

September 2015 FNS WBSCM Newsletter



Web Based Supply Chain Management



In this Issue:

- * News & Announcements
- * WBSCM Toolbox Spotlight
- * Reminders
- * Survey
- * Useful Links
- * WBSCM Help Desk
- * Contacts

News & Announcements

WBSCM is Retiring Support for Windows XP and Windows Vista on 1/1/2016

The USDA strives to keep WBSCM accessible and secure to all users. As technology changes, older software versions become obsolete, unstable, or insecure for use to access critical federal systems such as WBSCM.

Effective January 1, 2015, WBSCM will no longer be accessible by users running Windows Vista or Windows XP operating systems.

Microsoft officially ended support for Windows XP in April 2014, and no maintenance or security fixes have been provided by Microsoft since then. Similarly, Microsoft does not offer sufficient technical support for Windows Vista to meet the security requirements for accessing a federal system via the Internet.

Impacted users will need to contact their local information technology resources for help in upgrading to a more recent version of Windows (7, 8/8.1, or 10).

Please refer to the webpage below for the most up-to-date recommended minimum workstation requirements to ensure WBSCM compatibility:

<https://help.wbscm.usda.gov/gm/folder-1.11.30515?mode=EU>

If you have any questions, please contact the WBSCM Service Desk.

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



WBSCM Toolbox Spotlight

Creating a Complaint

In the Complaint/Order Search screen, some users have received the "unable to locate document" error when searching for the sales order documents to create a complaint. Expanding the date range may help.

To search for an order to enter a complaint, click on the following tabs and menu choices: **Operations -> Complaint Administration -> Create/Display FNS Complaints**. After you have entered the appropriate search criteria in the dialog, click on the Go button to find your order.

By default, the search will include orders from the previous 12 months. To expand the date range for older orders, change the Creation Date setting from "Last 12 Months" to "In Period." Then, enter a From date prior to the oldest order you are interested in.

Additional instructions can be found in WBSCM under **Help -> Work Instructions -> External -> Fulfillment -> Domestic -> Create FNS Complaint**.

Complaint/Order Search

Transactions	
Search For	Orders
Status	Completed
Created	By All Business Partne
Creation Date	In Period
From	05/01/2013

Reminders

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.

- 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

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

WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

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

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.

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