

# October 2015 FNS WBSCM Newsletter



Web Based Supply Chain Management



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## News & Announcements

### WBSCM Release 3.6.2

Deployment for WBSCM Release 3.6.2 was completed on October 15, 2015. You can find the release notes by following the menu path: Help->Training->Release Notes->Release Notes. Scroll to the bottom of the list to "Release Notes 3.6.2" to view details about this release.

- Previously, when uploading RA Entitlement, the process timed out when more than 100 records were being processed. Now, the performance issue with the upload has been corrected.
- Previously, when an Order Manager for a COOP with 7 or more RAs tried to enter a Domestic Requisition for an RA, the "Continue" link disappeared on the ordering screen preventing completion of the requisition creation process. Now, the "Continue" link will remain available, allowing the COOP Order Manager to complete the requisition creation process.

### eAuthentication Passwords

All eAuthentication passwords, including both Level 1 and Level 2 access, now need to be reset every 60 days to meet security requirements. New passwords must meet the following rules of complexity:

- 12-24 characters in length
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least one of these symbols: ! # \$ % = + : ; , ? ~ \* -
- No other symbols or spaces
- No dictionary words
- Cannot repeat 24 previous passwords

In the event you have forgotten your password or your account has become locked, you can use the eAuthentication self-service recovery tools. At the login screen, click on the applicable link after "I forgot my" to recover your user ID and/or reset your password.

The screenshot shows a login interface titled "User ID & Password" with a help icon. It contains two input fields: "User ID:" and "Password:". Below these is a link that says "I forgot my User ID | Password". At the bottom, there are two blue buttons: "REGISTER" and "LOGIN", and a link "Change my Password" below the "LOGIN" button.

You can find additional self-service tools for updating your eAuthentication information (e.g. change of email address) at <https://www.eauth.usda.gov/mainPages/index.aspx>. Click on Update your account. After logging in, you can access an editable version of your profile via Home -> Modify My Customer Profile.

For additional assistance with eAuthentication, contact the EEMS support team at 1-800-457-3642, option 1.

## 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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### Reminders

#### Error Messages

If an unusual error appears while using WBSCM, please try logging out of WBSCM, closing all browsers, and rebooting. If those steps fail, please contact the main WBSCM Service Desk for assistance. Contact information can be found below.

#### 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 if you want access to NTRN.

### 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?

### 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>

### Communicate with FNS

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### 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)