

August 2014 FNS WBSCM Newsletter



Web Based Supply Chain Management



WBSCM News & Updates

ECOS to be taken offline Sep 15, 2014

Reminder:

By September 15th, the ECOS web application will be taken off-line. If you have a need to access the site and download reports for Sales Orders that were for deliveries up to June 2011, please do so prior to the Sept 15th date. For questions or password reset requests, please contact WBSCM-FNS-HELP@fns.usda.gov with this request.

WBSCM Toolbox Spotlight

WBSCM Technical Refresh Workarounds

Multi-Food Ordering (Post Technical Refresh)

Many users have been experiencing an error message of "No Available Delivery Dates" when attempting to enter a multi-food order. WBSCM was designed requiring the ship to be selected before entering an order. However, there was a default ship to assignment that allowed users to navigate to the multi-food catalog and place an order without doing so. The recent technical refresh removed this default assignment therefore causing this error to be received.

Multi-Food Delivery dates are assigned by Ship To. When entering WBSCM to place a Multi-Food Requisition the individual entering the requisition must first select the appropriate Ship to and then they can navigate to the catalog to add desired materials and quantities.

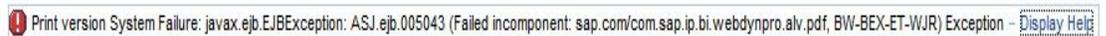
Steps:

1. Navigate to Operations>Order Processing>Order Management>Domestic Order Entry (wait for all 3 seconds for the page to load)
2. Click "Continue" to order for your SDA/ITO
3. Select a ship to from the drop down list.
4. Click "Update"
5. Select the Program for which you want to place your order and then Multi-Food
6. Select the check box and enter quantities for the materials you wish to order
7. Select "Move to Cart"
8. Select "View Cart" to review contents of order
9. If finished, select "Order"
10. You will receive a receive and order number as confirmation, click "Close" to complete the process.

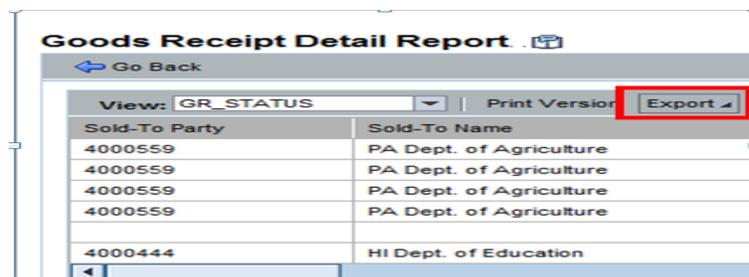
Failure to follow these steps will result in the user receiving a "No Available Delivery Dates" message.

Goods Receipt Detail Report does not create PDF.

Inconsistent availability to print to a PDF from the "Goods Receipt Detail Report." User may receive the error: javax.ejb.EJBException...



If you receive the error "javax.ejb.EJBException..." the current screen will not print to PDF. Use the "Export to Excel" option.



In this Issue:

- * WBSCM News & Updates
- * WBSCM Toolbox Spotlight
- * Useful Links
- * Upcoming Events
- * WBSCM Help Desk
- * Contacts

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 <http://www.fns.usda.gov/fdd/fns-wbscm-information> and click 

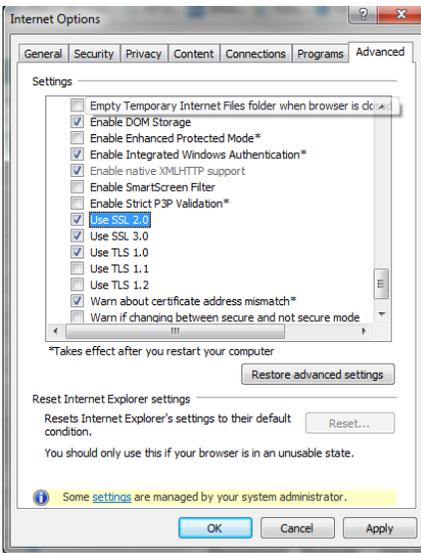
(Continued from page 1)

WBSCM Toolbox Spotlight

"Web page cannot be displayed" when trying to run a BI report.



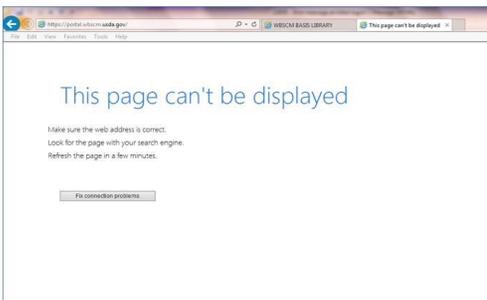
Set Internet options Advanced setting flags "Use SSL 2.0", "Use SSL 3.0", "Use TLS 1.0".



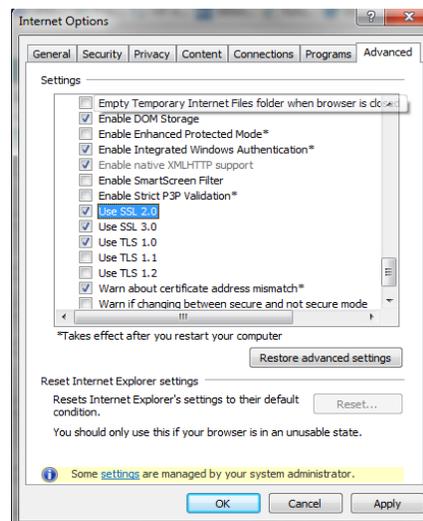
Ship-To Inbox:

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.

"Unable to display web page" at initial login



Set Internet options Advanced setting flags "Use SSL 2.0", "Use SSL 3.0", "Use TLS 1.0".



Useful Links

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

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

Upcoming Events

The National CSFP Association Annual Conference

October 26-28, 2014

Communicate with FNS – questions, concerns, issues

Dennis Sullivan – FNS Systems Branch Chief, FNS WBSCM Project Manager

– 703-305-0188

– dennis.sullivan@fns.usda.gov

Peggy Cantfil – FNS FDD Special Nutrition Operations Branch Chief (NSLP, CACF, SFSP, NSIP)

– 703-305-2659

– peggy.cantfil@fns.usda.gov

Janice Fitzgerald – FNS Household Programs Operations Branch Chief (FDPIR, CSFP, TEFAP)

– 703-305-7537

– janice.fitzgerald@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 & Process Improvement

– 703-305-7524

– robin.jepson@fns.usda.gov

Martha Shramek – FNS WBSCM Report & Information Access Lead

– 703-305-7535

– martha.shramek@fns.usda.gov

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

Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to ja-karra.nichols@fns.usda.gov