

# October 2012 FNS WBSCM Newsletter



Web Based Supply Chain Management



## WBSCM News & Updates

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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](http://www.fns.usda.gov/fdd/WBSCM) and click the link "Email Updates" .

### WBSCM "Awaiting Change" Incident Procedure Change

Beginning on Tuesday, October 23, 2012, the WBSCM Service Desk implemented a change in the way "Awaiting Change" Incidents are processed.

Previously, when it was determined that resolving an incident required an application or system change, a change ticket number (often referred to as a defect number) was assigned to the incident. The incident was then placed in "Awaiting Change" status. The change ticket was then prioritized and may be assigned to a future WBSCM release. When a release was implemented in WBSCM those incidents associated to the change ticket numbers in the release were set to "Resolved," and after 48 hours they were closed automatically.

To improve our incident tracking and communications process we have changed the handling of incidents in "Awaiting Change" status. This change will be implemented in two phases.

**Phase 1** (to be implemented on 10/23/2012): All new incidents requiring a change ticket number for resolution were assigned a change ticket number and then set to "Resolved", rather than assigning them the "Awaiting Change" status. The change ticket number will be communicated to the user (via email) as part of the incident resolution process.

**Phase 2** (to be implemented by 11/29/2012): All incidents that are currently in "Awaiting Change" status will be assigned a change ticket number. The incident will be set to "Resolved" and after 48 hours it will be closed automatically. The issue will now be tracked in the change ticket tracking system.

Once the WBSCM release containing the change has moved into Production we will provide an email notification validating that the issue has been resolved, along with a copy of the Release Notes for the WBSCM release. WBSCM Release notes are posted under the "WBSCM News and Announcements" forum and they are also available under the WBSCM Help/Training menu. Release Notes describe changes to the WBSCM system as a result of all change tickets implemented in the release.

Our goal with this and future changes to WBSCM Service Desk operations is improving our service to the end user community.

If you have any comments that you wish to share, please contact the WBSCM Service Desk.

### WBSCM Training Sessions

Over the next few months, FNS will be conducting WBSCM Webinars with each individual webinar focusing on a particular topic. These webinars will be targeted at new SDAs or those SDAs needing additional training.

The sessions will be in one hour blocks from 2:00 PM to 3:00 PM Eastern time. The schedule is as follows;

**Oct 30: Requisition and Sales Order Creation  
(Will be rescheduled for another date)**

**Nov 13: Redistributions**

**Nov 27: Reports**

**Dec 11: Receipting**

**Dec 18: Multi-food Ordering**

If you are interested in attending, please send an email to Robin Jepson [robin.jepson@fns.usda.gov](mailto:robin.jepson@fns.usda.gov) and Albert Lee [albert.lee@fns.usda.gov](mailto:albert.lee@fns.usda.gov) with the session(s) you are interested in attending. The day before the webinar, you will receive the session webinar login in and password information.

Additionally, in Nov. there is 1 more session for Processors. The exact date/time is in the process of being finalized.

### WBSCM Tips

#### How does a user change a Direct Delivery Order?

##### SDA

Changes can be made to the requisition in the consolidated workbench or the requisition can be returned to the RA to allow them to make the changes.

##### RA

After receiving the returned requisition from the SDA,

Go to: Operations-->Order Processing-->Order Management-->Domestic Order Entry My Transactions --> find your order using the search criteria

1. Click the order number when it comes up
2. When the order is displayed in the cart, click "Change"
3. Choose the new delivery location and change quantities. (Note

that only the SDA can change delivery dates)

4. Change status to "Ready for Approval"
5. Click "Update"
6. Click "Save"

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

### 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

#### Webinar Trainings

- Oct 30: Requisition and Sales Order Creation (Will be rescheduled)
- Nov 13: Redistributions
- Nov 27: Reports

### What's Next?

#### Future Targeted Initiatives

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

### Useful Links

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

### WBSCM Toolbox

#### Modifying and Resubmitting Returned FNS Orders

This transaction can only be used if:

1. If a sales order was rejected by FNS and
2. The Original Sales Order was created by an SDA from consolidating requisitions.

#### To access the Returned FNS Orders screen:

Follow the WBSCM Portal path below to find this work instruction:

Select **Help** tab → **Training** tab → **Work Instructions** link → **Internal** link → **Fulfillment** link → **Domestic** link → **Modify and Resubmit Returned FNS Orders** link

Below are some important notes to be aware of. Paying close attention to these notes can help ensure your order is updated and resubmitted correctly.



- \* After making changes to the order, be sure to Click **Update Order/Req** (the **Update Order/Req** button) to update the order with the changes you made. This is an important step. In most cases, you will want the changes you make to flow back to the original requisition. This way, if your RAs or Co-ops (who submitted the requisitions) navigate to the domestic order entry screen and display their requisition, they will be able to see changes you made to it as well as any comments explaining those changes.
- \* You will only be able to make changes to the sales order line item marked in green. The changes you make here will automatically be incorporated to the requisition line items associated with the order below.
- \* In this specific transaction, the changes are being made to the quantity field of the order, but other changes can be made on the Returned FNS Orders screen. For example, you could alter the ship-to location and delivery dates. When changes are made, you will want to click the Update Order/Req button to ensure that the RAs and Co-ops can view the changes being made to their requisitions.



- \* Remember to Click **Submit Order for Approval** (the **Submit Order for Approval** button) to submit your changes. (Note) If you do not submit your changes, they will not be made.

## 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

Dennis Sullivan – FNS Systems Branch Chief

FNS WBSCM Project Manager

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## Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to [jakarra.nichols@fns.usda.gov](mailto:jakarra.nichols@fns.usda.gov)