

# June 2015 FNS WBSCM Newsletter



Web Based Supply Chain Management



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## News & Announcements

### Available Foods for SY2016

A new school year begins in July. Available foods for SY2016 can be found on the FNS FDD site. Current and upcoming available foods for CSFP, TEFAP, and FDPIR are also provided on the webpage. To access the available food lists, visit the following URL:  
<http://www.fns.usda.gov/fdd/foods-expected-be-available>

### WBSCM Releases 3.5.1 and 3.5.2

In June, there were two minor WBSCM releases with internal changes and minimal user impact. Notes for WBSCM releases are always published within the WBSCM application. To view them, follow the menu path: **Help** → **Training** → **Release Notes**, and select the **Release Notes** link on the left. Notes are listed in date order, with the newest items at the bottom. The next release is expected in September.

## WBSCM Toolbox Spotlight

### WBSCM Help Resources

Whether you are a new user or an experienced user in need of a refresher, you can find useful resources, including Work Instructions, Course Material, and Job Aids, under the **Help** tab. In general, SDAs and RAs will find the materials under **External** → **Fulfillment** most applicable.

### 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



### Reminders

#### Contact Information

The WBSCM Service Desk is having difficulty reaching many users. Please remember to include a phone number in all WBSCM user profiles, regardless of role. It is also helpful to add a contact phone number with e-mail messages and online service tickets.

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#### Complaint and Recall Roles

Only SDAs can have complaint and recall roles assigned to their WBSCM accounts. RAs should work with SDAs to familiarize themselves with the process for reporting complaints and/or learning about recalls.

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#### GR Reversals

If you make a mistake while receipting direct ship orders, please contact the main WBSCM Service Desk and not the FNS help desk. You may call, e-mail, or complete an online service ticket. See WBSCM or page three of this newsletter for contact details.

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#### Multi-food Receipting Problems

When you have problems receipting multi-food orders (e.g., receiving a "There are no delivery documents / BOL available for processing Shipment receipt!" error), please contact the main WBSCM Service Desk and not the FNS help desk. It might take a while to fix multi-food receipting problems, so please be patient.

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#### Product Removed Status

If you receive an email notification that indicates "Product Removed" for one or more commodities, it means an FNS administrator has unchecked materials from your catalog view. RAs receive a similar email when an Org Admin from your state has unchecked materials from the RA catalog view.

The following updates have been applied . For additional information, please see your catalog view.

Change Type	Program	Entitlement / Bonus	Product #	Product Name	Delivery Period End	Order By Date
Product Removed	NSLP	Entitlement	100154	BEEF COARSE GROUND FRZ CTN-60 LB	02/28/2016	06/23/2015
Product Removed	NSLP	Entitlement	100155	BEEF FRESH BNLS COMBO-20/2000 LB	02/03/2016	06/23/2015
Product Removed	NSLP	Entitlement	100156	BEEF BNLS SPECIAL TRM FRZ CTN-60 LB	02/15/2016	07/02/2015
Product Removed	NSLP	Entitlement	100193	PORK PICNIC BNLS FRZ CTN-60 LB	02/15/2016	07/02/2015
Product Removed	NSLP	Entitlement	110138	PORK BNLS LEG ROASTS - BULK CTN-60 LB	02/28/2016	07/02/2015

### 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.

### Upcoming Events

#### Summer Conferences

School Nutrition Association (SNA): July 12-15 in Salt Lake City, VT

### 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)