

Instructions:

Perform the following steps in sequence in the "Template" tab. Be sure to save your entries often and enter all the fields with the correct format and number)

Enter each material in each row, beginning with row 2A

Enter the information in order from column A to H (Note: All fields are required fields. Ensure you enter all the fields with the correct format or number)

Column A: Mat. Short Text (An internal number that identifies a specific product)

Column B: Qty in UnE (The quantity of the good in the unit of entry (UnE))

Column C: EUn (Unit of good, damaged, and over quantity)

Column D: Plnt (Internal plant number that identifies the external warehouse)

Column E: Sloc (A storage location is a segregated area within a warehouse (ECC Plant). Each warehouse can be divided into multiple storage locations)

Column F: Batch (A unique number assigned to a batch (or lot) of material, which is managed separately from other sets of the same material)

Column G: SLoc Transfer Pstg (For domestic warehouses, storage location refers to program. Each FNS Program has a specific storage location code assigned to it)

Column H: Batch Trfr Pstg (Batch where you would like to move goods)

Enter as many materials as needed and be sure to save your progress often

Copy the rows of materials you wish to transfer. First, **only copy from column A (Mat. Short Text) to column E (SLoc)**

Press "Ctrl + C" or right-click and select copy from the pop-up menu to copy the highlighted cells (column A to E)

Navigate back to the Transfer Posting Other screen in WBSCM to paste the copied rows of materials

Click the Mat. Short Text field in the first row

Press "Ctrl + V" to paste the copied rows of materials

Press the Enter key on your keyboard to execute the entries

Navigate back to the Excel template file

Copy the remaining rows of materials **from column F (Batch) to column H (Batch Trfr Pstg)**

Press the Ctrl and C keys or right-click and select copy from the pop-up menu to copy the selected rows of materials

Navigate back to the Transfer Posting Other screen in WBSCM to paste the copied rows of materials

Click the Batch field in the first row

Press the Ctrl and V keys on your keyboard to paste the copied rows of materials

Press the Enter key on your keyboard to execute the entries



Job Aid
Navigate and Process International Complaints
(Incidents)

Job Aid Title	Navigate and Process International Complaints (Incidents)
Purpose	<p>This job aid reviews how to create, search, and update International complaints (incidents) in WBSCM.</p> <p>This job aid reviews:</p> <ul style="list-style-type: none">• Review Complaints (Incidents) Screen• Create a Complaint• Update a Complaint<ul style="list-style-type: none">○ Add Notes○ Update Status• Close a Complaint
Portal Navigation Path	<p>FAS users: Select Operations tab → Complaint Administration tab → FAS Complaints (Incidents) link</p> <p>USAID users: Select Operations tab → Complaint Administration tab → USAID Complaints (Incidents) link</p> <p>Note: This job aid uses the FAS portal path for the screenshot examples. USAID users will use the same steps, but screens may appear different.</p> <p>Note: Ensure the pop-up blocker is turned off in the browser and the pop-up setting is set to New Windows when entering complaints.</p>
Target Audience	USAID and FAS Complaint Administrators

FAS Complaints (Incidents) Screen

The screenshot shows the 'FAS Complaints (Incidents)' screen. At the top, there are navigation tabs: Home, Operations, Finance, Admin, Reports, Help. Below that, a breadcrumb trail reads: Operations > Complaint Administration > FAS Complaints (Incidents). The main area is divided into two sections:

Section A: Search: Complaints
 This section contains a search criteria form. It has a 'Search Criteria' table with columns for field name, operator, value, and search type. The search type is set to 'is'. Fields include: Complaint/Incident Number, Posting Date, Description, Status, Transaction Type (set to 'Complaints - FAS'), and Product ID. There are 'Search', 'Clear', and 'Save' buttons. A 'Maximum Number of Results' field is set to 100.

Section B: Result List: 57 Complaints Found
 This section displays a table of search results. The table has columns: Complaint/Incide..., Description, Sold-To Party, Priority, Transaction Type, Created By, and Created On. The first row shows: 5002410, Vegetable Oil Complai..., (b) (6), (b) (4), Major, FAS Complaint, NEXTGENC0004, 10/04/2021. Other rows show similar data for various complaint types like '9339FAS', 'FAS-Complaint Wheat...', 'Infested Wheat', and 'Wheat received with in...'. A 'Filter' field is visible at the top right of the table.

Review Complaints (Incidents) Screen

Note: Click (the **Hide Navigator** button) to minimize the Portal menu. This can be done in any transaction in WBSCM.

The *Complaints Incidents* transaction is used to create new complaints and search for existing complaints. The transaction screen contains the following:

A. *Search: Complaint* section - provides options to search for complaints.

The first column defines the type of data used in a search. The defaults are:

- **Complaints/Incident Number:** System assigned complaint number
- **Posting Date:** Date complaint is created
- **Description:** Description of complaint
- **Status:** Current status of complaint
- **Transaction Type:** Type of complaint. Defaults to **Complaints – FAS**
- **Product ID:** Material number of product

Note: Click (the **Drop-down** arrow) in the first column to select a different search type from a list. Additional search types include **Business Partner Id**, **Priority**, **Created By**, **Sales Organization ID**, **Partner Function**, **External Reference**.

The second column contains additional search criteria options. The field defaults to **is** which searches for exact matches to search criteria values.

Note: If only part of the search criteria value is known, click (the **Drop-down** arrow) in the second column and select **contains** or **starts with** to use for partial searches.

The third column allows entry of the search criteria value.

The (the **Plus** button) can be used to add additional search criteria fields to the search. The (the **Minus** button) can be used to remove displayed search criteria fields.

Note: Search criteria can be saved for use in future searches.

B. *Result List:* section - displays a list of incidents matching the search criteria. Click the complaint number in the **Complaints\Incide...** field to display a complaint. Additionally, the user can create or manage existing complaints.

Search: Complaints Screen – Search Criteria Section – Save Search Criteria

The screenshot shows the 'Search: Complaints' interface. At the top, there is a 'Search: Complaints' header and an 'Archive Search' link. Below this is the 'Search Criteria' section, which includes several dropdown menus for 'Complaint/Incident Number', 'Posting Date', 'Description', 'Status', 'Transaction Type', and 'Product ID'. Each dropdown is followed by an 'is' operator and a text input field. The 'Status' dropdown is currently set to 'Draft' and the 'Transaction Type' dropdown is set to 'Complaints - FAS'. To the right of the search criteria is a 'Hide Search Fields' link. Below the search criteria is a 'Maximum Num' field set to '100' and a 'results: 100' indicator. At the bottom of the search criteria section, there are three buttons: 'Search', 'Clear', and 'Save Search As: FAS Draft Complaint x'. The 'Save Search As' button is highlighted with a red box and a circled '1'. To its right is an 'Include View' checkbox, which is also highlighted with a red box and a circled '2'. To the right of the 'Include View' checkbox is a 'Save' button, which is highlighted with a red box and a circled '3'.

Save Search Criteria for Future Use

1. Enter the name of the search in **Save Search As:** (the **Save Search As:** field). In this example, **FAS Draft Complaints** is entered.
2. If necessary, click **Include View** (the **Include View** checkbox) to save the search with a customized view.
3. Click **Save** (the **Save** button).

Note: Saved searches can be used to display a list of complaints without reentering search criteria. The saved search displays in the **Saved Searches** field. To use a saved search, click (the **Down** arrow) in the **Saved Searches** field, select the saved search criteria, and click (the **Go** button).

To delete a saved search, click (the **Down** arrow) in the **Saved Searches** field, select the saved search criteria, and click (the **Delete** button). Click (the **Yes** button) in the popup to confirm deletion.

Search: Complaints Screen – Result List Section

Complaint Screen – Search Reference Document Section

Complaints - FAS: New Screen – Complaint Details Section

Create a Complaint

A complaint may be entered with or without reference to a sales order. When a complaint is created with reference, information is populated from a selected sales order. In this example, a complaint is created without reference.

Note: The user may notice warning or error notifications throughout the data entry process that automatically resolve and disappear as fields are populated. Follow the steps in the order outlined in this job aid to reduce errors during complaint entry.

Enter Complaint Details

1. Click (the **New** button) to create a complaint.
2. Click **Create FAS Complaint Without Reference** (the **Create FAS Complaint Without Reference** button) to display the *Complaints – FAS: New* screen.
3. Enter a description of the complaint in the **Description:** field. In this example, **Spoiled Wheat** is entered.
4. Click (the **Matchcode** button) to search for and select an entry for the **PVO:** field. In this example, **(b) (6), (b) (4)** is selected.

Note: The PVO is entered by using a wildcard search. For the **PVO** field, use the search combination of name, contains, and PVO name. After the PVO is selected, the following popups (not shown) display for entry:

- *Select an Organization Unit as responsible Sales Organization*
- *Partner Selection*

5. Enter the reported date in the **Incident Reported Date:** field.
6. If necessary, click (the **Down** arrow) to update the **Priority** field.
7. Click (the **Down** arrow) to change the **Status** field to **Submit** to begin processing the complaint. The **Submit** status assigns a number to the complaint and allows the complaint to display on reports after it is saved.

Note: To create a complaint with reference to a sales order, click (the **Down** arrow) in the **Reference Type** field to search for a sales order and create the complaint.

Complaints - FAS: New Screen – Items Section

Actions	Item ...	Product ID	Commodity Description	Quantity	Unit	BOL	BOL (Contd.)	Item Cat...
	1000	100583	WHEAT, SOFT WHITE BA	1000	MT			Intnl Com...

Enter Complaint Items

Note: Complete the *General Data* section of the complaint before entering item details in the *Items* section.

Enter product details in the *Items* section as follows:

1. Click (the **Matchcode** button) to search for and select an entry for the **Product ID** column. In this example, **100583** is selected.
2. Enter damaged product amount in the **Quantity** column. In this example, **1000** is entered.
3. The **BOL** and **BOL (Contd.)** fields are available to add bill of lading information, if known. In this example, the fields are left blank.

Complaints - FAS: New Screen – Notes Section

Enter Complaint Notes

Notes may be entered regarding the complaint in the *Notes* section.

1. Click (the **New** button).
2. There are four note types available in the **Text Type** field. The default is **Complaints Text**. The **Complaints Text** note type is used for notes relevant to the incident.
3. Enter notes in the **Text** field. In this example, **Wheat was found to be spoiled due to moisture exposure.** is entered.
4. Click (the **Back** button).

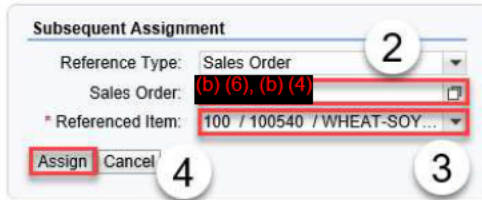
Complaints - FAS: New Screen – Complaints – FAS: New – Notes Section

Note: Repeat Steps 1 – 4 to add additional note types to a complaint. The first time a note type is created the **Language** field defaults to **English**. After notes are entered, options to edit or delete existing notes display under the **Actions** column in the *Notes* section. If additional information is required for an existing note type, click (the **Edit** button) to edit the existing note.

Complaints - FAS: New Screen – Linked Transactions Section



Complaints - FAS: New Screen – Linked Transactions – Subsequent Assignment Screen



Complaints - FAS: New Screen – Linked Transactions Section

Actions	Sales Order ID	Item No.	Description	Transaction	Created By	Date	Transaction Type
	(b) (6), (b) (4)	100	WHEAT-SOY...	AutomatedSC01	ATFAS Ord...	11/13/2019	FAS International Sales Order

Enter Linked Transactions

Enter sales order(s) in the *Linked Transaction* section to link related sales order(s).

1. Click **Subsequent Assignment** (the **Subsequent Assignment** button) to display the *Subsequent Assignment* screen.
2. Click (the **Matchcode** button) in the **Sales Order** field to search for and select a sales order. In this example, **(b) (6), (b) (4)** is selected.
3. Click (the **Down** arrow) in the Reference Item field to select the sales order line item. In this example, **100 / 100540 / WHEAT-SOY BLEND BAG-HP-25 KG** is selected.
4. Click **Assign** (the **Assign** button).
5. The linked sales order, item number, description, transaction, created by, date, and transaction type displays in the *Linked Transaction* section for the linked sales order.

Note: Repeat Steps 1 – 4 to link additional sales orders to a complaint.

Note: The **Referenced Item** field applies to USAID linked transactions only. This field allows USAID to associate the sales order line item to the linked sales order.

Complaints - FAS: New Screen – Complaint Attributes Section



Complaints - FAS: New Screen – Complaint Attributes Popup



Key Word	Attribute Type	Attribute Detail
Reason	Int Complaint Receivable	Contamin/Caked-Unfit
Reason	Int Complaint Receivable	Left on Board/Shortages
Reason	Int Complaint Receivable	Leakage/Dented Loss
Reason	Int Complaint Receivable	Lost Overboard
Reason	Int Complaint Receivable	Mold-Unfit
Reason	Int Complaint Receivable	No Loss Reported

Enter Complaint Attributes

Attributes are used to describe the reason, cause, and incident type for the complaint. Enter complaint attributes in the *Complaint Attributes* section.

1. Click **Add** (the **Add** button).
2. Click (the **Select** button) to select one or more reasons, causes, and incident types to add to the complaint. In this example, **Mold-Unfit** is selected.
3. Click **Ok** (the **Ok** button).

Complaints - FAS: New Screen – Incident Details/Survey Section

Complaints - FAS: New Screen – Questionnaires Screen

Enter Incident Details/Survey

The Complaint Questionnaire provides the ability to record incident details and identify the context of the incident.

1. Click (the **Edit** button).
2. Click (the **Checkbox** icon) for each appropriate item in the *Incident Details* section. In this example, the **Incident with primary packaging (i.e. bag, can, pouch, etc.)** and the **Incident with secondary packaging** checkboxes are selected.

Note: If necessary, enter text for additional details.

3. Click (the **Save and Back** button) to return to the complaint.

Complaints - FAS: New Screen – Attachments Section – Upload Document



Complaints - FAS: New Screen – Attachments Section – Link URL

To attach a link to the object, simply enter the corresponding URL and enter a name for the URL.

Create URL

* URL:

* Name:

Description:

Add Attachments

Files and URLs can be added to the complaint. In this example, a file is uploaded by browsing.

Attach A File:

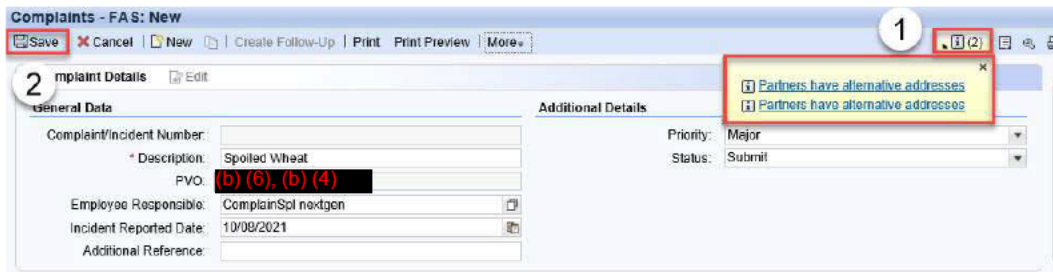
1. Click (the **Browse** button) to the right of the **Upload Document(s) From Local Har...** field to locate and select the file.
2. Click (the **Upload** button).

Note: Files can be uploaded with a name, different from the file name, and description attached to the file. Click (the **Attachment** button) to enter a name and description. Click (the **Browse** button) to locate and select the file from the saved location. Click (the **Attach** button).

Link to a URL:



- Click (the **URL** button) to display the *Create URL* popup.
- Enter a URL in the **URL** field.
- Enter a name for the URL in the **Name** field.
- Enter a description for the URL in the **Description** field.
- Click (the **Attach** button).

Complaints - FAS: New Screen – Check Messages and Save Complaint



Save a Complaint

Check for warning or error messages prior to saving the notes. Warning messages display in yellow and indicate items that may need review. Error messages display in red and must be resolved prior to saving.

1. Click the message link to display additional message information. Click  (the **Close** button) to collapse the message information.
2. Click  (the **Save** button) and the system assigns a complaint number that begins with 500.

Note: If the user is not ready to submit, set the status to **Draft** prior to saving. The **Draft** status does not assign a complaint number and the complaint will not display on reports. This status is only used to save entries when the user is not ready to submit the complaint.

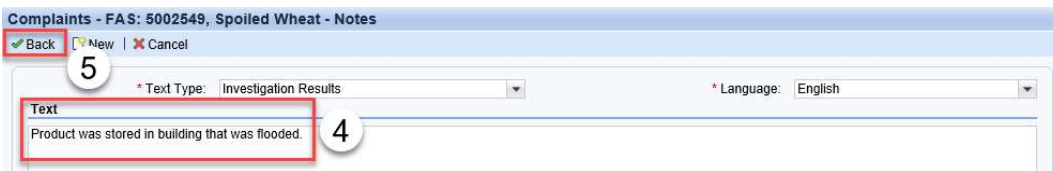
Complaints - FAS: XXXX, YYYY – Notes Section



Complaints - FAS: XXXX, YYYY – Notes Text Type Selection



Complaints - FAS: XXXX, YYYY – Note Text Section



Update Complaint – Add Notes

Many fields in the complaint can be modified, including attachments. Some sections display (the **Edit** button) at the top of the section while sections with multiple items display (the **Edit** button) to the left of the item. This job aid covers updating the complaint to add notes and update the status. After displaying the complaint, update the complaint as follows:

Add Notes

1. Click **New** (the **New** button) in the *Notes* section.
2. Click (the **Down** arrow) in the **Text Type** field to display a list of note types. Options for notes are:
 - **Internal Note**: Notes available only to USDA / USAID users
 - **Recomm. Solution**: Notes identifying a recommended solution
 - **Investigation Results**: Notes documenting the results of the incident investigation
3. Select a note type from the dropdown. In this example, the note type **Investigation Results** is selected.
4. Enter notes in the **Text** field. In this example, the note text is **Product was stored in building that was flooded.**
5. Click **Back** (the **Back** button).

Note: The **Language** field defaults to **English** the first time a note type is created. After selecting a note type in the **Text Type** field, if the **Language** field does not display an entry, this indicates that note type already exists. Select the note and click (the **Edit** button) to edit the existing note.

Note: **XXXX** represents the incident number. **YYYY** represents the incident description.

Complaints - FAS: XXXX, YYYY – Complaint Details Section

Complaint Details 1

General Data		Additional Details	
Complaint/Incident Number:	5002549	Priority:	Major
Description:	Spoiled Wheat	Status:	Submit
PVO:	(b) (6), (b) (4)		
Employee Responsible:	ComplainSpl nextgen		
Incident Reported Date:	10/08/2021		
Additional Reference:			

Complaints - FAS: XXXX, YYYY – Complaint Details Section – Additional Details

Complaint Details

General Data		Additional Details	
Complaint/Incident Number:	5002549	Priority:	Major
Description:	Spoiled Wheat	Status:	Submit
PVO:	(b) (6), (b) (4)		
Employee Responsible:	ComplainSpl nextgen		
Incident Reported Date:	10/08/2021		
Additional Reference:			

▼ Items 3

Actions	Item No.	Product ID	Commodity Description	Quantity	Unit	BOL
<input type="button" value="Print"/>	1000	100583	WHEAT, SOFT WHITE B...	1.000	MT	

▼ Notes

Actions	Text Type	Text
<input type="button" value="Print"/>	Complaints Text	Wheat was found to be spoiled due to moisture exposure.

▼ Status: Major
 Submit
 Submit
 Action Approved
 PVO/WFP HQ Contacted
 FFP/Field Contacted
 USDA/AgAttache Contacted
 FFPO/W Contacted
 FFP/POD/W Contacted
 USDA/FSA and USDA/KCCC
 Distribution Halted and Produc
 Sample requested
 Initial Public Advisory Account
 Consolidated Rrsponse
 Interim Information Notice
 Final Guidance notice
 Closed
 Cancelled

Complaints - FAS: XXXX, YYYY – Complaint Details Section

Complaints - FAS: 5002549, Spoiled Wheat

Complaint Details 4

General Data		Additional Details	
Complaint/Incident Number:	5002549	Priority:	Major
Description:	Spoiled Wheat	Status:	Sample requested
PVO:	(b) (6), (b) (4)		
Employee Responsible:	ComplainSpl nextgen		
Incident Reported Date:	10/08/2021		
Additional Reference:			

Update Complaint – Update Status

Status lets the user track the progress of the complaint. After displaying the complaint, update the status.

1. Click (the **Edit** button) in the *Complaint Details* section.
2. Click ▼ (the **Down** arrow) in the **Status:** field to select a status.
 Available statuses for FAS are:


- **Action Approved:** Action proposed has been approved.
- **PVO/WFP HQ Contacted:** The headquarters of the PVO and/or the headquarters of the World Food Program (WFP) were contacted about the complaint.
- **FFP/Field Contacted:** The field office for the Food For Peace (FFP) program was contacted.
- **USDA/AgAttache Contacted:** The Ag Attachee for the recipient country was contacted outside of WBSCM about this complaint.
- **FFPO/W Contacted:** Food for Peace (FFP) has been contacted.
- **FFP/POD/W Contacted:** The Food for Peace (FFP) and Program Operations Division (POD) have been contacted.
- **USDA/FSA and USDA/KCCC Contacted:** FSA and KCCC have been contacted.
- **Distribution Halted and Produc:** The vendor has opted to temporarily stop distribution and production of the commodity. Either this is because of a recall on the vendor's side, or a trend was seen on the USDA/USAID side with complaints/recalls on the particular commodity.
- **Sample requested:** FAS Complaint Specialist contacted the PVO/IO to request a sample of the commodity that was listed on the complaint.
- **Initial Public Advisory Account:** An initial public advisory account has been created.
- **Consolidated Response:** Responses were received from multiple parties (possibly an Ag Attachee, the FFP HQ, POD, FFP Field Office, etc.) These responses were consolidated and summarized in one post.

- **Interim Information Notice:** An interim information notice has been sent.
- **Final Guidance notice:** A final guidance notice has been sent.
- **Closed:** The complaint is considered resolved.
- **Cancelled:** Complaint has been cancelled. The complaint was no longer relevant, or there were duplicate complaints created for the incident.

Available statuses for USAID are:

- **Chief TLB Contacted:** The Transportation Logistics Branch (TLB) has been contacted concerning a freight or transportation issue.
- **Ag Attache Contacted:** The Ag Attachee from the recipient country was contacted about the complaint.
- **Under Inspection:** Complaint is being investigated.
- **Action Approved:** Action proposed has been approved.
- **Closed:** The complaint is considered resolved.
- **Cancelled:** Complaint has been cancelled. The complaint was no longer relevant, or there were duplicate complaints created for the incident.

3. Select a status from the dropdown. In this example, the status **Sample requested** is selected.

4. Click  Save (the **Save** button).

Note: **XXXX** represents the incident number. **YYYY** represents the incident description.

Complaints - FAS: XXXX, YYYY – Complaint Attributes Section

Key Word	Attribute	Attribute Type	Attribute Detail
Reason	Reason for Complaint	Int Complaint Receivable	Mold-Unfit

Complaints - FAS: XXXX, YYYY – Complaint Attributes Section – Add Resolution Code

Key Word	Attribute	Attribute Type	Attribute Detail
Reason	Reason for Complaint	Int Complaint Receivable	Mold-Unfit

Complaints - FAS: XXXX, YYYY – Complaint Attributes Section – Popup

Key Word	Attribute Type	Attribute Detail
Cause	International Complaint Resolution	Claims Initiated
Cause	International Complaint Resolution	Customer Reimbursed
Cause	International Complaint Resolution	Product Disposed
Cause	International Complaint Resolution	Invalid Complaint
Cause	International Complaint Resolution	Claim Active
Cause	International Complaint Resolution	Claim Resolved
Cause	International Complaint Resolution	Corrective Actions

Close a Complaint – Resolution Code

When the complaint is ready to be closed, a **Resolution Code**, **Recommended Solution**, and **Status** must be identified.

Add a Resolution Code:

1. Click **Edit** (the **Edit** button) in the *Complaint Attributes* section.
2. Click **Add** (the **Add** button).
3. Click **Select** (the **Select** button) to select a resolution code. In this example, **Product Disposed** is selected.
4. Click **Ok** (the **Ok** button).

Note: XXXX represents the incident number. YYYY represents the incident description.

Complaints - FAS: XXXX, YYYY – Notes Section

Actions	Text Type	Text	Language
	Complaints Text	Wheat was found to be spoiled due to moisture exposure.	English
	Investigation Results	Product was stored in building that was flooded.	English

Complaints - FAS: XXXX, YYYY – Notes Text Type Selection

Complaints - FAS: 5002549, Spoiled Wheat - Notes

Back | New | Cancel

* Text Type: [Dropdown] * Language: [Dropdown]

Text

- Complaints Text
- Internal Note
- Recomm. Solution**
- Investigation Results

Complaints - FAS: XXXX, YYYY – Note Text Section

Complaints - FAS: 5002549, Spoiled Wheat - Notes

Back | New | Cancel

* Text Type: Recomm. Solution * Language: English

Text

Dispose of product.

Close a Complaint – Recommended Solution

1. Click **New** (the **New** button) in the *Notes* section.
2. Click (the **Down** arrow) in the **Text Type** field to display a list of a note types.
3. Select the **Recomm. Solution** note type from the dropdown.
4. Enter notes in the **Text** field. In this example, the note text is **Dispose of product**.
5. Click **Back** (the **Back** button).

Note: XXXX represents the incident number. YYYY represents the incident description.

Complaints - FAS: XXXX, YYYY – Complaint Details Section

Complaint Details 1

General Data	Additional Details
Complaint/Incident Number: 5002549	Priority: Major
Description: Spoiled Wheat	Status: Sample requested
PVO: (b) (6), (b) (4)	
Employee Responsible: ComplainSpi nextgen	
Incident Reported Date: 10/08/2021	
Additional Reference:	

Close a Complaint – Update the Status

1. Click (the **Edit** button) in the *Complaint Details* section.
2. Click (the **Down** arrow) in the **Status** field to select a status to close the complaint.
3. Select the **Closed** status from the dropdown.

Note: XXXX represents the incident number. YYYY represents the incident description.

Complaints - FAS: XXXX, YYYY – Complaint Details Section – Additional Details

Complaint Details

General Data	Additional Details
Complain/Incident Number: 5002549	Priority: Major
Description: Spoiled Wheat	Status: Sample requested
PVO: (b) (6), (b) (4)	
Employee Responsible: ComplainSpi nextgen	
Incident Reported Date: 10/08/2021	
Additional Reference:	

2

3

Close a Complaint – Save Complaint

Save the complaint after entering the complaint closure information. Check for warning or error messages prior to saving. Save the complaint as follows:

1. Click (the **Save** button).

Note: XXXX represents the incident number. YYYY represents the incident description.

Complaints - FAS: XXXX, YYYY – Check Messages and Save Complaint

Complaints - FAS: 5002549, Spoiled Wheat

1

General Data	Additional Details
Complaint/Incident Number: 5002549	Priority: Major
Description: Spoiled Wheat	Status: Closed
PVO: (b) (6), (b) (4)	
Employee Responsible: ComplainSpi nextgen	
Incident Reported Date: 10/06/2021	
Additional Reference:	

Job Aid
Order Change Notification Email Option

Purpose	This Job Aid shows how to turn on/off the option of receiving notifications for Order changes															
Portal Navigation Path	Admin > Manage Users > Maintain User Profile> My Profile															
User Group / Role	FNS, USAID, FAS, SDA, RA and Co-op Order Managers, PVOs and Freight Forwarders															
Order Change Notification Email Option	<div data-bbox="466 418 1417 1161" style="border: 1px solid black; padding: 5px;"> <p>My profile</p> <p> Update</p> <p>Name</p> <p>Title: <input type="text"/></p> <p>First name: <input type="text" value="SDA"/></p> <p>Last name: <input type="text" value="OrderManager"/></p> <p>Address</p> <p>Street: <input type="text"/> House Number: <input type="text"/></p> <p>City: <input type="text"/></p> <p>Region / State: <input type="text"/> Postal Code: <input type="text" value="48214"/></p> <p>Country: <input type="text" value="USA"/></p> <p>Communication</p> <table border="1"> <thead> <tr> <th>Method</th> <th>Value (Number / E-mail Address)</th> <th>Recall Contact Preference</th> </tr> </thead> <tbody> <tr> <td>Mobile Phone</td> <td>(b) (6)</td> <td>Preferred Method #3 </td> </tr> <tr> <td>SMS (Text Message)</td> <td>(b) (6)</td> <td>Preferred Method #1 </td> </tr> <tr> <td>Pager (Text Only)</td> <td>(b) (6)</td> <td>Preferred Method #1 </td> </tr> <tr> <td>Email address</td> <td>wbscm_ful_batchjob@sra.com</td> <td><input type="checkbox"/> </td> </tr> </tbody> </table> <p>Opt-out from the following e-mails:</p> <p>NOTE: To unsubscribe from an email - Check the option below:</p> <p><input checked="" type="checkbox"/> Order Change Notification</p> </div>	Method	Value (Number / E-mail Address)	Recall Contact Preference	Mobile Phone	(b) (6)	Preferred Method #3	SMS (Text Message)	(b) (6)	Preferred Method #1	Pager (Text Only)	(b) (6)	Preferred Method #1	Email address	wbscm_ful_batchjob@sra.com	<input type="checkbox"/>
	Method	Value (Number / E-mail Address)	Recall Contact Preference													
Mobile Phone	(b) (6)	Preferred Method #3														
SMS (Text Message)	(b) (6)	Preferred Method #1														
Pager (Text Only)	(b) (6)	Preferred Method #1														
Email address	wbscm_ful_batchjob@sra.com	<input type="checkbox"/>														
<ul style="list-style-type: none"> • Users have the ability to turn on or off the reception of email notifications for Order Changes. • The Opt out from the following e-mails frame includes the following instructions: NOTE: To unsubscribe from an email – Check the option below: • To opt out of receiving these notifications, select the “Order Change Notification” checkbox. 																

Web Based Supply Chain Management



PrePo Overview
December 15, 2016



INFORMATION DEPLOYED. SOLUTIONS ADVANCED. MISSIONS ACCOMPLISHED.

1 | CACI Information Solutions and Services | December 15, 2016 | CACI Proprietary Information

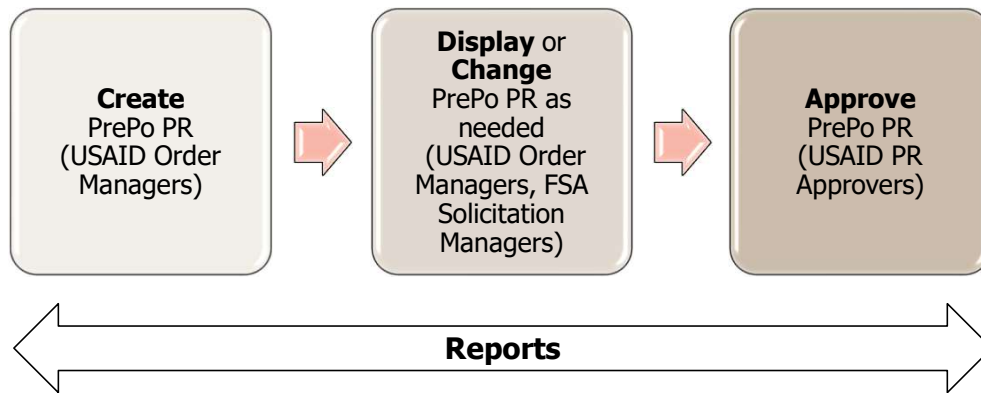


Topics

■ PrePo Overview

- PrePo Purchase Requisition (PR) Process
- PrePo Deltas
- PrePO PR Approvals and Status
- WBSCM App PrePo PR Transactions
 - Create PrePo PR Using WBSCM App
 - Display/Change PrePo PR Using WBSCM App
 - Approve PrePo PR Using WBSCM App
 - International Transportation Report
 - PrePo Replenishment Report
- Helpful Tips
- Support Resources

PrePo Purchase Requisition Process



PrePo Deltas

PrePo As-Is

Text or Plant based Material Search and Listing



Plant, Shipto, BPs, Search fields



Manually typed in text for Markings, Certificates, Shipping Instructions



Free Form text for PR attributes, Funding



Freight component manually entered and attributes duplicated



Process and downstream errors



Standard SAP PR Search



PrePo To-be

Product Catalog - Common for all USAID ordering

Dropdown showing BP # + Name

Single and Multi Selection dropdowns

Dropdowns

Auto Derived based on Plant

All data validated during PR Entry

Pre-Populated List of Recent PRs



PrePo PR Approvals and Status

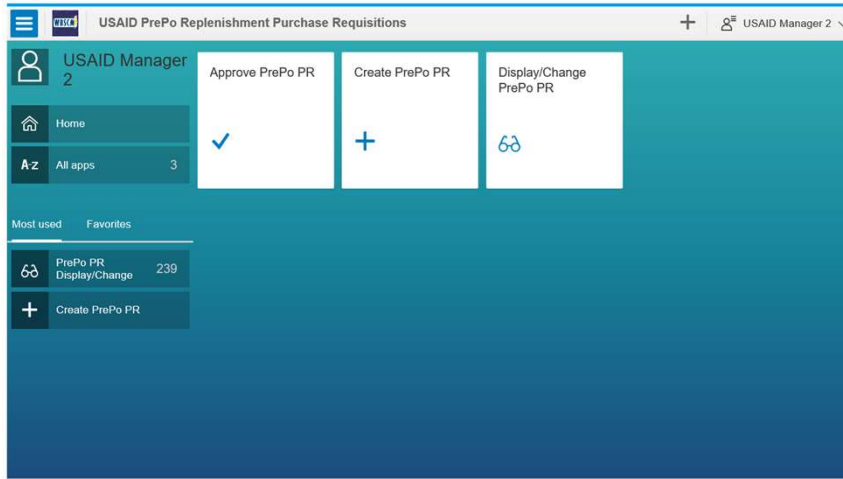
- **PrePo PRs require approval by USAID prior to release to procurement**
- **Can modify only during specific statuses**

PrePo PR Approvals and Status Continued

Status	Description
Draft	Line items are in this status after PRs are created and until approved by USAID. USAID can continue to modify the PRs in this status. Line items are not available for FSA (procurement) while it is in Draft status,
Approved by SpAgency	Line items are set to this status after approval by Sponsoring agency - USAID. After approval, the PR/Requirements are sent to FSA for procurement and cannot be modified unless line items are returned back by FSA.
On-Invitation	Status set when Bid Invitation is approved for the Commodity or Freight line.
Purchased	Status is set when a Purchase order is created and approved for the PR line item.
Order Received	Status is set when a Goods Receipt is entered against the line item.
Cancelled	When Item is cancelled by USAID and a deletion flag is set.
Returned by FSA	Set Manually by FSA if items need to be returned by FSA back to USAID for modifications.
Resubmit to FSA	Set Manually by USAID after the required modifications are performed. This status will send the changes to FSA.

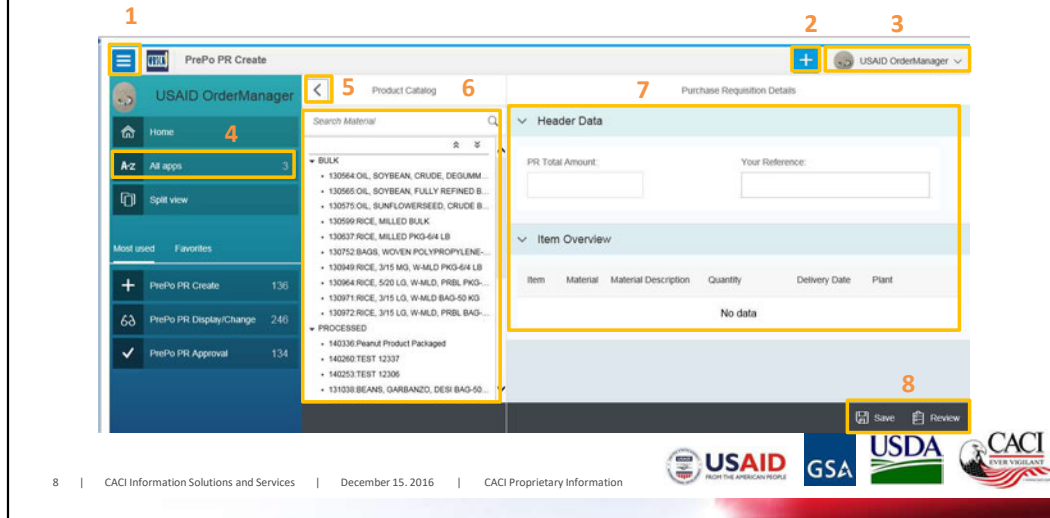
WBSCM App PrePo PR Transactions

- Transactions are executed using the app Launchpad



Create PrePo PR Using WBSCM App

- Screen sections/steps are described in the Notes section
- Refer to Create PrePo Using WBSCM App job aid for additional details

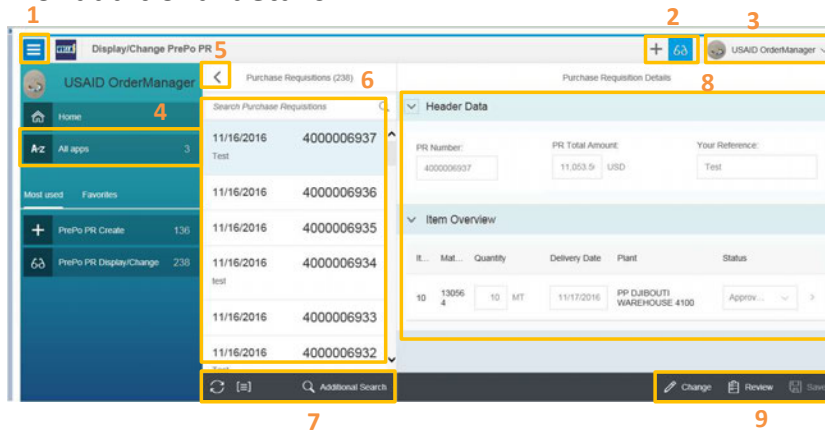


The Create PrePo PR WBSCM app is divided into the following:

1. **Launchpad Open/Close** button – Blue icon used to open or close the Launchpad (left hand menu pane)
2. **App drawer** – Display all open apps using icons. Help is available is available under the drop down menu for the app.
3. **User ID** – Displays your logged in User ID.
4. **All apps** button - List of all available WBSCM apps. Used to navigate back to the app selection screen.
5. **Navigate back** button - Used to navigate back within an app
6. **Catalog** area - Available list of materials to create PR. Bulk and processed materials are grouped separately
7. **Data Entry** area – enter details for PR
8. **Action** buttons – available buttons to perform certain actions

Display/Change PrePo PR Using WBSCM App

- Screen sections/steps are described in the Notes section
- Refer to Display/Change PrePo Using WBSCM App job aid for additional details

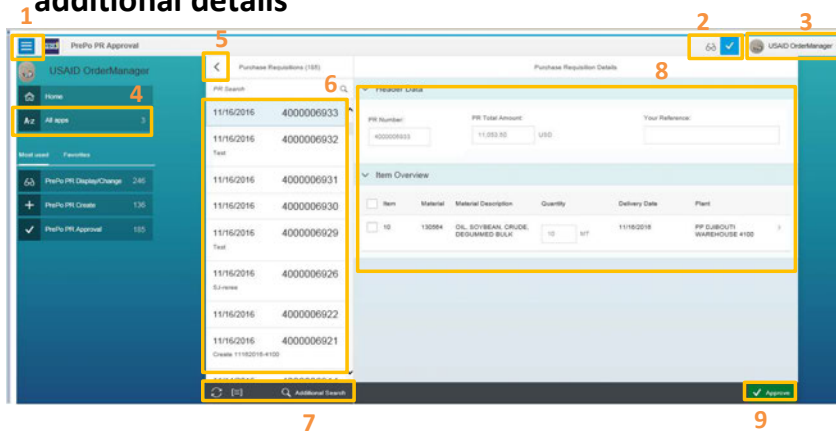


The Display/Change PrePo WBSCM PR app is divided into the following:

1. **Launchpad Open/Close** button – Blue icon used to open or close the Launchpad (left hand menu pane)
2. **App drawer** – Display all open apps using icons. Help is available under the drop down menu for the app
3. **User ID** – Displays your logged in User ID.
4. **All apps** button - List of all available WBSCM apps. Used to navigate back to the app selection screen
5. **Navigate back** button - Used to navigate back within an app
6. **Purchase Requisition** area – displays list of purchase requisitions for USAID created in WBSCM the last six months. The area includes the PR number, creation date and any reference text that was entered during when the PR was created.
7. **Purchase Requisition Action** buttons – Options to refresh, filter or search for additional purchase requisitions
8. **Data Entry** area – review or enter details for PR
9. **Action** buttons – available buttons to perform certain action

Approve PrePo PR Using WBSCM App

- Screen sections/steps are described in the Notes section
- Refer to Approve PrePo Using WBSCM App job aid for additional details



10 | CACI Information Solutions and Services | December 15, 2016 | CACI Proprietary Information



The Approve PrePo WBSCM PR app is divided into the following:

1. **Launchpad Open/Close** button – Blue icon used to open or close the Launchpad (left hand menu pane)
2. **App drawer** – Display all open apps using icons. Help is available under the drop down menu for the app
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7. **Purchase Requisition Action** buttons – Options to refresh, filter or search for additional purchase requisitions
8. **Data Entry** area – review or enter details for PR
9. **Action** buttons – available buttons to perform certain action

International Transportation Report

- International Transportation Report provides details regarding USAID orders and PRs
- Refer to International Transportation Report job aid for additional details

Reports - Input Criteria

Execute

International Transportation Report

Reset Values Show Variance

Order Number:	<input type="text"/>	To	<input type="text"/>	.50
Purchase Requisition:	<input type="text"/>	To	<input type="text"/>	.50
Purchase Order:	<input type="text"/>	To	<input type="text"/>	.50
Purchase Order Type:	<input type="text" value="ZIFA"/>	To	<input type="text"/>	.50
O/B Delivery Number:	<input type="text"/>	To	<input type="text"/>	.50
Agreement Number:	<input type="text"/>	To	<input type="text"/>	.50
Bill Invitation Number:	<input type="text"/>	To	<input type="text"/>	.50
Sold To Party / PVO:	<input type="text"/>	To	<input type="text"/>	.50
Co-Sponsor Agency:	<input type="text"/>	To	<input type="text"/>	.50
Recipient Country:	<input type="text"/>	To	<input type="text"/>	.50
Delivery Point:	<input type="text"/>	To	<input type="text"/>	.50
Freight Forwarder:	<input type="text"/>	To	<input type="text"/>	.50
Include Linked Freight PO data?:	<input type="checkbox"/>			.50
PO Create Date:	<input type="text"/>	To	<input type="text"/>	.50
Req. Delivery Date:	<input type="text"/>	To	<input type="text"/>	.50
PO Delivery Date:	<input type="text"/>	To	<input type="text"/>	.50
Purchasing Group:	<input type="text"/>	To	<input type="text"/>	.50
Material:	<input type="text"/>	To	<input type="text"/>	.50
Material Group:	<input type="text"/>	To	<input type="text"/>	.50
Program:	<input type="text"/>	To	<input type="text"/>	.50
Status:	<input type="text"/>	To	<input type="text"/>	.50
Intl Type:	<input type="text"/>	To	<input type="text"/>	.50
Intl Sub-type:	<input type="text"/>	To	<input type="text"/>	.50




PrePo Replenishment Report

- **PrePo Replenishment Report provides information for PrePo purchase requisitions including the status of the requisition and details regarding replenishments going to warehouses, purchase orders and vendors**
- **Refer to PrePo Replenishment Report job aid for additional details**

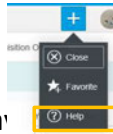
The screenshot shows a web-based interface for configuring a report. The title bar reads 'Reports : Input Criteria' and includes an 'Execute' button. Below the title, the report name is 'International / Pre-Po Warehouse Replenishment Order'. There is a 'Reset Values' button and a 'Show Variants' link. The main area contains several input fields arranged in two columns, each with a dropdown arrow and a 'To' field. The fields are: Purchase Requisition, Purchase Order, Req. Delivery Date, Plant (with a red asterisk and '4*' selected), Storage Location, Material, Purchasing Group, Material Group, and PrePo PR Status. Each field has a small icon to its right.

Helpful Tips

- **Use the search bar to narrow the list of materials or purchase requisitions or use additional search to locate PRs older than 6 months**
- **Required fields are highlighted in red**
 - **Popup with Errors are displayed when fields have not been completed**
- **Quantities are entered in multiples of 10 MT (except bags)**
- **Freight item details only displays if it is applicable to a plant**
- **Item sub areas change from red to blue when all fields are populated**
- **Use  Refresh button in the Purchase Requisition Action buttons (bottom left) to get updated details**

Support Resources

- **WBSCM Portal Issue or any other PrePo issues:**
 - Log an incident through **ServiceNow**
 - Alternatively, call (877) WBSCM-4U or email WBSCM.ServiceDesk@CACI.com
- **Training Materials**
 - Help is available after Go-Live for each PrePo WBSCM App in the Dropdown menu under the App drawer



- Reports Help is available in the WBSCM portal in the top right corner and help button.

Closing/Questions





RA Entitlement Budgeting by Program

The purpose of this transaction is for the State Distributing Agency Organization Administrator (SDA Org Admin) to maintain entitlements for Recipient Agencies (RAs) in WBSCM. RA Entitlements are maintained for various programs with individual program requirements so the WBSCM transactions for these programs display different views.

This job aid provides field definition and portal navigation path for each of the programs that use this transaction in WBSCM.

Use the [Maintain RA Entitlements](#) work instruction for step-by-step instructions to maintain entitlements.

TEFAP
The Emergency Food Assistance Program

TEFAP is a Federal program that helps supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost.

NSIP
Nutrition Services Incentive Program

This program is administered by the U.S. Department of Health and Human Service's Administration on Aging - but receives USDA foods from the Food and Nutrition Service.

NSLP
National School Lunch Program

NSLP is a federally assisted meal program operating in public and nonprofit private schools and residential child care institutions.

SFSP
Summer Food Service Program

The Summer Food Service Program ensures that low-income children continue to receive nutritious meals when school is not in session.

CACFP
Child and Adult Care Food Program

CACFP provides aid to child and adult care institutions and family or group day care homes for the provision of nutritious foods.



TEFAP PROGRAM

In WBCSM, select **Operations** tab → **Order Processing** tab → **Entitlement Management** folder → **SDA Entitlement Budgeting for TEFAP** link to go to the *SDA Entitlement Budget for TEFAP* initial screen.

Not all fields are available for edit. This table lists the fields that may be changed.

Field	Description
Admin Funds (Initial Allocation)	Value of the initial allocation of the RA's administrative funds under TEFAP program for the selected calendar year.
Initial Commodity Entitlement (Not Incl. Convertible Funds)	Value of the initial commodity entitlement allocation, not including convertible funds, for the RAs under TEFAP program for the selected calendar year.
Adj to Admin Funds (Conversions, Recoveries, etc.)	Value of adjustments to admin funds, including conversion elections or recovery of unspent admin funds.
Adj. to Comm. Entitlement (Conversions, Supp. Funds, etc.)	Value of any adjustments to Commodity Entitlement generated by conversions, or supplemental funds.
Previous Year CarryOver (+/-)	Value of any adjustments to Commodity Entitlement from the previous year. Value can be positive or negative.

Program year		Admin Funds (Initial Allocation)	Initial Commodity Entitlement (Not Incl. Convertible Funds)	Adj. to Admin Funds (Conversions, Recoveries, etc.)	Adj. to Comm. Entitlement (Conversions, Supp. Funds, etc.)	Previous Year CarryOver (+/-)	Total Admin Funds	Total Commodity Entitlement
2017	Entitlement to SDA by FNS							
	Entitlement to RA by SDA	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	SDA Entitlement Unallocated	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2017	Business Partner							
	Central PA Food Bank	4005563	0.00	0.00	0.00	0.00	0.00	0.00
	Greeter Berks Food Bank	4005568	0.00	0.00	0.00	0.00	0.00	0.00
	Greater Pittsburgh Community Food Bank	4005566	0.00	0.00	0.00	0.00	0.00	0.00
	MONROE COUNTY GRANTS OFFICE	4007019	0.00	0.00	0.00	0.00	0.00	0.00
	Monroe County Commissioners	4005562	0.00	0.00	0.00	0.00	0.00	0.00
	Philabundance	4005561	0.00	0.00	0.00	0.00	0.00	0.00
	SHARE	4005569	0.00	0.00	0.00	0.00	0.00	0.00
	Second Harvest Food Bank of NE PA	4005570	0.00	0.00	0.00	0.00	0.00	0.00
	Second Harvest Food Bank of NW PA	4005567	0.00	0.00	0.00	0.00	0.00	0.00
	Weinberg NE Regional Food Bank	4005580	0.00	0.00	0.00	0.00	0.00	0.00
	Westmoreland County Food Bank	4005564	0.00	0.00	0.00	0.00	0.00	0.00
	York County Food Bank	4005585	0.00	0.00	0.00	0.00	0.00	0.00
	Result		0.00	0.00	0.00	0.00	0.00	0.00



NSLP, CACFP, AND SFSP PROGRAMS

In WBSM, select **Operations** tab → **Order Processing** tab → **Entitlement Management** folder →

For **SDA Entitlement Budgeting for NSLP** link to go to the *SDA Entitlement Budget for NSLP* initial screen.

For **SDA Entitlement Budgeting for SFSP** link to go to the *SDA Entitlement Budget for SFSP* initial screen.

For **SDA Entitlement Budgeting for CACFP** link to go to the *SDA Entitlement Budget for CACFP* initial screen.

BP SDA	Entitlement Program	Program year	Meal Rate	FNS Meal Rate Adj
SAM Unit Test SDA 1	CACFP CACFP-Child & Adult Care Food P	2017	1.0000	1.0000

BP SDA	Meal Counts		Meal Estimated Increase	Total Meal Count		Meal \$ Value	Entitlement Adj	Entitlement Sub-Total	Cash/CLOC Pre-Yr Actual	Cash/CLOC meals Avg. Count for SDA Adj
	Actual	90% of Kosher		EA	EA					
SAM Unit Test SDA 1	4,500,000	1,000	800	4,499,800	4,499,800.00	0.00	8,999,600.00	1,000.00	1,000	

	Meal Count	Initial Allocated Ent. Amt	Adjustment between RAs	DoD Fresh	Final Commodity Entitlement
Entitlement to SDA by FNS	0	0.00	0.00	24,000.00	-24,000.00
Entitlement to RA by SDA	400	0.00	300.00	0.00	300.00
SDA Entitlement Unallocated	-400	0.00	-300.00	24,000.00	-24,300.00

Business Partner	Meal Count	Ent Amt Distributed per Meal Count	Adjustment between RAs	DoD Fresh	Final Commodity Entitlement
12591 test 1	0	0.00	0.00	0.00	0.00
RA Upload Change Test	0	0.00	0.00	0.00	0.00
RA2	200	0.00	100.00	0.00	100.00
RA3	100	0.00	100.00	0.00	100.00
RA4	100	0.00	100.00	0.00	100.00
Test BP Ship -TO	0	0.00	0.00	0.00	0.00
Theo RA	0	0.00	0.00	0.00	0.00
UPLOAD_198	0	0.00	0.00	0.00	0.00

The image displayed is for the **Child and Adult Care Food Program (CACFP)**; however, the same data fields also apply to **NSLP** and **SFSP**.

Not all fields are available for edit. This table lists the fields that may be changed.

	Description
Meal Count	The number of meals expected to be consumed during the entitlement budget period.
Adjustment between RAs	Adjustment amount for all RAs assigned by an SDA.
DoD Fresh	A program operated by the Defense Logistics Agency within the Department of Defense that allows schools to purchase fresh fruits and vegetables using entitlement funds. (DoD Fresh is editable for NSLP and SFSP only).



NSIP PROGRAM

In WBSCM, select **Operations** tab → **Order Processing** tab → **Entitlement Management** folder → **SDA Entitlement Budgeting for NSIP** link to go to the *SDA Entitlement Budget for NSIP* initial screen.

Home Operations Admin Reports Help

Order Processing Complaint Administration Recall Administration

Operations > Order Processing > Entitlement Management > SDA Entitlement Budgeting for NSIP Full Screen Options

SDA Entitlement Budget for NSIP

Refresh Re-Calculate Save Undo Upload Download Maintain New Record

			Commodity Funds ^{Δ±}	Entitlement between ^{Δ±}	Total Prog Entitle ^{Δ±}
BP SDA ^{Δ±}	Program year ^Δ		\$	\$	\$
SAM Unit Test SDA 1	8011031	2016	600.00	10.00	610.00

	Total Prog Entitlement	Entitlement Adjust RA's	Final Commodity Entitlement
	\$	\$	\$
Entitlement to SDA by FNS	600.00	10.00	610.00
Entitlement to RA by SDA	3,500.00	1,200.00	4,700.00
SDA Entitlement Unallocated	-2,900.00	-1,190.00	-4,090.00

		Entitlement by SDA to RA ^{Δ±}	Entitlement between RA's ^{Δ±}	FINAL Commodity Entitlement ^{Δ±}
		\$	\$	\$
Business Partner ^Δ				
RA Upload Change	8011055	0.00	0.00	0.00
RA2	8011034	1,000.00	1,000.00	2,000.00
RA3	8011035	2,500.00	2,500.00	5,000.00
RA4	8011036			
Test BP Ship -TO	8011053			
Theo RA	8011060			
UPLOAD_198	8011334			

Not all fields are available for edit. This table lists the fields that may be changed.

Field	Description
Entitlement by SDA to RA	The amount of entitlement money an SDA budgets for an RA.
Entitlement between RAs	The total amount of entitlement dollars transferred between RAs by an SDA. The net amount should be zero.

Receiving Third Party Barter Orders

Section I

Receiving Third Party Barter Orders


Barter orders currently must be receipted by SDA's. Due to a system defect, RAs and Ship-to org admin users are not authorized to receipt Barter orders.

A partial receipt on a single line item will not be accepted by the system. You must receipt a full truck load for a single line item.

Important Note: Currently there is a defect that allows canceled orders to be receipted. To ensure that canceled orders are NOT receipted, check the status of all sale orders and its line items in the "Order Status Report" before entering a Goods Receipt. Canceled orders currently appear in the goods receipt screen, therefore it is very important to check the status of all barter orders before receipting.

Steps to Receipt a Barter Order

1. Check the status of orders in Order Status Report to identify any canceled orders. Note these orders do not have values listed in the cost/lb and net dollar value columns and the "Status Text" is marked as "Canceled".

Order Status Report 

[Go Back](#) [Print PDF Output](#)

View: ORDER_STATUS Export

Sold-To Name	Material	Material Desc.	Status Text	Requested Del. Date	Requested Qty.	Sales Unit	Cost / LB	Net Dollar Value	Program	Ent/Bonus Indicato
NC Dept. of Ag and Consumer Service	100395	PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	07/31/2014	2,880,000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	08/15/2014	2,880,000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	08/31/2014	2,880,000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/15/2014	2,880,000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/19/2014	2,880,000	CS			TEFAP	BONUS-CY14

2. The SDA must receipt at the header level by populating the Signed by, Date Received, and Comment (optional) fields.



Receipt Header

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:

Signed By: Date Received:

Comments:

[Receipt All](#)

3. Click Receipt All (Required)

By clicking **Receipt All**, (the **Receipt All** button) you are telling the system that you will be receipting all lines associated with the order. However, you can choose to un-check the box(es) in the select column at the left if you don't want to receipt an individual line item.

4. If there are multiple line items, uncheck the box of the line items you are not receipting. (Optional) This option is only necessary if you do not want to receipt all the listed line items.
5. Uncheck any canceled orders that were identified from the Order Status Report (If Applicable)

USDA United States Department of Agriculture
Web-Based Supply Chain Management

Home Operations Admin Reports Help
Order Processing Complaint Administration Recall Administration

Enter Shipment Receipt

5000201474 / 000100 has been selected - Please enter a PoDI/Good Qty. for this item!

Back to Summary Back to Search

Receipt Header

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:
Signed By: Date Received: 07/03/2014
Comments:

Receipt All

View DOMESTIC_VIEW

Select	Order Doc.	Item	Order #	Item #	Material	Material Descr.	Program	Delivery Point	Signed by	Date Received	Prev. Qty.	Open Qty.	Good Qty.
<input checked="" type="checkbox"/>			5000201474	100	100050	MILK 1% MILKFAT UHT 1500 BOX-12/32 FL OZ		4000552	Chuck White	07/03/2014	0.000	1,500.000	0.0

Submit Receipt


6. Click the Submit Receipt button to complete the goods receipt transaction

Note: For line items that were not selected, the order will stay open until all line items are receipted. When pulling an order status report you will see a status of "order received" for the items you receipted. All items that were not yet receipted will show a status of "Purchased".

Section II

Receipting Barter Orders with Shortages/ Damages Qty

1. Check the status of orders in Order Status Report to identify any canceled orders. Note these orders do not have values listed in the cost/lb and net dollar value columns and the "Status Text" is marked as "Canceled".

Order Status Report 

[Go Back](#) [Print PDF Output](#)

View: ORDER_STATUS [Export](#)

Sold-To Name	Material	Material Desc.	Status Text	Requested Del. Date	Requested Qty.	Sales Unit	Cost / LB	Net Dollar Value	Program	Ent/Bonus Indicato
NC Dept. of Ag and Consumer Service	100395	PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	07/31/2014	2,880.000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	08/15/2014	2,880.000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	08/31/2014	2,880.000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/15/2014	2,880.000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/19/2014	2,880.000	CS			TEFAP	BONUS-CY14

2. The SDA must receipt at the header level by populating the Signed by, Date Received, and Comments (optional) fields.



Receipt Header

[Back to Summary](#) [Back to Search](#)

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:

Signed By: Date Received:

Comments:

[Receipt All](#)

Red arrows point to the 'Entered By' field, the 'Date Received' field, and the 'Receipt All' button.

3. Click Receipt All (Required)

By clicking [Receipt All](#), (the **Receipt All** button) you are telling the system that you will be receipting all lines associated with the order. However, you can choose to un-check the box(es) in the select column at the left if you don't want to receipt an individual line item.

4. If there are multiple line items, uncheck the box of the line items you are not receipting. (Optional) This option is only necessary if you do not want to receipt all the listed line items.
5. Uncheck any canceled Orders that were identified from the Order Status Report. (If Applicable)

Back to Summary Back to Search

Receipt Header

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:

Signed By: Date Received:

Comments:

Receipt All

View DOMESTIC_VIEW

Select	Save Doc	Item	Order #	Item #	Material	Material Descr.	Program	Delivery Point	Signed by	Date Received	Prev. Qty	Open Qty	Good Qty
<input checked="" type="checkbox"/>	<input type="checkbox"/>		5000201474	100	100050	MILK 1% MILKFAT UHT 1500 BOX-12/32 FL OZ		4000552	Chuck White	07/03/2014	0.000	1,500.000	0.00

Submit Receipt

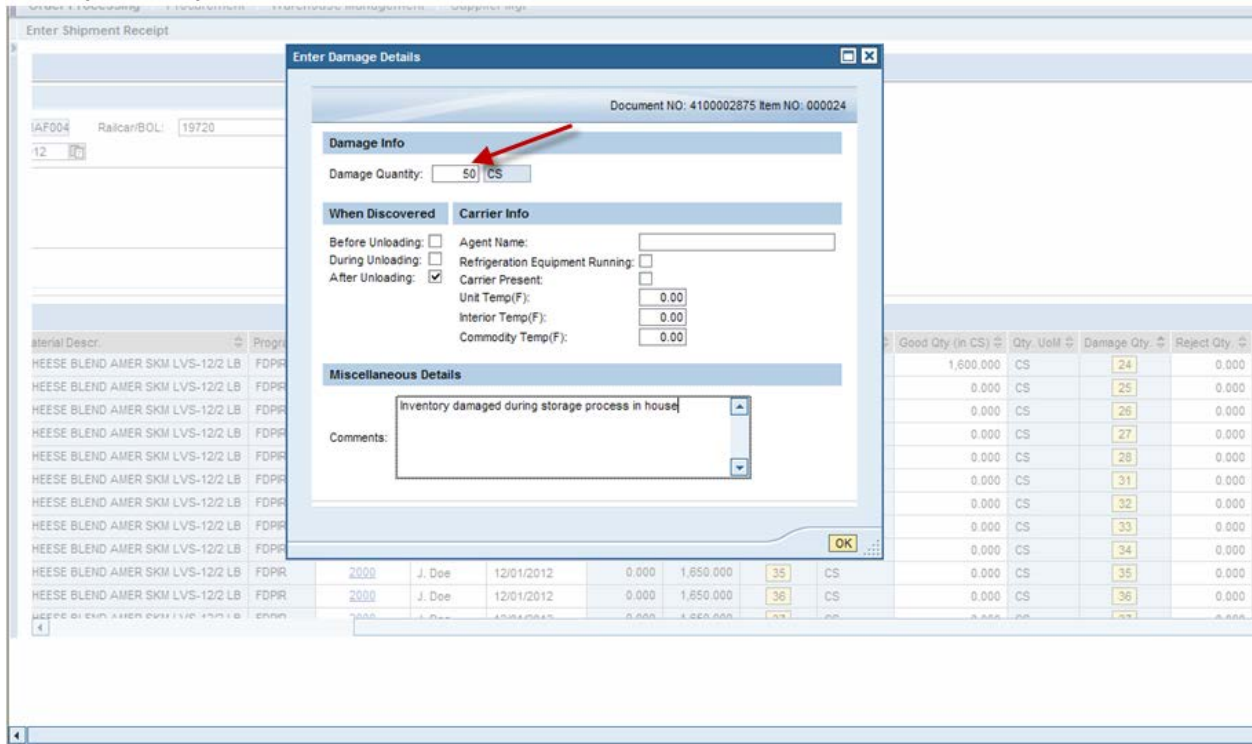
6. Both shortages and damages will be entered in the damage qty field.

AF004 Railcar/BOL: 19720

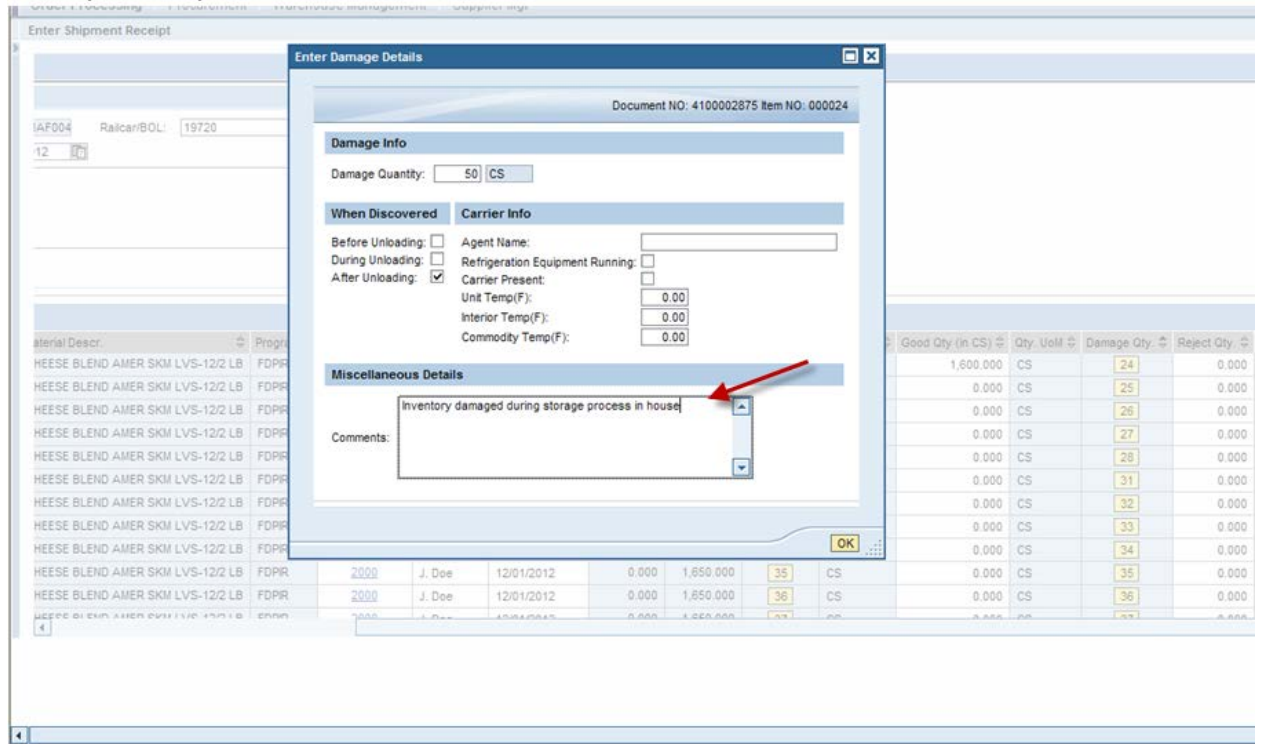
12

Material Descr.	Program	Delivery Point	Signed by	Date Received	Prev. Qty	Open Qty	Good Qty	UoM Entry	Good Qty (in CS)	Qty. UoM	Damage Qty	Reject Qty	Over Qty
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	24	CS	1,600.000	CS	24	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	25	CS	0.000	CS	25	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	26	CS	0.000	CS	26	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	27	CS	0.000	CS	27	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	28	CS	0.000	CS	28	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	31	CS	0.000	CS	31	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	32	CS	0.000	CS	32	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	33	CS	0.000	CS	33	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	34	CS	0.000	CS	34	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	35	CS	0.000	CS	35	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	36	CS	0.000	CS	36	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	37	CS	0.000	CS	37	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	38	CS	0.000	CS	38	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	39	CS	0.000	CS	39	0.000	0.000

- a) If you have both shortages and damages to input, enter the total amount in the damage qty field. To enter the damage quantity details click **24** (the **Details** button) in the **Damage Quantity** field.



- b) In the line item damage qty comment field, specify the amount damaged and the amount of shortage. (e.g. 2 damaged and 3 short)



- c) If you have only a shortage or only damages to input, enter that amount in the damage qty field.
 - d) Specify in the line item damage qty comment field whether the amount is for damages or a shortage
7. Email your regional FNS contact and notify them of the shortage and/or damages entered on your GR.

Note: The actual purchasing activity (procurement and Advance Shipping Notices) will not occur through WBSCM, however, ordering and receipting activity will process through WBSCM. As a result, emailing your regional FNS contact will help keep all parties informed about all activities pertaining to your barter orders including the processing of complaints if applicable.

Section III

Received Shipment Report and Barter Orders

- A. Due to a defect, the Received Shipment Report “good quantity” values are displayed incorrectly under the short quantity field in the PDF output.

Received Shipment Report

Sales Order# Item #	Program Document type	Date Entered	Date Received	Order Qty.	UoM	Truck Qty.	Good Qty.	Over Qty.	Short Qty.	Rej. Qty.	Dmgd. Qty.	Purchase Order	PO Item #	ASN
5000117652	100 TEPAP	07/15/2014	07/15/2014	2,880	CS				2,880					
SO - Domestic														
38,880 LB														
Ship-To	5000047				Sold-To	4000530				Material	100395			
		WAKE COUNTY SCHOOLS			NC Dept. of Ag and Consumer Service						PEANUT BUTTER SMOOTH JAR-12/18 OZ			
Comments	LINE ITEMS# 300, 400,500 CURRENT STATUSES WERE CANCELLED						Signed By	Sugan						
Damage							Entered By	ORDERMAN0001 Northcarolina ORDERMANAGER						
Descr.														

- B. The amounts display correctly in the standard table output view on the screen.

Requested Del. Date	Date received	Requested Qty.	Sales Unit	Var. Wt. Material?	Good Qty. (in CS)	Good Qty.	Over Qty.	Damage Qty.	Rejected Qty.	Received Qty UoM	Mult. Rcpts exist?	Statistical Rx ?	Purch.
07/31/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		
08/15/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		
08/31/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		
09/19/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		

Until the defect is fixed, the data can be exported to an excel spreadsheet. In the Excel output, the receipted quantity is shown correctly under the “Good Qty” column.

Received Shipment Report

Go Back Print PDF Output

View RCV_D_SHIPMENT Export

Sales Order # SO Item # Sold-To Party Sold-To Name Sold-To State Ship-To Party Ship-To Name Ship-To City Ship-To State Material

Receiving Third Party Barter Orders

Section I

Receiving Third Party Barter Orders


Barter orders currently must be receipted by SDA's. Due to a system defect, RAs and Ship-to org admin users are not authorized to receipt Barter orders.

A partial receipt on a single line item will not be accepted by the system. You must receipt a full truck load for a single line item.

Important Note: Currently there is a defect that allows canceled orders to be receipted. To ensure that canceled orders are NOT receipted, check the status of all sale orders and its line items in the "Order Status Report" before entering a Goods Receipt. Canceled orders currently appear in the goods receipt screen, therefore it is very important to check the status of all barter orders before receipting.

Steps to Receipt a Barter Order

1. Check the status of orders in Order Status Report to identify any canceled orders. Note these orders do not have values listed in the cost/lb and net dollar value columns and the "Status Text" is marked as "Canceled".

Order Status Report 

[Go Back](#) [Print PDF Output](#)

View: ORDER_STATUS Export

Sold-To Name	Material	Material Desc.	Status Text	Requested Del. Date	Requested Qty.	Sales Unit	Cost / LB	Net Dollar Value	Program	Ent/Bonus Indicato
NC Dept. of Ag and Consumer Service	100395	PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	07/31/2014	2,880,000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	08/15/2014	2,880,000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	08/31/2014	2,880,000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/15/2014	2,880,000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/19/2014	2,880,000	CS			TEFAP	BONUS-CY14

2. The SDA must receipt at the header level by populating the Signed by, Date Received, and Comment (optional) fields.



Receipt Header

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:

Signed By: Date Received:

Comments:

[Receipt All](#)

3. Click Receipt All (Required)

By clicking **Receipt All**, (the **Receipt All** button) you are telling the system that you will be receipting all lines associated with the order. However, you can choose to un-check the box(es) in the select column at the left if you don't want to receipt an individual line item.

4. If there are multiple line items, uncheck the box of the line items you are not receipting. (Optional) This option is only necessary if you do not want to receipt all the listed line items.
5. Uncheck any canceled orders that were identified from the Order Status Report (If Applicable)

USDA United States Department of Agriculture
Web-Based Supply Chain Management

Home Operations Admin Reports Help
Order Processing Complaint Administration Recall Administration

Enter Shipment Receipt

5000201474 / 000100 has been selected - Please enter a PoDI/Good Qty. for this item!

Back to Summary Back to Search

Receipt Header

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:
Signed By: Date Received:

Comments:

Receipt All

View DOMESTIC_VIEW

Select	Sales Doc	Item	Order #	Item #	Material	Material Descr.	Program	Delivery Point	Signed by	Date Received	Prev. Qty	Open Qty	Good Qty
<input checked="" type="checkbox"/>			5000201474	100	100050	MILK 1% MILKFAT UHT 1500 BOX-12/32 FL OZ		4000552	Chuck White	07/03/2014	0.000	1,500.000	0.0

Submit Receipt


6. Click the Submit Receipt button to complete the goods receipt transaction

Note: For line items that were not selected, the order will stay open until all line items are receipted. When pulling an order status report you will see a status of "order received" for the items you receipted. All items that were not yet receipted will show a status of "Purchased".

Section II

Receipting Barter Orders with Shortages/ Damages Qty

1. Check the status of orders in Order Status Report to identify any canceled orders. Note these orders do not have values listed in the cost/lb and net dollar value columns and the "Status Text" is marked as "Canceled".

Order Status Report 

[Go Back](#) [Print PDF Output](#)

View: ORDER_STATUS [Export](#)

Sold-To Name	Material	Material Desc.	Status Text	Requested Del. Date	Requested Qty.	Sales Unit	Cost / LB	Net Dollar Value	Program	Ent/Bonus Indicato
NC Dept. of Ag and Consumer Service	100395	PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	07/31/2014	2,880.000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Approved by SpAgency	08/15/2014	2,880.000	CS	2.25	87,480.00	TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	08/31/2014	2,880.000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/15/2014	2,880.000	CS			TEFAP	BONUS-CY14
		PEANUT BUTTER SMOOTH JAR-12/18 OZ	Canceled	09/19/2014	2,880.000	CS			TEFAP	BONUS-CY14

2. The SDA must receipt at the header level by populating the Signed by, Date Received, and Comments (optional) fields.

[Back to Summary](#) [Back to Search](#)

Receipt Header

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:

Signed By: Date Received:

Comments:

[Receipt All](#)

3. Click Receipt All (Required)

By clicking [Receipt All](#), (the **Receipt All** button) you are telling the system that you will be receipting all lines associated with the order. However, you can choose to un-check the box(es) in the select column at the left if you don't want to receipt an individual line item.

4. If there are multiple line items, uncheck the box of the line items you are not receipting. (Optional) This option is only necessary if you do not want to receipt all the listed line items.
5. Uncheck any canceled Orders that were identified from the Order Status Report. (If Applicable)

Back to Summary Back to Search

Receipt Header

Order Number: 5000201474 Entered By: COUNCELJ000 Railcar/BOL:

Signed By: Date Received:

Comments:

Receipt All

View DOMESTIC_VIEW

Select	Save Doc	Item	Order #	Item #	Material	Material Descr.	Program	Delivery Point	Signed by	Date Received	Prev. Qty.	Open Qty.	Good Qty.
<input checked="" type="checkbox"/>	<input type="checkbox"/>		5000201474	100	100050	MILK 1% MILKFAT UHT 1500 BOX-12/32 FL OZ		4000552	Chuck White	07/03/2014	0.000	1,500.000	0.00

Submit Receipt

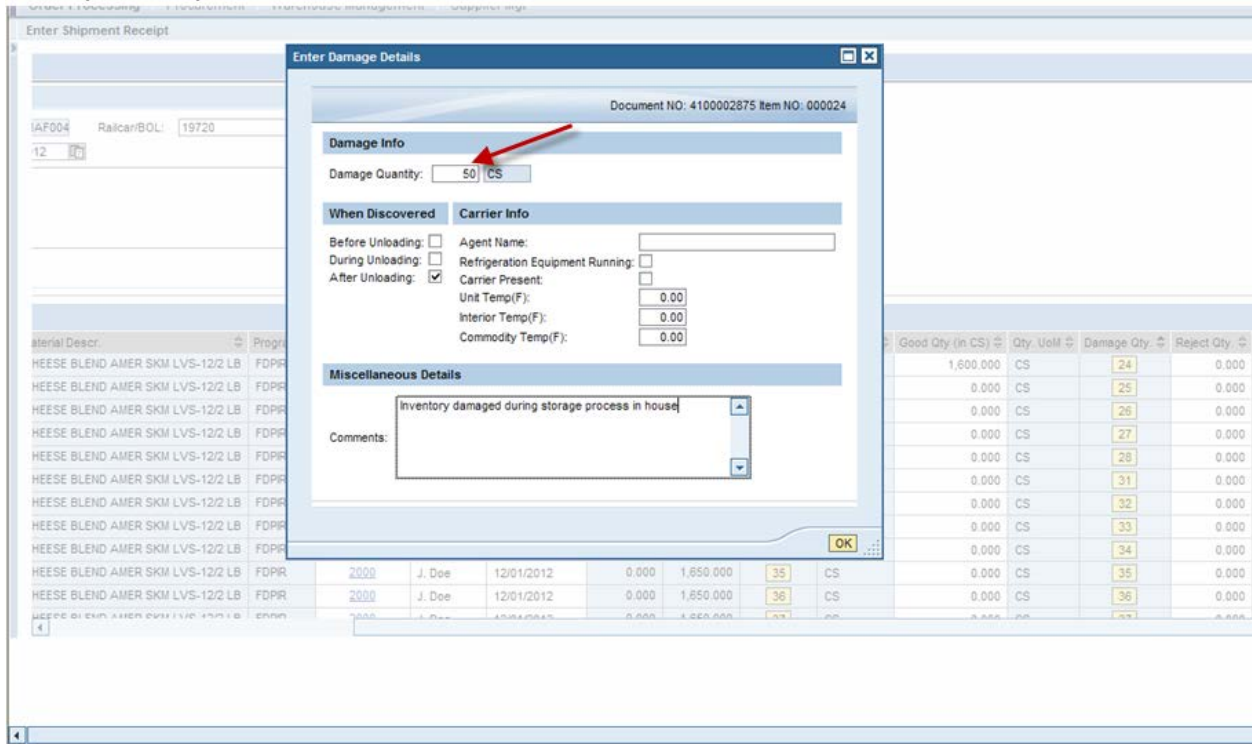
6. Both shortages and damages will be entered in the damage qty field.

AF004 Railcar/BOL: 19720

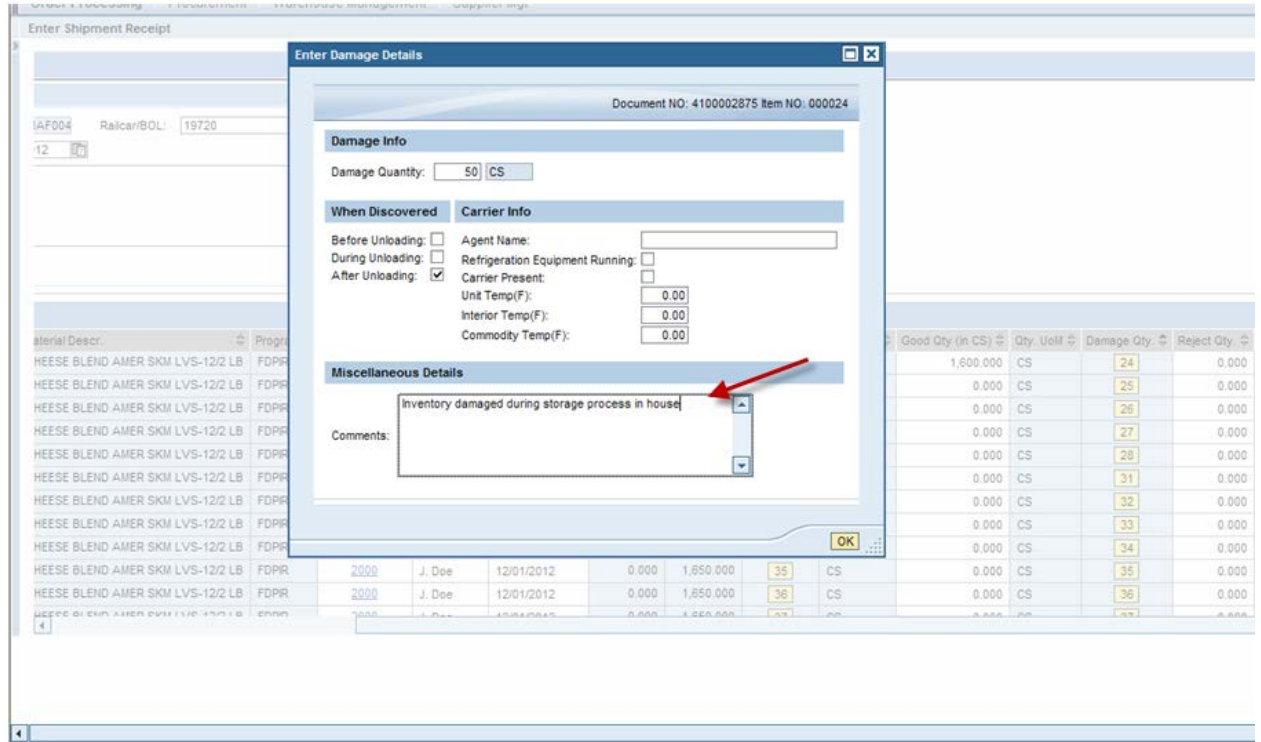
12

Material Descr.	Program	Delivery Point	Signed by	Date Received	Prev. Qty.	Open Qty.	Good Qty.	UoM Entry	Good Qty (in CS)	Qty. UoM	Damage Qty.	Reject Qty.	Over Qty.
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	24	CS	1,600.000	CS	24	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	25	CS	0.000	CS	25	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	26	CS	0.000	CS	26	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	27	CS	0.000	CS	27	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	28	CS	0.000	CS	28	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	31	CS	0.000	CS	31	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	32	CS	0.000	CS	32	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	33	CS	0.000	CS	33	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	34	CS	0.000	CS	34	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	35	CS	0.000	CS	35	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	36	CS	0.000	CS	36	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	37	CS	0.000	CS	37	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	38	CS	0.000	CS	38	0.000	0.000
EESE BLEND AMER SKM LVS-12/2 LB	FDPR	2000	J. Doe	12/01/2012	0.000	1,850.000	39	CS	0.000	CS	39	0.000	0.000

- a) If you have both shortages and damages to input, enter the total amount in the damage qty field. To enter the damage quantity details click **24** (the **Details** button) in the **Damage Quantity** field.



- b) In the line item damage qty comment field, specify the amount damaged and the amount of shortage. (e.g. 2 damaged and 3 short)



- c) If you have only a shortage or only damages to input, enter that amount in the damage qty field.
 - d) Specify in the line item damage qty comment field whether the amount is for damages or a shortage
7. Email your regional FNS contact and notify them of the shortage and/or damages entered on your GR.

Note: The actual purchasing activity (procurement and Advance Shipping Notices) will not occur through WBSCM, however, ordering and receipting activity will process through WBSCM. As a result, emailing your regional FNS contact will help keep all parties informed about all activities pertaining to your barter orders including the processing of complaints if applicable.

Section III

Received Shipment Report and Barter Orders

- A. Due to a defect, the Received Shipment Report “good quantity” values are displayed incorrectly under the short quantity field in the PDF output.

Received Shipment Report

Sales Order# Item #	Program Document type	Date Entered	Date Received	Order Qty.	UoM	Truck Qty.	Good Qty.	Over Qty.	Short Qty.	Rej. Qty.	Dmgd. Qty.	Purchase Order	PO Item #	ASN
5000117652	100 TEPAP	07/15/2014	07/15/2014	2,880	CS				2,880					
SO - Domestic														
38,880 LB														
Ship-To	5000047			Sold-To	4000530			Material	100395					
WAKE COUNTY SCHOOLS				NC Dept. of Ag and Consumer Service				PEANUT BUTTER SMOOTH JAR-12/18 OZ						
Comments	LINE ITEMS# 300, 400,500 CURRENT STATUSES WERE CANCELLED						Signed By	Sugan						
Damage							Entered By	ORDERMAN0001 Northcarolina ORDERMANAGER						
Descr.														

- B. The amounts display correctly in the standard table output view on the screen.

Requested Del. Date	Date received	Requested Qty.	Sales Unit	Var. Wt. Material?	Good Qty. (in CS)	Good Qty.	Over Qty.	Damage Qty.	Rejected Qty.	Received Qty UoM	Mult. Rcpts exist?	Statistical Rx ?	Purch.
07/31/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		
08/15/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		
08/31/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		
09/19/2014	07/15/2014	2,880.000	CS	No		2,880.000	0.000	0.000	0.000	CS	No		

Until the defect is fixed, the data can be exported to an excel spreadsheet. In the Excel output, the receipted quantity is shown correctly under the “Good Qty” column.

Received Shipment Report

Go Back Print PDF Output

View RCV_D_SHIPMENT Export

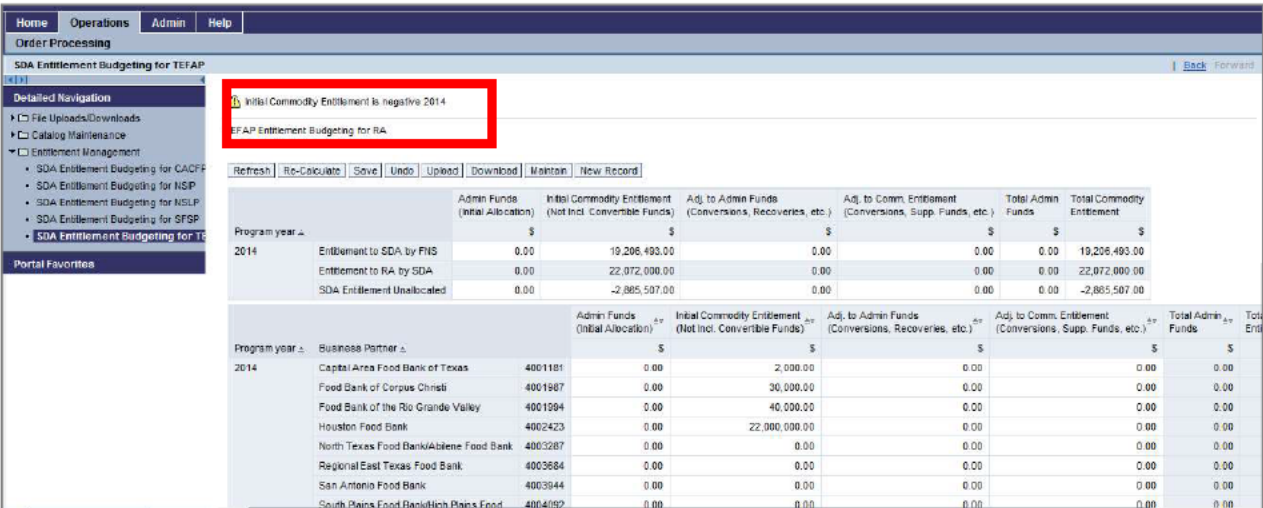
Sales Order # SO Item # Sold-To Party Sold-To Name Sold-To State Ship-To Party Ship-To Name Ship-To City Ship-To State Material

Section IV

Barter Orders and Goods Receipt Reversal

1. SDA must log an incident specifying the receipt order number and item number needing reversal.
2. SRA will request FF ID to make updates at the backend in WBSCM.
3. Once updates are completed, SRA will mark the incident as “Resolved”.
4. SRA will notify the SDA that they can enter the receipt again.

Job Aid
Technical Refresh Workarounds:
FNS and SDA Users

Defect #	11871
Summary	Error message does not close after error is resolved on the entitlement budgeting screens.
Portal Path	Operations tab > Order Processing tab > Entitlement Management folder > SDA Entitlement Budgeting for TEFAP link
User Group	SDAs
Problem	<p>When an SDA over-allocates RA funds or adjustments, an error message is displayed (Ex. "Initial Commodity Entitlement is a negative xxxx"). However, when the user changes the amount so the over allocation is alleviated, the alert is not removed.</p>  <p>The screenshot shows the application interface with a red box highlighting the error message: "Initial Commodity Entitlement is negative 2014". Below the message is a table with columns: Admin Funds (Initial Allocation), Initial Commodity Entitlement (Not Incl. Convertible Funds), Adj. to Admin Funds (Conversions, Recoveries, etc.), Adj. to Comm. Entitlement (Conversions, Supp. Funds, etc.), Total Admin Funds, and Total Commodity Entitlement. The table shows data for 2014, including rows for Entitlement to SDA by FNS, Entitlement to RA by SDA, and SDA Entitlement Unallocated.</p>
Workaround	To remove the message after changes, the page must be "Refreshed." The error message will not display after refreshing the page unless an error is still present.

Document ITEM # Railcar/BOI Signed By Entered By Comments pod_qty pod_qty uc Date receiv Reject Qty Damage Qt Damage be Damage Dc Damage Af Agent Nam Refrigeratic

Carrier Pre: Unit Temp Interior Ter Commodity Damage co Batch # Good Qty (Good Qty (Vendor Bat Date of Ma Shelf Life E Warehouse Establishm Total Gross

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NB
NB
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FNS
FNS
FNS