the go-live activities for the first release and after reviewing current ECOS organizations and users. For our customers these are FDPIR and CSFP sites who order multi-food from one of the National Warehouses. The ECOS user IDs will be migrated to WBSCM for go-live. Due to the enhanced capabilities for managing subordinate organizations and the user registration process automation requirements, only the home organization IDs will be migrated. If a user requires an ID in a subordinate organization, the ID must be created manually after go-live.

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. An email will be distributed from WBSCM on July 1, 2010, with instructions to obtain a eAuthentication ID and complete the WBSCM user registration process.

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. User data for conversion was extracted from ECOS on May 12, 2010. All information has been frozen for validation and cleansing. If there is a mismatch of last name and email information this can be corrected after go-live to gain system access. You will also need to complete all the eAuth registration steps for your account to be active.

Go-Live Checklist

A checklist of items for WBSCM deployment preparation will be available the week of June 21 for those organizations participating in WBSCM Phase I. 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 will become operational 6/30 in support of the functions being implemented on 6/30.

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: For the month of July, the hours of operation will be 7:00 AM to 9:00 PM ET. Subsequently the hours will be: 8:00 AM to 6:00 PM ET until the next WBSCM release.

Testing

WBSCM UAT began May 5 and completed in early June for functionality in support of Phase 1 implementation. Upon completion of Phase 1 UAT, activities in support of UAT for the remainder of the functionality for Phase II deployment were initiated.

Training

The May training for SDAs has been completed with the Midwest and the Western Regions completing their training June 3rd. The schedule for SDAs in May was as follows:

May
Week of 5/3: MPRO
Week of 5/10: NERO
Week of 5/17: SERO, SWRO
Week of 5/24: MARO
Week of 5/31: MWRO, WRO

Representatives from FNS conducted the training with support from staff at each region. Training consists of slides, demos, and exercises for the trainees.

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

Once WBSCM goes live, all eLearning and course material will be available on WBSCM.

FNS continues processor training and recently trained our National Warehouses.

A form to be completed to request access to the WBSCM training database for executing training exercises is 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 including:

American Commodity Distribution Association (ACDA), Orlando, FL, April 16 –21, 2010
National Association Food Distribution Program Indian Reservations (NAFDPIR), Las Vegas, NV, April 26-29, 2010
National Commodity Supplemental Food Program (CSFP) Association, Atlanta, GA, May 24-26, 2010
School Nutrition Association (SNA), 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

- Dennis Sullivan – FNS WBSCM Project Manager
 - 703-305-0188
 - dennis.sullivan@fns.usda.gov
- Peggy Cantfil –FNS FDD Operations Chief
 - 703-305-2659
 - peggy.cantfil@fns.usda.gov
- Shirley Roberts – FNS WBSCM Fulfillment Functional Area Lead
 - 703-305-2653
 - shirley.roberts@fns.usda.gov
- Todd Griffith – FNS WBSCM Data Management & Interfaces Lead
 - 703-305-7506
 - todd.griffith@fns.usda.gov
- Robin Jepson – FNS WBSCM Change Management & Training Lead
 - 703-305-7524
 - robin.jepson@fns.usda.gov
- Martha Shramek – FNS WBSCM Report & Information Access Lead
 - 703-305-7535
 - martha.shramek@fns.usda.gov
- Janice Fitzgerald – FNS WBSCM Testing Lead
 - 703-305-7537
 - janice.fitzgerald@fns.usda.gov