

2nd Quarter 2016 FNS WBSCM Newsletter



Web Based Supply Chain Management



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News & Announcements

WBSCM Service Desk Changes

As of May 24, 2016, the WBSCM Service Desk email address and online self-service portal have changed. The Service Desk phone number remains the same.



Email: WBSCM.servicedesk@CACI.com

Self-service Portal:

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

The WBSCM self-service portal may be accessed at any time (24/7). First time visitors will enter their email address for both the User ID and Password (all lowercase). They will be prompted to create a new password for future access.



Welcome to the WBSCM Service Desk Portal

The WBSCM Service Desk mission is to deliver highly valued technical and functional support to our customers by providing quality solutions to all issues reported, and proactively enabling effective use of all WBSCM related capabilities.

If you have feedback for us, [we would love to hear it!](#)

Quick Links



Log Incident



Ask Question



Knowledge



Status

Announcements
Common Answers

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



WBSCM Releases

The new WBSCM Service Desk is working with the agencies to finalize the next few releases. More information will be available shortly.

Release 3.8.0 was implemented in March. The key changes that impacted external customers are as follows:

Order Search Screen for Complaints: Additional fields were added to the search screen associated with entering complaints. This allows SDAs to locate order information by "Goods Receipt Date" and "Requested Delivery Date." Additionally, the "Order Creation Date" is no longer required if the order number was entered. The associated work instructions for complaints have been updated accordingly.

Cancellation of Consolidated Orders: When a consolidated order placed by an SDA is cancelled, any redistributed quantities of materials and entitlement adjustments for RAs will automatically revert to the pre-consolidation amounts.

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 service desk at 877-WBSCM-4U (877-927-2648) or by email to wbscm.servicedesk@cacI.com.

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WBSCM Service Desk Surveys

The WBSCM service desk is in the process of creating and deploying a new survey on service desk support. This new survey will be available June 29th and will not require a login ID and password.

Food Distribution Webinars

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 [Work Instructions](#) that can be found in WBSCM's "Help" section, 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 [Food Distribution's media resource](#) site and may be viewed on the [FNS YouTube channel](#). Upcoming webinars are announced in the monthly e-letter, [USDA Foods from Farm to Plate](#).

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.

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](#).

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

To modify 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](#).

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Reminders

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.

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 Admin for their organization (RA, SDA, or ITO). If the User Admin is unknown, a [directory of state contacts](#) for Food Distribution programs is available on the FNS website.

After the profile has been set up 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:

- a. Selecting the wrong link in the WBSCM registration email;
- b. 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;
- c. Not entering the Last Name and Email exactly the same way in both WBSCM and eAuth; and
- d. Not using the personalized "Step 2" link in the "Action Required..." email to link the activated eAuth ID to WBSCM.

If the email address and/or last name have been entered incorrectly in WBSCM, contact the User Admin to update this information; it will not be possible to link the new eAuth account to WBSCM unless there is an exact match. In the event the activation email is not received within 24 hours, contact the eAuth Service Desk at 1-800-457-3642 (Option 1) for assistance.

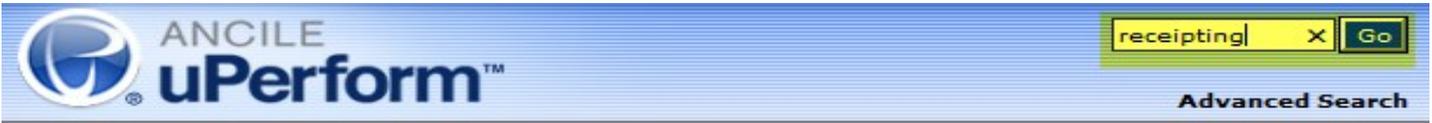
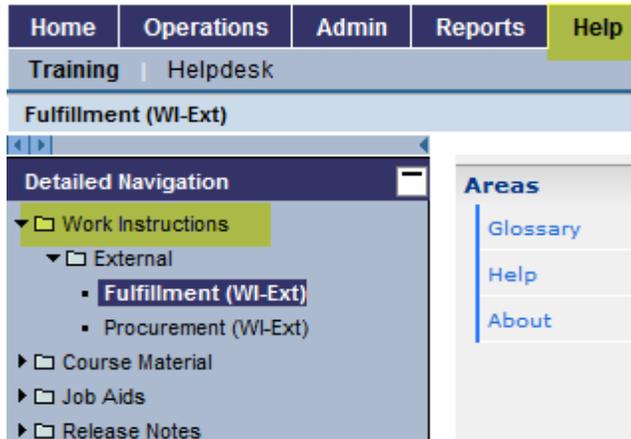
For further guidance about new user registration, refer to the [WBSCM FAQs & Tips document](#) available on FNS's [WBSCM Information webpage](#).

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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 |
|---|-------------------|
| Goods Receipt Detail Report | 8/26/14 2:47 PM |
| Enter International Commodity Receipt | 8/6/14 4:34 PM |

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

Upcoming Events

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

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