

# 1st Quarter 2016 FNS WBSCM Newsletter



Web Based Supply Chain Management



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## WBSCM News & Announcements

### WBSCM Newsletter Changes

Beginning in 2016, WBSCM newsletters will be published quarterly rather than monthly. The next issue will be published in June. For the 2<sup>nd</sup> quarter issue of 2016, FNS hopes to have an e-mail subscription option available. Monthly highlights related to WBSCM may also be found in the "Technology Synopsis" section of the [USDA Foods: From Farm to Plate e-letter](#). FNS invites feedback and content suggestions from readers; please send your comments and ideas to Jimmy Quach at [jimmy.quach@fns.usda.gov](mailto:jimmy.quach@fns.usda.gov).

### Upcoming WBSCM Release

**Release 3.8:** The next release of WBSCM includes bug fixes for complaint reports as well as updates to the complaint order search criteria screen. Two additional ways to search for orders to link to your complaint include "Receipt Date" and "Requested Delivery Date". The selection criteria has been separated and some informational text has been added to provide better clarity on the search options.

A screenshot of the updated search screen is shown on the right.

#### Create/Manage FNS Complaints

#### Complaint/Order Search

#### Transactions

Search For	<input type="text" value="Orders"/>
Status	<input type="text" value="Completed"/>
Created	<input type="text" value="By Myself"/>

Please enter one of the two options below

Creation Date	<input type="text"/>
ID Type	<input type="text" value="Order Number"/>
ID	<input type="text"/>

OR

Goods Receipt Date	<input type="text"/>
Requested Delivery Date	<input type="text"/>
ID Type	<input type="text" value="Product Number"/>
ID	<input type="text"/>

Go

### Summary of Recent WBSCM Releases

In the last few months, there have been several release updates for WBSCM. The following are some of the highlights impacting external users:

**Release 3.6.4:** The List of Materials and similar reports, have been enhanced to identify inactive materials, show the storage location (Material Plant Report only), and display variable and non-variable weight materials.

**Release 3.7.0:** Several sales order upload issues were resolved and the ability for SDAs to upload CACFP orders was added. There have also been several changes to the way orders returned by FNS are handled in the Consolidated Workbench, such as renamed headings, the ability to select all valid delivery dates, and on-screen notification to remind users of missing/incomplete updates or locked orders. When SDAs resubmit multistop orders to FNS as non-multistop orders, the correlation IDs will automatically be cleared. The RA Catalog view now displays all records on a single page, and the Select All/De-Select All button will include every item. Additional user groups have access to the Download Catalog link, including FNS Order Manager, SDA Order Manager, Domestic Ship-to Org Admin, and Domestic HQ Org Admin. The TEFAP entitlement budgeting screen now includes a "Previous Year Carry Over" field, which allows SDAs to roll down this information to RAs. The [TEFAP RA entitlement upload template](#) was also modified.

## Notice:

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



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**Release 3.7.8:** SDA's entitlement budget will no longer be consumed by re-distribution of requisition quantities from a RA back to the state due to logistical, timing, or budget issues. Additionally, any existing product subfolder selections in the catalog will be retained when SDAs perform a Find Product search within the Manage RA Catalog Views.

More detailed release notes with links to relevant work instructions and job aids are posted in the WBSCM application at **Help -> Training -> Release Notes -> Release Notes**. The newest notes are posted at the bottom of the list. Subscribe to the WBSCM News and Announcements forum for email notification of system updates and other important news about WBSCM.

If you have questions about these changes, please contact the [WBSCM help desk](#) at 877-WBSCM-4U (877-927-2648) or by email to [WBSCMhelp@ams.usda.gov](mailto:WBSCMhelp@ams.usda.gov).

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## Helpful Hints

### Browser Support for WBSCM

In January, Microsoft discontinued support for older operating systems and browsers. While WBSCM does not currently require IE11, FNS encourages all users to upgrade as soon as practical. In the near future, support will no longer be available for older versions of IE. At this time, WBSCM support is not available for Microsoft Edge or non-Microsoft browsers (Chrome, Firefox, Safari, etc.).

To avoid browser display issues, regardless of the version of IE currently used to access WBSCM, FNS recommends verifying the following settings. You may need to work with your local IT support staff. Instructions for each can be found on the FDD webpage for WBSCM at <http://www.fns.usda.gov/fdd/fns-wbscm-general-information-presentations-and-simulations>.

- Set zoom level to 100%, if not the default.
- Add "usda.gov" to Compatibility View settings.
- Add "\*.usda.gov" to Trusted sites. (See Internet options/Security.)
- Enable TLS 1.0, TLS 1.1, and TLS 1.2 and de-select SSL 2.0 and SSL 3.0. (See Internet options/Advanced.)
- Do not enable Pop-up blocker when using WBSCM. (See Internet options/Privacy.)
- Install Java Runtime Environment 1.7 or above.

Please direct any questions about these browser settings to the [WBSCM Service Desk](#) at 877-WBSCM-4U (877-927-2648) or by email to [WBSCMHelp@ams.usda.gov](mailto:WBSCMHelp@ams.usda.gov).

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### Deleting RAs

RAs can only be deleted by the [WBSCM Service Desk](#). Lock the appropriate RA user accounts, then send a request to remove the RA by sending an email to [WBSCMHelp@ams.usda.gov](mailto:WBSCMHelp@ams.usda.gov).

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## WBSCM Toolbox Spotlight

### Viewing All WBSCM Ship-tos

You can go to <http://www.fns.usda.gov/fdd/wbscm-crosswalks> and view the "Domestic Ship-To spreadsheet by Business Partner" link for the most current ship-to information (address, contacts, etc.). It has all the ship-tos in WBSCM and is updated weekly.

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## Reminders

### Opening a Ticket

Please contact the main [WBSCM Service Desk](#) (not other help desks or specialists) whenever you have a WBSCM-related issue. This will help ensure a ticket gets created to track your incident until it is resolved. You can email requests to [WBSCMhelp@ams.usda.gov](mailto:WBSCMhelp@ams.usda.gov) or call 877-WBSCM-4U (877-927-2648). Instructions for the online [WBSCM Service Desk](#) can be found in the sidebar on the last page of this newsletter.

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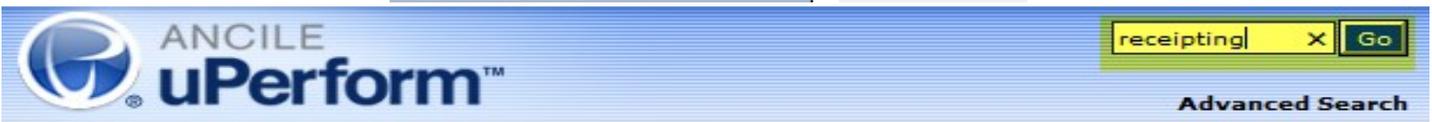
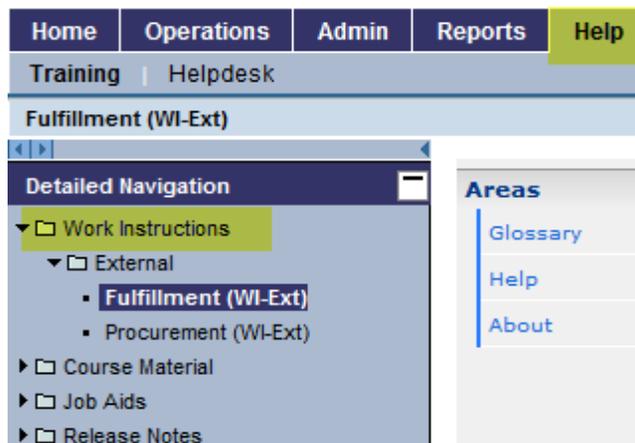
## WBSCM Training Environment

The WBSCM training environment (NTRN) is available to USDA & non-USDA users of WBSCM. Non-USDA users include SDA, RA, Co-op, Ship-to, and National Warehouse users. The NTRN environment uses a copy of data from the live WBSCM Production environment from **11/1/13**. This provides the trainer and/or trainees with actual data from WBSCM if needed for training on reports, placing orders, etc. Contact the main [WBSCM Service Desk](#) at 877-WBSCM-4U (877-927-2648) or by email to [WBSCMHelp@ams.usda.gov](mailto:WBSCMHelp@ams.usda.gov) if you want access to NTRN.

## Job Aids/Work Instructions

Whether you are a new user or an experienced user in need of a refresher, you can find useful step-by-step resources, such as how to receipt an order, in WBSCM. Job Aids is one of the options under the Help tab. For work instructions, click on the **Help** tab->**Work Instructions**->**External**->**Fulfillment**->**Domestic**. Work instructions are organized in alphabetical order by title.

You can search for specific terms in the box at the upper-right corner if you aren't sure what title to look under.



## Search Results

### New Search

Search terms should be separated by spaces, and phrases delimited by quotes, unless indicated otherwise.

**Terms:**

**Type:**

**Location:**

### Search Results

Results shown 1 - 10 of 96.

Title	Added or Modified
<a href="#">Goods Receipt Detail Report</a>	8/26/14 2:47 PM
<a href="#">Enter International Commodity Receipt</a>	8/6/14 4:34 PM

## 1st Quarter 2016 FNS WBSCM Newsletter

### WBSCM User Community Highlights

#### Rolling Down WBSCM to School Districts

One convenient feature of the Web Based Supply Chain Management (WBSCM) system is the ability to support real time, request-driven ordering, so school districts and other RAs can anticipate what they will receive. These RAs are able to review a state-approved catalog of available items and to request the types and quantities of USDA Foods they would like to receive.

There are currently three states partnering with FNS to implement WBSCM roll-down to RAs. FNS can provide general resources and guidance. Ultimately, the decision to implement WBSCM at the RA level is up to the SDA, who will be responsible for operations decisions, business processes, setting up RA accounts, and training and supporting RA staff.

A planning guide will be available on the FNS Food Distribution website soon. SDAs who are interested in extending WBSCM to RAs may contact Danielle Ziegler in FNS's Food Distribution Technology Branch at [danielle.ziegler@fns.usda.gov](mailto:danielle.ziegler@fns.usda.gov) or 703-305-2925.

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#### Multi-food Receipting Error

If you get the error "There are no delivery documents/BOL available for processing shipment receipt," please contact the [WBSCM Service Desk \(WBSCMHelp@ams.usda.gov\)](mailto:WBSCMHelp@ams.usda.gov). This issue is mostly due to missing BOLs from the warehouse, which is required before the system would let you receipt for it. There is nothing you can do other than wait for the BOLs.

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#### SY16-17 USDA Foods Available List for Child Nutrition Programs

The School Year (SY) [2016-2017 USDA Foods Available List](#) is now available for States and school districts to begin to make ordering decisions for the upcoming school year. The list includes 217 product options for programs participating in the National School Lunch Program (NSLP), the Child and Adult Care Food Program (CACFP), and the Summer Food Service Program (SFSP). To stay current with ordering patterns and school food trends, USDA discontinued 16 items and added 18 new options, including products such as a frozen pepper/onion blend, individual portion dried cranberries, pulled pork, and individual portion peanut butter cups.

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### Upcoming Events

#### USDA Foods 101 Training for New SDAs at ACDA Conference in May

Prior to the start of the American Commodity Distribution Association (ACDA) Annual National Conference in St. Pete Beach, USDA will be providing a one-and-a-half-day USDA Foods 101 pre-conference training geared toward new State Distributing Agency (SDA) staff; experienced SDA staff may also attend. The pre-conference training will be a full day on Sunday, May 8, and conclude mid-day on Monday, May 9. The 2016 ACDA Letter of Support for States has been sent to the FNS Regional Offices for distribution to the States. If you are a State and need a copy of the letter, please contact your Regional Office.

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#### Conferences

May 9-11: [American Commodity Distribution Association \(ACDA\) Conference](#) @ St. Pete Beach, FL

June 13-17: [National Food Distribution on Indian Reservations \(NAFDPIR\) Conference](#) @ Travers City, MI

July 10-13: [School Nutrition Association \(SNA\) Conference](#) @ San Antonio, TX

## 1st Quarter 2016 FNS WBSCM Newsletter

### Survey

We are seeking input to help us improve the WBSCM newsletters and training resources. Your feedback is appreciated. Please e-mail your answers to: [jimmy.quach@fns.usda.gov](mailto:jimmy.quach@fns.usda.gov).

- What types of problems do you encounter most in WBSCM?
- Do you have any WBSCM training needs?
- What do you find most helpful in these newsletters?
- How can the newsletter be improved?

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### Useful Links

#### FNS Food Distribution (WBSCM Info):

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

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

#### Domestic Ship-To spreadsheet by Business Partner:

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

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### Communicate with FNS

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

Phone: 703-305-0188 Email: [dennis.sullivan@fns.usda.gov](mailto:dennis.sullivan@fns.usda.gov)

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

Phone: 703-305-2659 Email: [peggy.cantfil@fns.usda.gov](mailto:peggy.cantfil@fns.usda.gov)

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

Phone: 703-305-7537 Email: [janice.fitzgerald@fns.usda.gov](mailto:janice.fitzgerald@fns.usda.gov)

Danielle Ziegler – Program Analyst, Contact for WBSCM Training

Phone: 703-305-2925 Email: [danielle.ziegler@fns.usda.gov](mailto:danielle.ziegler@fns.usda.gov)

### WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

877-WBSCM-4U or 877-927-2648

[WBSCMhelp@ams.usda.gov](mailto:WBSCMhelp@ams.usda.gov)

<https://srai.service-now.com>.

The online WBSCM Service Desk is a separate application, which requires an additional login and password. From this site, users can submit tickets as well as monitor the status of previously reported issues. Using this site is optional.

Hours of Operation:

8:00 AM to 6:00 PM ET

Monday-Friday, excluding holidays

### Ship-To Inbox

A mailbox has been established to receive requests to assign Ship-To organizations to SDAs and to establish new Ship-To locations within WBSCM. Please email Form FNS-7 (Destination Data for Delivery of Donated Foods) to

[WBSCM-Ship-To@fns.usda.gov](mailto:WBSCM-Ship-To@fns.usda.gov).

This form is available to download from the USDA FNS Food Distribution Forms webpage at

<http://www.fns.usda.gov/fdd/forms>.

### Suggestion Box

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

[jimmy.quach@fns.usda.gov](mailto:jimmy.quach@fns.usda.gov)