

3rd Quarter 2016 FNS WBSCM Newsletter



Web Based Supply Chain Management



In this Issue:

- * News & Announcements
- * Toolbox Spotlight
- * Reminders
- * Upcoming Events
- * Useful Links
- * Contacts
- * WBSCM Service Desk

News & Announcements

Annual User Validation Reminder for all WBSCM Users

At the end of August, USDA issued an email reminder to all WBSCM users to support the annual user validation requirement. This process ensures that only active user profiles are retained in the system. User Administrators routinely review the users within their organization (and suborganizations, if applicable). Per USDA policy, inactive user profiles are locked after 9 months and deleted after 12 months.

If you have not accessed the system within the previous 9 months (or are unsure of the date of your last login) and want to remain active, please login to the [WBSCM Production Portal](#) immediately to avoid deletion. If needed, self-service tools are available to recover your [User ID](#) or [Password](#) from the eAuthentication system.

Summary of Recent WBSCM Releases

Beginning in June 2016, USDA implemented a new release management process to WBSCM through monthly maintenance releases and quarterly enhancement releases. While maintenance releases focus on system break/fixes and standard updates, enhancement releases focus on larger projects such as new or improved functionality. In the third quarter, there were two maintenance releases ([2016R4.0.7](#) and [2016R4.0.8](#)) and one enhancement release ([2016R4.3.9](#)).

The key changes that impacted external domestic customers since the last newsletter are as follows:

SDA Entitlement Budgeting: The **Re-calculate** button no longer automatically saves changes. It shows a preview of what changes will look like; however, the data will not be updated until the user clicks the **Save** button. See the [Maintain RA Entitlements Work Instruction](#) for more details.

Redistribution Redonation Report: An optional field (RA ID) was added to this report to allow SDAs who use a unique identifier for RAs to include this information. See the [Redistribution/Redonation Report Job Aid](#) for more details.

User Security Report: Previously, when a parent organization needed to review the user information for its suborganizations, the User Administrator needed to run a separate report for each organization separately. Now multiple organizations can be included in one report. See the [User Security Report Job Aid](#) for more details.

More detailed release notes with links to relevant work instructions and job aids are posted in the WBSCM application at **Help -> Training -> Release Notes**. The most recent notes are posted below *Help Content*. Older release notes are archived by year and may be accessed via the **Previous Releases** link under *Areas*. 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 wbscm.servicedesk@caci.com.

Toolbox Spotlight

Order Changes

Please contact your [regional office](#) if changes are required for CSFP, TEFAP, and FDPIR orders (e.g., cancelling, ship-to change, quantity change, etc.).

Please contact the appropriate FNS specialist if order changes are required for NSLP, CACFP, SFSP, and NSIP. Email WBSCM-FNS-Help@fns.usda.gov if you need the list of FNS specialists.

Notice:

To ensure you receive the latest news and updates about FNS Food Distribution programs and supporting technology, register to receive free E-mail notifications at <http://www.fns.usda.gov/fdd/fns-wbscm-information>

and click



3rd Quarter 2016 FNS WBSCM Newsletter

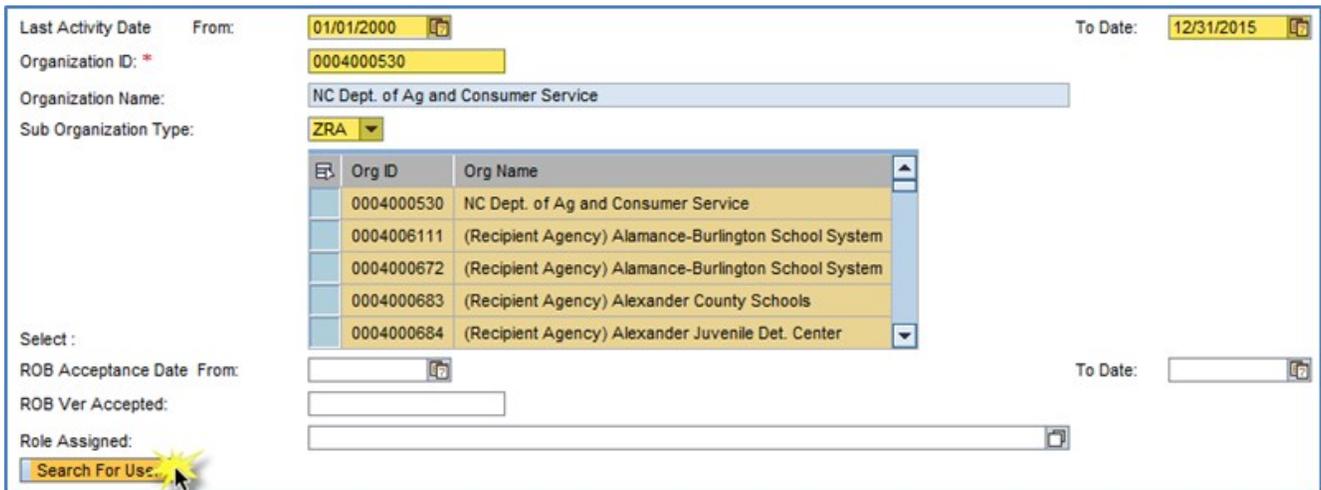
User Security Report

WBSCM User Administrators are responsible for confirming that users in their organization(s) are active and have been assigned the appropriate roles. To assist User Administrators with these tasks, especially during the annual user validation process, an enhanced [User Security Report](#) is available.

When performing annual user validation, User Administrators may find it especially helpful to use the following selection criteria to display a consolidated report showing only the inactive user profiles that need to be [reviewed and updated](#):

1. Enter the Organization ID or select from the list of organizations on the left side of the screen. To run a consolidated report, select the parent organization.
2. Enter a date range for the **Last Activity Date**. The *From* date is required; a simple date that precedes use of WBSCM is used in the example below. Enter a *To Date* as follows:
 - a. To identify profiles to **lock**, use a date 9 months in the past.
 - b. To identify profiles to **delete**, use a date 12 months in the past.
3. Optional: For a consolidated report, select the **Sub Organization Type** to populate the selection table. Then, select the organization(s) to include on the report. To select all, click the **Table selection menu** icon ().
4. Click **Search for Users**.
5. To move any previously locked or deleted user profiles to the bottom of the report, click on the column header to sort in ascending order as follows:
 - a. Click **User Locked?** to move user profiles that need to be locked to the top of the list.
 - b. Click **User Deleted?** to move user profiles that need to be deleted to the top of the list.

Example of Selection Criteria for Consolidated "To Lock" User Security Report (includes SDA & RAs, 9 months inactivity from 10/1/2016)



Org ID	Org Name
0004000530	NC Dept. of Ag and Consumer Service
0004006111	(Recipient Agency) Alamance-Burlington School System
0004000672	(Recipient Agency) Alamance-Burlington School System
0004000683	(Recipient Agency) Alexander County Schools
0004000684	(Recipient Agency) Alexander Juvenile Det. Center

User Locked?  **User Deleted?** 

The resulting report can be exported to Excel to allow sorting on multiple fields, to perform additional filtering, or to allow the User Administrator to add notes or other information to the table.

3rd Quarter 2016 FNS WBSCM Newsletter

User Administrator Tips

The User Administrator role allows each organization to add, remove, and modify users within their organization and suborganizations, if applicable. For example, an SDA User Admin can manage users for any RA that is associated with the SDA. To access the user management functions, select **Admin -> Manage Users -> Manage User**.

To add a new user profile, select **Create New User**. Further guidance can be found in the WBSCM Work Instruction: [Create User](#).

CA Dept. of Education

User Search Criteria: Last Name Search Reset

First Name	Last Name	Last Logon Date
CA	SDA	2016-06-28 07:22:58
CA	SDA	2016-06-27 08:37:06

Create New User

To modify information for an existing user profile, first select a user profile from the alphabetical list of existing users. If the list of users is too long, it may be helpful to use the search tools to locate a user by first and/or last name. Highlight the box to the left of the name to activate it. Then, select **Modify User**. Further guidance can be found in the WBSCM Work Instruction: [Display and Maintain User](#).

CA Dept. of Education

User Search Criteria: Last Name Search Reset

First Name	Last Name	Last Logon Date
CA	SDA	2016-06-28 07:22:58
CA	SDA	2016-06-27 08:37:06

Create New User

User Details

Personal data Role data Admin data

UserID: Company:

First Name: Fax:

Last Name: Mobile Phone:

Email: Phone:

Title:

Street Address:

City:

Zip Code:

Country:

State/Province:

Time Zone:

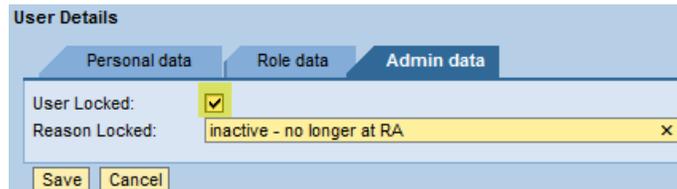
Modify User Delete User

3rd Quarter 2016 FNS WBSCM Newsletter

As part of ongoing user maintenance and the annual user validation process, Users Administrators should lock or delete inactive user profiles and review current security roles for each user in their organization (and suborganizations, if applicable) per USDA policy:

If the Last Login Date is **at least 9 months** in the past:

Select the user from the list, and click **Modify User**. Go to **Admin data** tab, check the User Locked box, enter Reason Locked, and click **Save**.



User Details

Personal data Role data Admin data

User Locked:

Reason Locked: inactive - no longer at RA

Save Cancel

If the Last Logon Date was **12 months or more** in the past :

Select the user from the list, and click **Delete User**. When prompted, select **Confirm**. Note: This action cannot be undone.



User Details

Personal data Role data Admin data

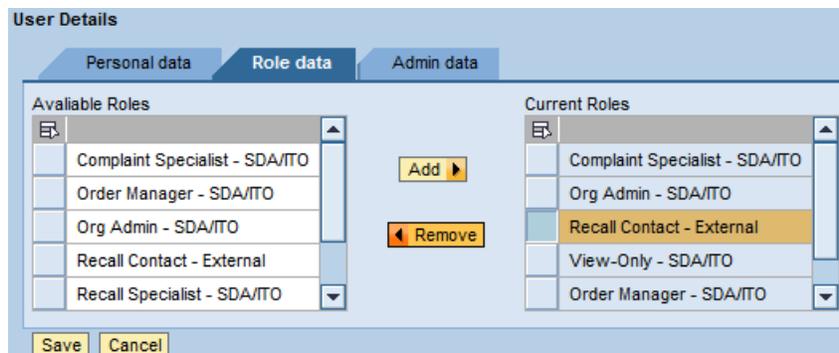
UserID: [blurred]
First Name: [blurred]
Last Name: [blurred]
Email: [blurred]
Title: [blurred]
Street Address: [blurred]
City: [blurred]
Zip Code: [blurred]
Country: [blurred]
State/Province: [blurred]
Time Zone: [blurred]

Confirm Delete User FRITHB0001?
Please confirm you want to delete this user.
Yes No

Modify User Delete User

To update the user's roles:

Select the user from the list, and click **Modify User**. Go to **Role data** tab, check the current roles assigned to the user the right column. To add roles, select one or more roles in the left column and click **Add**. To remove roles, select one or more roles in the right column and click **Remove**. When finished, click **Save**.



User Details

Personal data Role data Admin data

Available Roles

<input type="checkbox"/>	Complaint Specialist - SDA/ITO
<input type="checkbox"/>	Order Manager - SDA/ITO
<input type="checkbox"/>	Org Admin - SDA/ITO
<input type="checkbox"/>	Recall Contact - External
<input type="checkbox"/>	Recall Specialist - SDA/ITO

Add Remove

Current Roles

<input type="checkbox"/>	Complaint Specialist - SDA/ITO
<input type="checkbox"/>	Org Admin - SDA/ITO
<input checked="" type="checkbox"/>	Recall Contact - External
<input type="checkbox"/>	View-Only - SDA/ITO
<input type="checkbox"/>	Order Manager - SDA/ITO

Save Cancel

3rd Quarter 2016 FNS WBSCM Newsletter

Reminders

WBSCM News and Alerts

The WBSCM News and Alerts forum page is used to announce system availability impacts, monthly release updates, and other news. This information is available at **Home** tab -> **News and Alerts** -> **News and Alerts**. Depending on your organization and role, different forums may be visible to you. The symbols to the left of an item indicate new or updated content. Refer to the key at the bottom of the list to interpret the symbol(s).

Forum / Category	Views	Threads / Messages	Last Post
WBSCM News and Announcements	61,050	29 / 29	Sep 29, 2016 7:50 PM Last Post By: Gore, Sameer
FNS News and Announcements	8,201	23 / 23	Sep 27, 2016 1:53 PM Last Post By: Baker, Michael
Full Truck Load Requests	28,056	66 / 118	Aug 22, 2016 11:40 AM Last Post By: Glover, Gladys
USDA Holds and Recalls	11,092	14 / 14	May 14, 2016 8:03 AM Last Post By: Fortner, Charlsia

WBSCM allows you to set up [notification settings](#), so you will receive an email message when a new item is posted to these discussion forums. This is a helpful way to stay informed, especially if you don't log into WBSCM frequently. You can identify one or more specific forums, threads, and/or users to "watch," and you can be notified when someone else replies to your own posts.

Tip: To receive notifications about system-wide availability and release updates, watch *WBSCM News and Announcements*. To also receive notifications about impacts to FNS operations and domestic fulfillment activities, watch *FNS News and Announcements*.

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.

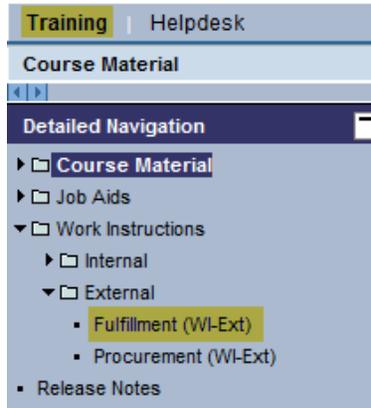
Please direct any questions about these browser settings to the WBSCM Service Desk at 877-WBSCM-4U (877-927-2648) or by email to WBSCM.servicedesk@CACI.com.

3rd Quarter 2016 FNS WBSCM Newsletter

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 **Work Instructions**, such as how to receipt an order, in WBSCM. Quick references, recommendations, and similar supplemental materials are available as **Job Aids**. These items can be located by browsing the document library (**Help** tab -> **Training**) or through the search tools.

For example, to browse for Work Instructions for a Domestic customer: Click on the **Help** tab -> **Training** -> **Work Instructions** -> **External** -> **Fulfillment** -> **Domestic**.



To search for training materials by keyword, enter term(s) in the box in the upper right corner, then click on **Go**. The *Advanced Search* options will display automatically along with the preliminary results. Note: The search box may not display until a sub-category is selected.



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 90.

Title	Added or Modified
Upload Domestic Goods Receipt	1/29/15 2:11 PM
Create Domestic Goods Receipt	5/5/15 3:07 PM
Display Goods Receipt Report	8/6/14 3:56 PM

If context-sensitive help has been enabled for the current screen, you can search for training materials by clicking on the **Options** icon () in the upper right; then, select **Help** from the drop-down menu. Any related items from the document library will be listed in a pop-up window. You can view the document(s) in the new window without leaving your current transaction.

3rd Quarter 2016 FNS WBSCM Newsletter

The screenshot shows the 'Enter Shipment Receipt' page in the WBSCM system. The top navigation bar includes 'Home', 'Operations', 'Finance', 'Admin', 'Reports', and 'Help'. Below this, there are sub-navigation links for 'Order Processing', 'Procurement', 'Warehouse Management', and 'Supplier Mgt'. The main page title is 'Enter Shipment Receipt'. On the left, a 'Detailed Navigation' menu is visible, with 'Enter Shipment Receipt' highlighted. The main content area contains an 'Order Search' section with a text input field for 'Order Number' and a 'Search' button. Below the search field, there is a message: 'WBSCM has the ability to receipt Sales Orders, Delivery Documents, and Purchase Orders order in the system to receipt, please enter your order number and click *Search*'. A context menu is open on the right side of the page, showing options like 'Open in New Window', 'Refresh', 'Personalize', 'Help', 'Details', 'Add to Browser Favorites', and 'Add to Portal Favorites'.

Requesting New User Access

Each person who will be accessing WBSCM should have their own user profile and login credentials. In some cases, additional profiles and separate login credentials may be needed such as when a user has multiple roles or uses WBSCM on behalf of different organizations. Individuals seeking access to WBSCM should contact the User Administrator for their organization (SDA, RA, or ITO). If unknown, a [directory of state contacts](#) for Food Distribution programs is available.

After the profile has been created in WBSCM, the new user will receive an email with the subject "Action Required: Register USDA WBSCM User Account" and instructions to complete the registration process. This involves creating a Level 1 eAuthentication account, activating this account, and then linking it to the WBSCM profile. Users may use an existing eAuth account if all of the following conditions apply: (a) Level 1 or higher, (b) exact match of last name, (c) exact match of email address, and (d) not previously linked to WBSCM.

Most errors encountered during registration result from the following:

- Selecting the wrong link in the WBSCM registration email;
- Not activating a new eAuth account within 7 days via the personalized link in the system-generated "eAuthentication: FYI - Instructions to Activate Your USDA..." email;
- Not entering the Last Name and Email exactly the same way in both WBSCM and eAuth; and
- Not using the personalized "Step 2" link in the "Action Required..." email.

For further guidance about new user registration, refer to the [WBSCM FAQs & Tips document](#) available on FNS's [WBSCM Information webpage](#).

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 WBSCM.servicedesk@CACI.com if you want access to NTRN.

3rd Quarter 2016 FNS WBSCM Newsletter

Learning More about USDA Foods and Food Distribution Programs

Each year, the USDA FNS Food Distribution Division produces webinars to educate RAs, SDAs, ITOs, and regional support teams about program operations, best practices, technical tips, and more. In conjunction with the training materials that can be found in WBSCM's **Help** tab, these webinars provide a better understanding of the role of USDA Foods and guidance for achieving success with your food distribution program(s). This year's webinars included a series on USDA Foods Processing and several webinars about the complaints process. These webinars are recorded and made available online at the [Webinars and Training webpage](#) and may be viewed on the [FNS YouTube channel](#). Upcoming webinars are announced in the monthly e-letter, [USDA Foods from Farm to Plate](#).

Upcoming Events

October 26-27: [2016 Annual Industry Meeting for USDA Foods Contractors and Suppliers](#)

October 31-November 3: USDA/State Agency Meeting

November 9-10: [SNA Fall Industry Boot Camp](#)

January 22-24: [SNA School Nutrition Industry Conference \(SNIC\)](#)

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

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

Phone: 703-305-0188 Email: 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

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

Phone: 703-305-7537 Email: janice.fitzgerald@fns.usda.gov

Danielle Ziegler – Program Analyst, Contact for WBSCM Training

Phone: 703-305-2925 Email: danielle.ziegler@fns.usda.gov

WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

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

WBSCM.servicedesk@CACI.com

<https://cacifedramp.service-now.com/wbscm/>.

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.

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