

September 2012 FNS WBSCM Newsletter



Web Based Supply Chain Management



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Reminder:

To ensure you receive the latest news and updates, register to receive free E-mail notifications when the WBSCM Homepage has been updated at www.fns.usda.gov/fdd/WBSCM and click the link "Email Updates".

WBSCM News & Updates

WBSCM Defect Release

WBSCM Defect Release 2.2.14.0 is scheduled to be deployed November 29th, 2012. The upcoming changes will focus on the catalog to prepare for the upcoming ordering season.

Current release notes can be found in the **WBSCM news and announcement forum** section which is located under the **Home tab**. A full list of open defects is located at <http://www.fns.usda.gov/fdd/WBSCM/default.htm>

WBSCM Maintenance Outage

WBSCM will be unavailable due to federal fiscal year end processing beginning at 4:00 PM Eastern time on 9/28/2012. The outage is expected to last until approximately 12:00 PM Eastern Time 10/1/2012. This schedule may be adjusted to complete all activities. If changes are necessary they will be posted as soon as they are available.

A notification will be posted on Monday 10/1/2012 when all activities are completed and WBSCM is available.

WBSCM Training Sessions

Over the next few months, FNS will be conducting

WBSCM Toolbox

Mass Ship-To Assignment to RAs

The WBSCM Team created a new feature called "Mass Assign Ship-To's to Recipient Agencies (RAs)". Previously, State Distributing Agencies (SDAs) had to manually assign or un-assign a ship-to location to each of their Recipient Agencies (RAs). This new feature allows SDAs to mass assign (or un-assign) a ship-to location to multiple RAs, allowing the process to be more efficient.

To help users become more familiar with this new transaction a "Work Instruction" has been created to provide a step by step picture guide that users can reference for assistance. Below is more information on how to access this "Work Instruction".

Use the following Portal path:
Help tab → Work Instruction link → External link → Fulfillment link → Domestic link

The screenshot shows the WBSCM portal interface. At the top, there is a horizontal menu bar with links for Home, Operations, Finance, Admin, Reports, Help, Training, and Helpdesk. The Help, Training, and Helpdesk links are circled in red. Below the menu is a secondary navigation bar for 'Fulfillment (WI-Ext)' with links for Helpdesk, Detailed Navigation, and a search bar. The 'Detailed Navigation' dropdown menu is open, showing categories like Work Instructions, Internal, External, Procurement (WI-Ext), Course Material, and Inh Aids. One item, 'Fulfillment (WI-Ext)', is circled in red. To the right of the navigation, there is a list of links, several of which are also circled in red: Maintain RA Entitlements, Maintain RA NLT Dates and Delivery Periods, Maintain Recipient Agency (RA), Maintain SDA NLT Dates and Delivery Periods, Mass Assign Ship-To's to Recipient Agencies (RAs), and Modify Co-op Organization.

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News (continued)

As part of the USDA Streamlining effort, the eAuthentication Service is switching helpdesk providers effective October 1, 2012. Here are a few improvements you'll see

- * **Expanded support hours – 24x7 eAuthentication Helpdesk support**
- * **Live chat - Instantly chat with an eAuthentication Helpdesk agent**
- * **Increased helpdesk agents – More agents will be available to resolve issues or answer your questions**

The eAuthentication email address eAuthHelpDesk@ftc.usda.gov and the toll free phone number (800-457-3642

option 1) will remain the same; however, the ticketing system will be different. All open tickets as of September 30th will be closed in the current ticketing system. If your issue has not been resolved prior to September 30th please contact the eAuthentication Helpdesk via email, live chat, or phone to open a new ticket.

WBSCM Tips

LOGIN and WBSCM Screens Rendering Correctly.

If there are issues with the log-in screen or ordering screens not rendering correctly, such as freezing or the page resetting while attempting to complete a transaction, the browser may need to be set to compatibility view.

1. Go to the Tools tab at the top

of the browser.

2. Click Compatibility View Settings
3. In the Add this website text box type usda.gov and click Add.
4. Click Close.

For more detailed step by step instructions for setting your browser to compatibility view please visit this link https://help.wbscm.usda.gov/gm/folder-1.11.21748?mode=EU_wbscmtrain

A full list of FAQs and tips can be found on the FDD Website at http://www.fns.usda.gov/fdd/WBSCM/WBSCM_General.htm

Ship-To Inbox:

A mailbox has been established to receive requests to have SHIP-TO locations assigned to Domestic Business Partners and to establish new Ship-To locations within WBSCM. Please email FNS-7s to: WBSCM-Ship-To@fns.usda.gov.

Upcoming Events

Conferences

CSFP Conference

October 28 - 30, 2012

Webinar Trainings

Oct 2: Catalog Maintenance

Oct 16: User and Organization Administration

Oct 30: Requisition and Sales Order Creation

What's Next?

Future Targeted Initiatives

- * Goods Receipt (Including business processes)
- * Invoicing
- * Entitlement
- * Performance Improvements

Useful Links

WBSCM: <http://www.usda.gov/wbscm>

FDD: <http://www.fns.usda.gov/fdd/wbscm>

Toolbox Spotlight

Setting up E-Auth Security Questions

The WBSCM and E-Auth Service Desks strongly urge you to set up your eAuth Security Questions.

In order to change, or reset, your eAuth password, you are now required to answer security questions as part of the process. These security questions are questions that you must set up within your eAuth account. The eAuth system then uses these questions to help verify your identification when you attempt a password change. Once you set up your security questions in your eAuth account, you should have no trouble updating your eAuth password when it expires or when you need to change it.

The following steps must be taken to update your eAuth security questions:

1. Log into eAuthentication Identity Manager by going to <https://www.eauth.usda.gov> and selecting "Update your account" on the left.
2. Click "I Agree" on the Warning page.
3. Enter your eAuth ID and Password and click "Login".
4. Click the "Home" tab and select "Modify My Security Questions".
5. On the page that follows, select your security questions and provide the answers in the space provided.
6. Click "Submit" in the bottom right corner of the screen.
7. Exit Identity Manager by either clicking the "Logout" link at the top or by closing your web browser.

If you have any trouble with this process, please contact the eAuth Help Desk

- eAuthHelpDesk@ftc.usda.gov
- 800-457-3642

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WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

Call-in phone number is: 877-WBSCM-4U or 877-927-2648

Email inquiries:
WBSCMhelp@ams.usda.gov

Web form link on WBSCM Portal :
<https://srai.service-now.com>.

From this link users can access a form and submit it to the WBSCM Service Desk as well as monitor the status of their help ticket. This is a separate application from WBSCM and will require an additional login and password. Users will enter the WBSCM email address as the logon and a password can be created. Using this site is optional.

Hours of Operation: 8:00 AM to 6:00 PM ET

Communicate with FNS – questions, concerns, issues

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Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to jakarra.nichols@fns.usda.gov