



PROCESS OVERVIEW

Purpose

A domestic requisition is a request for items to be ordered by or on behalf of a customer organization, including the specific material(s), quantities, delivery location(s), and delivery date(s). The purpose of this transaction is for Recipient Agencies (RAs) and Cooperatives (Co-ops) to create a domestic requisition in WBSCM. These requisitions are submitted to State Distributing Agencies (SDAs) and Indian Tribal Organizations (ITOs), who will later consolidate these requisitions into full truckloads and submit the sales order to FNS for approval.

Process Trigger

Perform this transaction to create a domestic requisition in WBSCM.

Prerequisites

- A catalog view must be assigned to the organization.
- Delivery periods must be assigned for the products.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Order Processing** tab → **Order Management** folder → **Domestic Order Entry** link to go to the *Domestic Order Entry* screen.

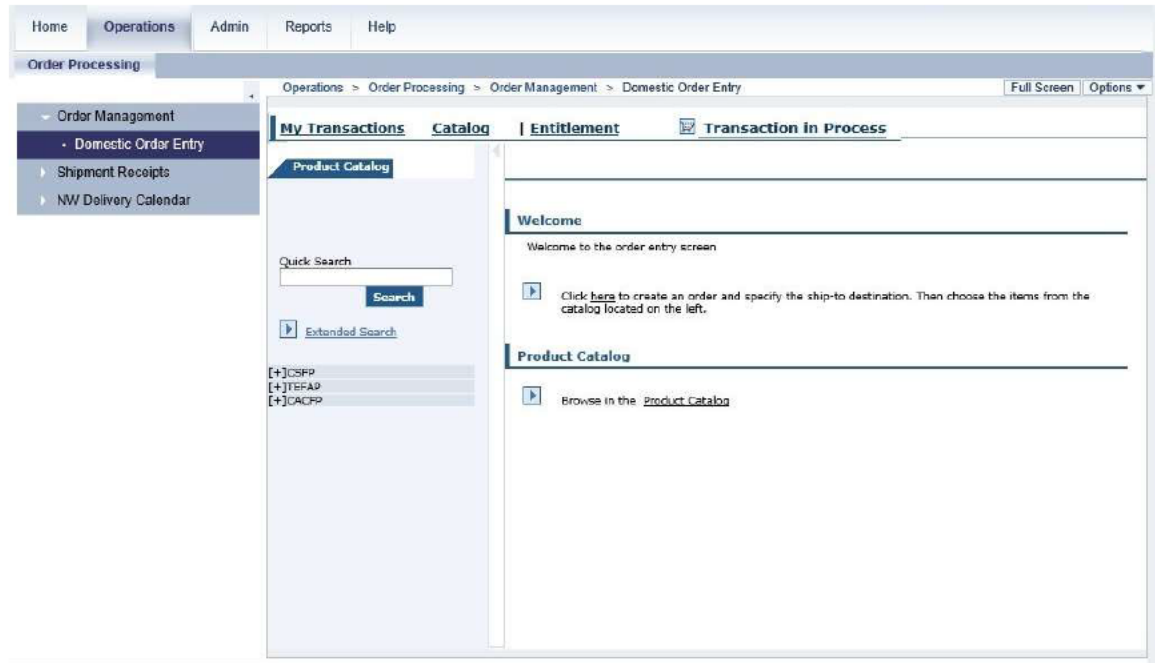
Tips and Tricks


- The R/O/C acronyms in the field tables represent Required, Optional, or Conditional field entries.
 - **Required (R)** – a mandatory field necessary to complete the transaction
 - **Optional (O)** – a non-mandatory field not required to complete the transaction
 - **Conditional (C)** – a field that may be required if certain conditions are met, typically linked to completion of a mandatory field
- Refer to the WBSCM Help site, *Frequently Referenced Training Materials* section for basic navigational training and tips on creating favorites, performing searches, etc.

PROCEDURE


1. Start the transaction using the following Portal path: **Operations** tab → **Order Processing** tab → **Order Management** folder → **Domestic Order Entry** link.

Image: Domestic Order Entry Screen



2. Click  (the **Hide Navigator** button) to hide the Portal menu. Note that this can be done with any transaction in WBSCM.
3. Perform one of the following:

If	Then
The user needs to locate a specific product by keyword	Go to Step 4.
The user will browse the catalog for available products	Go to Step 7.

4. In the *Product Catalog* pane, enter at least part of the product name in the **Quick Search** field. In this example, **Beef** was entered.
5. Click  (the **Search** button) to begin the **Quick Search**.



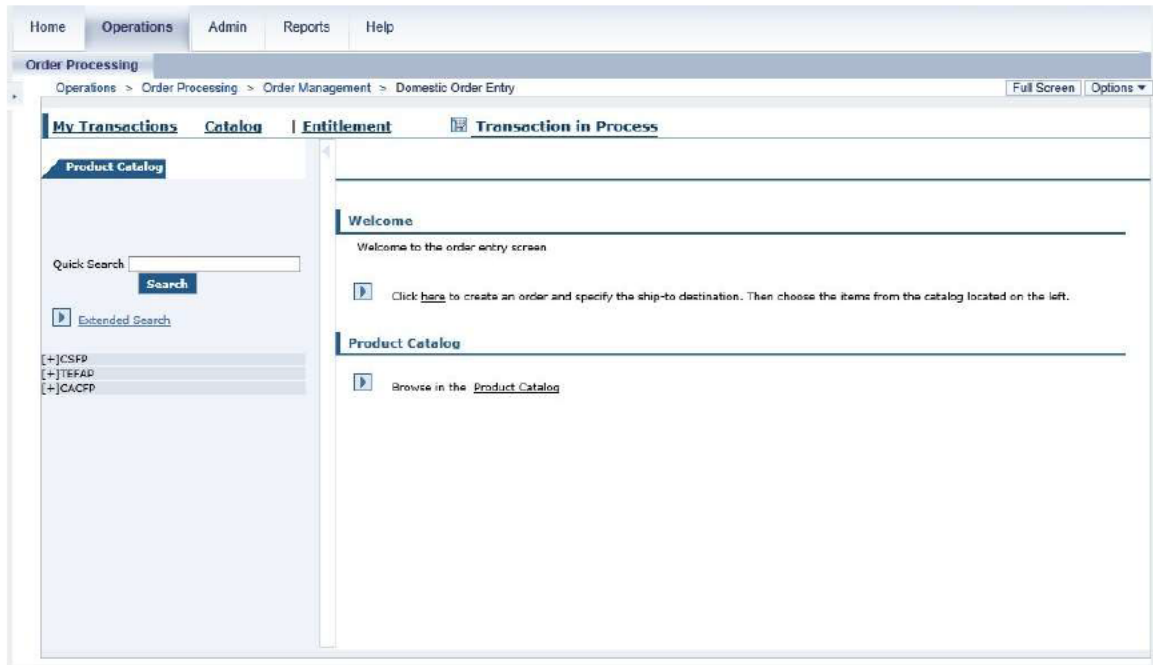
(Note)  **Extended Search** (the **Extended Search** option) allows the user to enter search criteria for both the product name and product number.



(Note) Search results may include different programs and options. Refer to the **Product Number (Program / Sub-Area)** column when identifying which product(s) to order.

6. Go to Step 11.

Image: Domestic Order Entry Screen

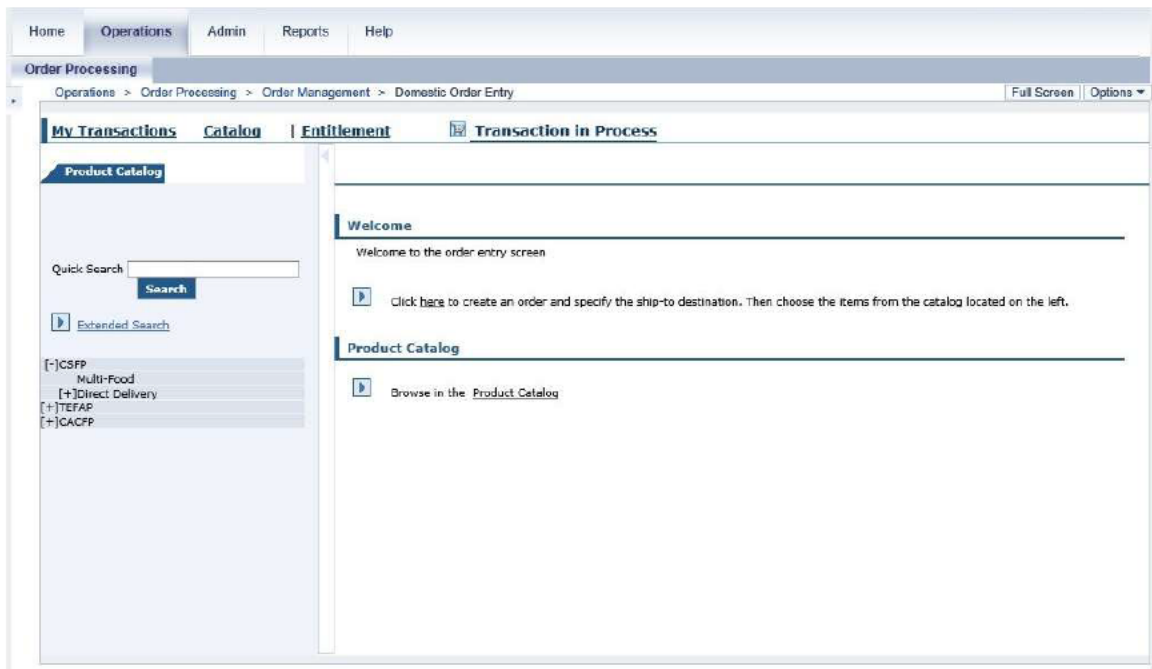


7. In the *Product Catalog* pane, click **[+]** (the **Plus** icon) next to the appropriate program. In this example, **[+]-CSFP** (the **CSFP** option) was selected to place a domestic requisition through the Commodity Supplemental Food Program (CSFP).



(Note) To review the list of materials available for ordering, the user will drill down through the product catalog beginning with the program. The user should only see programs with which their RA is affiliated.

Image: Domestic Order Entry Screen



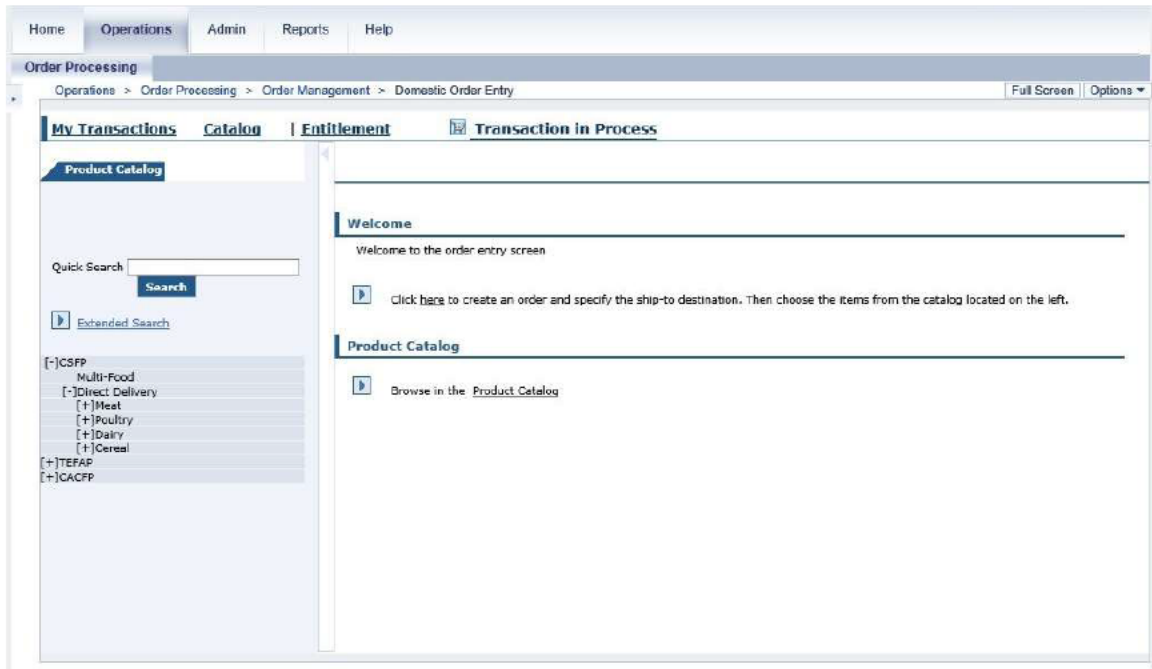
8. Click **[+]** (the **Plus** icon) next to the type of order. In this example, **[+]Direct Delivery** (the **Direct Delivery** option) was selected.



(Note) Depending on the program selected, options may include:

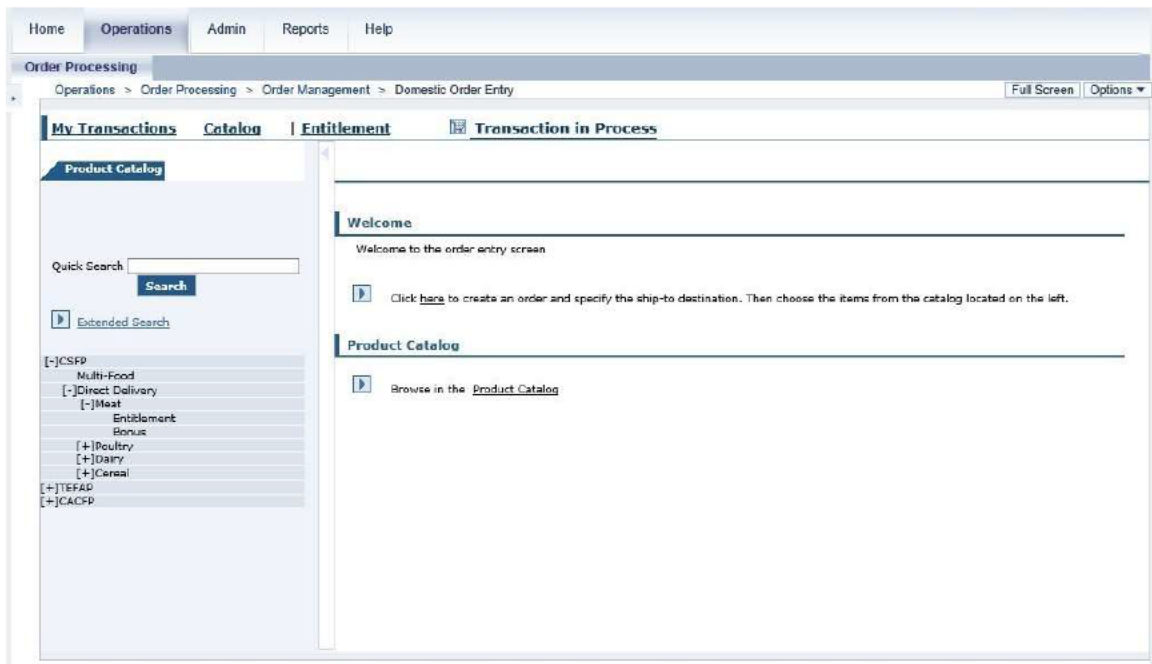
- **Direct Delivery** - An order that is sourced from a vendor and delivered directly to the customer.
- **Multi-Food** - An order that is sourced from a National Warehouse and delivered to the customer. Multi-food orders are processed differently than domestic requisitions; refer to the [Create Multi-Food Order RA](#) work instruction for more detail.
- **Processing Diversion** - An order that is sourced from a vendor and delivered to a processor before being received in final form by the customer. For example, flour may be processed into bread.

Image: Domestic Order Entry Screen



9. Click **[+]** (the **Plus** icon) next to the appropriate commodity group available to the user. In this example, **[+]Meat** (the **Meat** option) was selected under **Direct Delivery** order type.

Image: Domestic Order Entry Screen



10. Select the option that corresponds to how entitlement budget is impacted. In this example, **Entitlement** (the **Entitlement** option) was selected under the **Meat** option.



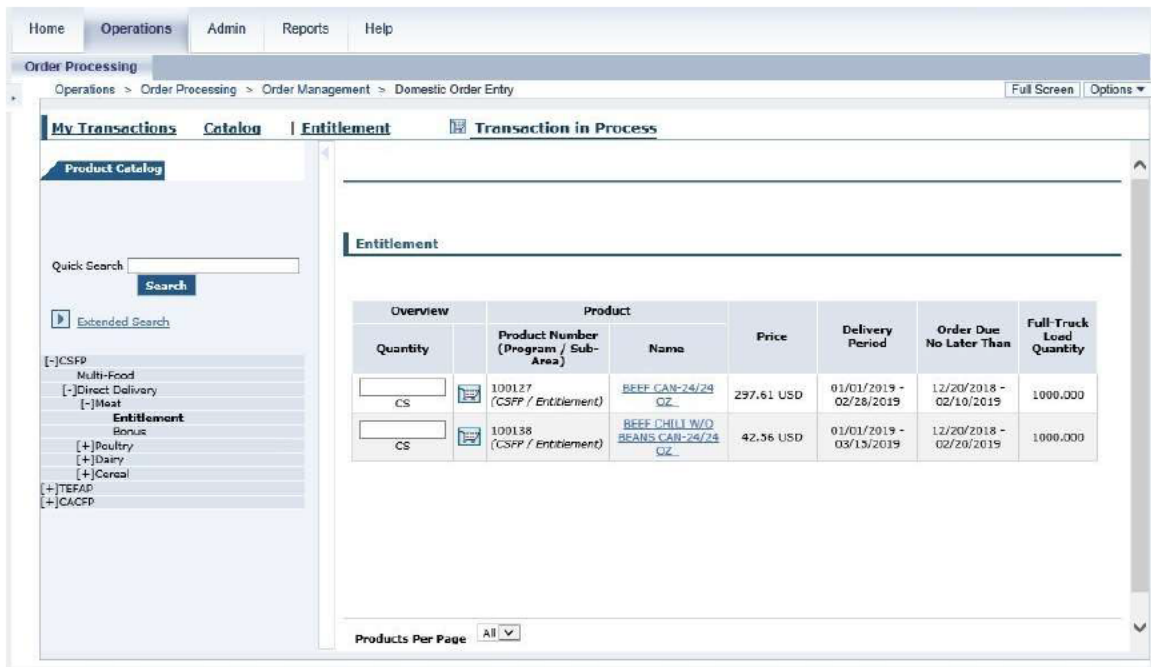
(Note) Depending on the program selected, options may include:

- **Entitlement** - Ordering these products will decrease entitlement balance.
- **Bonus** - Ordering these products will not impact the customer's entitlement. FNS may offer bonus commodities when there is a surplus.



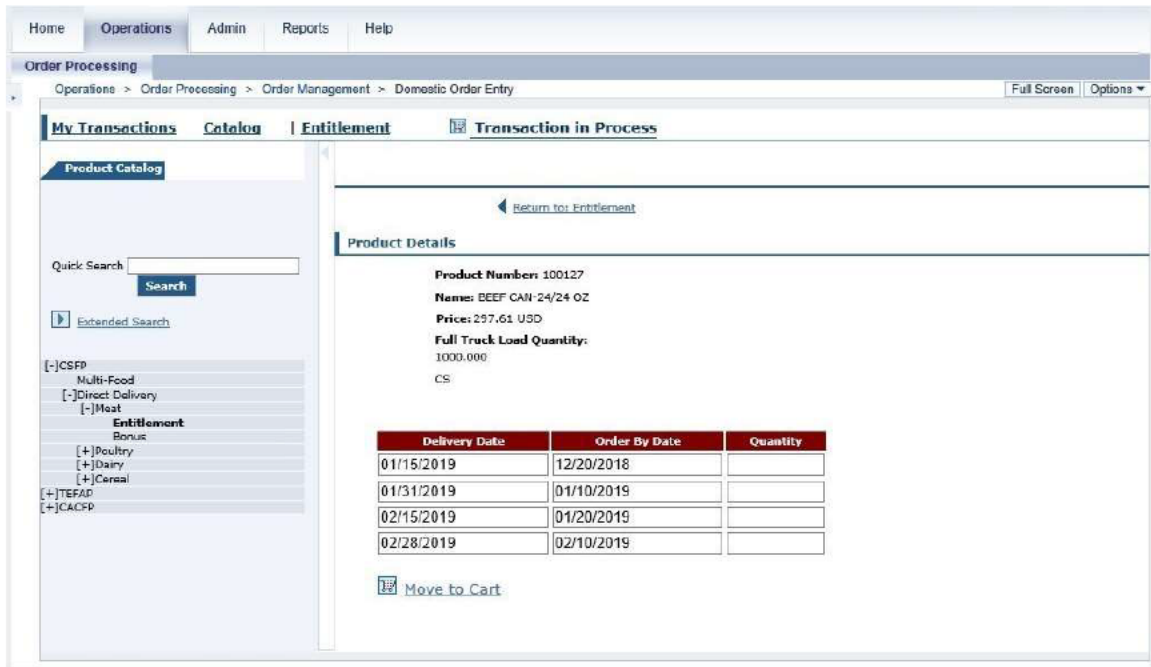
(Note) After an option is selected, the screen displays a list of all products available for the selected criteria. At the bottom of the list, the user may adjust the number of products to display on a page.

Image: Domestic Order Entry Screen




11. Click (the **Shopping Cart** icon) next to a product to view its details, including available delivery dates. Do not enter a value in the **Quantity** field from the list of products.

Image: Domestic Order Entry Screen



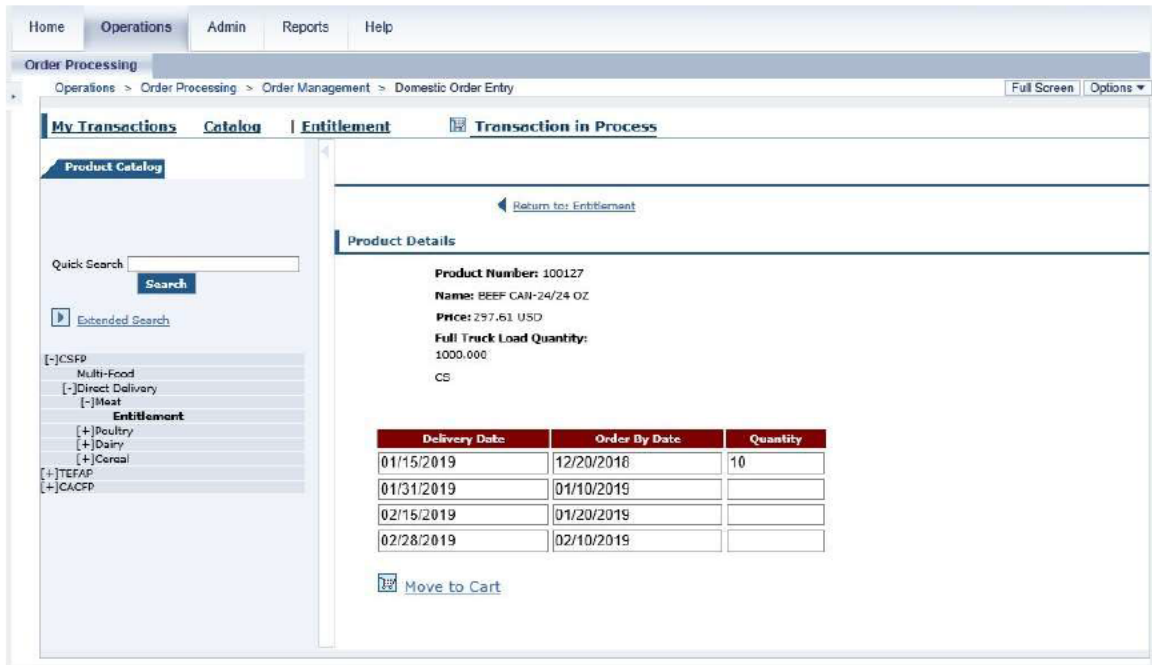
12. As required, complete/review the following fields:


Field	R/O/C	Description
Delivery Date	R	Range of dates when materials/commodities may be delivered. Example: 1/15/2019
Order by Date	O	Last date to submit orders for the corresponding Delivery Date. Example: 12/20/2018
Quantity	R	Number of items. Example: 10  (Note) Enter the required quantity in this field.



(Note) **Delivery Date** and **Order By Date** are pre-populated from the catalog and are not editable in Domestic Order Entry.

Image: Domestic Order Entry Screen



13. Click  **Move to Cart** (the **Move to Cart** button) to add the selected product quantities to the shopping cart.

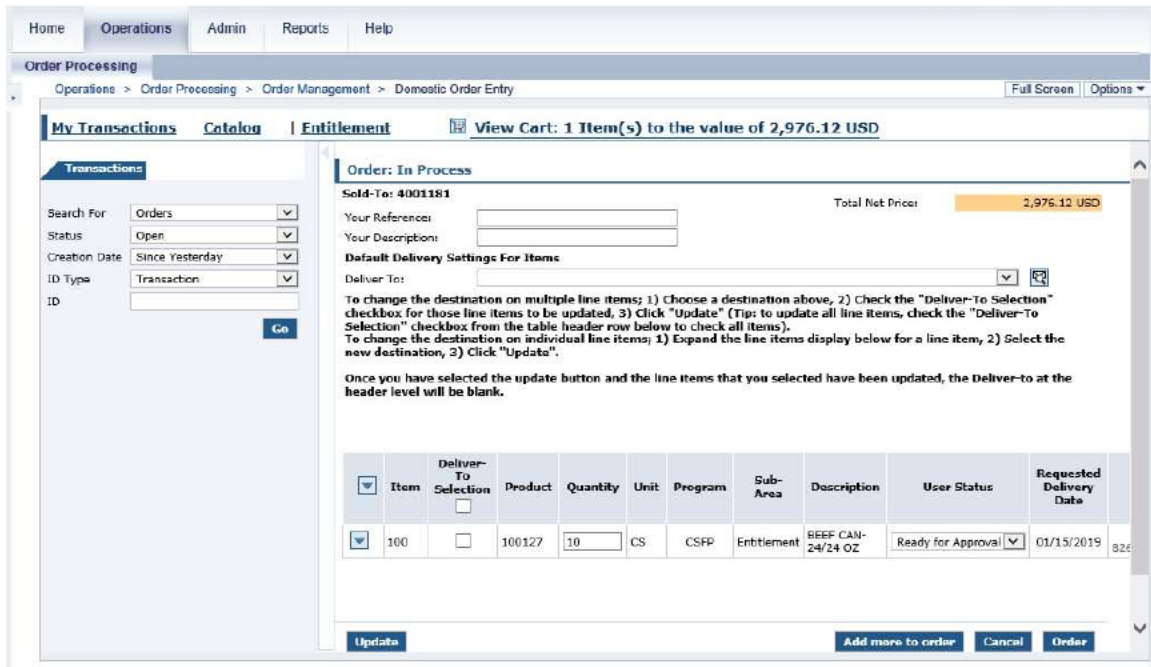


(Note) A summary at the top of the screen displays the number and total value of products contained in the shopping cart.

14. Perform one of the following:

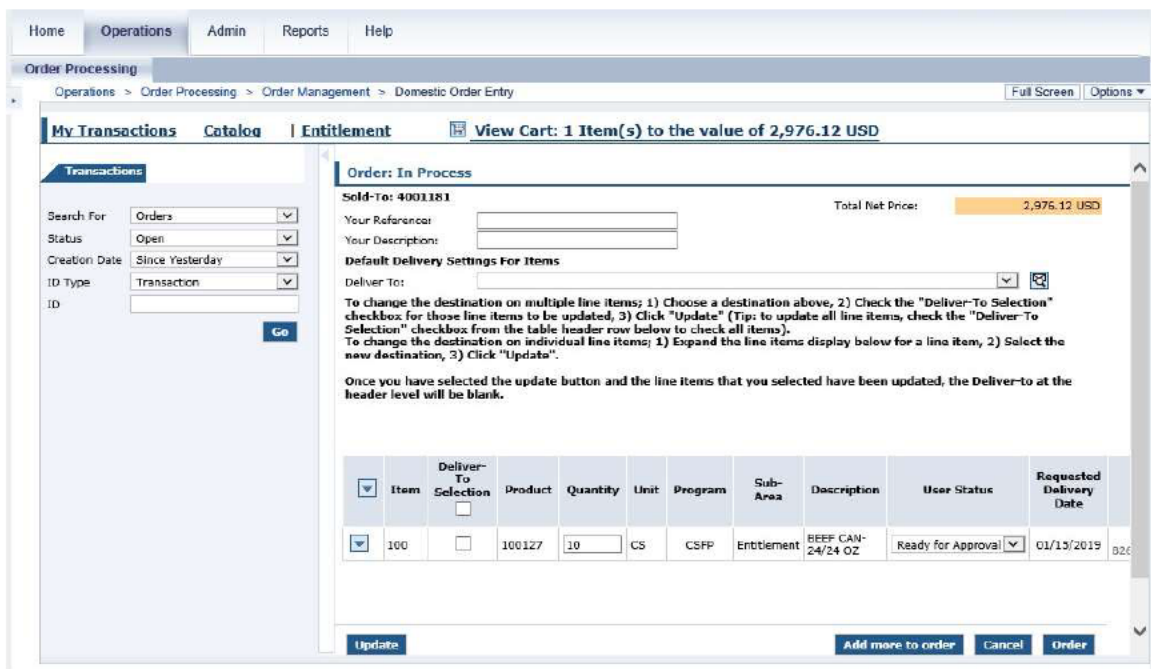
If	Then
The user will add another product to the cart	Go to Step 3.
The user is ready to review the cart	Go to Step 15.

Image: Domestic Order Entry Screen



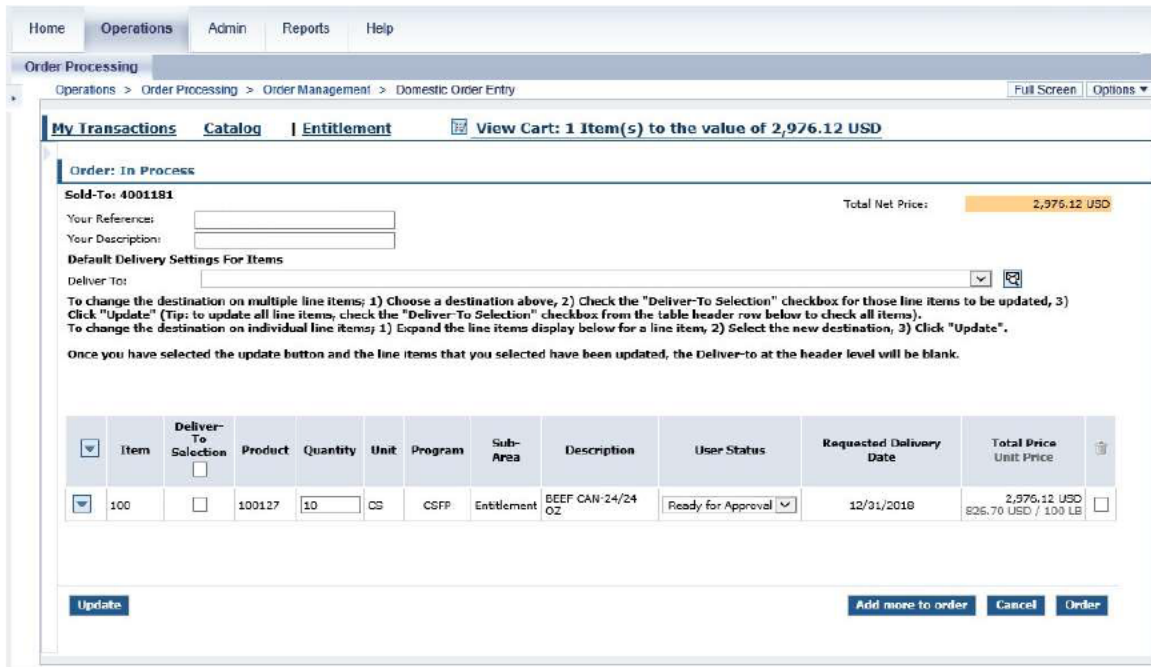
- Click the **View Cart** link to review the order. In this example, **View Cart: 1 Item(s) to the value of 2,976.12 USD** (the **View Cart: 1 Item(s) to the value of 2,976.12 USD** link was selected).

Image: Domestic Order Entry Screen




- To maximize the view of the cart, click (the **Hide Transactions** button) to hide the *Transactions* pane.

Image: Domestic Order Entry Screen



17. As required, complete/review the following fields:

Field	R/O/C	Description
Your Reference:	O	A free text field that allows for further clarification of an entry by reference to other sources of information. Example: A000011807
Your Description:	O	A free text field describing the order or complaint issue. Example: 500471672  (Note) This field can be used to enter a description of the order.



(Note) The order pre-populates with the **Sold-To** number. The **Your Reference** and **Your Description** fields are an optional way for an RA to recognize their orders in WBSCM later.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 1 Item(s) to the value of 2,976.12 USD

Order: In Process

Sold-To: 4001181

Your Reference: A000011807

Your Description: 5000471672

Total Net Price: 2,976.12 USD

Default Delivery Settings For Items

Deliver To: [Dropdown]

To change the destination on multiple line items; 1) Choose a destination above, 2) Check the "Deliver-To Selection" checkbox for those line items to be updated, 3) Click "Update" (Tip: to update all line items, check the "Deliver-To Selection" checkbox from the table header row below to check all items).
 To change the destination on individual line items; 1) Expand the line items display below for a line item, 2) Select the new destination, 3) Click "Update".

Once you have selected the update button and the line items that you selected have been updated, the Deliver-to at the header level will be blank.

Item	Deliver-To Selection	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price Unit Price
100	<input type="checkbox"/>	100127	10	CS	CSFP	Entitlement	BEEF CAN-24/24 OZ	Ready for Approval	12/31/2018	2,976.12 USD 826.70 USD / 100 LB

Update | Add more to order | Cancel | Order

18. Click (the **Dropdown** button) in the **Deliver To:** field to select the appropriate Ship-To location. In this example, (b) (4) (b) (4) option) was selected.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 1 Item(s) to the value of 2,976.12 USD

Order: In Process

Sold-To: 4001181

Your Reference: A000011807

Your Description: 5000471672

Total Net Price: 2,976.12 USD

Default Delivery Settings For Items

Deliver To: (b) (4)

To change the destination on multiple line items; 1) Choose a destination above, 2) Check the "Deliver-To Selection" checkbox for those line items to be updated, 3) Click "Update" (Tip: to update all line items, check the "Deliver-To Selection" checkbox from the table header row below to check all items).
 To change the destination on individual line items; 1) Expand the line items display below for a line item, 2) Select the new destination, 3) Click "Update".

Once you have selected the update button and the line items that you selected have been updated, the Deliver-to at the header level will be blank.

Item	Deliver-To Selection	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price Unit Price
100	<input type="checkbox"/>	100127	10	CS	CSFP	Entitlement	BEEF CAN-24/24 OZ	Ready for Approval	12/31/2018	2,976.12 USD 826.70 USD / 100 LB

Update | Add more to order | Cancel | Order

19. Perform one of the following:

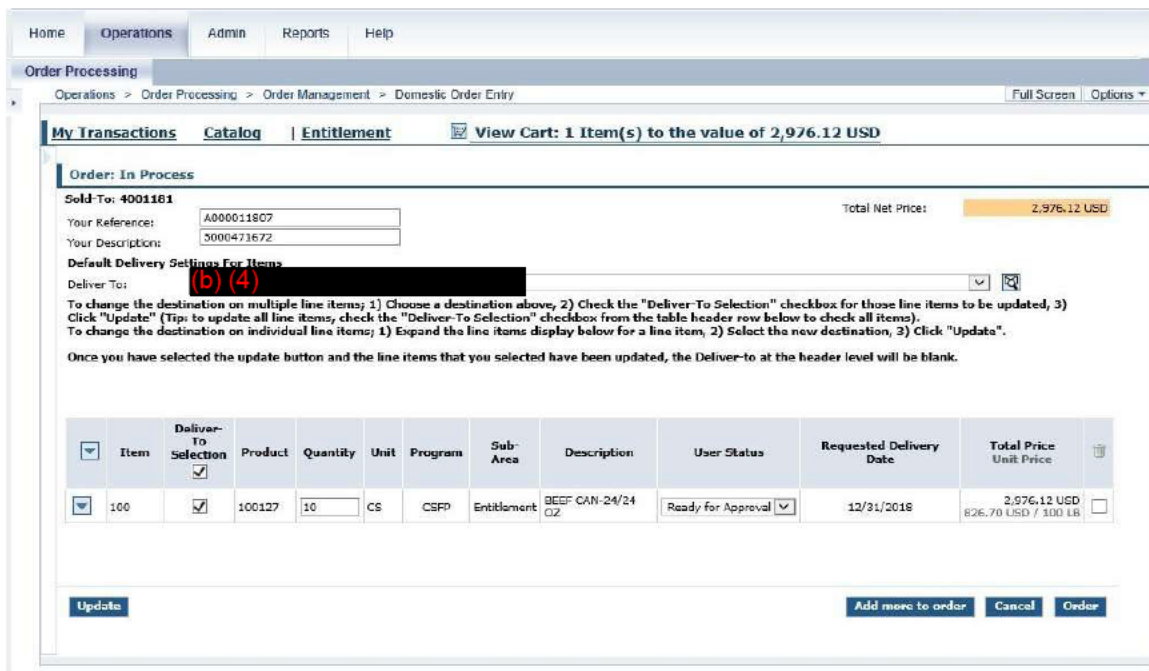
If	Then
The selected Ship-To location should be applied to all line items	Click <input type="checkbox"/> (the Deliver-To Selection checkbox) in the header row.
The selected Ship-To location should be applied to one or more specific line items	Click <input type="checkbox"/> (the Deliver-To Selection checkbox) for each line item to be updated.



(Note) In this example, the **Deliver-To Section** checkbox in the header row was selected.

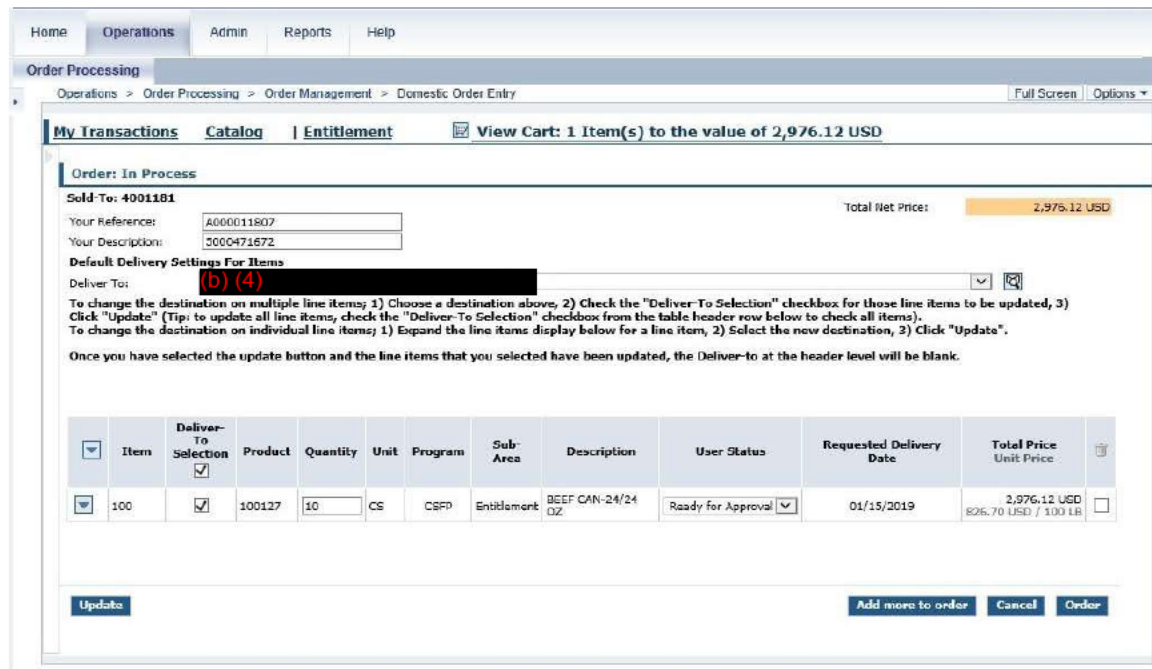
The user can click the (the **Arrow** button) next to each item number to display, add, or modify the Ship-To location at the line item level.

Image: Domestic Order Entry Screen



20. Click **Update** (the **Update** button) to apply the selected delivery location to the line item(s).

Image: Domestic Order Entry Screen



21. Confirm that the **User Status** for line items that are ready to be sent to the SDA are set to **Ready for Approval**.



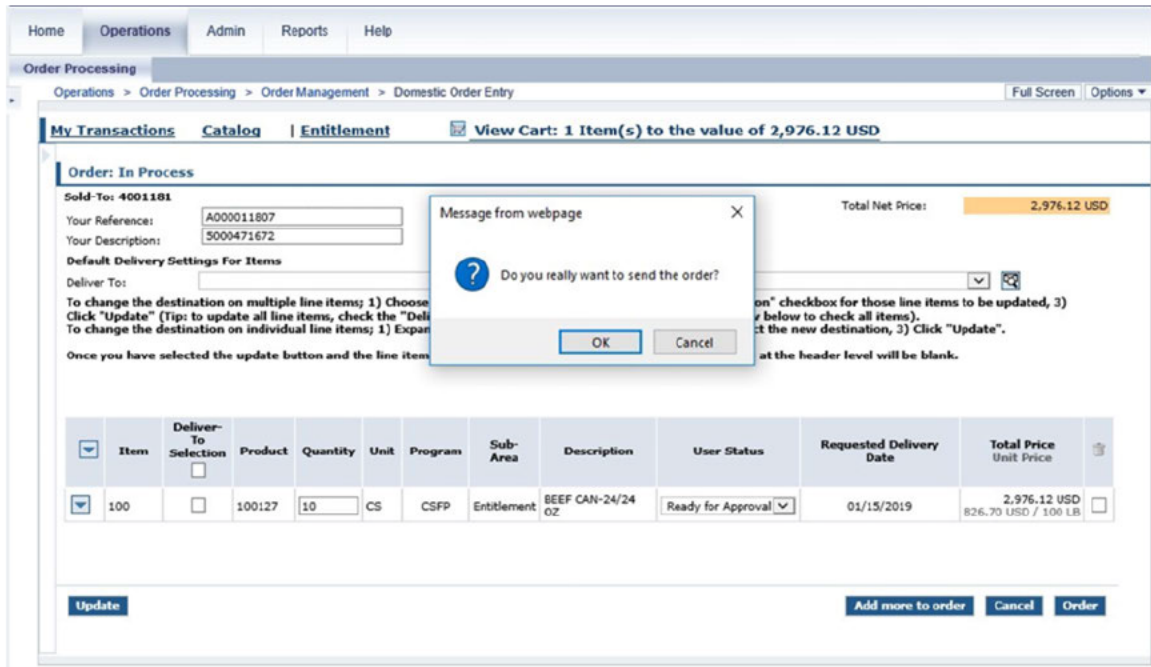
(Note) Line items can be left in **Draft** status to allow the user to come back and edit the order before submitting to the SDA. If the line items are not in the status of **Ready for Approval**, then the SDA will not receive the request.

22. Perform any of the following:

If	Then
The user wants to add more products to the cart	<ol style="list-style-type: none"> Click Add more to order (the Add more to order button). Go to Step 4.
The user wants to adjust the quantity of the product already in the cart	<ol style="list-style-type: none"> Enter a new value in the Quantity field for the line item. Click Update (the Update button). Click Order (the Order button) to submit the domestic requisition. Go to Step 23.
The user wants to remove one or more line items from the cart	<ol style="list-style-type: none"> Click <input type="checkbox"/> (the Check Box button) underneath the Trashcan column to select the lines to be deleted. Click Update (the Update button). Click Order (the Order button) to submit the domestic requisition.

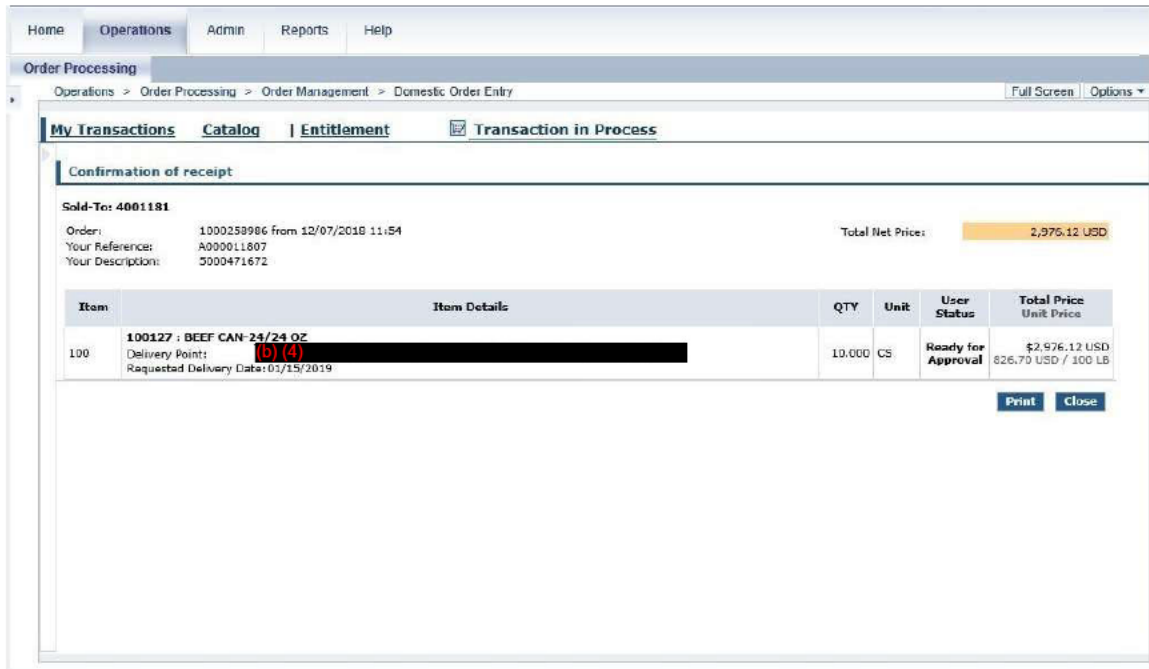
If	Then
	4. Go to Step 23.
The user is ready to submit the domestic requisition	<ol style="list-style-type: none"> 1. Click Order (the Order button) to submit the domestic requisition. 2. Go to Step 23.

Image: Domestic Order Entry Screen



23. Click **OK** (the **OK** button) when the pop-up window displays to confirm.

Image: Domestic Order Entry Screen

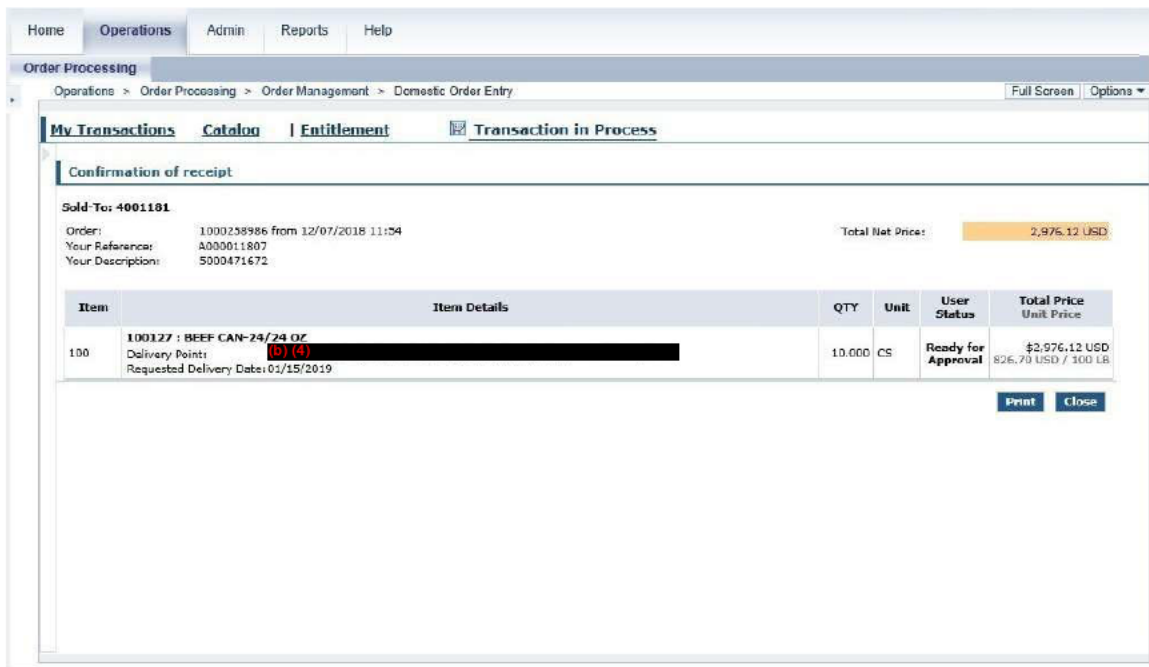


24. Click **Print** (the **Print** button) to print the order for the user's records as appropriate.



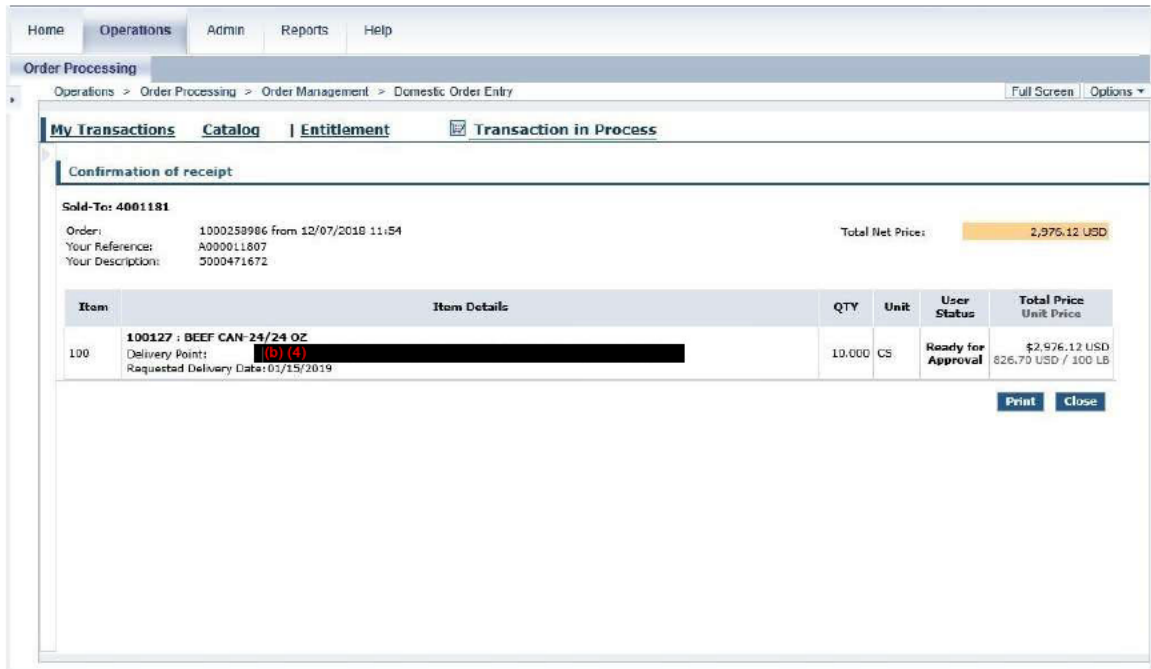
(Note) The domestic requisition order number is displayed at the top of the screen. The user will need to know the order number to display or modify this order in the future.

Image: Domestic Order Entry Screen



25. Click **Close** (the **Close** button) to close the transaction.

Image: Domestic Order Entry Screen



26. The transaction is complete.



Work Instruction
Create Domestic Requisition RA

RESULT

An RA has successfully created a domestic requisition using Domestic Order Entry, including adding items to the order as well as selecting Ship-To destination(s) and delivery date(s). As applicable, quantities and items may have been updated before submitting the requisition, which the SDA/ITO will later review and consolidate into sales order for USDA (FNS) approval.



PROCESS OVERVIEW

Purpose

A domestic requisition is a request for items to be ordered by or on behalf of a customer organization, including the specific material(s), quantities, delivery location(s), and delivery date(s). The purpose of this transaction is for State Distributing Agencies (SDAs) and Indian Tribal Organizations (ITOs) to create a domestic requisition in WBSCM for their own organization or on behalf of a Recipient Agency (RA). The SDA/ITO will later consolidate these requisitions into full truckloads and submit the sales order to FNS for approval.

Process Trigger

Perform this transaction to create a domestic requisition in WBSCM.

Prerequisites

- A catalog view must be assigned to the organization.
- Delivery periods must be assigned for the commodities.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Order Processing** tab → **Order Management** folder → **Domestic Order Entry** link to go to the *Domestic Order Entry* screen.

Tips and Tricks

- The R/O/C acronyms in the field tables represent Required, Optional, or Conditional field entries
 - **Required (R)** – a mandatory field necessary to complete the transaction
 - **Optional (O)** – a non-mandatory field not required to complete the transaction
 - **Conditional (C)** – a field that may be required if certain conditions are met, typically linked to completion of a mandatory field
- Refer to the WBSCM Help site, *Frequently Referenced Training Materials* section for basic navigational training and tips on creating favorites, performing searches, etc.

PROCEDURE

1. Start the transaction using the following Portal path: **Operations tab → Order Processing tab → Order Management folder → Domestic Order Entry link.**

Image: Domestic Order Entry Screen




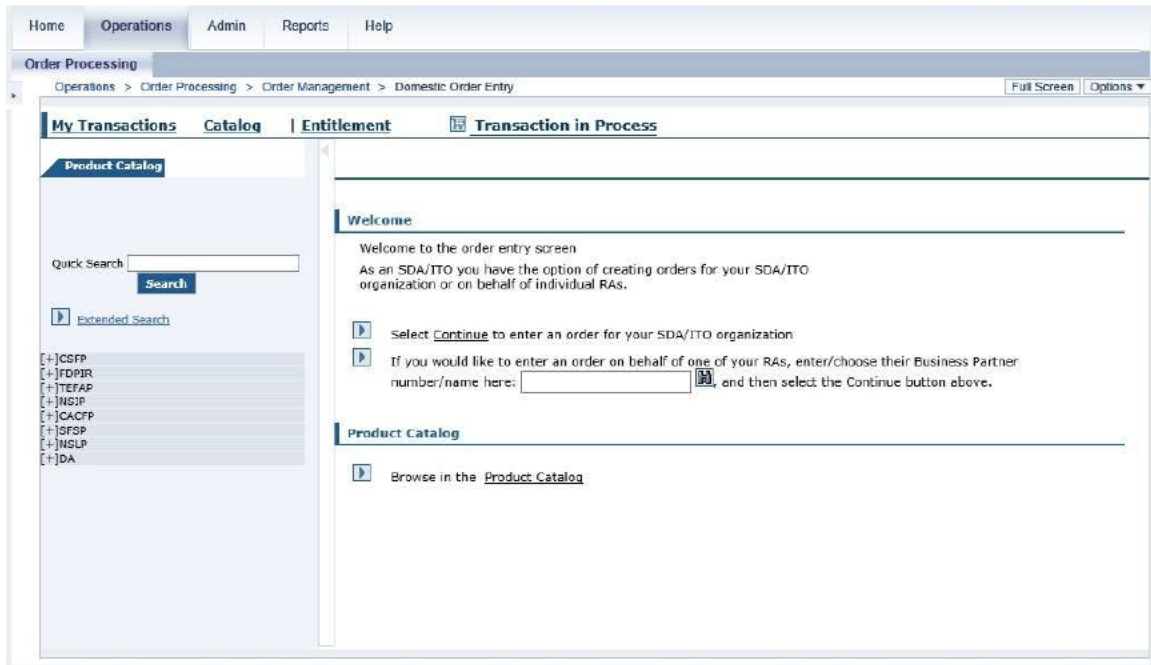
2. Click  (the **Hide Navigator** button) to hide the Portal menu. Note that this can be done with any transaction in WBSCM.

Image: Domestic Order Entry Screen



3. Perform one of the following:

If	Then
The user is ordering on behalf of an RA	Go to Step 4.
The user is ordering for their own organization	Go to Step 5.



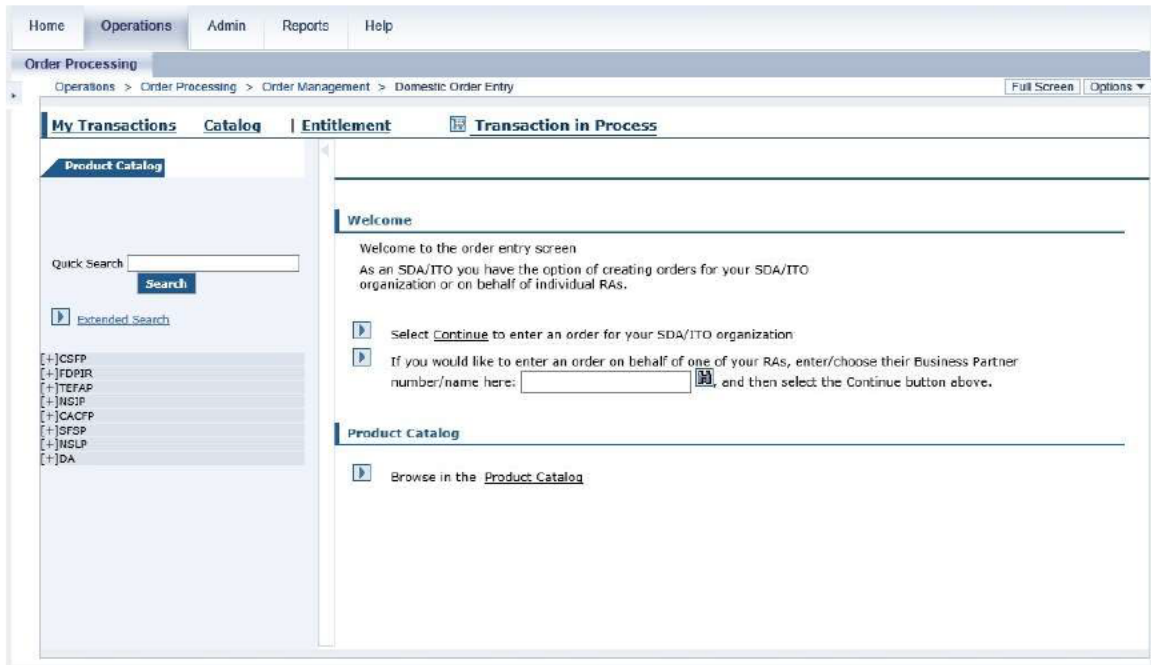
(Note) In this example, a requisition was created for the SDA/ITO organization.

4. Enter the RA's BP number in the textbox or click (the **Binoculars** icon) to search for the organization.



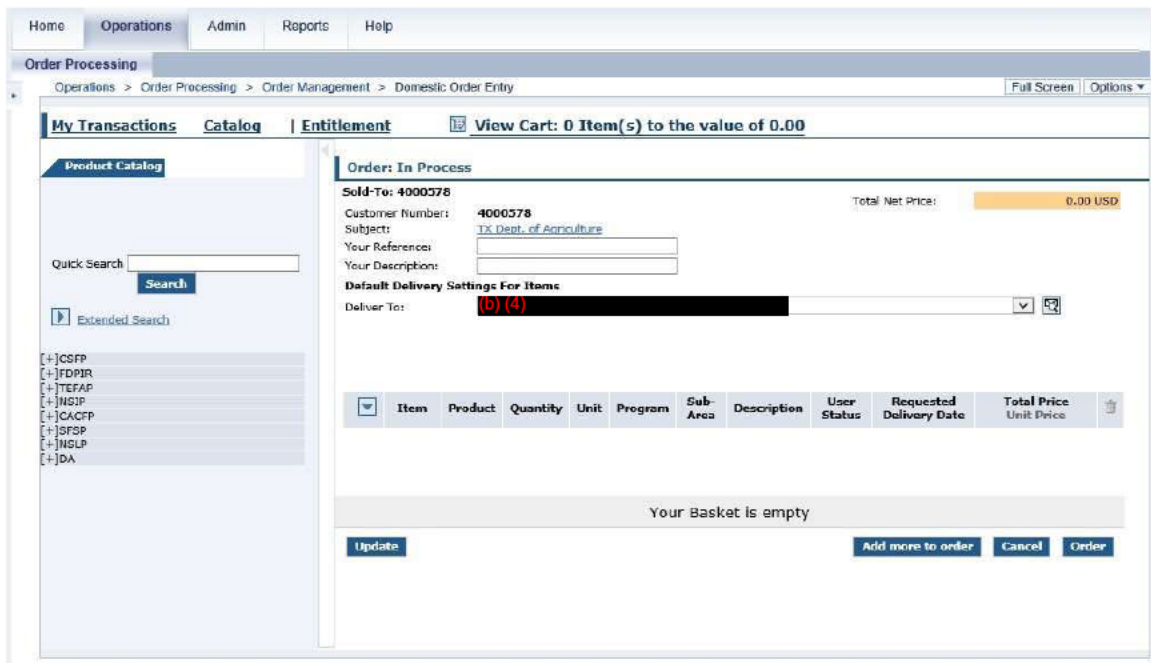
(Note) If the textbox is not displayed, the RA may be selected from a dropdown list instead.

Image: Domestic Order Entry Screen




5. Click Continue (the **Continue** link) under the *Welcome* section, to begin entering the order.

Image: Domestic Order Entry Screen



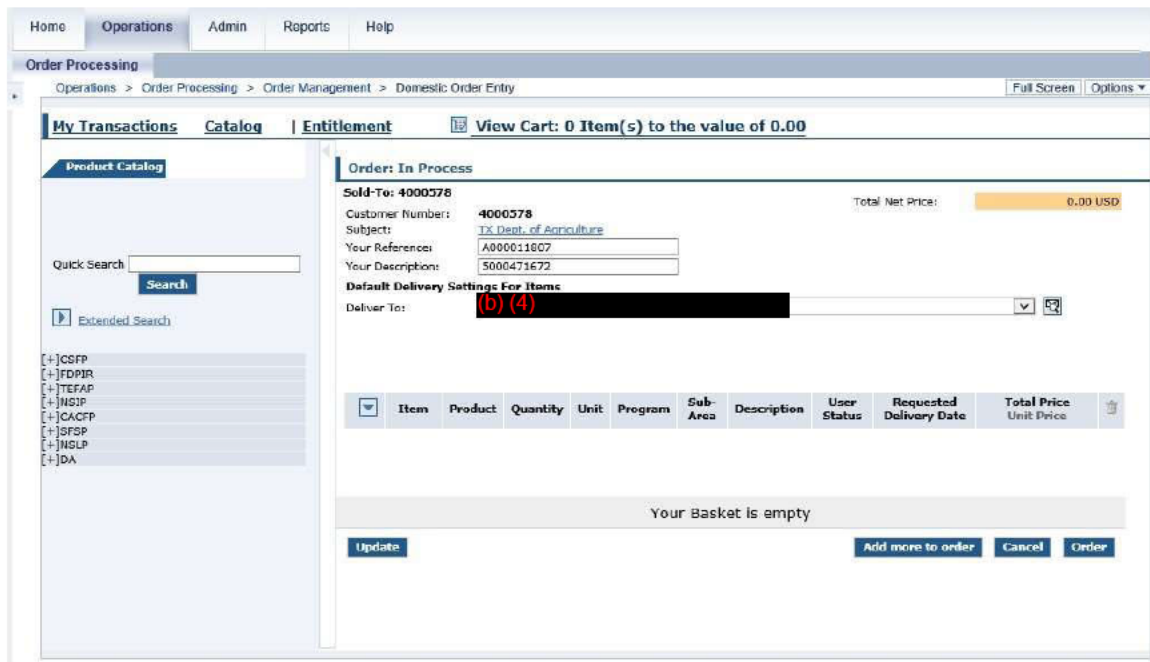
6. As required, complete/review the following fields:

Field	R/O/C	Description
Your Reference:	O	A free text field that allows for further clarification of an entry by reference to other sources of information. Example: A000011807
Your Description:	O	A free text field describing the order or complaint issue. Example: 5000471672  (Note) This field can be used to enter a description of the order or a State order ID number.



(Note) The order pre-populates with the **Sold-To Party Number** and **Customer Number**. The **Your Reference** and **Your Description** fields are an optional way for an SDA/ITO to recognize orders in WBSCM later.

Image: Domestic Order Entry Screen



7. Click **Update** (the **Update** button) to save any optional text entered in the header.

8. Perform one of the following:

If	Then
The user needs to locate specific product by keyword	Go to Step 9.

If	Then
The user will browse the catalog for available products	Go to Step 12.

9. In the *Product Catalog* pane, enter at least part of the product name in **Quick Search**. In this example, **Beef** was entered.



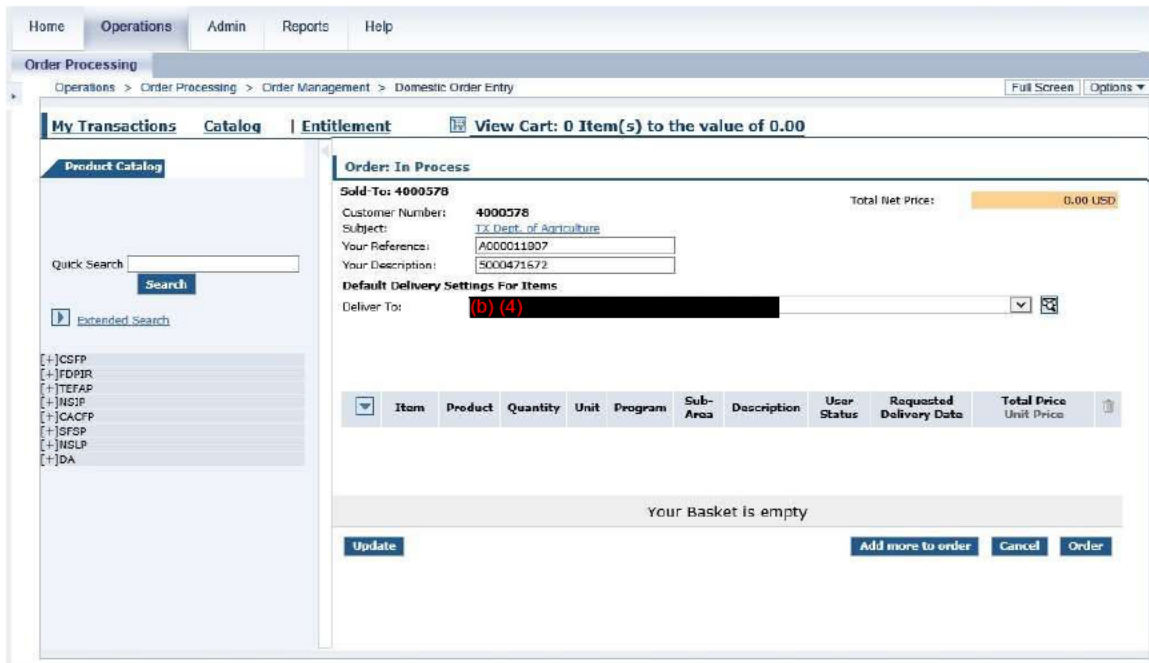
(Note) The **Extended Search** (**Extended Search** option) allows the user to enter search criteria for both the product name and product number.



(Note) Search results may include different programs and options. Refer to the **Product Number (Program / Sub-Area)** columns when identifying which product(s) to order.

10. Click (the **Search** button) to begin the search.
11. Go to Step 16.

Image: Domestic Order Entry Screen

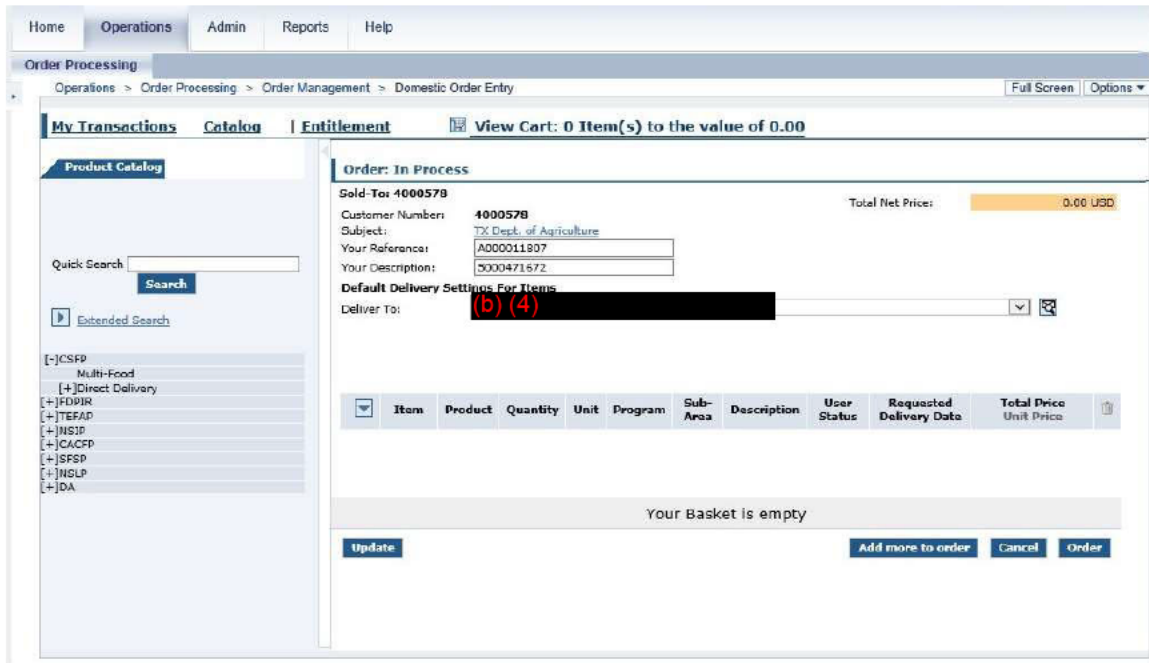


12. In the *Product Catalog* pane, click (the **Plus** icon) next to the appropriate program. In this example, CSFP (the **CSFP** option) was selected to place a domestic requisition through the Commodity Supplemental Food Program (CSFP).



(Note) To review the list of materials available for ordering, the user will drill down through the product catalog beginning with the program. The user will see only programs with which their SDA, ITO, or RA is affiliated.

Image: Domestic Order Entry Screen



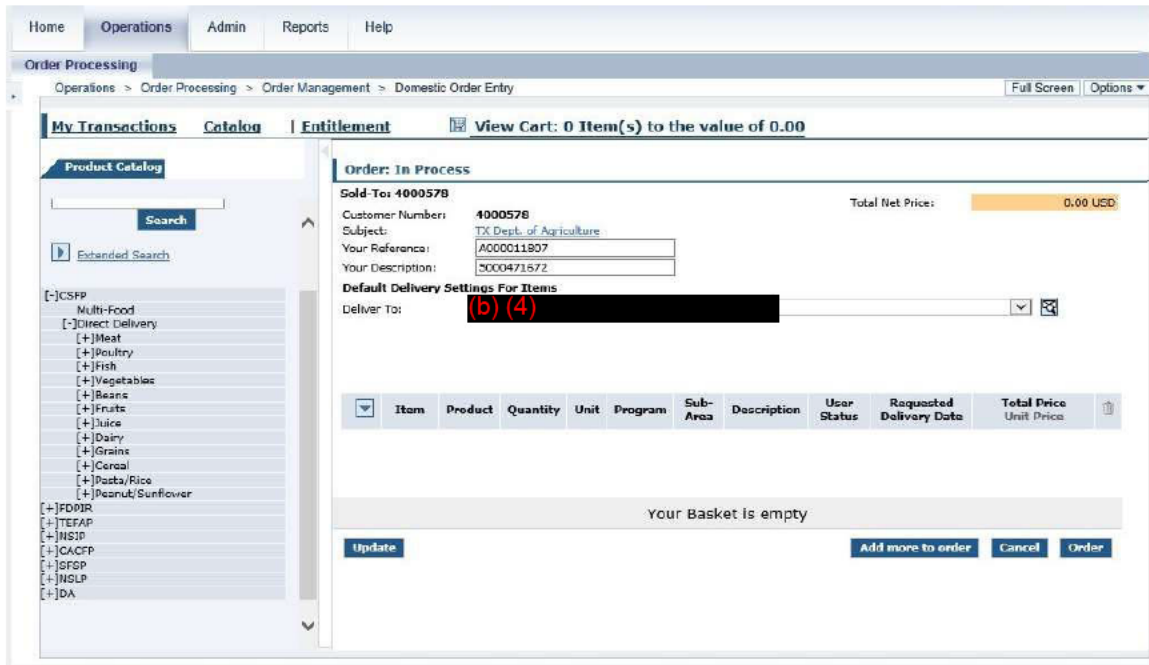
13. Click **[+]** (the **Plus** icon) next to the type of order. In this example, **[+]Direct Delivery** (the **Direct Delivery** option) was selected.



(Note) Depending on the program selected, options may include:

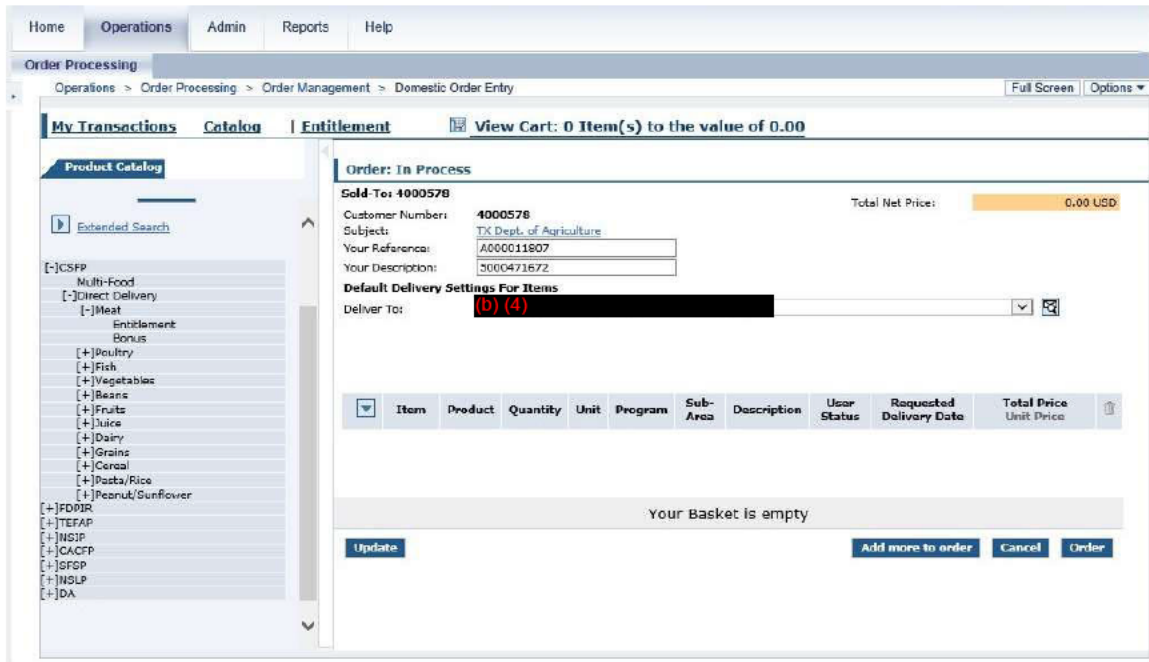
- **Direct Delivery** - An order that is sourced from a vendor and delivered directly to the customer.
- **Multi-Food** - An order that is sourced from a National Warehouse and delivered to the customer. Multi-food orders are processed differently than domestic requisitions; refer to the [Create Multi-Food Order SDA](#) work instruction for more detail.
- **Processing Diversion** - An order that is sourced from a vendor and delivered to a processor before being received in final form by the customer. For example, flour may be processed into bread.

Image: Domestic Order Entry Screen



- Click **[+]** (the **Plus** icon) next to the appropriate product group available to the user. In this example, **[+]Meat** (the **Meat** option) was selected under the **Direct Delivery** order type.

Image: Domestic Order Entry Screen



- Select the option that corresponds to how entitlement budget is impacted. In this example, **Entitlement** (the **Entitlement** option) was selected under the **Meat** option.



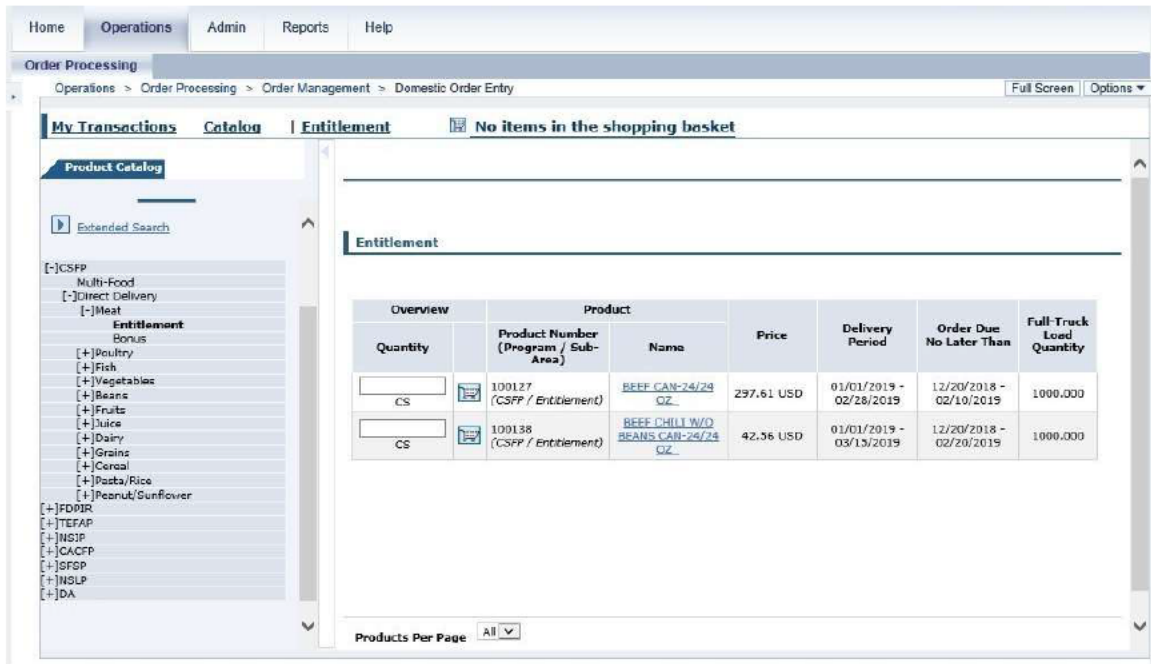
(Note) Depending on the program selected, options may include:

- **Entitlement** - Ordering these products will decrease the customer's entitlement balance.
- **Bonus** - Ordering these products will not impact the customer's entitlement. FNS may offer bonus commodities when there is a surplus available.



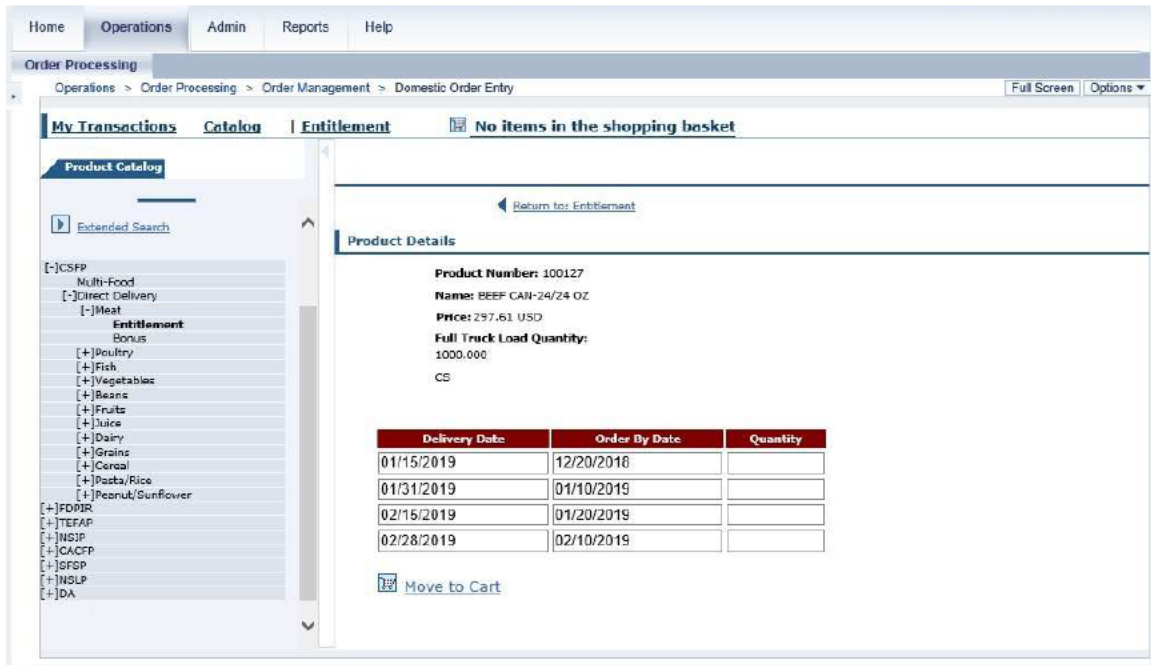
(Note) After an option is selected, the screen displays a list of all products available for the selected criteria. At the bottom of the list, the user may adjust the number of products to display on a page.

Image: Domestic Order Entry Screen



16. Click (the **Shopping Cart** icon) next to a product to view its details, including available delivery dates. Do not enter a value in the **Quantity** field.

Image: Domestic Order Entry Screen



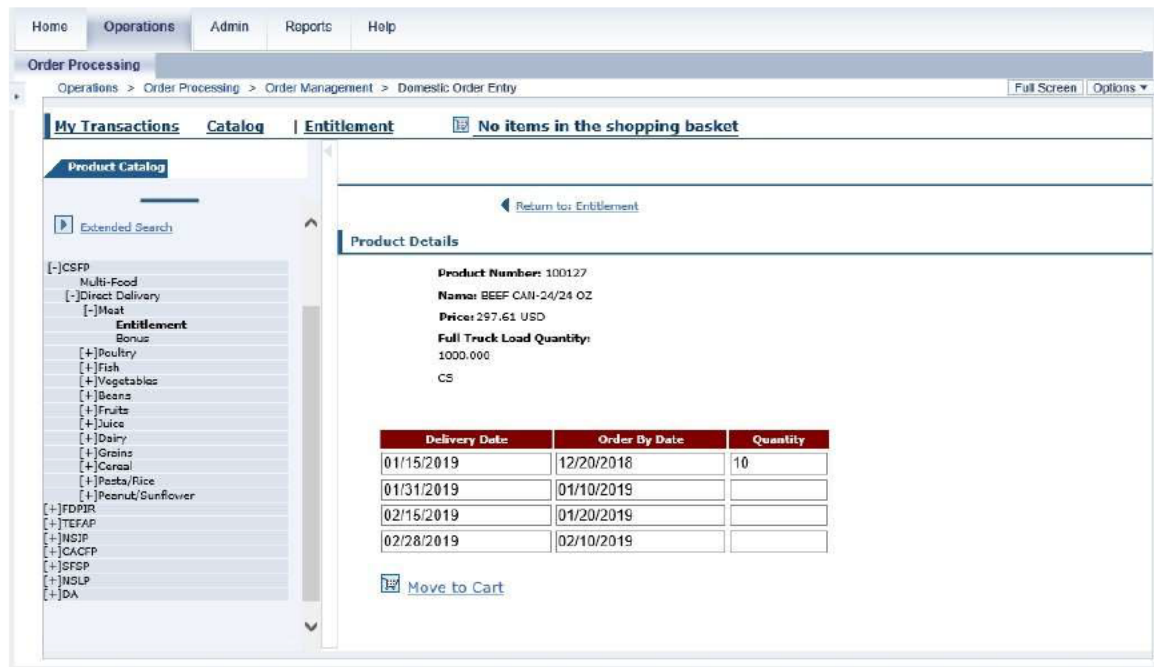
17. As required, complete/review the following fields:

Field	R/O/C	Description
Delivery Date	R	Range of dates when materials/commodities may be delivered. Example: 01/15/2019
Order By Date	R	Last date to submit orders for the corresponding Delivery Date. Example: 12/20/2018
Quantity	R	Number of items. Example: 10



(Note) **Delivery Date** and **Order By Date** are pre-populated from the catalog and are not editable in Domestic Order Entry.

Image: Domestic Order Entry Screen

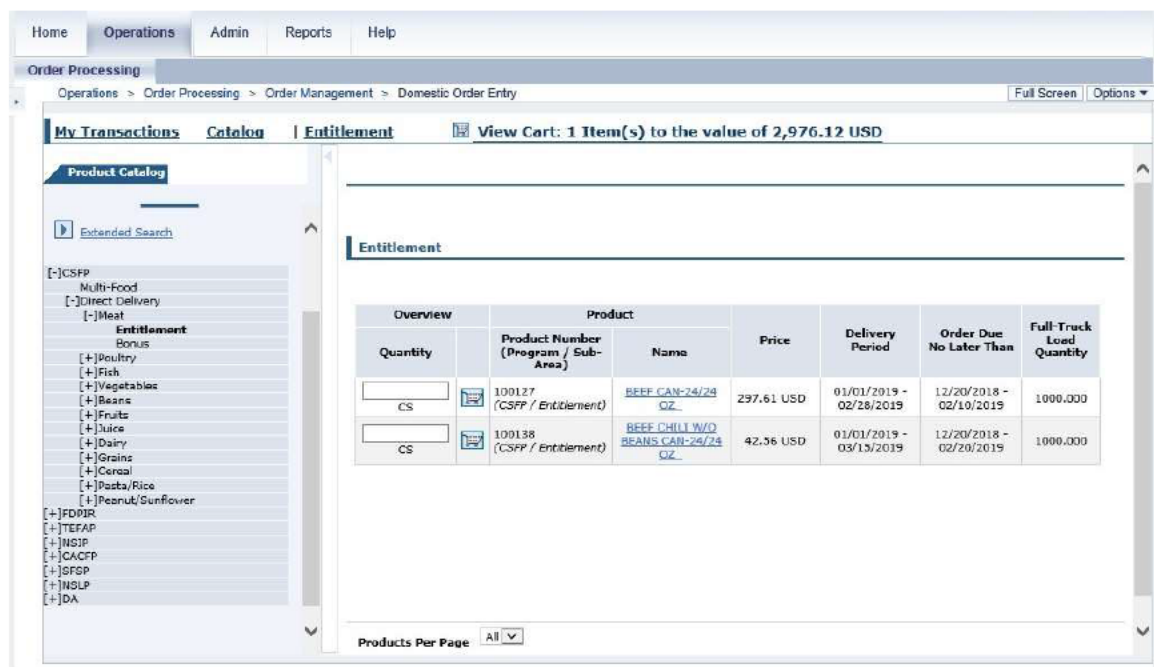


18. Click **Move to Cart** (the **Move to Cart** button) to add the selected product quantities to the shopping cart.



(Note) A summary at the top of the screen displays the number and total value of products contained in the shopping cart.

Image: Domestic Order Entry Screen

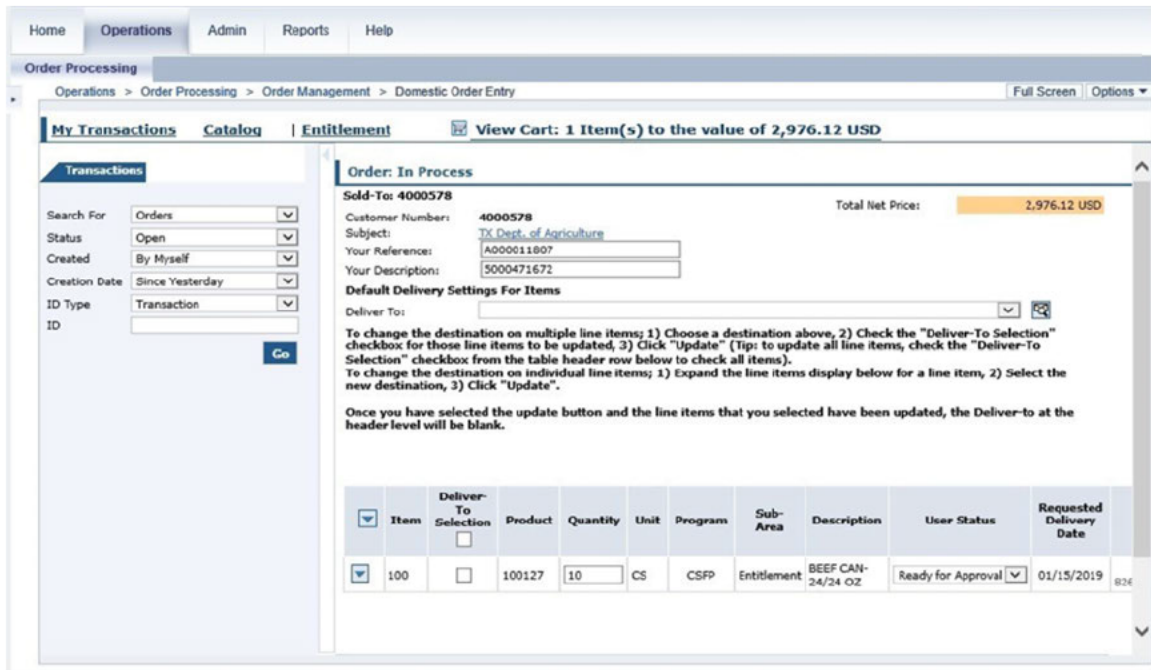


19. Click the **View Cart** link to review the order. In this example, [View Cart: 1 Item\(s\) to the value of 2,976.12 USD](#) (the **View Cart: 1 Item(s) to the value of 2,976.12 USD** link) was selected.

20. Perform one of the following:

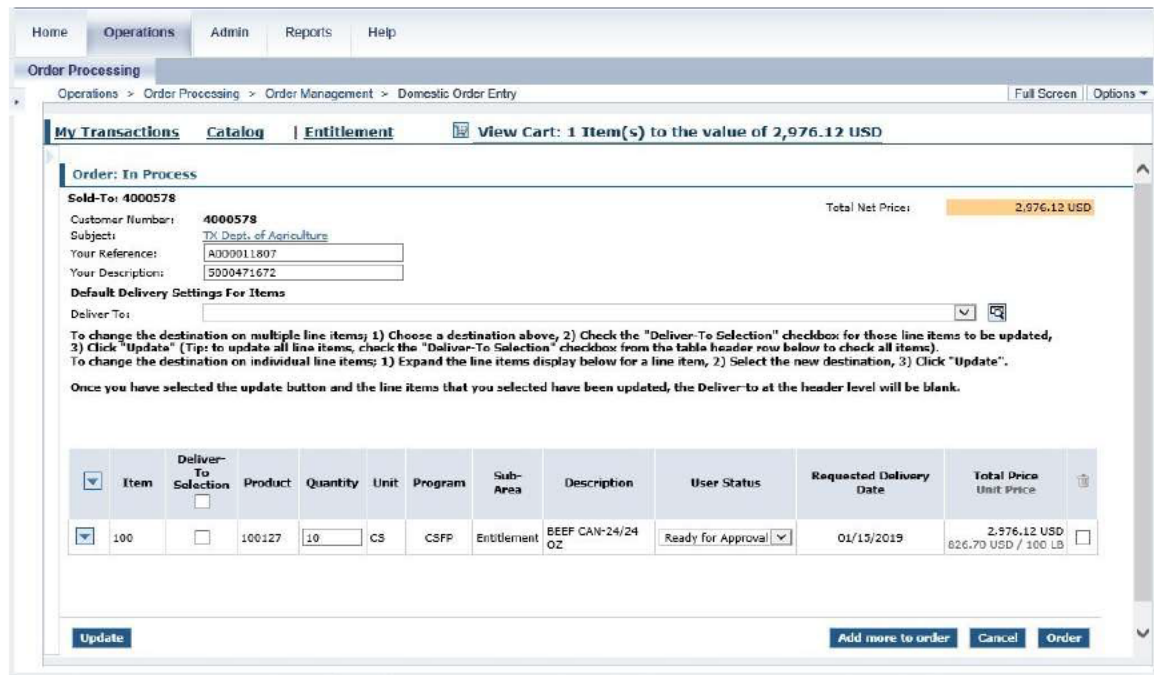
If	Then
The user will add another product to the cart	Go to Step 8.
The user is ready to review the cart	Go to Step 21.

Image: Domestic Order Entry Screen



21. To maximize the view of the cart, click  (the **Hide Transactions** button) to hide the *Transactions* pane.

Image: Domestic Order Entry Screen



22. Click (the **Dropdown** button) in the **Deliver To:** field to select the appropriate Ship-To location. In this example, (b) (4) (b) (4) option) was selected.



(Note) The order pre-populates with the **Sold-To** and **Customer Number**. The **Your Reference** and **Your Description** fields are an optional way for an SDA/ITO to recognize their orders in WBCSCM later.

23. Perform one of the following:

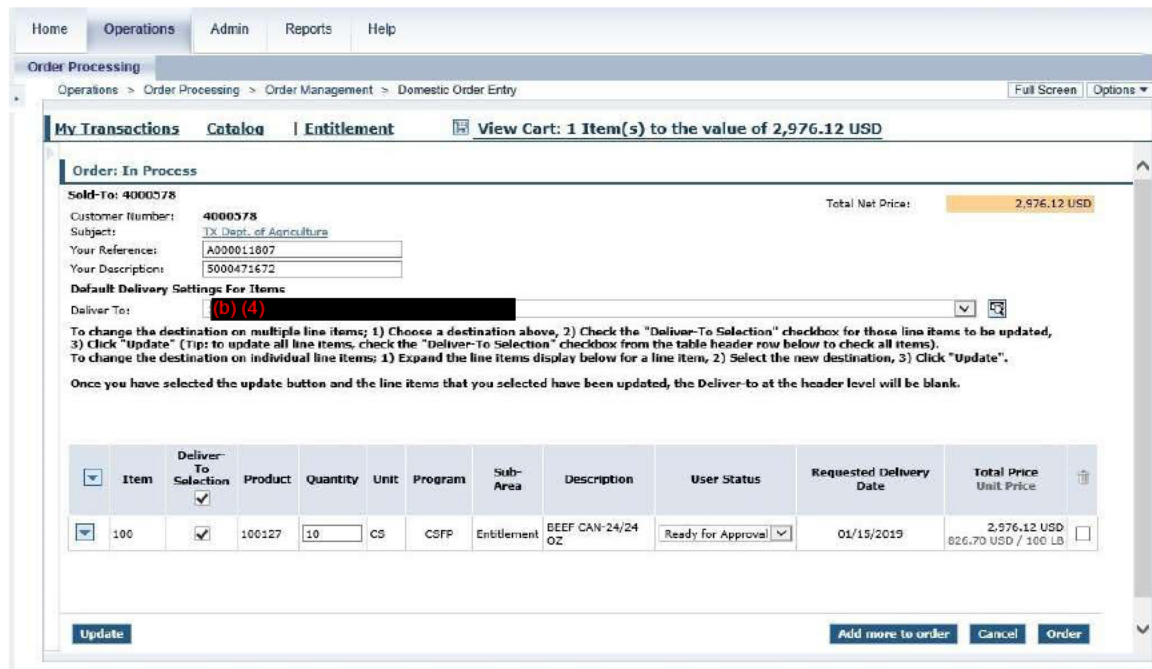
If	Then
The selected Ship-To location should be applied to all line items	Click <input type="checkbox"/> (the Deliver-To Selection check box) in the header row.
The selected Ship-To location should be applied to one or more specific line items	Click <input type="checkbox"/> (the Deliver-To Selection check box) for each line item to be updated.



(Note) In this example, (the **Deliver-To Selection** check box) in the header row was checked, to apply the same Ship-To location to all line items.

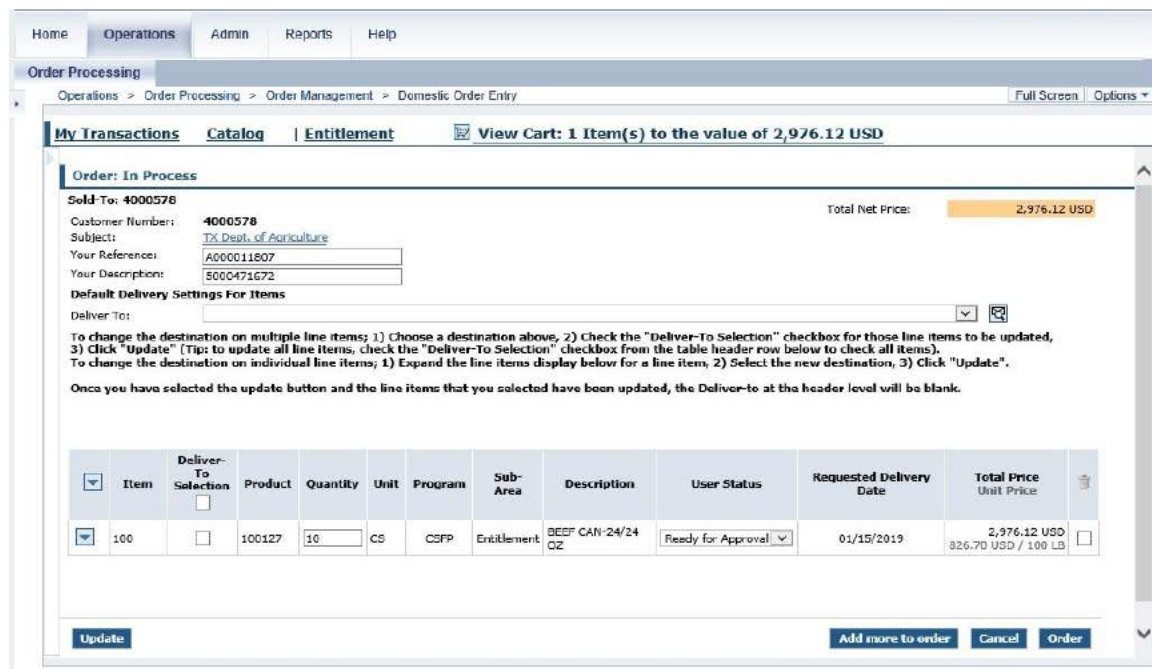
The user can also click (the **Arrow** button) next to each item number to display, add, or modify the selected Ship-To location at the line-item level.

Image: Domestic Order Entry Screen



24. Click **Update** (the Update button) to apply the selected delivery location to the line item(s).

Image: Domestic Order Entry Screen



25. Confirm that the **User Status** for the lines ready to order are set to **Ready for Approval**.



(Note) Line items can be left in **Draft** status, which allows the user to come back and edit the order before submitting to the SDA. If the line items are not in the status for **Ready for Approval**,

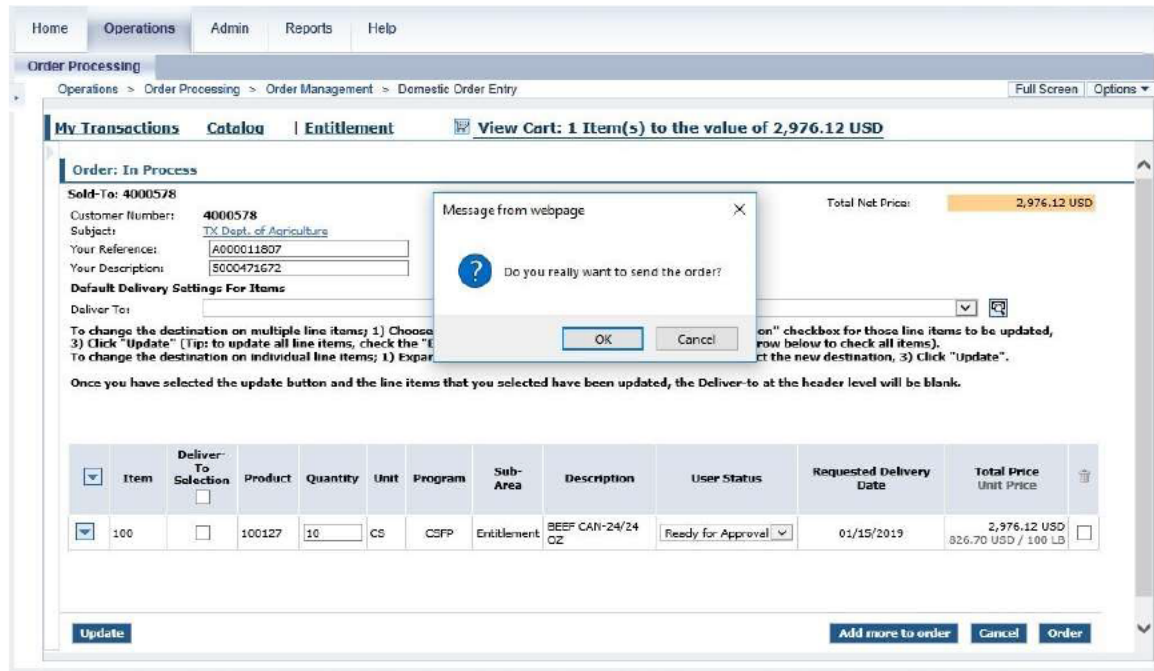


then the SDA will not receive the request.

26. Perform any of the following:

If	Then
The user wants to add more products to the cart	<ol style="list-style-type: none">1. Click Add more to order (the Add more to order button).2. Go to Step 8.
The user wants to adjust the quantity of product already in the cart	<ol style="list-style-type: none">1. Enter a new value in the Quantity field for the line item.2. Click Update (the Update button).3. Click Order (the Order button) to submit the domestic requisition.4. Go to Step 27.
The user wants to remove one or more line items from the cart	<ol style="list-style-type: none">1. Click <input type="checkbox"/> (the Check Box) underneath the Trashcan column to select the line items to be deleted2. Click Update (the Update button) to save the changes.3. Click Order (the Order button) to submit the domestic requisition.4. Go to Step 27.
The user is ready to submit the domestic requisition	<ol style="list-style-type: none">1. Click Order (the Order button) to submit the domestic requisition.2. Go to Step 27.

Image: Domestic Order Entry Screen



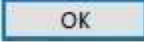
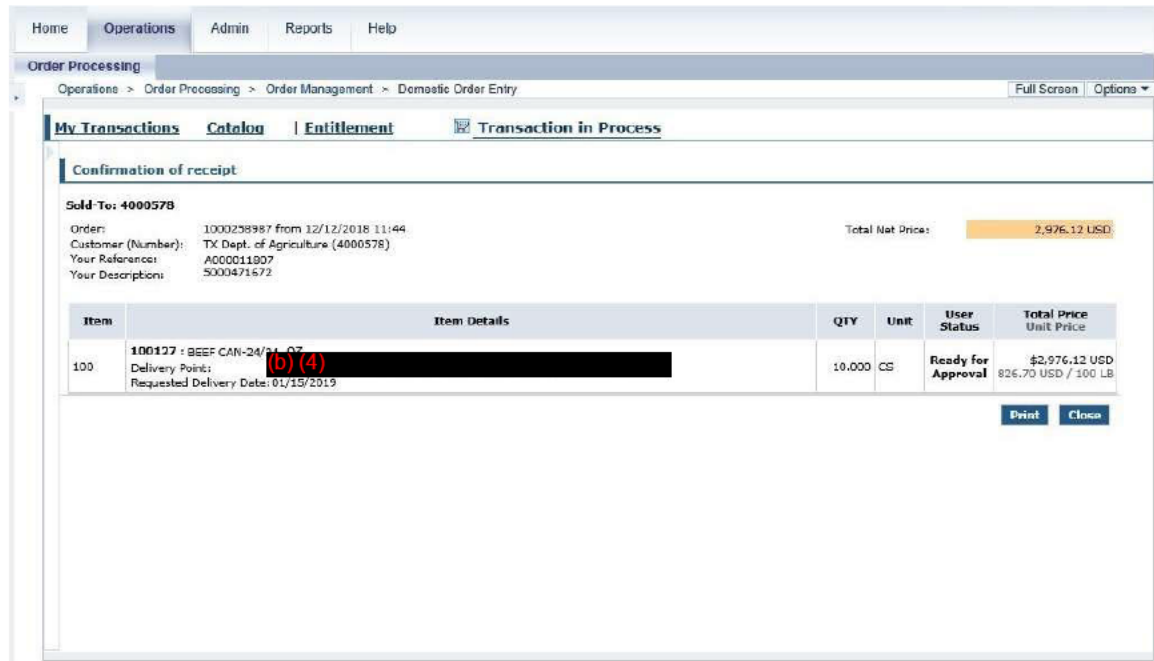

27. Click  (the **OK** button) when the pop-up window displays to confirm.

Image: Domestic Order Entry Screen

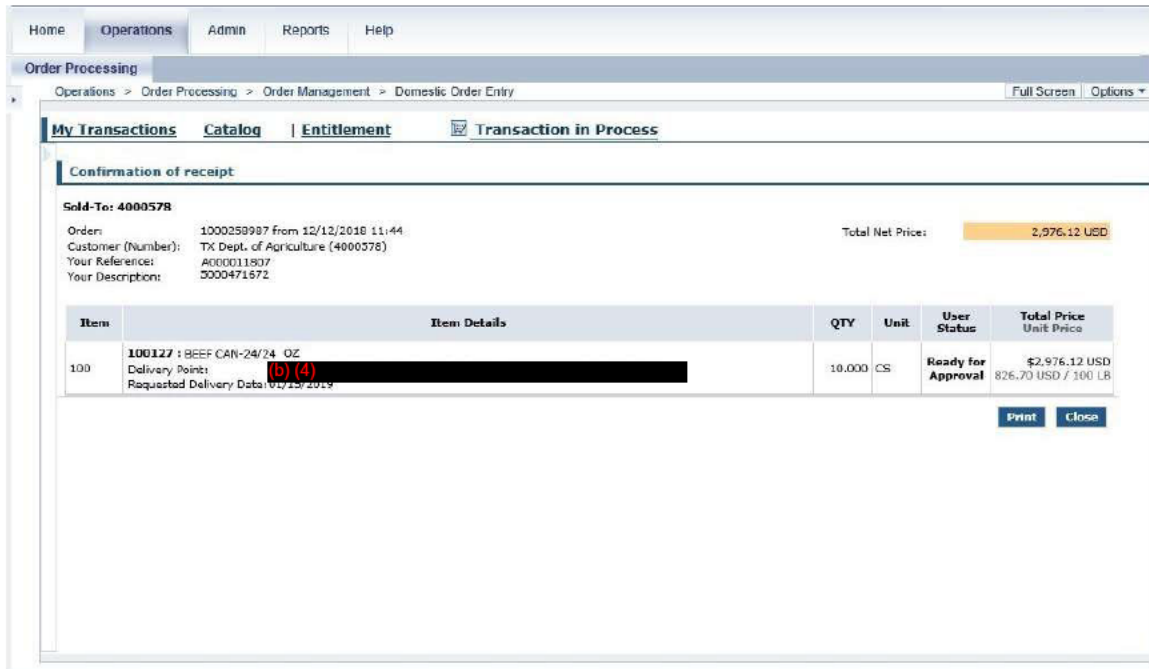


28. Click  (the **Print** button) to print the order for the user's records as appropriate.



(Note) The domestic requisition order number is displayed at the top of the screen. The user will need to know the order number to display or modify this order in the future.

Image: Domestic Order Entry Screen




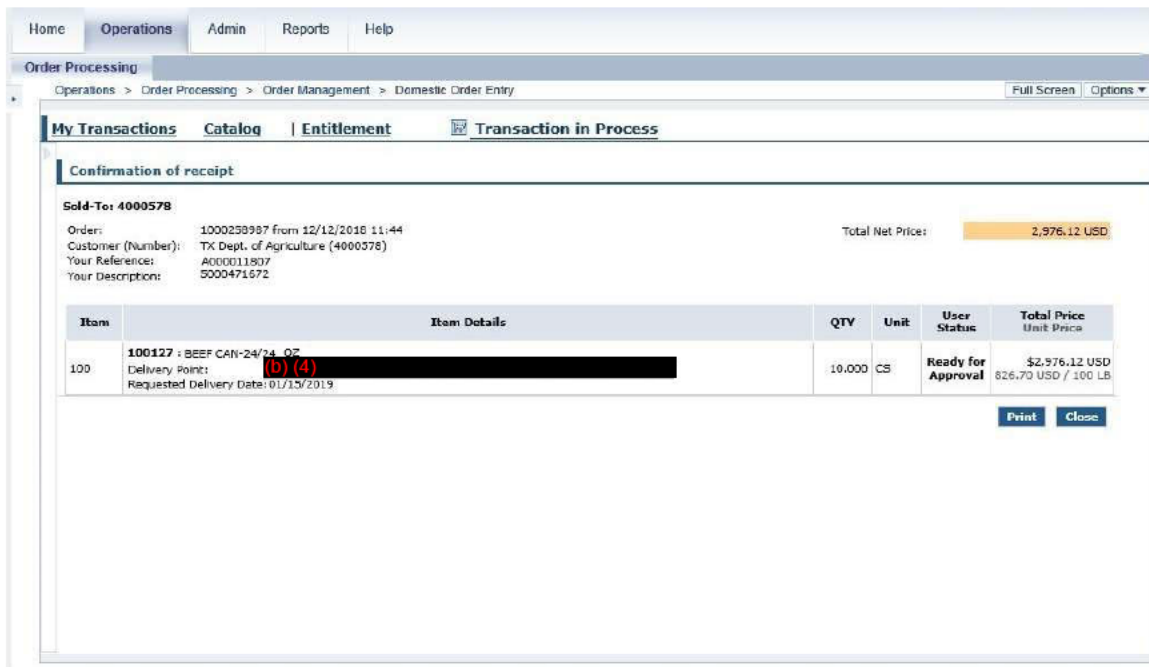
29. Click  (the **Close** button) to close the transaction.

Image: Domestic Order Entry Screen



30. The transaction is complete.



Work Instruction
Create Domestic Requisition SDA

RESULT

An SDA or ITO has successfully created a domestic requisition using Domestic Order Entry, including adding items to the order as well as selecting Ship-To destination(s) and delivery date(s). As applicable, quantities and items may have been updated before submitting the requisition, which the SDA/ITO will later review and consolidate into a sales order for USDA (FNS) approval.



PROCESS OVERVIEW

Purpose

The purpose of this transaction is to create complaints on orders received by domestic customers. Reasons may include damaged goods, damaged packaging, foreign materials found in products, over- or under-delivery (shortfall), or quality issues. Complaints are created by State Distributing Agencies (SDAs) and Indian Tribal Organizations (ITOs) and are then routed to the appropriate FNS party for resolution. FNS Complaint Specialists can also create complaints on behalf of SDAs/ITOs.

Process Trigger

Use this transaction to create a complaint for a completed order that has been purchased and/or received.

Prerequisites

- FNS Sales Order must exist in WBSCM.
- Customer has received or refused delivery for the FNS Sales Order.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Complaint Administration** tab → **Create/Display FNS Complaints** link to go to the *Complaint/Display FNS Complaint* screen.

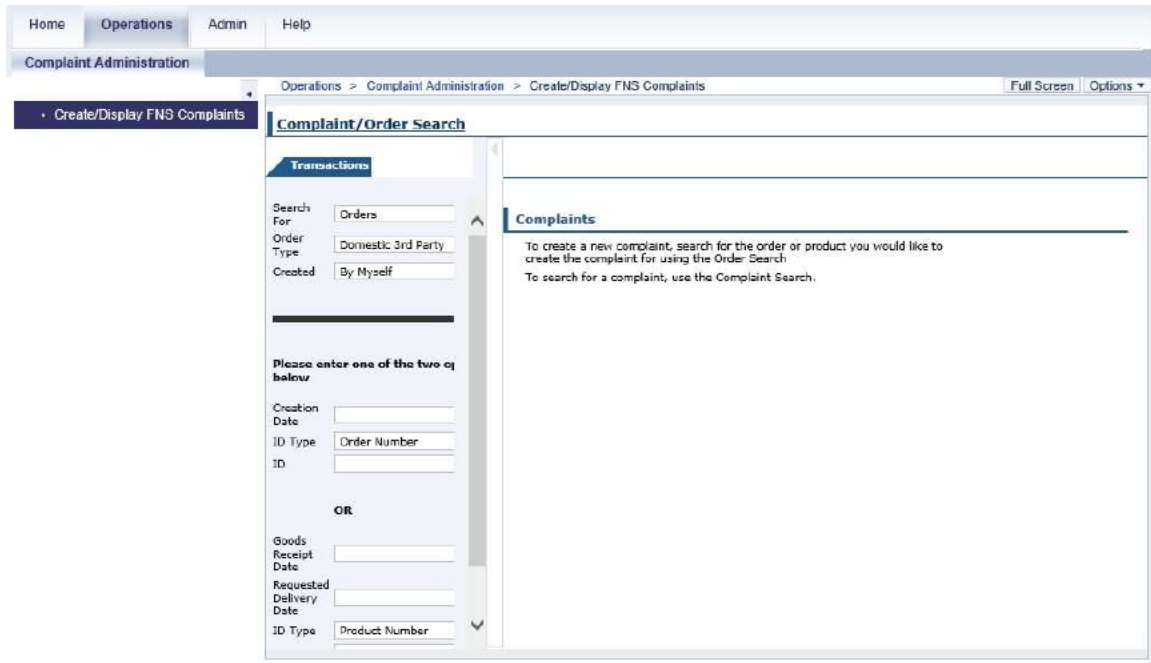
Tips and Tricks

- The R/O/C acronyms in the field tables represent Required, Optional, or Conditional field entries.
 - **Required (R)** – a mandatory field necessary to complete the transaction
 - **Optional (O)** – a non-mandatory field not required to complete the transaction
 - **Conditional (C)** – a field that may be required if certain conditions are met, typically linked to completion of a mandatory field
- Refer to the WBSCM Help site, *Frequently Referenced Training Materials* section for basic navigation training and tips on creating favorites, performing searches, etc.

PROCEDURE

1. Start the transaction using the following Portal path: **Operations** tab → **Complaint Administration** tab → **Create/Display FNS Complaints** link.

Image: Create/Display FNS Complaints Screen




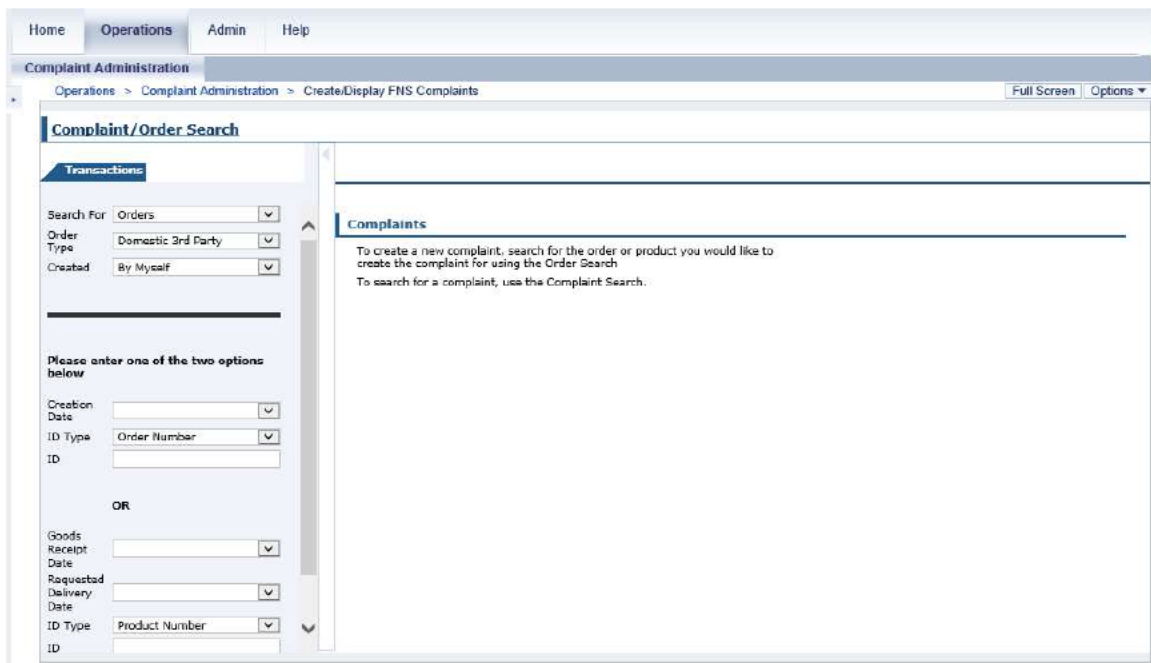
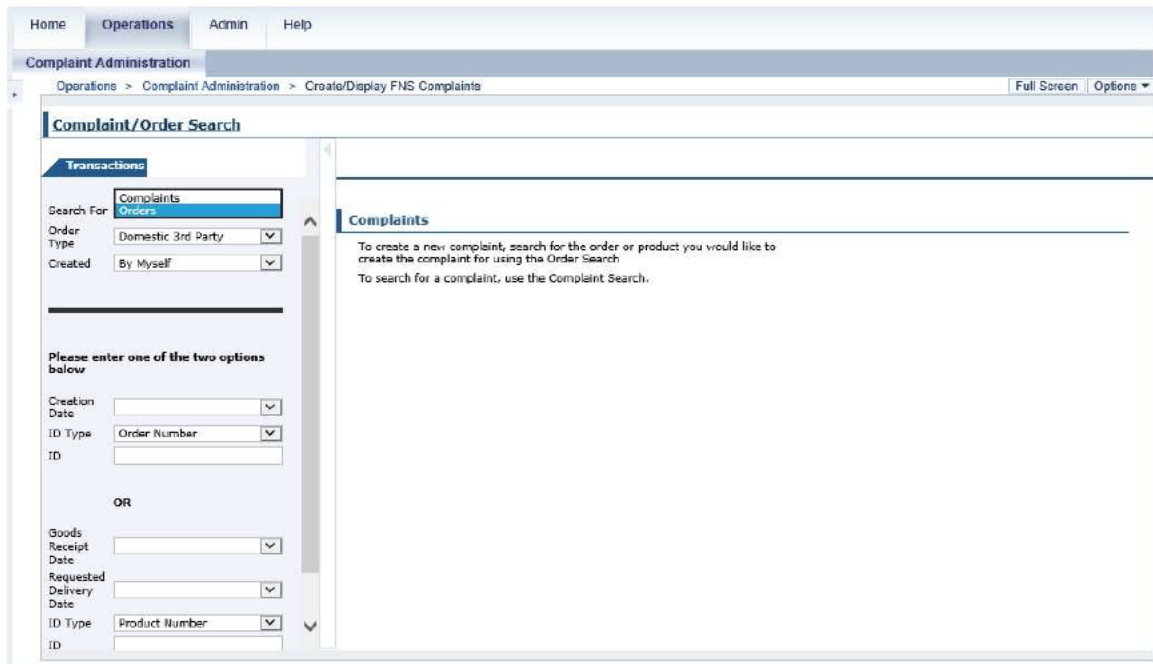
2. Click  (the **Hide Navigator** arrow) to minimize the Portal menu. Note that this can be done with any transaction in WBSCM.

Image: Complaint/Order Search Screen



- Click (the **Down** arrow) to show the **Search For** options.

Image: Create/Display FNS Complaints Screen



- Select **Orders** (the **Orders** option) to search for an order for the complaint.

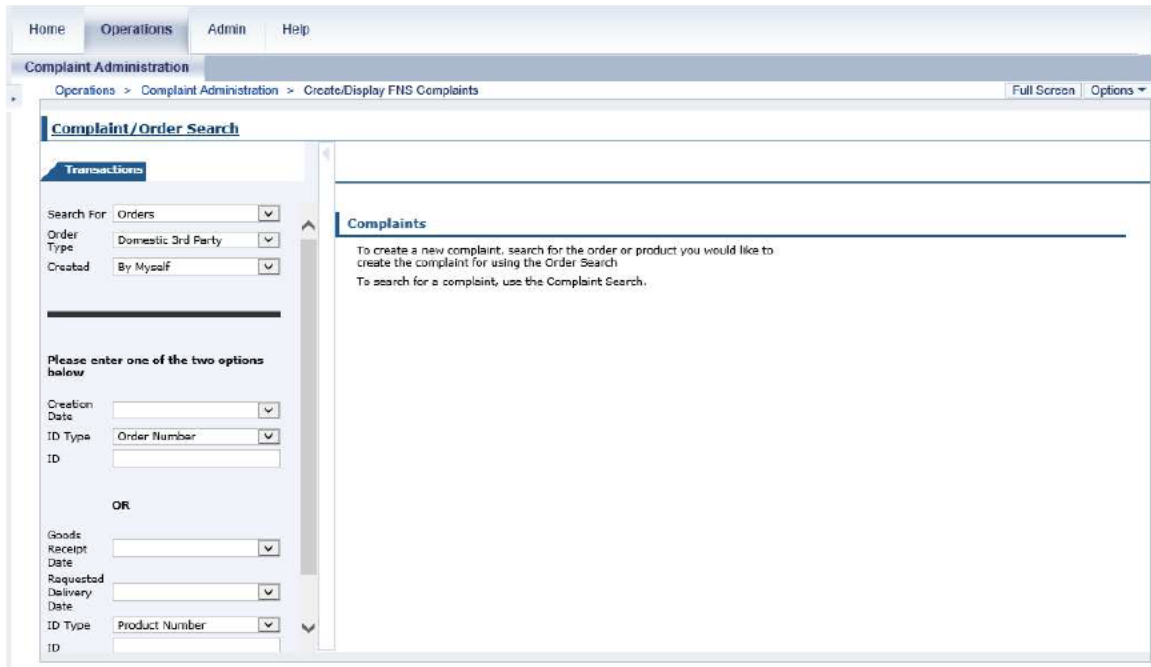


(Note) The default for this field is **Orders**. Each FNS Complaint must reference an FNS Sales Order (or Multi-food Order).



(Note) **Complaints** is used to search for and display an existing complaint. SDA/ITO users may only edit existing complaints that were saved as drafts and not yet submitted. Refer to the [Display FNS Complaint](#) work instruction for additional information.

Image: Complaint/Order Search Screen




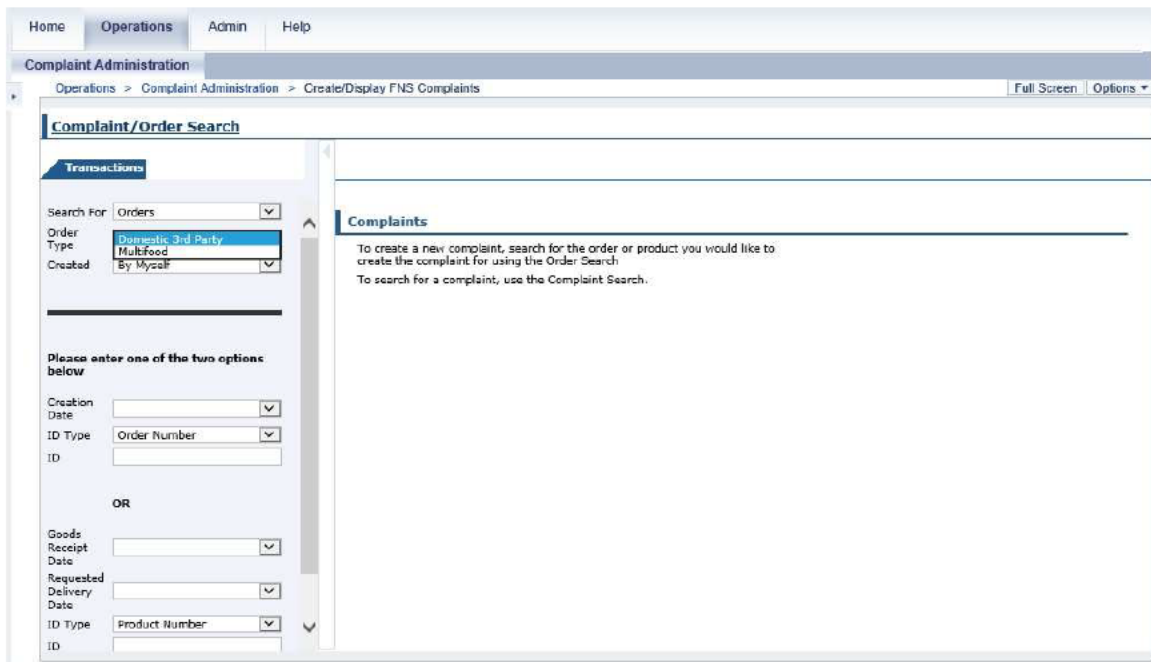
5. Click  (the Down arrow) to show the **Order Type** options.

Image: Create/Display FNS Complaints Screen



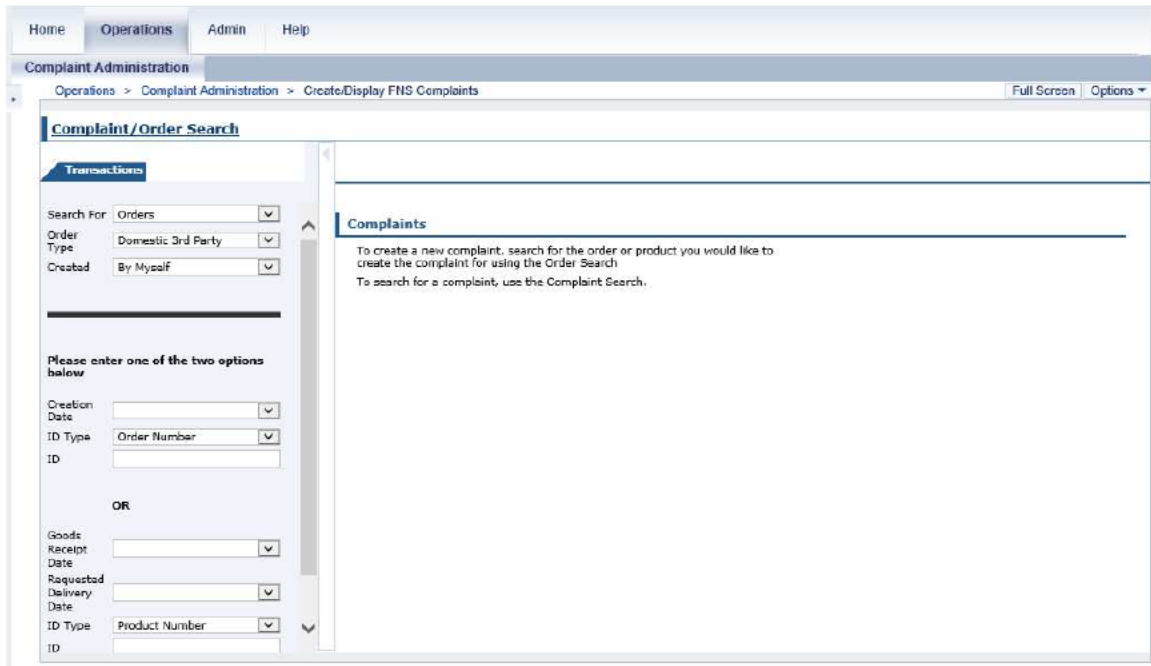
6. Select the appropriate **Order Type**. In this example, **Domestic 3rd Party** (the **Domestic 3rd Party** option) is selected.



(Note) Complaints can be created for Domestic 3rd Party order line items in **Purchased** or **Order**

Received status; complaints can be created for Multi-food orders in any status other than **Cancelled**.

Image: Complaint/Order Search Screen



The screenshot shows the 'Complaint/Order Search' interface. On the left, under the 'Transactions' tab, there are search filters: 'Search For' (Orders), 'Order Type' (Domestic 3rd Party), and 'Created' (By Myself). Below these are two search options: 'Please enter one of the two options below'. The first option includes 'Creation Date', 'ID Type' (Order Number), and 'ID'. The second option includes 'Goods Receipt Date', 'Requested Delivery Date', 'ID Type' (Product Number), and 'ID'. The right side of the screen has a 'Complaints' section with instructions: 'To create a new complaint, search for the order or product you would like to create the complaint for using the Order Search' and 'To search for a complaint, use the Complaint Search.'


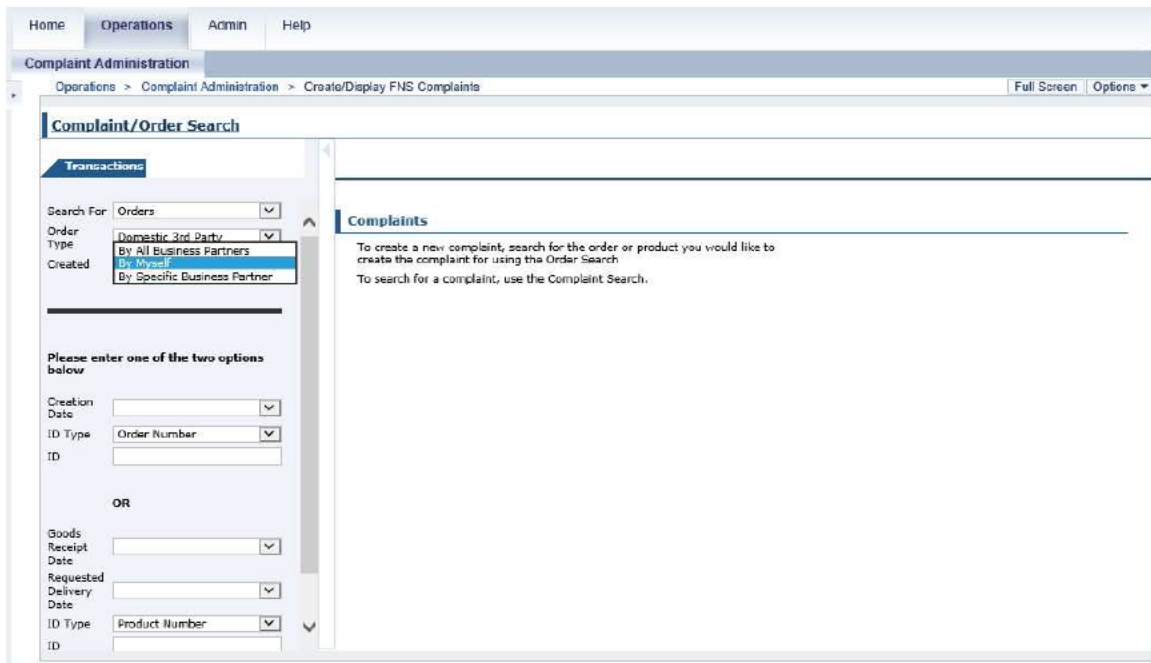
7. Click  (the **Down** arrow) to show the **Created** options.

Image: Create/Display FNS Complaints Screen



This screenshot is identical to the previous one, but the 'Created' dropdown menu is open, showing three options: 'By All Business Partners', 'By Myself' (which is highlighted in blue), and 'By Specific Business Partner'. The rest of the interface remains the same.

8. Select the appropriate option in the **Created** field. In this example, **By Myself** (the **By Myself** option), which displays sales orders created by the user's organization, is selected.



(Note) The options available under the **Created** drop-down list depend on the user's organization.

SDA/ITO Complaint Specialists can access only the following option:

- **By Myself** is used to display only complaints created by the user's organization.



FNS Complaint Specialists also have the following options:

- **By All Business Partners** is used to display all orders created by all business partners.
- **By Specific Business Partner** may be used to select for orders for a specific organization when the business partner is known. Enter the number in the text field after selecting this option.

Image: Create/Display FNS Complaints Screen

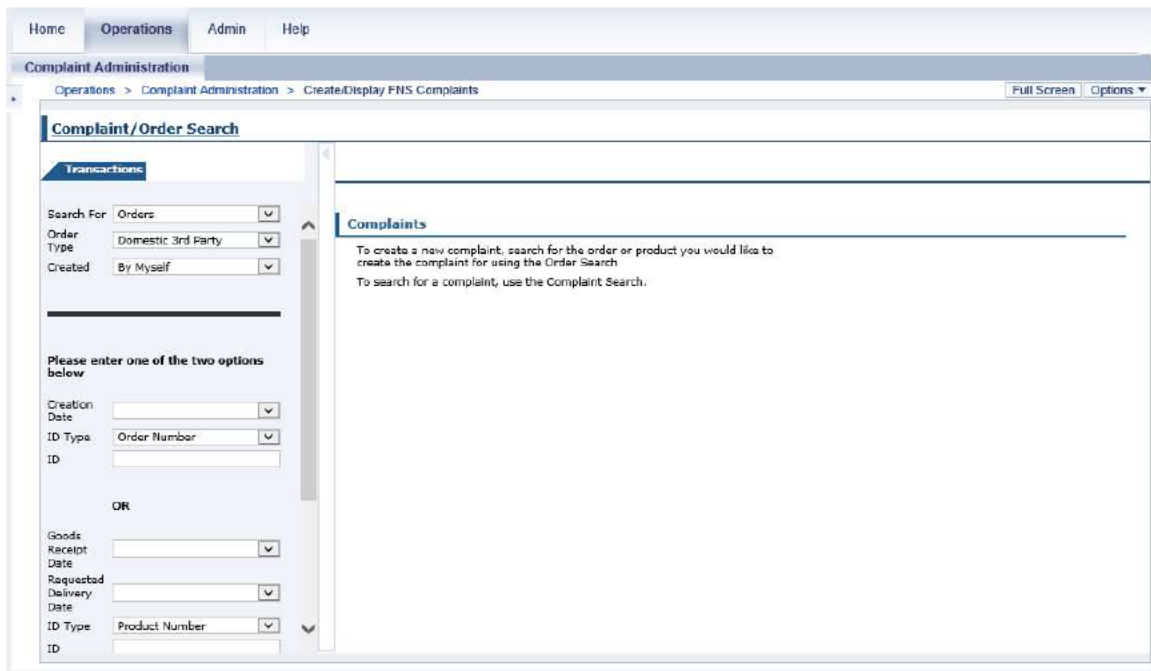
9. There are different methods to search for a sales order including: **Creation Date, ID Type, ID, Goods Receipt Date, Requested Delivery Date**. In this example, click the **ID** field to search by order number.

10. Perform one of the following:

If	Then
Sales Order number is known	Go to Step 11.
Goods Receipt Date is known	<ol style="list-style-type: none"> 1. Click  (the Down button) in the Goods Receipt Date field. 2. Click <i>Specific Date</i> (the Specific Date option) in the Goods Receipt Date field. 3. Enter the date the Sales Order was received. 4. Enter the Product ID number in the ID field. 5. Click  (the Go button) to execute the search.

If	Then
	6. Go to Step 13.
Requested Delivery Date is known	<ol style="list-style-type: none"> 1. Click <input type="button" value="v"/> (the Down button) in the Requested Delivery Date field. 2. Click <i>Specific Date</i> (the Specific Date option) in the Requested Delivery Date field. 3. Enter the date the Sales Order was requested to be delivered. 4. Enter the Product ID number in the ID field. 5. Click <input type="button" value="Go"/> (the Go button) to execute the search. 6. Go to Step 13.

Image: Create/Display FNS Complaints Screen



11. As required, complete/review the following fields:


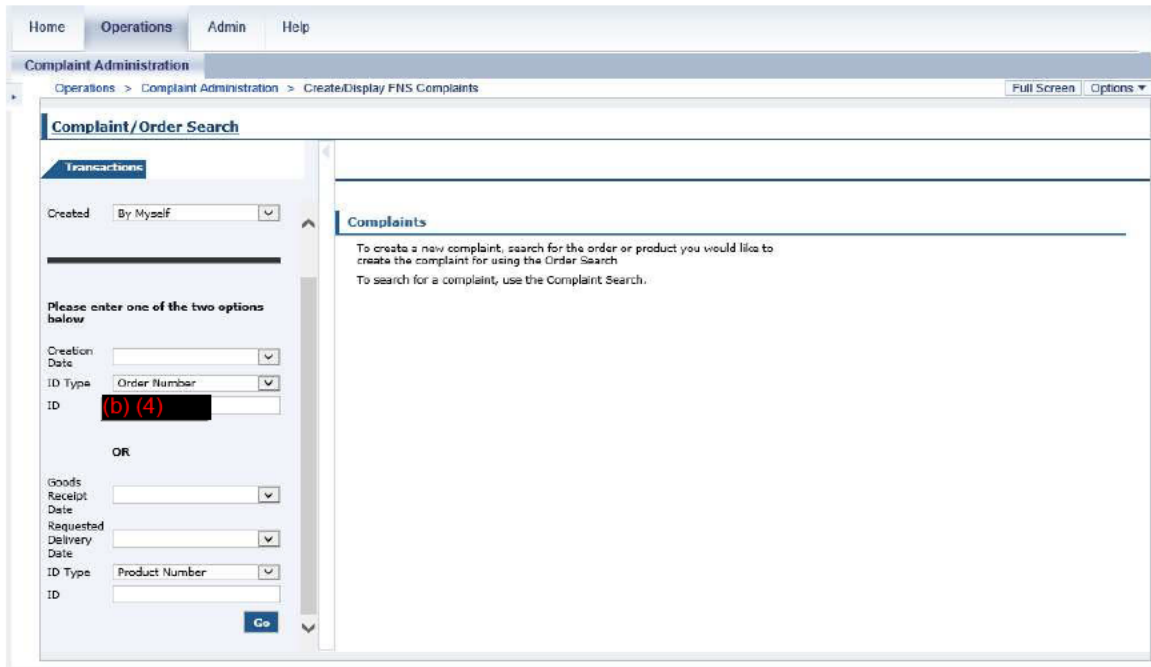
Field	R/O/C	Description
ID	C	<p>Number associated with the Sales Order, Multi-Food Order, or Complaint.</p> <p>Example: (b) (4)</p> <p> (Note) If the Search For field is set to Orders then a complaint number will not return any results.</p>

Image: Create/Display FNS Complaints Screen




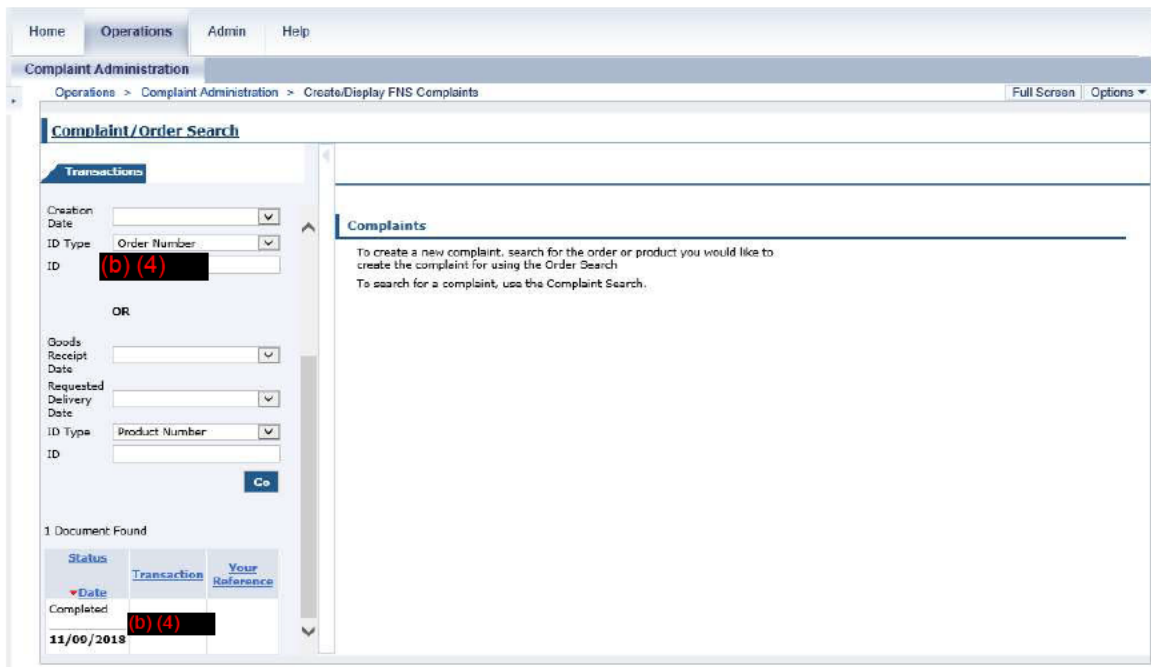


- Click  (the Go button) to execute the search.

Image: Create/Display FNS Complaints Screen

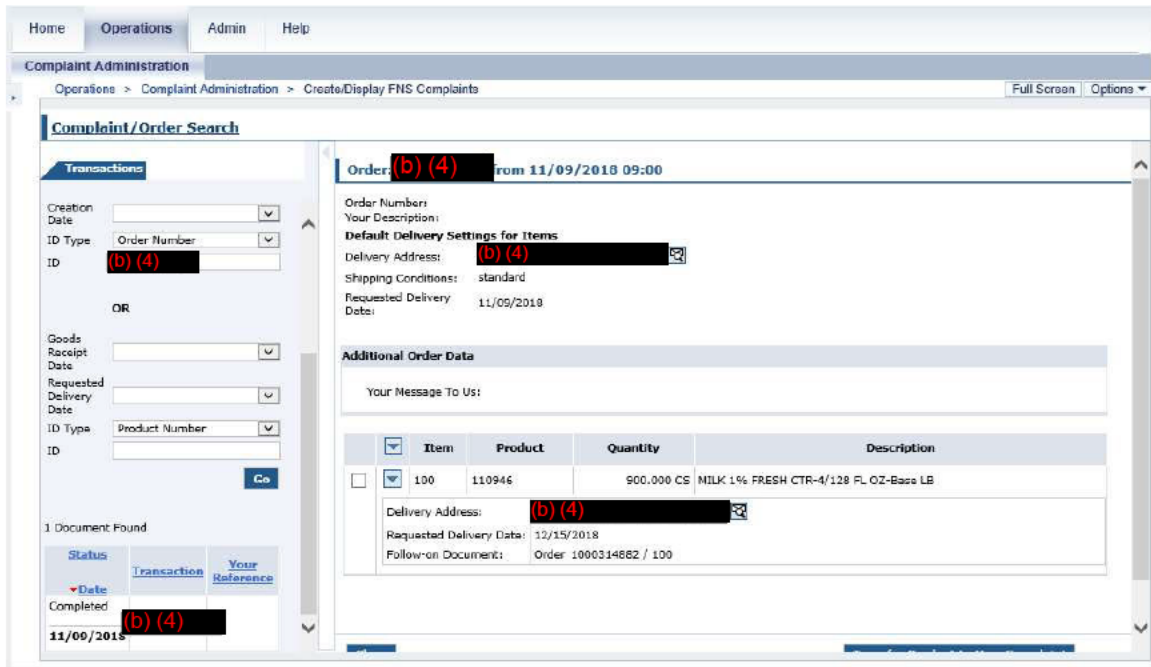


- In the *Transactions* panel, select the Transaction number (Sales Order number) for the complaint. In this example,  (the  link) is selected.



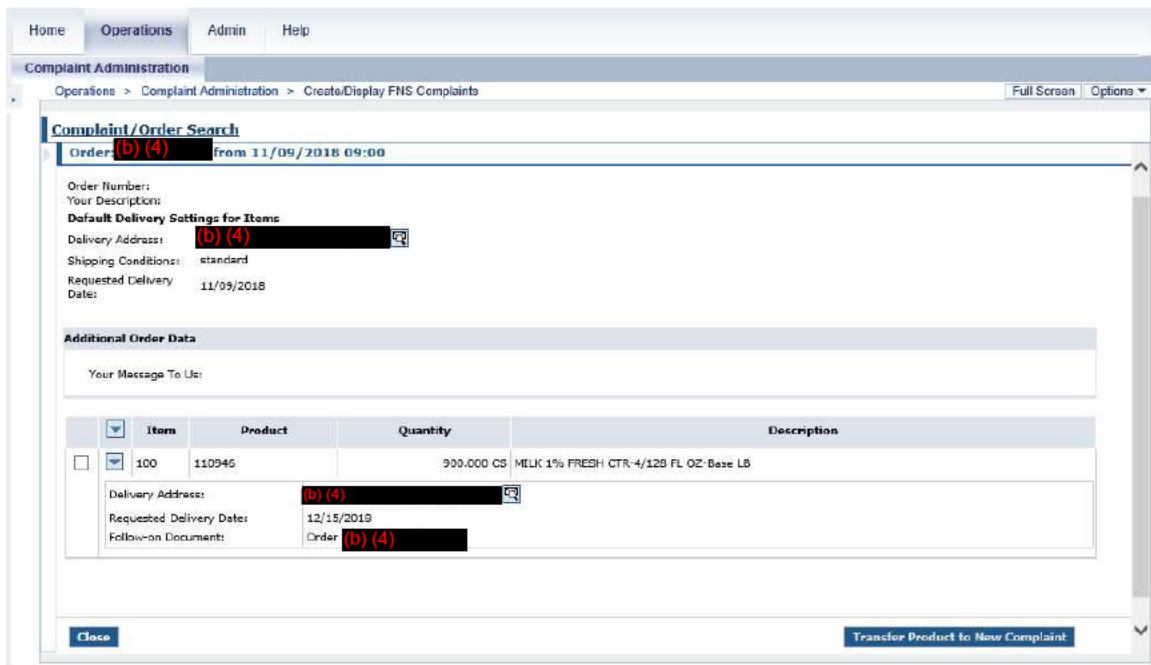
(Note) Any errors will appear in a red box at the bottom of the screen.

Image: Create/Display FNS Complaints Screen



14. Click (the Hide Navigator arrow) to minimize the search panel.

Image: Create/Display FNS Complaints Screen



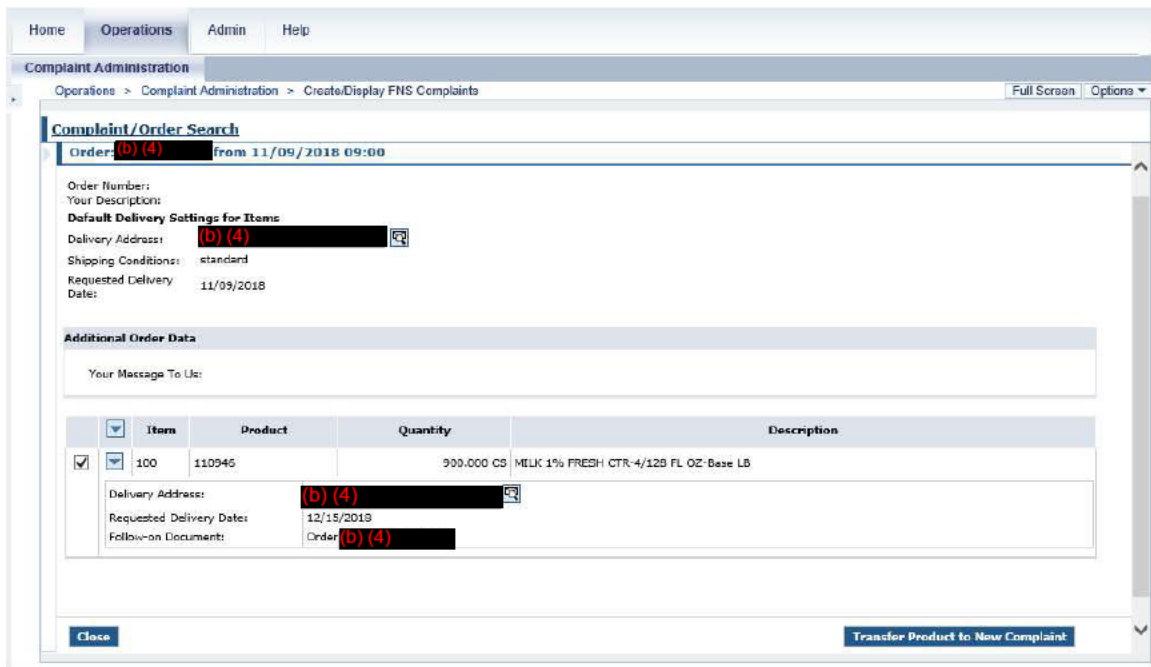
15. Select (the Item checkbox) to the left of the commodity in the *Additional Order Data* section.



(Note) Each complaint must reference only one line item. If a sales order has multiple line items, and a complaint is required for more than one of them, a separate complaint for each line item

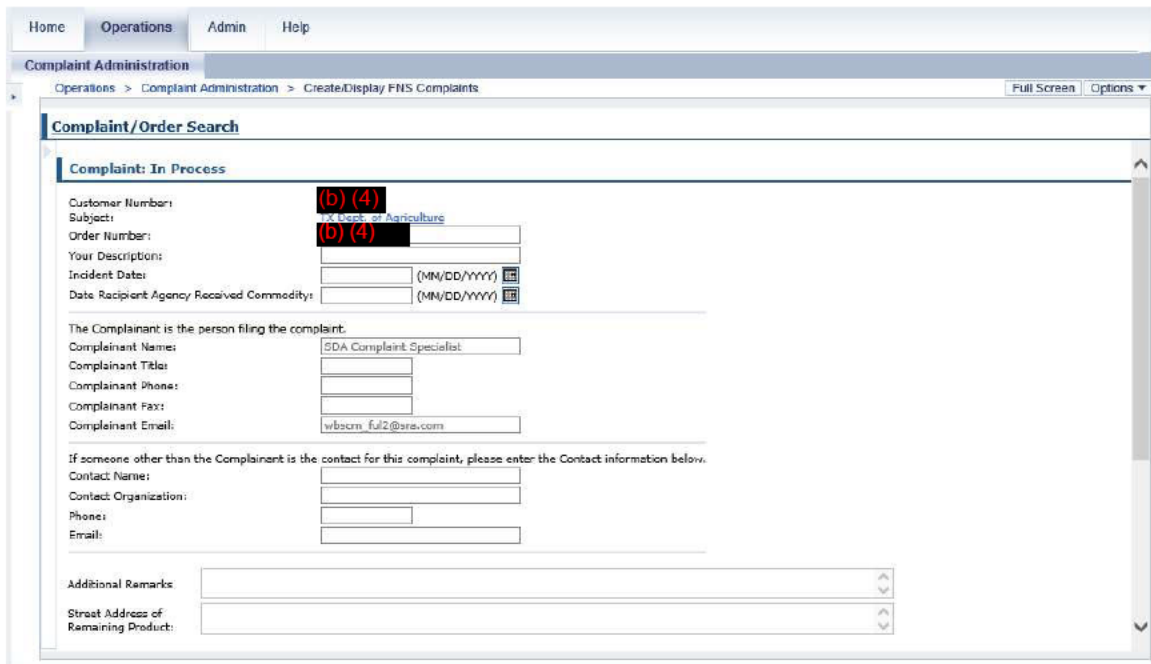
must be created. Repeat this transaction as many times as needed.

Image: Create/Display FNS Complaints Screen



- Click **Transfer Product to New Complaint** (the Transfer Product to New Complaint button) to enter complaint details.

Image: Create/Display FNS Complaints Screen



- Click **▼** (the Down arrow) on the vertical scrollbar to scroll through the page and complete the appropriate fields.

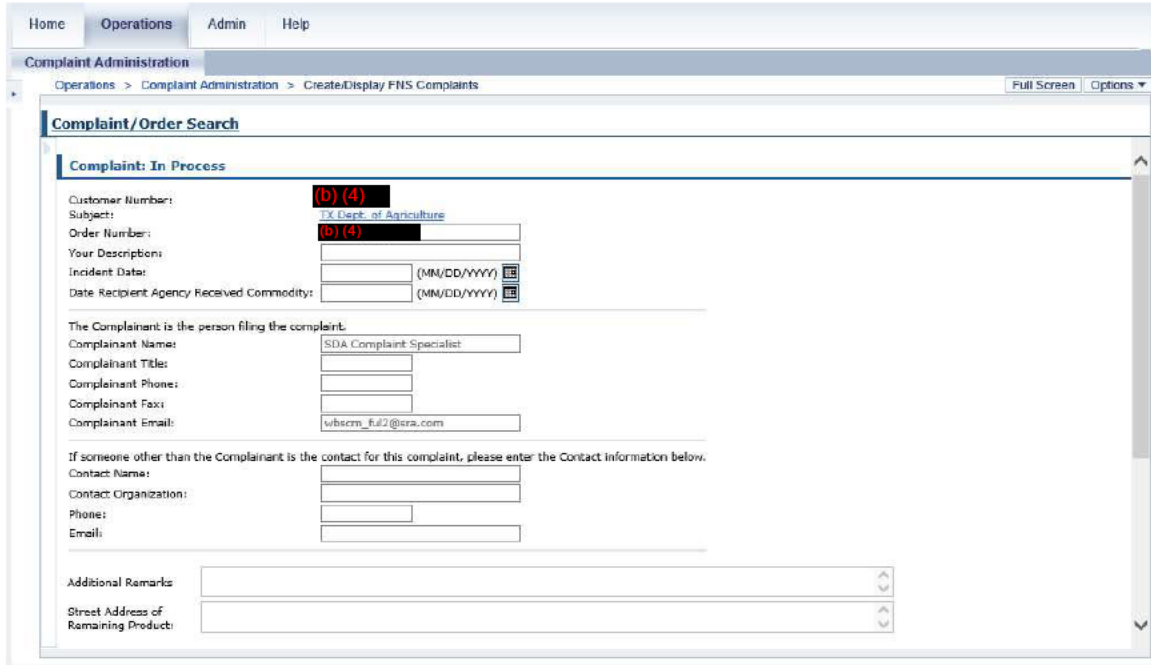


(Note) The **Customer Number**, **Subject**, and **Order Number** fields are pre-populated based on information from the Sales Order (or Multi-food order).

The Complainant contact information is pre-populated based on information in the User Profile. To update the profile, refer to the [Maintain User Profile](#) work instruction for additional information.

If creating the complaint on behalf of another party, enter the individual's contact information in the appropriate fields.

Image: Create/Display FNS Complaints Screen



The screenshot shows a web application interface for 'Complaint Administration'. The main content area is titled 'Complaint/Order Search' and contains a form for creating or displaying a complaint. The form is divided into several sections:

- Complaint: In Process**
 - Customer Number: (b) (4)
 - Subject: Dept. of Agriculture
 - Order Number: (b) (4)
 - Your Description: [Text Field]
 - Incident Date: [Date Picker (MM/DD/YYYY)]
 - Date Recipient Agency Received Commodity: [Date Picker (MM/DD/YYYY)]
- The Complainant is the person filing the complaint:**
 - Complainant Name: SDA Complaint Specialist
 - Complainant Title: [Text Field]
 - Complainant Phone: [Text Field]
 - Complainant Fax: [Text Field]
 - Complainant Email: wbscm_full2@sra.com
- If someone other than the Complainant is the contact for this complaint, please enter the Contact information below:**
 - Contact Name: [Text Field]
 - Contact Organization: [Text Field]
 - Phone: [Text Field]
 - Email: [Text Field]
- Additional Remarks:** [Text Field]
- Street Address of Remaining Product:** [Text Field]

18. As required, complete/review the following fields:

Field	R/O/C	Description
Your Description:	O	A free text field describing the order or complaint issue. Example: Quality Issues - Milk 1%
Incident Date:	O	The date when the incident was first identified. Example: 11/10/2018
Date Recipient Agency Received Commodity:	O	Date when the customer received the commodity. Example: 11/09/2018



Work Instruction
Create FNS Complaint

Field	R/O/C	Description
Additional Remarks	O	Additional comments about the complaint that are visible only to FNS. Example: Our agency has been contacted by two separate food service directors who have expressed dissatisfaction with the 1% Milk. Complaints included odor and expired milk.
Street Address of Remaining Product:	O	The street address where remaining product is located. Example: 123 Cleveland Ave Dallas, TX 78219
Quantity Affected	R	The amount of the product that was affected by the reason listed in the complaint. Example: 120
Quantity Remaining	R	The amount of non-affected product in the order that is still in possession. The quantity that has not been consumed, donated, or destroyed yet, and that was not affected by the issue. Example: 780

Image: Create/Display FNS Complaints Screen

Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Complainant Email:

If someone other than the Complainant is the contact for this complaint, please enter the Contact information below.

Contact Name:

Contact Organization:

Phone:

Email:

Additional Remarks:

Street Address of Remaining Product:

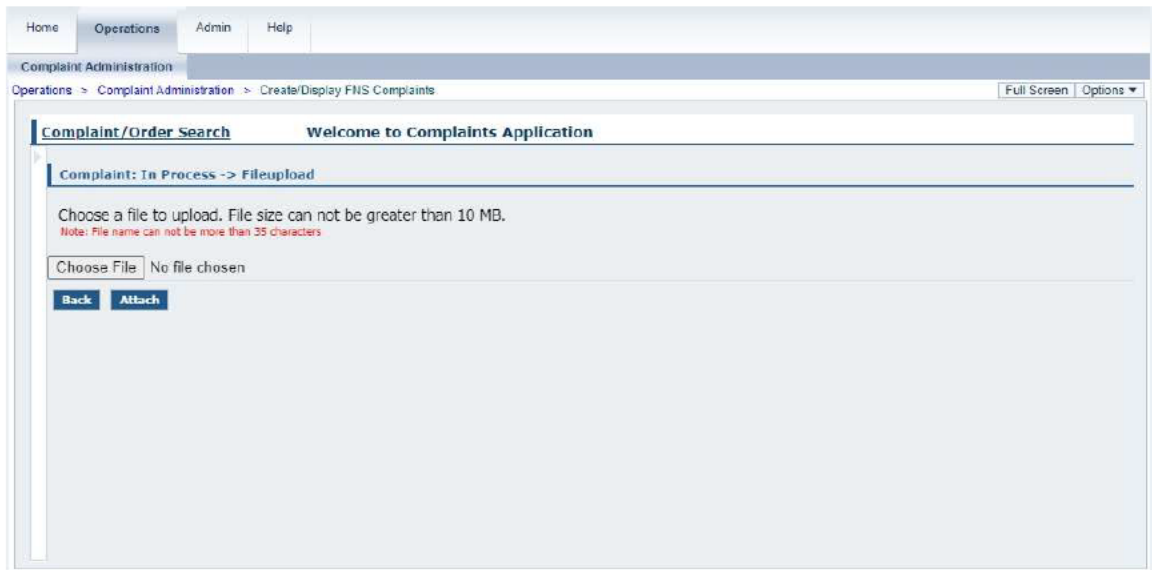
Item	Product	Ordered Quantity	Quantity Affected	Quantity Remaining	Program	Unit	Description
1000	110946	900.000	* 120	* 780	CSFP	CS	MILK 1% FRESH CTR-4/128 FL OZ-Rose LB

You may attach any digital pictures or support documents of the affected product by clicking the "Attach" button. Please retain the object until the complaint is resolved or you have been contacted by USDA to dispose of the product. If USDA requires the foreign object, the complainant will be contacted with mailing instructions.

Attach Cancel Continue

19. Click **Attach** (the **Attach** button) to attach any supporting documents, such as photographs, inspection reports, lab results, or miscellaneous documentation.

Image: Create/Display FNS Complaints Screen



20. Click **Choose File** (the **Choose File** button) to search the computer for a file to upload.

21. Locate and select the appropriate file to attach. In this example, the **Photos of Tainted Commodities.pptx** file was selected.

Image: Create/Display FNS Complaints Screen



22. Click **Attach** (the **Attach** button) to attach the file. To add additional attachments, repeat steps 19 - 22.

Image: Create/Display FNS Complaints Screen

Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Complainant Email:

If someone other than the Complainant is the contact for this complaint, please enter the Contact information below.

Contact Name:

Contact Organization:

Phone:

Email:

Additional Remarks:

Street Address of Remaining Product:

Item	Product	Ordered Quantity	Quantity Affected	Quantity Remaining	Program	Unit	Description
1000	110946	900,000	* 120	* 780	CSFP	CS	MILK 1% FRESH CTR-4/128 FL OZ-Base LB

You may attach any digital pictures or support documents of the affected product by clicking the "Attach" button. Please retain the object until the complaint is resolved or you have been contacted by USDA to dispose of the product. If USDA requires the foreign object, the complainant will be contacted with mailing instructions.

23. Click (the Continue button) to enter complaint details.

Image: Create/Display FNS Complaints Screen

Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint: In Process

Please select all that apply from one or more of the problem categories described below:

Quality of Product:

Taste/Odor Appearance/Color Defects

Mold Excess liquid by volume (canned products)

Other

Foreign Material in Product:

Bones Metal/Machines Parts Stems, Leaves, etc.

Insects/Insect parts Glass Plastic/Rubber

Rock

* If a foreign material in product has been identified, then you must input the object's dimension

Object Dimension

Other

Packaging Condition:

Cans dented beyond use Corrosion in cans Bulging cans

Leaking cans Bags tear/pin holes Not properly sealed

Possible evidence of tampering Exposure to contaminant

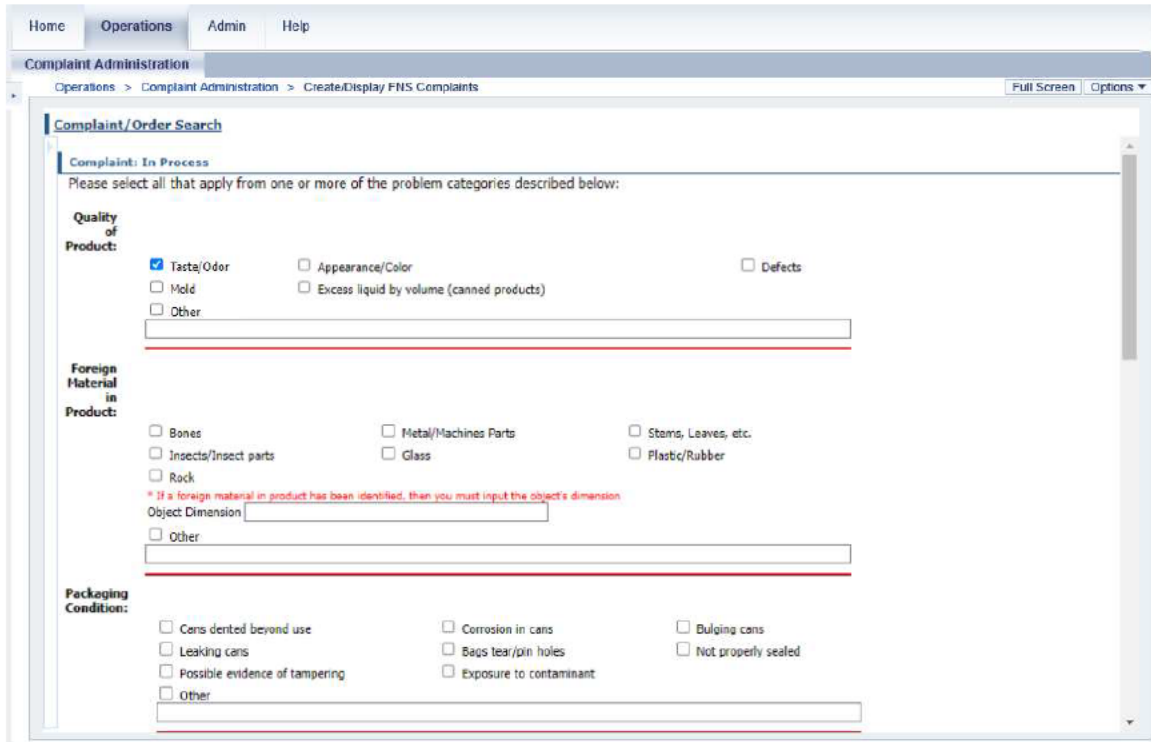
Other

24. Select the appropriate options that correspond to concerns regarding the **Quality of the Product**. In this example, the **Taste/Odor** option is selected.



(Note) Some options will prompt the user to complete the Food Safety Survey when submitting the complaint.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Complaint: In Process

Please select all that apply from one or more of the problem categories described below:

Quality of Product:

Taste/Odor Appearance/Color Defects

Mold Excess liquid by volume (canned products)

Other

Foreign Material in Product:

Bones Metal/Machines Parts Stems, Leaves, etc.

Insects/Insect parts Glass Plastic/Rubber

Rock

* If a foreign material in product has been identified, then you must input the object's dimension

Object Dimension

Other

Packaging Condition:

Cans dented beyond use Corrosion in cans Bulging cans

Leaking cans Bags tear/pin holes Not properly sealed

Possible evidence of tampering Exposure to contaminant

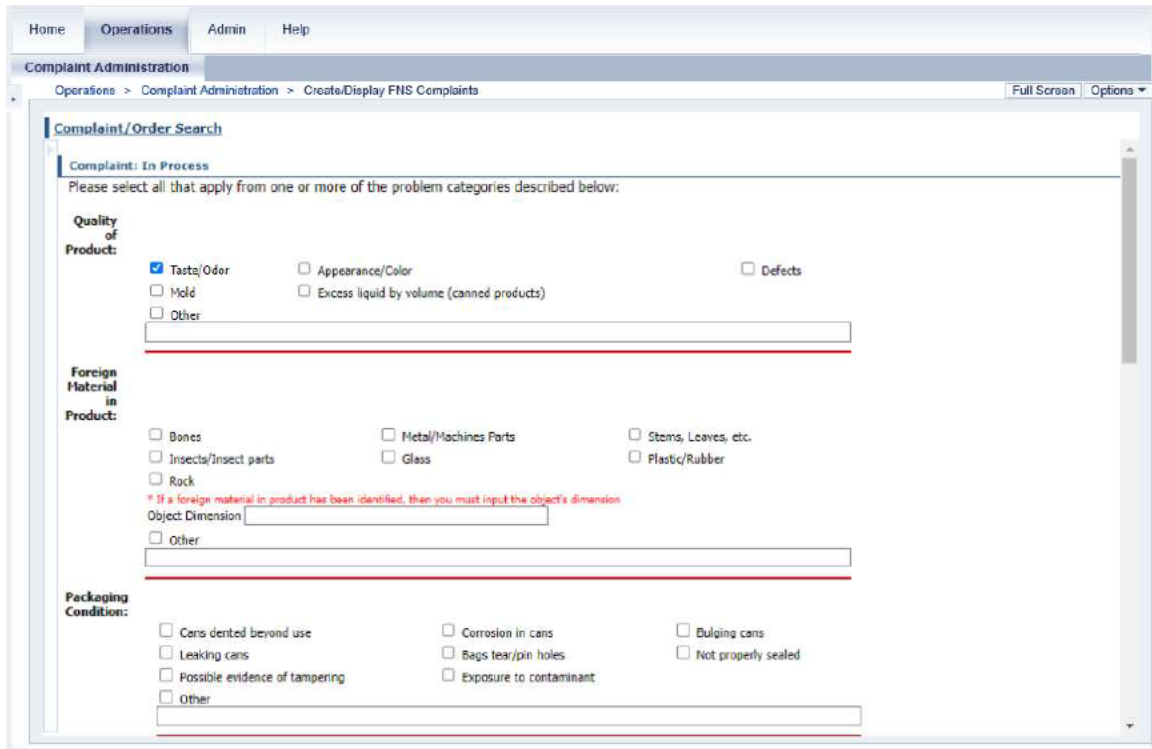
Other

25. Select the appropriate options that correspond to concerns regarding **Foreign Material in the Product**. In this example, no foreign materials are included in this product; therefore, no options are selected.



(Note) If any foreign materials are identified, the user will be prompted to complete the Food Safety Survey when submitting the complaint.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Complaint: In Process

Please select all that apply from one or more of the problem categories described below:

Quality of Product:

Taste/Odor Appearance/Color Defects

Mold Excess liquid by volume (canned products)

Other

Foreign Material in Product:

Bones Metal/Machines Parts Stems, Leaves, etc.

Insects/Insect parts Glass Plastic/Rubber

Rock

* If a foreign material in product has been identified, then you must input the object's dimension

Object Dimension

Other

Packaging Condition:

Cans dented beyond use Corrosion in cans Bulging cans

Leaking cans Bags tear/pin holes Not properly sealed

Possible evidence of tampering Exposure to contaminant

Other

- 26.** Select the appropriate options that correspond to concerns regarding **Packaging Conditions**. In this example, no options are selected.



(Note) The following options will prompt the user to complete the Food Safety Survey when submitting the complaint:

- Leaking cans
- Bulging cans
- Possible evidence of tampering
- Exposure to contaminant

Image: Create/Display FNS Complaints Screen

The screenshot shows a web application interface for 'Complaint Administration'. The breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The page title is 'Complaint/Order Search'. There are five main sections for selecting complaint issues, each with a list of checkboxes and an 'Other' text input field:

- Cooking or Preparation Issue:** Wrong color when cooked, Product does not perform well, Excess breading, Undercooked, Other
- Commodity caused:** Allergic Reaction, Illness, Injury, Other
- Pallet Issue:** Poor quality pallets at delivery, Pallets lacking sufficient shrink wrap to secure load, Other
- Delivery Issue:** Carrier no appointment, Driver performance, Other
- Damage Issue:** Damages found during unload process, Facility damages from carrier truck/trailer, Other

27. Select the appropriate options that correspond to concerns regarding **Cooking or Preparation issues**. In this example, the **Product does not perform well** option is selected

Image: Create/Display FNS Complaints Screen

This screenshot is identical to the one above, but with the 'Product does not perform well' checkbox in the 'Cooking or Preparation Issue' section checked.

28. Select the appropriate options that correspond to concerns regarding **Commodity caused** if the commodity caused injury, illness, allergic reactions, or other health impacts. In this example, the **Illness** option is selected.



(Note) If any of the commodity-caused health issues are selected, the user will be prompted to complete the Food Safety Survey before submitting.

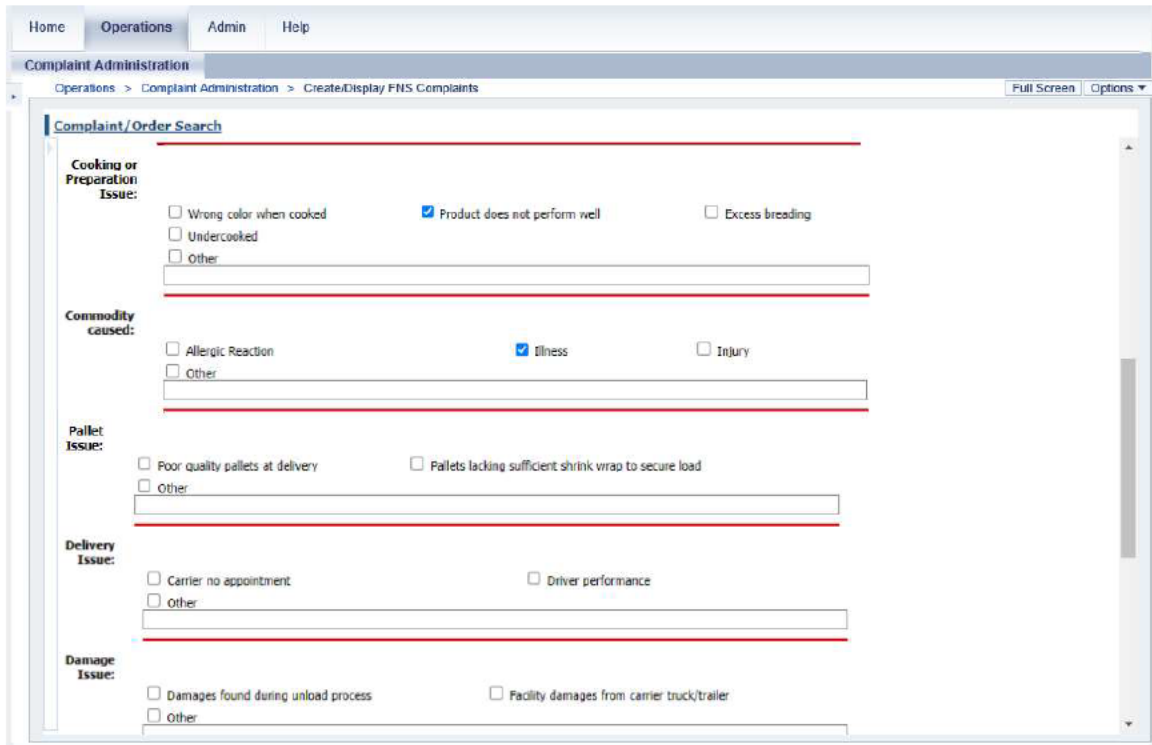
Image: Create/Display FNS Complaints Screen

The screenshot shows a web application interface for 'Complaint Administration'. The breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The main content area is titled 'Complaint/Order Search' and contains several sections for selecting complaint issues:

- Cooking or Preparation Issue:** Includes checkboxes for 'Wrong color when cooked', 'Undercooked', 'Other', 'Product does not perform well' (checked), and 'Excess breading'. There is an 'Other' text input field.
- Commodity caused:** Includes checkboxes for 'Allergic Reaction', 'Other', 'Illness' (checked), and 'Injury'. There is an 'Other' text input field.
- Pallet Issue:** Includes checkboxes for 'Poor quality pallets at delivery', 'Pallets lacking sufficient shrink wrap to secure load', and 'Other'. There is an 'Other' text input field.
- Delivery Issue:** Includes checkboxes for 'Carrier no appointment', 'Other', and 'Driver performance'. There is an 'Other' text input field.
- Damage Issue:** Includes checkboxes for 'Damages found during unload process', 'Facility damages from carrier truck/trailer', and 'Other'. There is an 'Other' text input field.

29. Select the appropriate options that correspond to concerns regarding **Pallet Issue** if the commodity issue was caused by pallet quality or was insufficiently secured. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Cooking or Preparation Issue:

Wrong color when cooked Product does not perform well Excess breading

Undercooked

Other

Commodity caused:

Allergic Reaction Illness Injury

Other

Pallet Issue:

Poor quality pallets at delivery Pallets lacking sufficient shrink wrap to secure load

Other

Delivery Issue:

Carrier no appointment Driver performance

Other

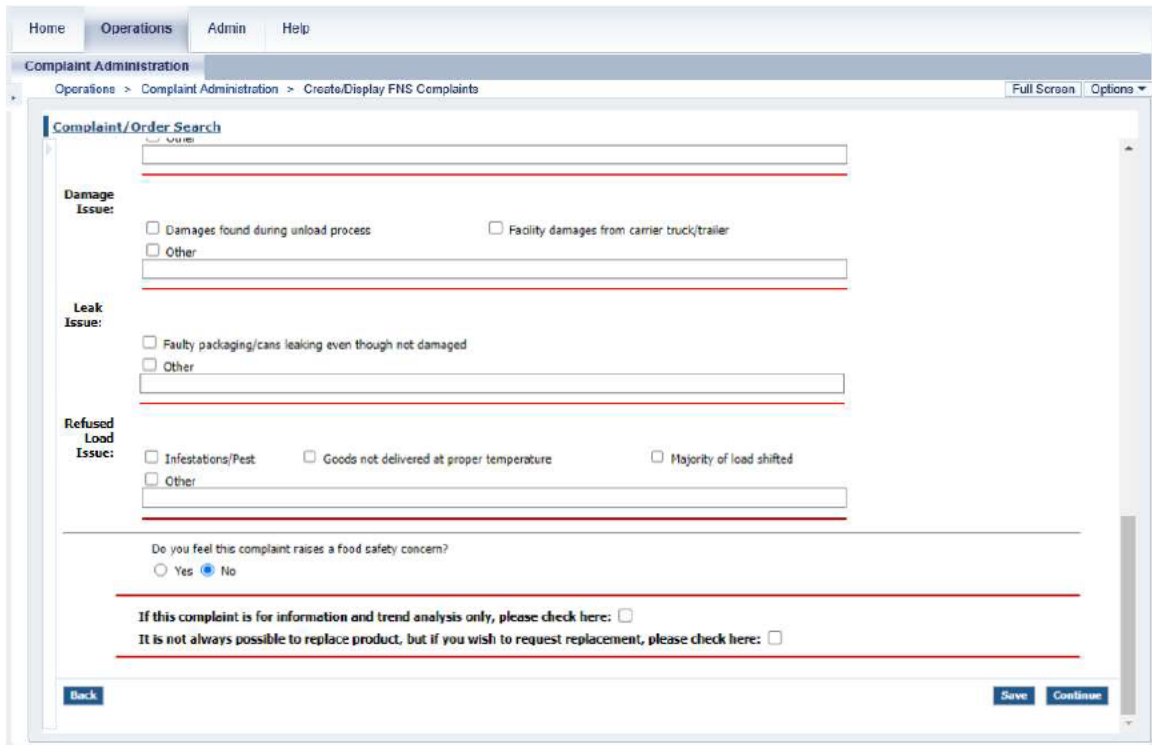
Damage Issue:

Damages found during unload process Facility damages from carrier truck/trailer

Other

30. Select the appropriate options that correspond to concerns regarding **Delivery Issue** if the commodity issue was caused by carrier or driver performance. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Damage Issue:

Damages found during unload process Facility damages from carrier truck/trailer

Other

Leak Issue:

Faulty packaging/cans leaking even though not damaged

Other

Refused Load Issue:

Infestations/Pest Goods not delivered at proper temperature Majority of load shifted

Other

Do you feel this complaint raises a food safety concern?

Yes No

If this complaint is for information and trend analysis only, please check here:

It is not always possible to replace product, but if you wish to request replacement, please check here:

Back Save Continue

31. Select the appropriate options that correspond to concerns regarding **Damage Issue** if the commodity issue was caused by damage found during unloading or damaged by facility during unloading. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen

Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Damage Issue:

Damages found during unload process Facility damages from carrier truck/trailer

Other

Leak Issue:

Faulty packaging/cans leaking even though not damaged

Other

Refused Load Issue:

Infestations/Pest Goods not delivered at proper temperature Majority of load shifted

Other

Do you feel this complaint raises a food safety concern?

Yes No

If this complaint is for information and trend analysis only, please check here:

It is not always possible to replace product, but if you wish to request replacement, please check here:

Back Save Continue

32. Select the appropriate options that correspond to concerns regarding **Leak Issues** if the commodity issue was caused by leaking. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen

Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Damage Issue:

Damages found during unload process Facility damages from carrier truck/trailer

Other

Leak Issue:

Faulty packaging/cans leaking even though not damaged

Other

Refused Load Issue:

Infestations/Pest Goods not delivered at proper temperature Majority of load shifted

Other

Do you feel this complaint raises a food safety concern?

Yes No

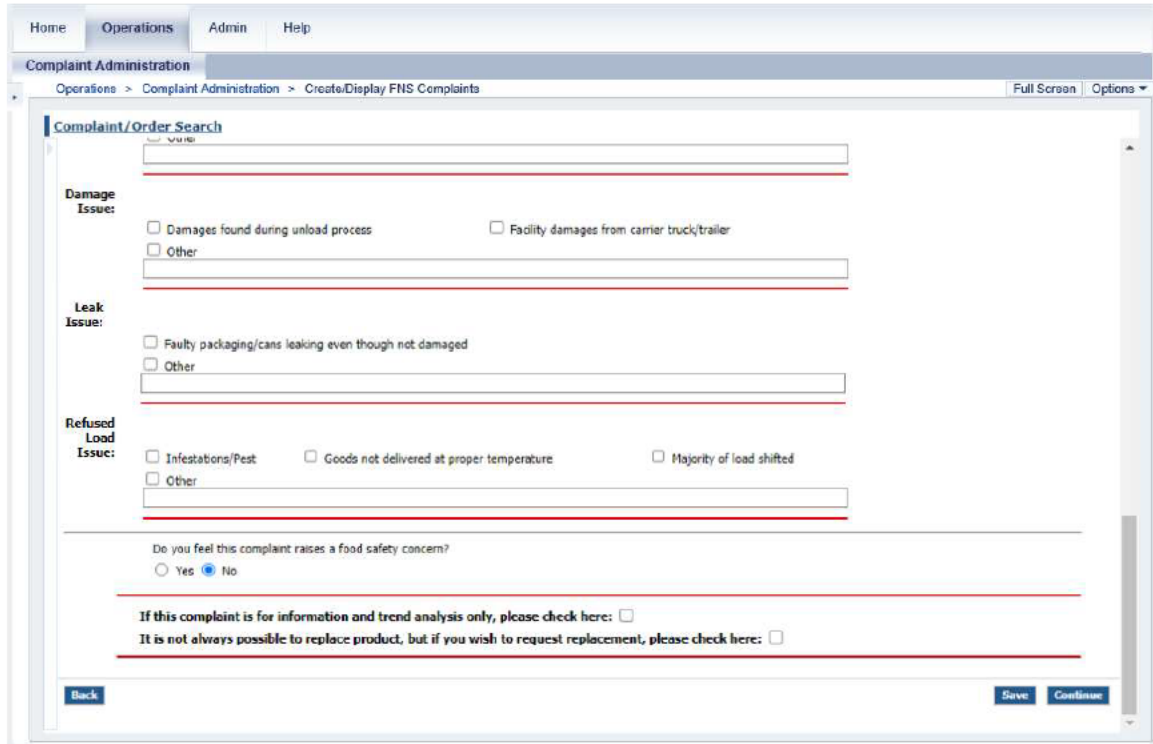
If this complaint is for information and trend analysis only, please check here:

It is not always possible to replace product, but if you wish to request replacement, please check here:

Back Save Continue

33. Select the appropriate options that correspond to concerns regarding **Refused Load Issue** if the commodity issue was caused by pest damage, temperatures issues, or load shifting. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen



34. Select the appropriate response to **Do you feel the complaint raises a food safety concern?** In this example, Yes (the **Yes** radio button) is selected.



(Note) If **Yes** is selected, the user will be prompted to complete the Food Safety Survey before submitting.

Image: Create/Display FNS Complaints Screen

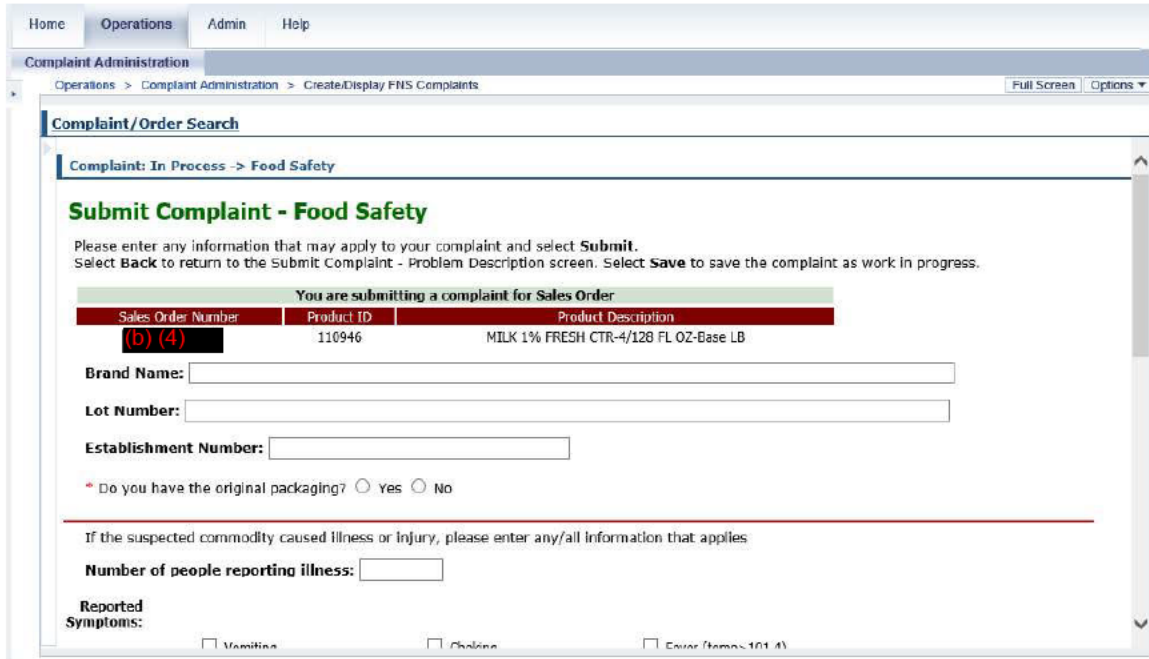
35. Respond to the final questions on the survey, as needed. In this example, the second question is selected.

Image: Create/Display FNS Complaints Screen

36. Click **Continue** (the **Continue** button) to continue.
37. Perform one of the following:

If	Then
Responses indicate a food safety concern	The Continue button will open the Food Safety Survey form. Go to Step 38.
Responses do not indicate a food safety concern	The Continue button will submit the complaint to USDA. Go to Step 54.

Image: Create/Display FNS Complaints Screen



38. As required, complete/review the following fields:

Field	R/O/C	Description
Brand Name:	O	The name of the manufacturing company for the product. Example: America's Best Dairy
Lot Number	O	The batch in which the product has been manufactured or processed. Example: 2557, 2528, 2524
Establishment Number	O	Number that is automatically assigned to the customer. Example: 23114559

Image: Create/Display FNS Complaints Screen

Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Complaint: In Process -> Food Safety

Submit Complaint - Food Safety

Please enter any information that may apply to your complaint and select **Submit**.
Select **Back** to return to the Submit Complaint - Problem Description screen. Select **Save** to save the complaint as work in progress.

You are submitting a complaint for Sales Order

Sales Order Number	Product ID	Product Description
(b) (4)	110946	MILK 1% FRESH CTR-4/128 FL OZ-Base LB

Brand Name:

Lot Number:

Establishment Number:

* Do you have the original packaging? Yes No

If the suspected commodity caused illness or injury, please enter any/all information that applies

Number of people reporting illness:

Reported Symptoms:

Vomiting Choking Fever (temp: 101.4)

39. Select the appropriate response to **Do you have the original packaging?** In this example, No (the **No** radio button) is selected.

Image: Create/Display FNS Complaints Screen

Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Complaint: In Process -> Food Safety

Submit Complaint - Food Safety

Please enter any information that may apply to your complaint and select **Submit**.
Select **Back** to return to the Submit Complaint - Problem Description screen. Select **Save** to save the complaint as work in progress.

You are submitting a complaint for Sales Order

Sales Order Number	Product ID	Product Description
(b) (4)	110946	MILK 1% FRESH CTR-4/128 FL OZ-Base LB

Brand Name:

Lot Number:

Establishment Number:

* Do you have the original packaging? Yes No

If the suspected commodity caused illness or injury, please enter any/all information that applies

Number of people reporting illness:

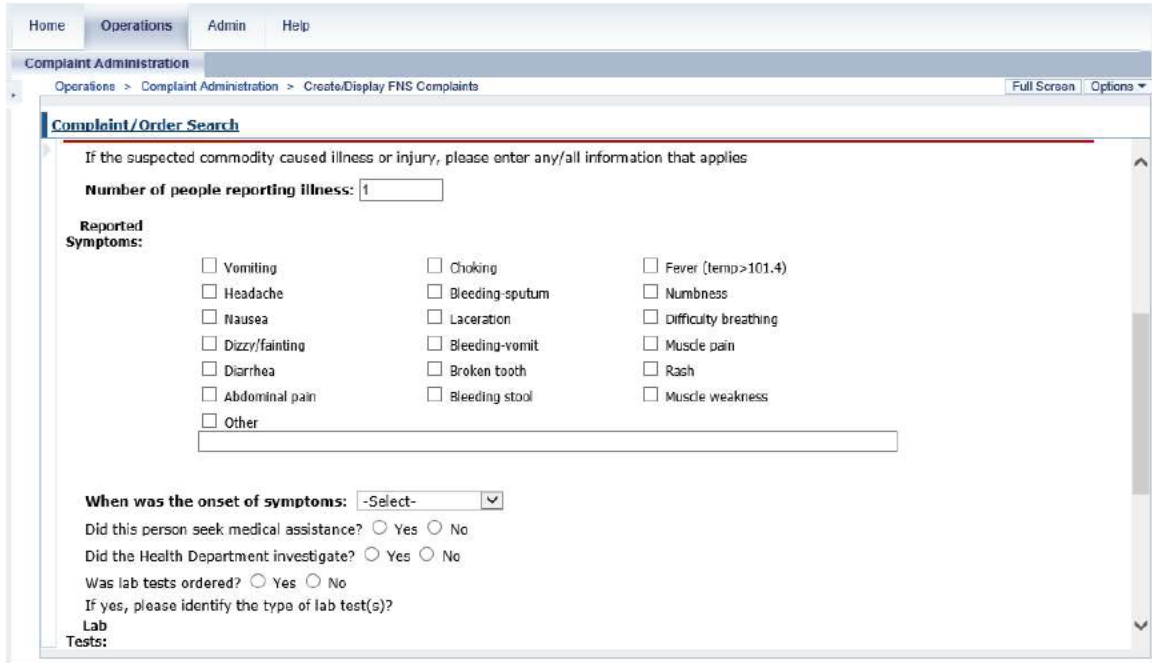
Reported Symptoms:

Vomiting Choking Fever (temp: 101.4)

40. As required, complete/review the following fields:

Field	R/O/C	Description
Number of people reporting illness:	O	The number of people who reported feeling ill after handling or consuming the product. Example: 1

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

If the suspected commodity caused illness or injury, please enter any/all information that applies

Number of people reporting illness:

Reported Symptoms:

Vomiting Choking Fever (temp>101.4)

Headache Bleeding-sputum Numbness

Nausea Laceration Difficulty breathing

Dizzy/fainting Bleeding-vomit Muscle pain

Diarrhea Broken tooth Rash

Abdominal pain Bleeding stool Muscle weakness

Other

When was the onset of symptoms:

Did this person seek medical assistance? Yes No

Did the Health Department investigate? Yes No

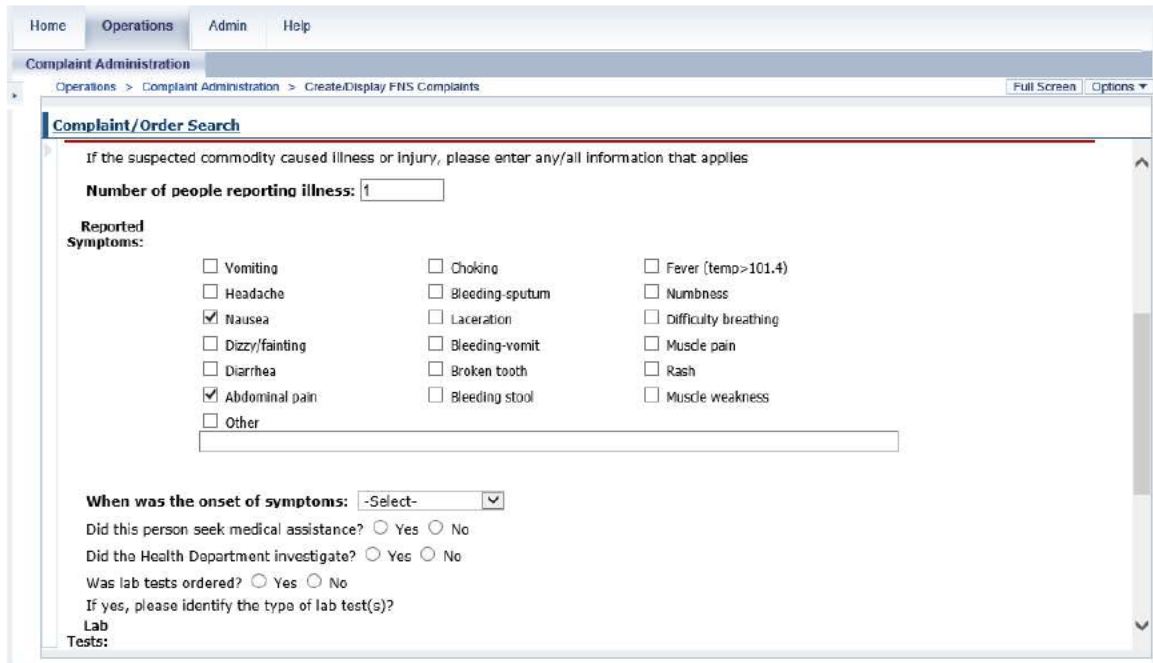
Was lab tests ordered? Yes No

If yes, please identify the type of lab test(s)

Lab Tests:

41. Select as many options as needed to indicate all **Reported Symptoms**. In this example, the **Nausea** and **Abdominal pain** options are selected.

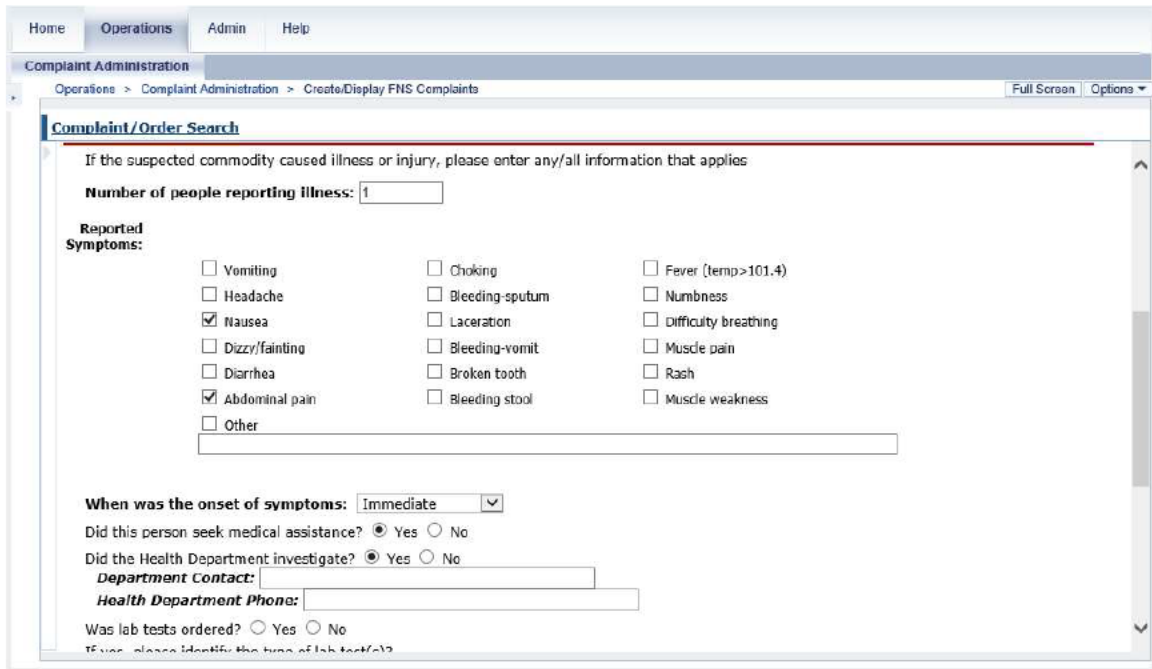
Image: Create/Display FNS Complaints Screen



42. Click (the **Down** arrow) in the **When was the onset of symptoms:** field to select the appropriate response from the list.
43. Select the appropriate response from the list. For this example, **Immediate** (the **Immediate** option) is selected.
44. Select the appropriate response to **Did this person seek medical assistance?** In this example, **Yes** (the **Yes** radio button) is selected.
45. Select the appropriate response to **Did the Health Department investigate?** In this example, **Yes** (the **Yes** radio button) is selected.
46. Perform one of the following:

If	Then
Yes is selected	There are additional questions in the survey. Go to Step 47 .
No is selected	Go to Step 49 .

Image: Create/Display FNS Complaints Screen



47. As required, complete/review the following fields:

Field	R/O/C	Description
Department Contact:	O	Name of the person who is serving as the point of contact at the Health Department. Example: Harrietta Browridge
Health Department Phone:	O	Phone number for the Health Department. Example: (b) (6)

Image: Create/Display FNS Complaints Screen

48. Select the appropriate response to **Was lab tests ordered?** In this example, No (the No radio button) is selected.



(Note) If **Yes** is selected, provide information about the type of lab test(s) and results in the remaining survey questions.

Image: Create/Display FNS Complaints Screen

49. Click **Submit** (the **Submit** button) to submit the complaint to USDA.



(Note) If **Save** (the **Save** button) is clicked, the complaint will be assigned a complaint number and will be saved as a draft. The complaint may be displayed and/or modified at a later time, but it will not be submitted to USDA until **Continue** (the **Continue** button) is clicked.

Image: Create/Display FNS Complaints Screen

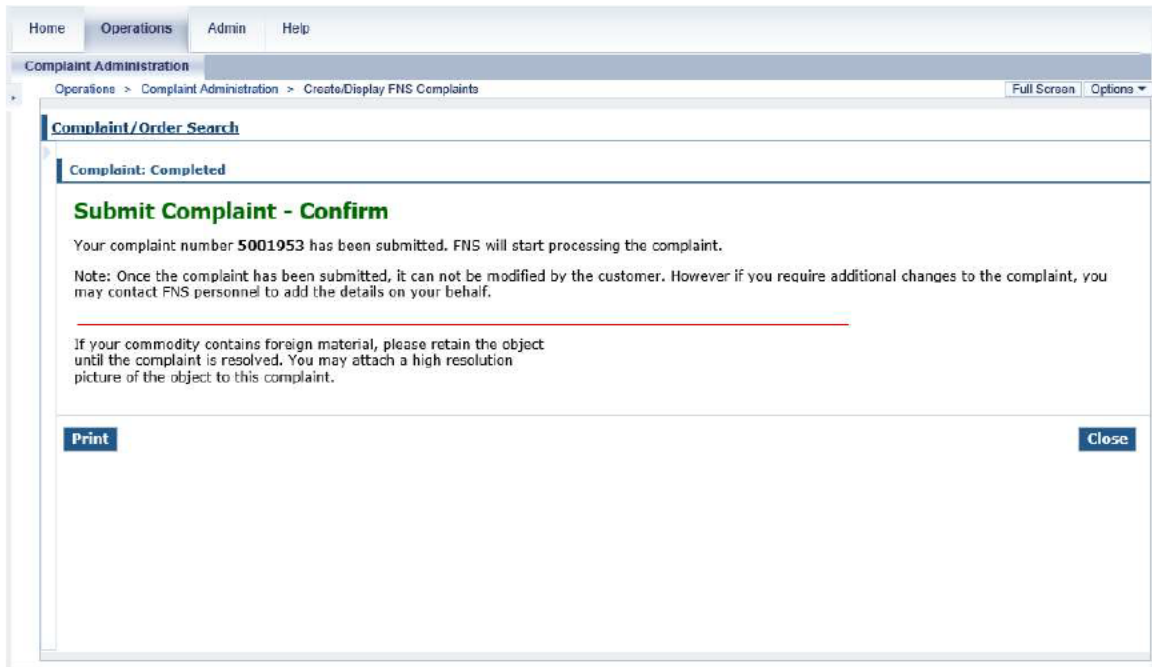
The screenshot shows a web application interface for 'Complaint Administration'. The main content area is titled 'Complaint/Order Search' and contains several form fields and checkboxes. A modal dialog box is overlaid on the form, asking 'Are you sure you want to submit this complaint?' with 'OK' and 'Cancel' buttons. The form includes sections for 'Complaint/Order Search', 'Did this person seek medical assistance?', 'Did the Health Department investigate?', 'Department Contact', 'Health Department Phone', 'Was lab tests ordered?', 'Lab Tests', and 'Did test(s) identify the cause?'.


50. Click **OK** (the **OK** button).



(Note) This assigns a complaint number and submits it to USDA for processing. The complaint can no longer be modified by the SDA/ITO.

Image: Create/Display FNS Complaint Screen

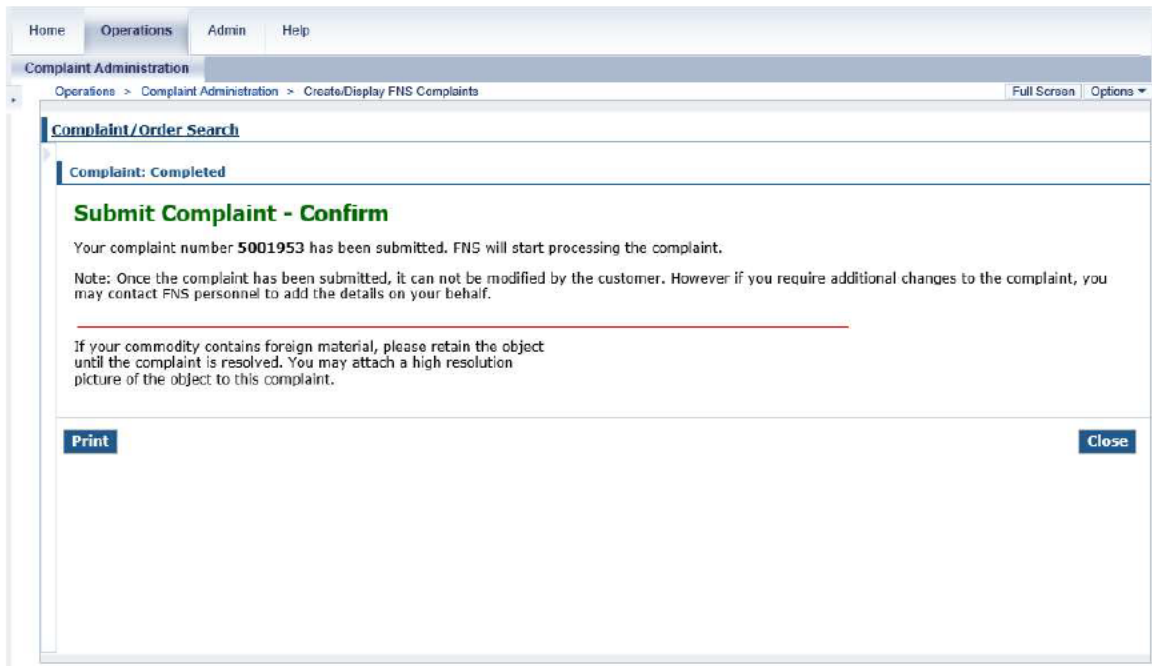


51. Click  (the **Print** button) to print the confirmation page, as needed.



(Note) Review the confirmation message and record the complaint number for reference; this number will be needed to locate the complaint at a later time.

Image: Create/Display FNS Complaint Screen



52. Click  (the **Close** button) to close the screen.



53. The transaction is complete.



Work Instruction
Create FNS Complaint

RESULT

A complaint about a received (or rejected) commodity has been entered, including the Food Safety Survey if applicable. The complaint may have been saved in draft status (for further review and editing) or submitted to FNS for review.



PROCESS OVERVIEW

Purpose

The purpose of this document is for a Recipient Agency to create a multi-food order. Multi-food orders are sourced from a warehouse; a multi-food order is not the same as a domestic requisition and is not consolidated. When navigating through the catalog, all available multi-food products are displayed after clicking on the multi-food link. Currently multi-food is available only to CSFP and FDPIR programs. Multi-food delivery calendars are set by the National Warehouse Admin. The available delivery dates and Ship-To locations are displayed when creating a multi-food order.

Process Trigger

Use this transaction to create a multi-food order.

Prerequisites

- A catalog view must be assigned to the organization.
- Delivery dates must be assigned to Sold-To and Ship-To locations.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Order Processing** tab → **Order Management** folder to go to the *Domestic Order Entry* link

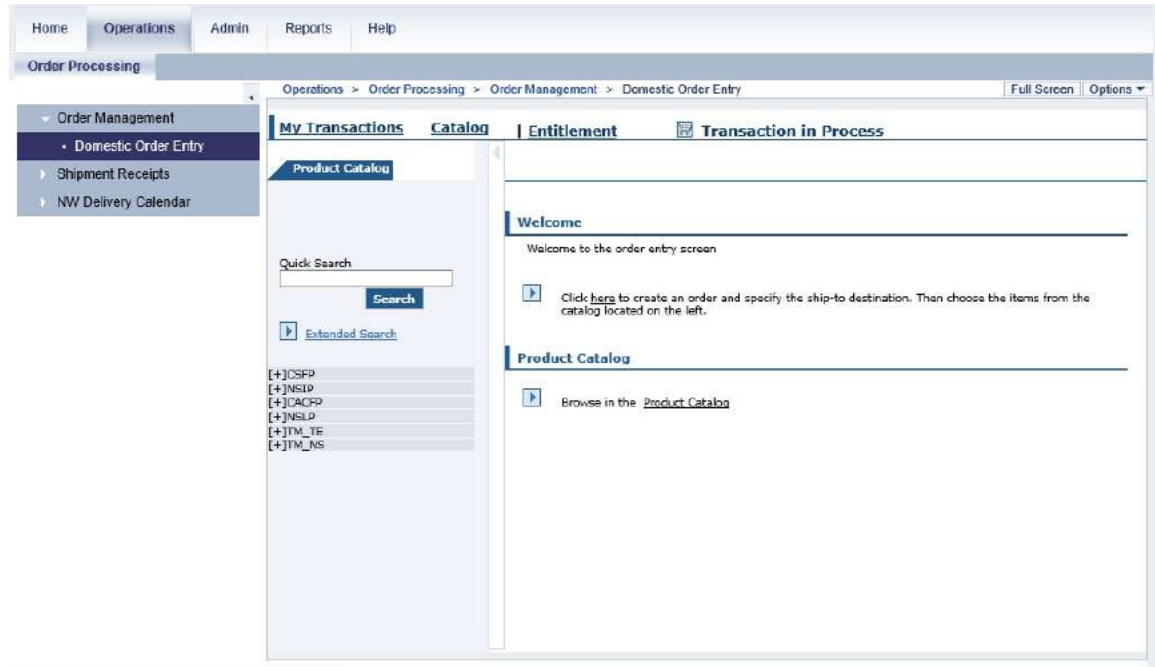
Tips and Tricks

- The **R/O/C** acronyms in the field tables represent Required, Optional, or Conditional field entries.
 - **Required (R)** – a mandatory field necessary to complete the transaction
 - **Optional (O)** – a non-mandatory field not required to complete the transaction
 - **Conditional (C)** – a field that may be required if certain conditions are met, typically linked to completion of a mandatory field
- Refer to the WBSCM Portal Basic Navigation course for tips on creating favorites, performing searches, etc.

PROCEDURE

1. Start the transaction using the Portal path: **Operations** tab → **Order Processing** tab → **Order Management** folder → **Domestic Order Entry** link.

Image: Domestic Order Entry Screen




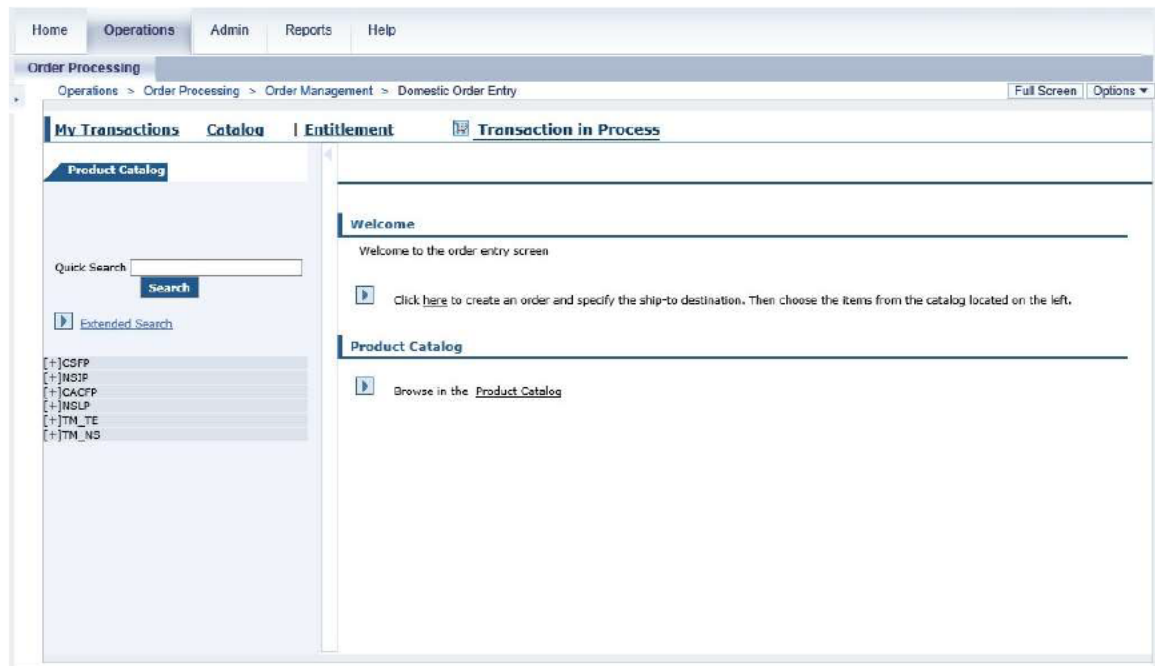
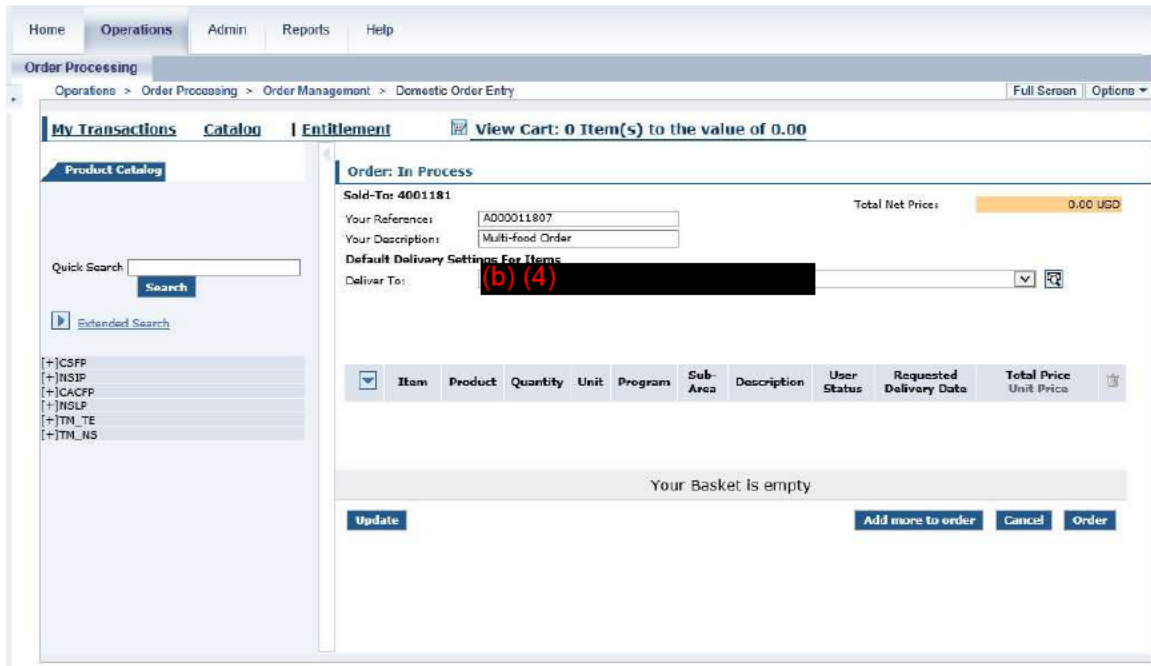
2. Click  (the **Hide Navigator** button) to hide the Portal menu. Note that this can be done with any transaction in WBSCM.

Image: Domestic Order Entry Screen




3. Click [here](#) (the here link) under the *Welcome* section to begin entering the order.

Image: Domestic Order Entry Screen



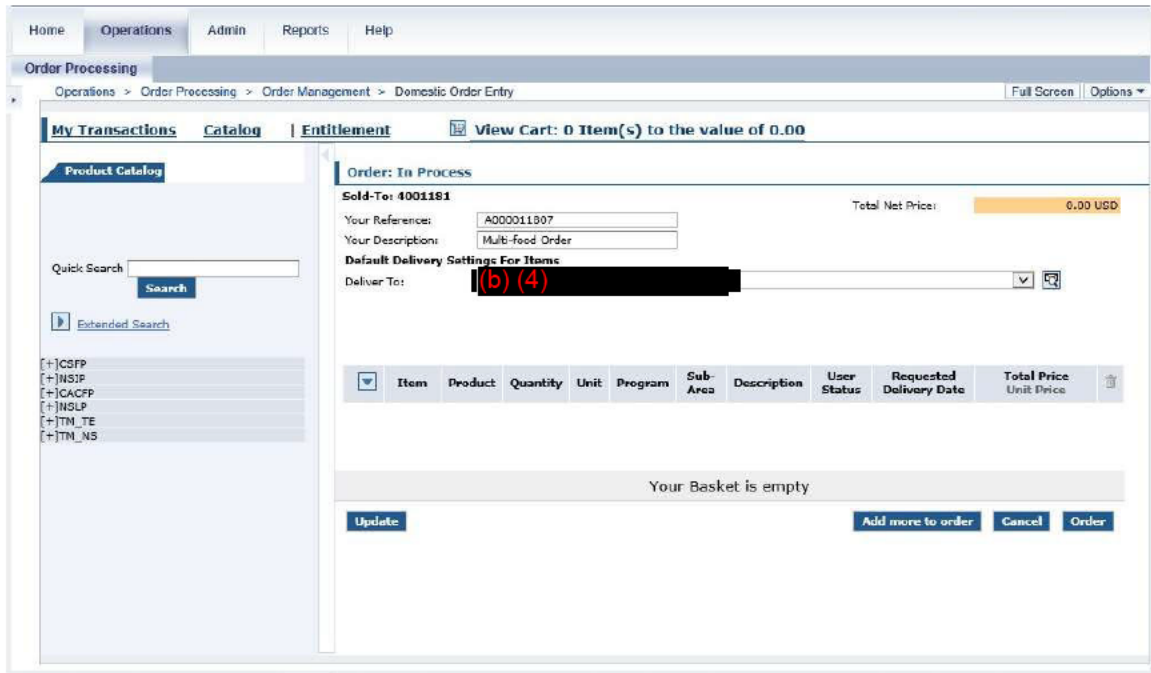
4. As required, complete/review the following fields:

Field	R/O/C	Description
Your Reference:	O	A free text field which allows for further clarification of an entry by reference to other sources of information. Example: A000011807
Your Description:	O	A free text field describing the order or complaint issue. Example: Multi-food Order  (Note) This field can be used to enter a description of the order or an external order ID number.



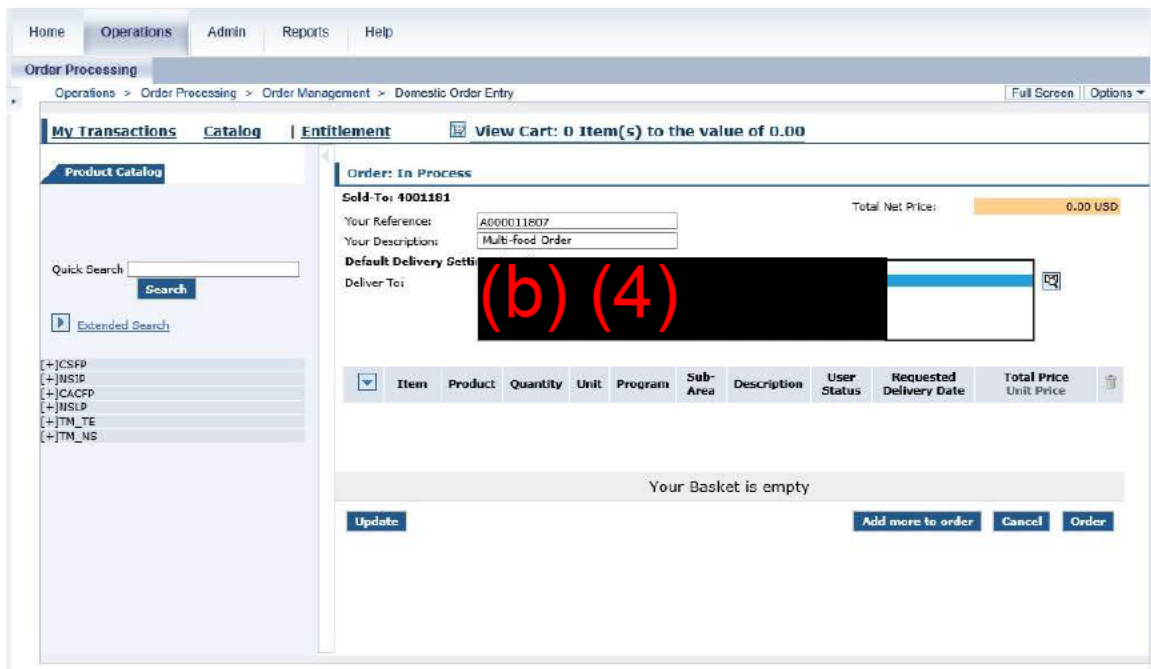
(Note) The order pre-populates with the **Sold-To Party Number** (customer number). The **Your Reference** and **Your Description** fields are an optional way for an RA to recognize orders in WBSCM later.

Image: Domestic Order Entry Screen



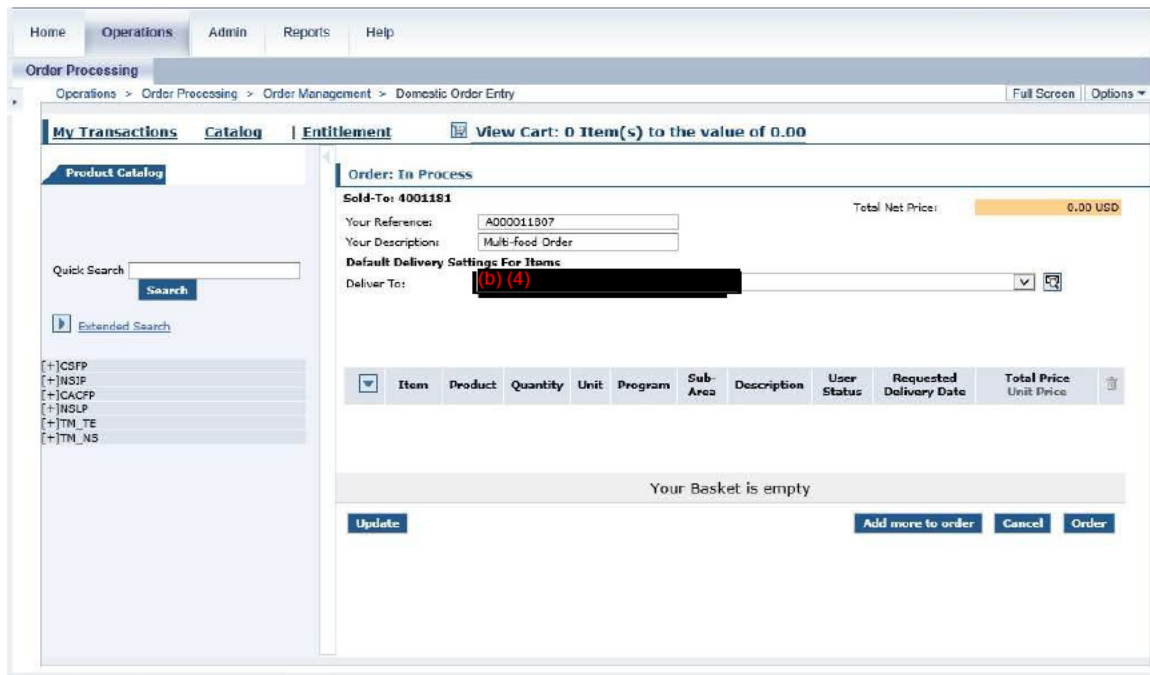
5. Click (the **Dropdown Arrow** button) to change the **Deliver To:** location.

Image: Domestic Order Entry Screen



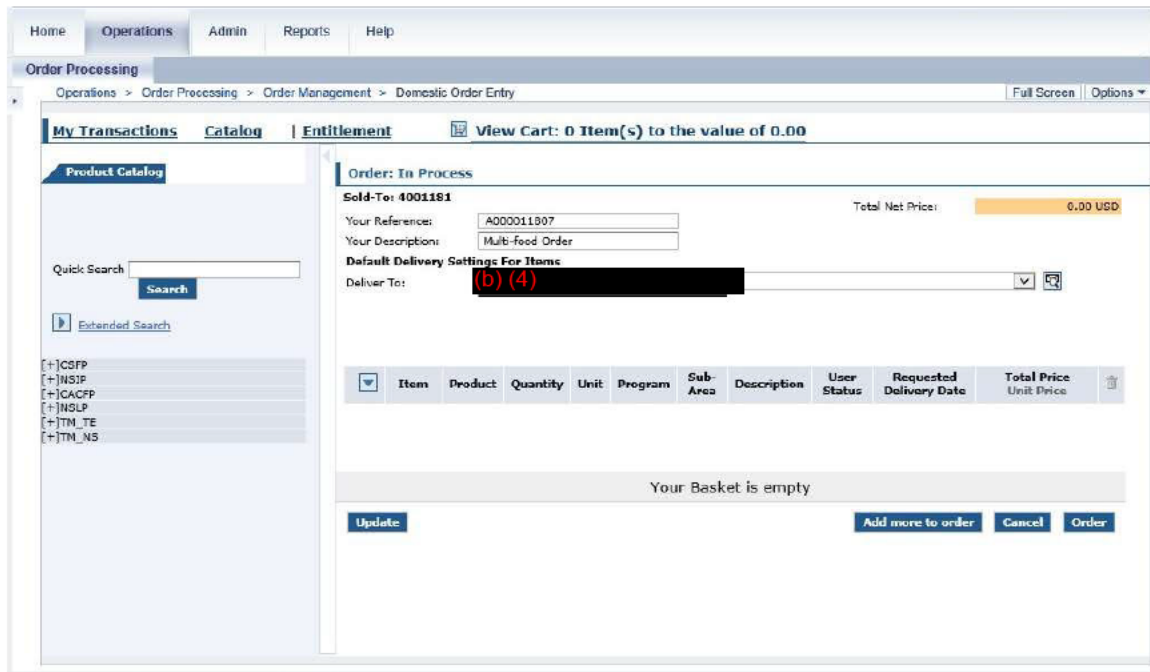
6. Select the desired **Ship-To** destination from the **Deliver To:** dropdown list. In this example, (b) (4) option) was selected.

Image: Domestic Order Entry Screen



7. Click **Update** (the **Update** button) to save the **Deliver To:** destination and any optional text entered in the header.

Image: Domestic Order Entry Screen

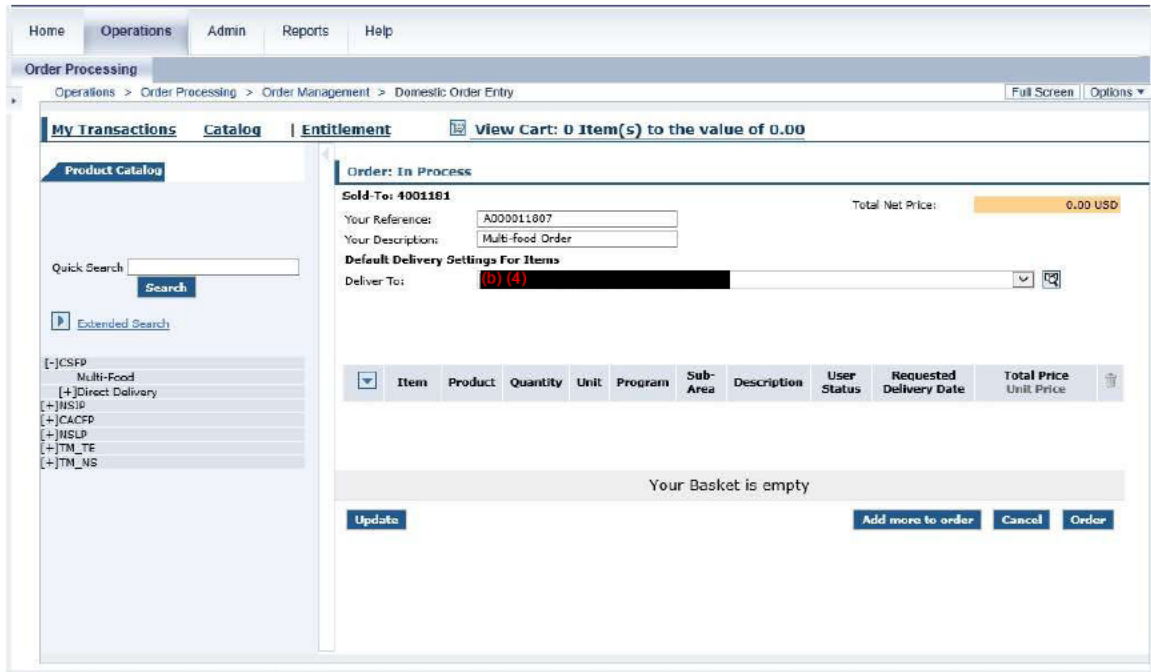


8. In the Product Catalog, click **+1** (the **Plus** icon) next to the appropriate program. In this example, **+1CSFP** (the **CSFP** option) was selected.



(Note) To review the list of materials available for ordering, the user will drill down through the product catalog beginning with the program. The user will see only programs with which their RA is affiliated. Multi-food orders are available only to the CSFP and FDPIR programs.

Image: Domestic Order Entry Screen



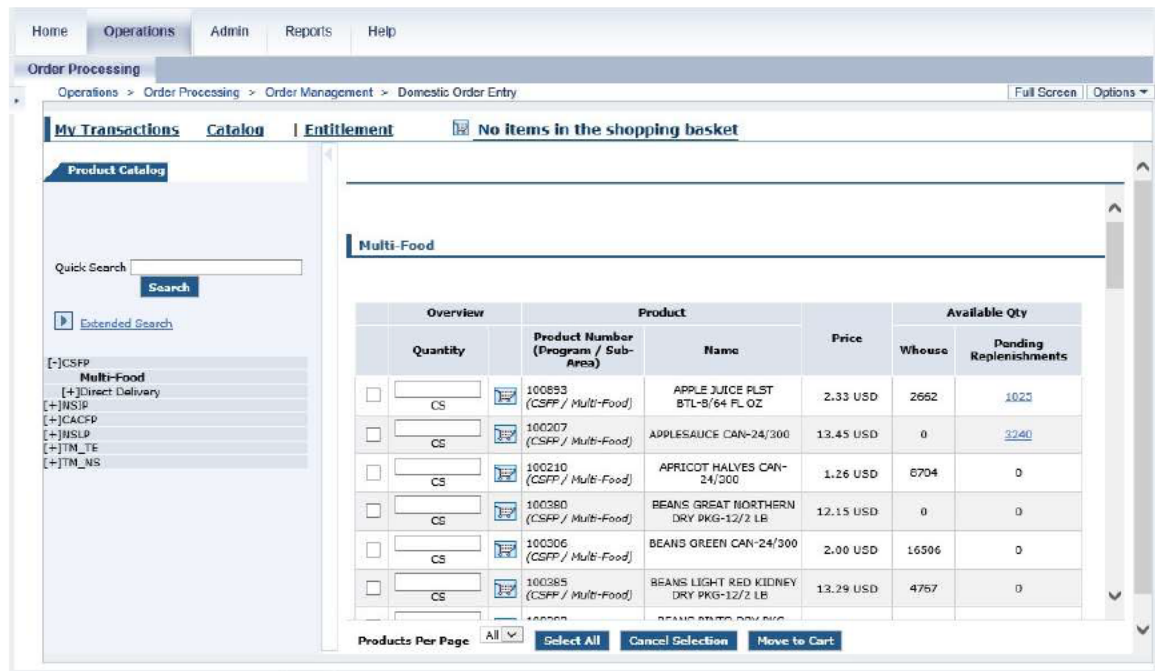
The screenshot shows the 'Domestic Order Entry' screen in a web application. The navigation menu includes Home, Operations, Admin, Reports, and Help. The main header indicates 'Order Processing' and 'Order Management > Domestic Order Entry'. Below this, there are tabs for 'MY Transactions', 'Catalog', and 'Entitlement', along with a 'View Cart: 0 Item(s) to the value of 0.00' link. The 'Product Catalog' section on the left has a search bar and a tree view showing a hierarchy: [-]CSFP, Multi-Food, [+]Direct Delivery, [-]JMSIP, [-]CACFP, [-]JMSLP, [-]JTM_TE, and [-]JTM_NS. The right-hand side shows 'Order: In Process' details, including 'Sold To: 4001181', 'Your Reference: A000011807', 'Your Descriptions: Multi-food Order', and 'Default Delivery Settings For Items' with 'Deliver To: (B) (4)'. A table header is visible with columns: Item, Product, Quantity, Unit, Program, Sub-Area, Description, User Status, Requested Delivery Date, Total Price, and Unit Price. Below the table, it states 'Your Basket is empty' and provides buttons for 'Update', 'Add more to order', 'Cancel', and 'Order'.

9. Click **Multi-Food** (the **Multi-Food** link) after selecting the desired program. In this example, **Multi-Food** (the **Multi-Food** option) under **CSFP** was selected.



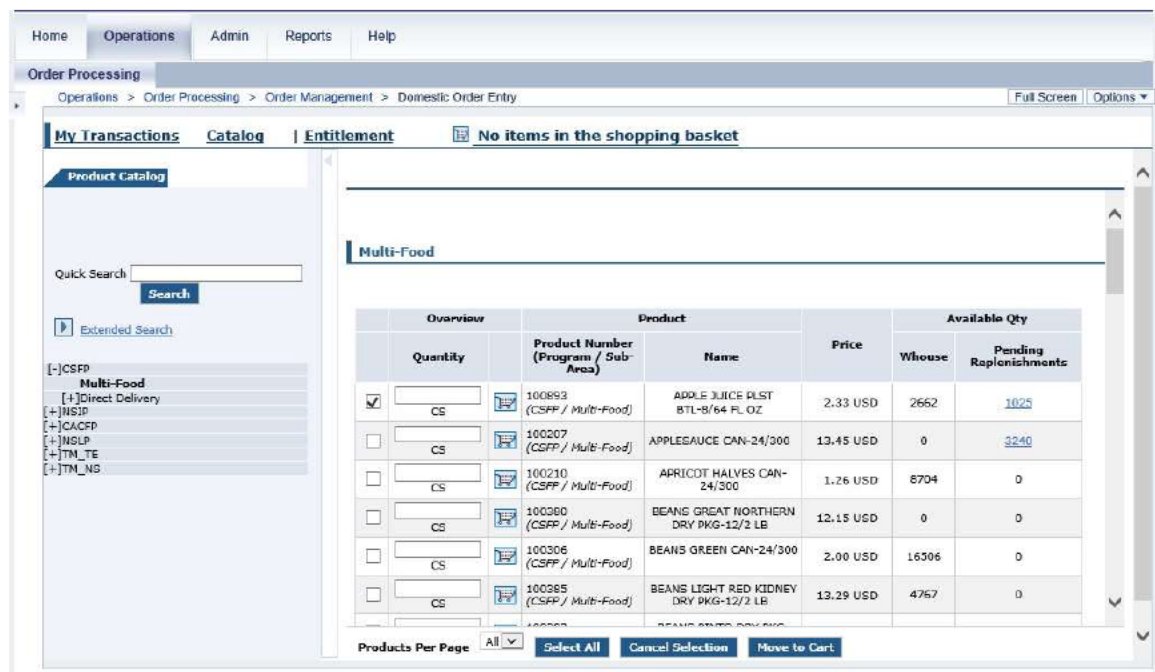
(Note) After selecting the **Multi-Food** link, all the available products will display on the right-hand side of the screen.

Image: Domestic Order Entry Screen



10. Click (the **Check Box** icon) next to the line item for the required product to add it to the cart. In this example, the line item for product number **100893** was selected.

Image: Domestic Order Entry Screen



11. As required, complete/review the following fields:

Field	R/O/C	Description
Quantity	R	Number of items. Example: 5



(Note) The **Available Qty** columns reflect the quantity currently on hand at the national warehouses and quantities on order for replenishment. Orders that exceed available quantities may not be processed or are subject to being cancelled or delayed.

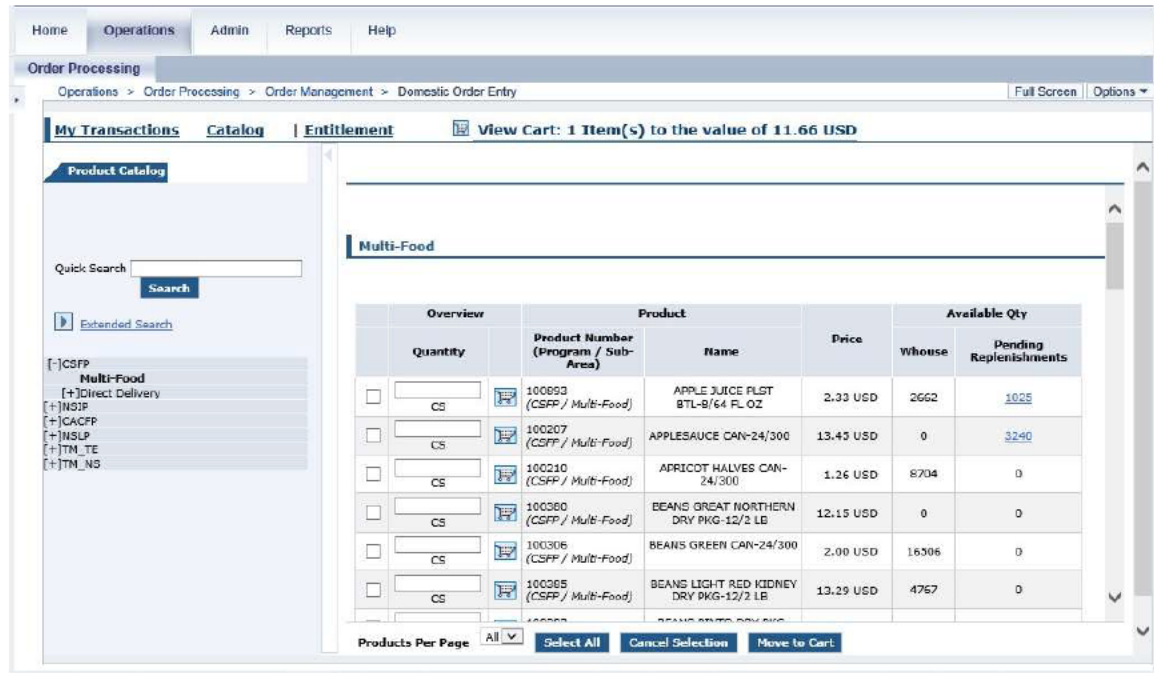
Image: Domestic Order Entry Screen

The screenshot shows the 'Domestic Order Entry' screen. On the left is a 'Product Catalog' sidebar with a search bar and a list of categories including 'Multi-Food'. The main area displays a table of products under the 'Multi-Food' category. The table has columns for 'Quantity', 'Product Number (Program / Sub-Area)', 'Name', 'Price', 'Whouse', and 'Available Qty' (which is further divided into 'Whouse' and 'Pending Replenishments').

Overview		Product		Price	Available Qty	
Quantity	Product Number (Program / Sub-Area)	Name		Whouse	Pending Replenishments	
<input checked="" type="checkbox"/> 5 CS	100893 (CSFP / Multi-Food)	APPLE JUICE PLST BTL-8/64 FL. OZ	2.33 USD	2662	1025	
<input type="checkbox"/>	100207 (CSFP / Multi-Food)	APPLESAUCE CAN-24/300	13.45 USD	0	3240	
<input type="checkbox"/>	100210 (CSFP / Multi-Food)	APRICOT HALVES CAN- 24/300	1.26 USD	8704	0	
<input type="checkbox"/>	100380 (CSFP / Multi-Food)	BEANS GREAT NORTHERN DRY PKG-12/2 LB	12.15 USD	0	0	
<input type="checkbox"/>	100306 (CSFP / Multi-Food)	BEANS GREEN CAN-24/300	2.00 USD	16306	0	
<input type="checkbox"/>	100365 (CSFP / Multi-Food)	BEANS LIGHT RED KIDNEY DRY PKG-12/2 LB	13.29 USD	4767	0	

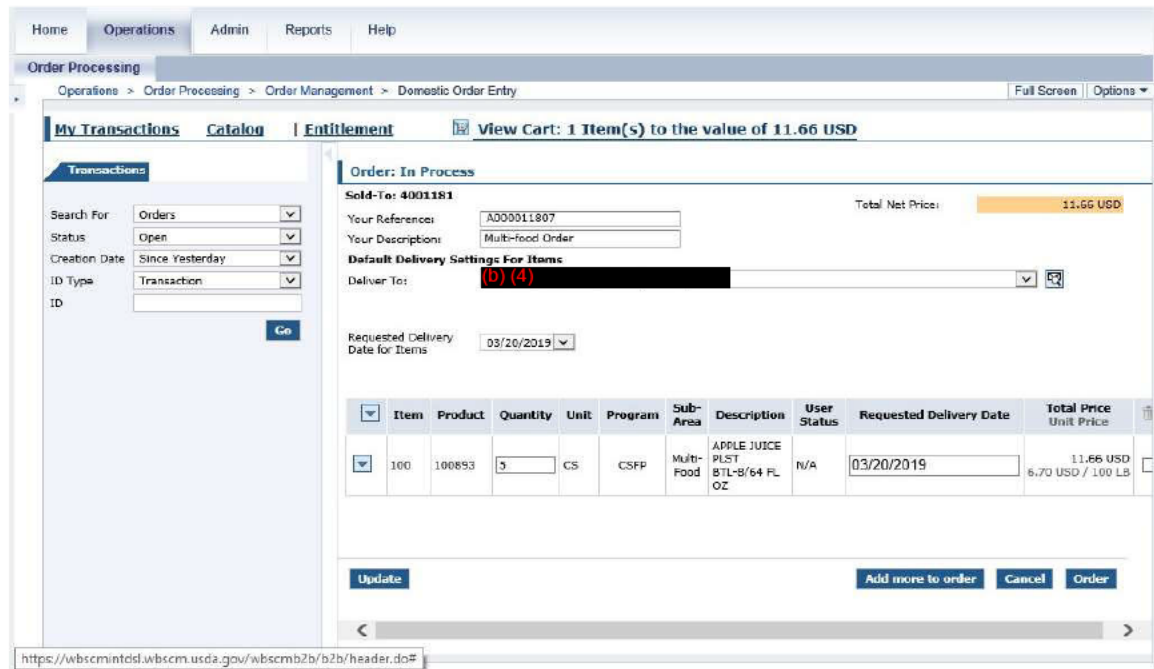
12. Click (the **Shopping Cart** button) to add the product to the cart.

Image: Domestic Order Entry Screen




13. Click [View Cart](#) (the **View Cart**: link) to view the items added to the cart. In this example, the [View Cart: 1 Item\(s\) to the value of 11.66 USD](#) (the **View Cart: 1 Item(s) to the value of 11.66 USD** link) was selected.

Image: Domestic Order Entry Screen



14. Select the appropriate delivery date from the **Requested Delivery Date** dropdown list. In this example, **03/20/2019** (the **03/20/2019** date) was selected.



(Note) Click  (the **Hide Navigator** button) to hide the *Transaction* Pane to maximize the view.

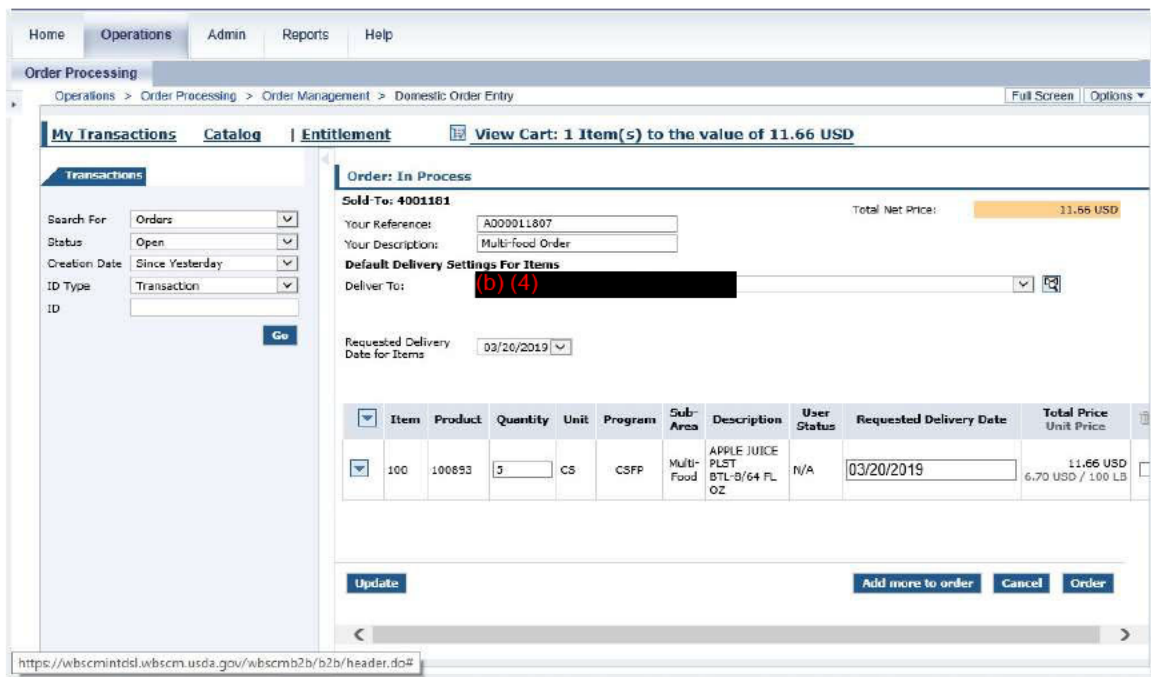


(Note) Once selected, the delivery date for each product will be displayed in the **Requested Delivery Date** column.

15. Perform one of the following:

If	Then
The user needs to add another item to the order	Go to Step 16.
The user needs to update quantity for an item in the cart	Go to Step 22.
The user needs to delete items from the order	Go to Step 25.
The user is ready to submit the order	Go to Step 28.

Image: Domestic Order Entry Screen




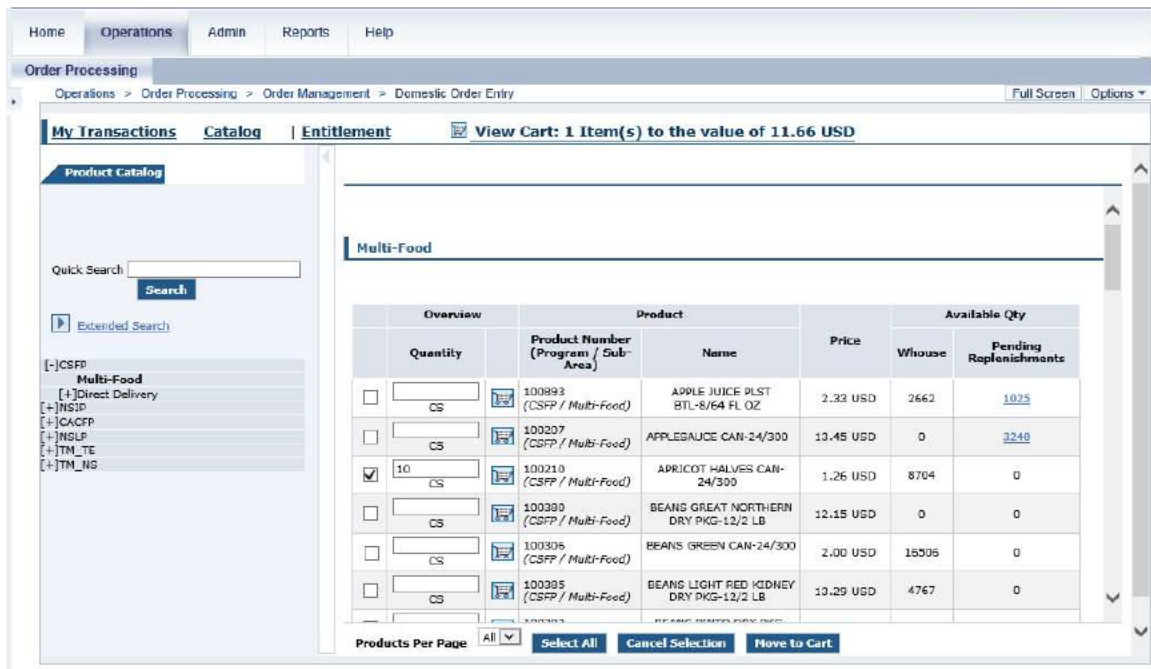
16. Click  (the **Add more to order** button) to add a new product to this order.

Image: Domestic Order Entry Screen

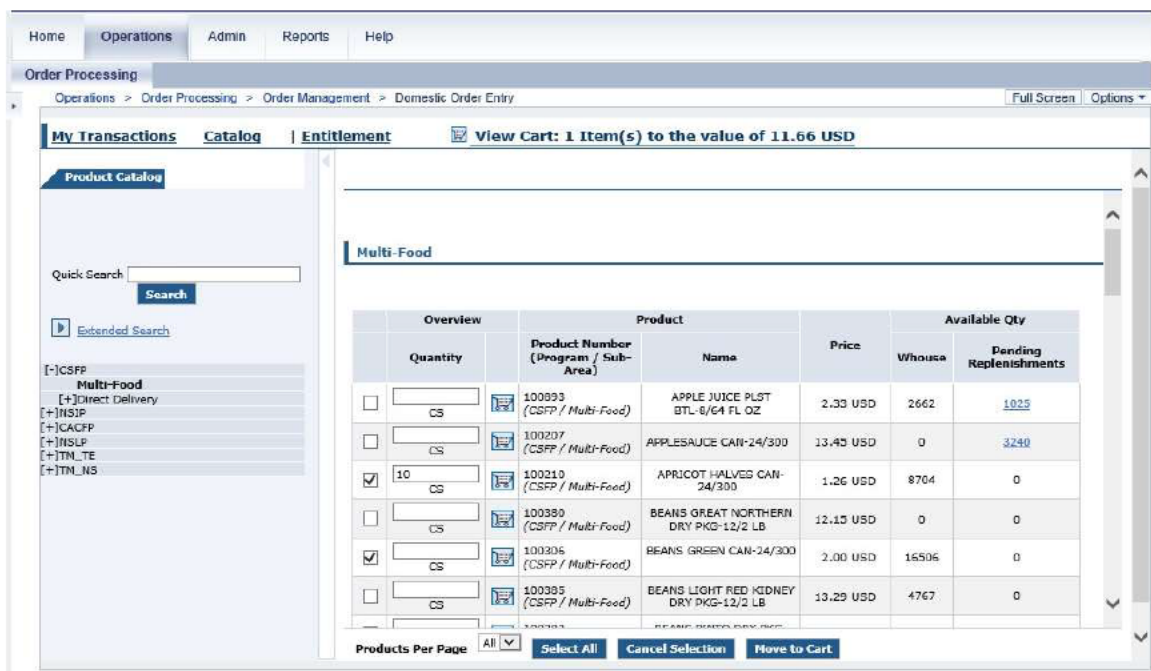


17. Click (the **Check Box** icon) beside the product(s) to add it to the order.



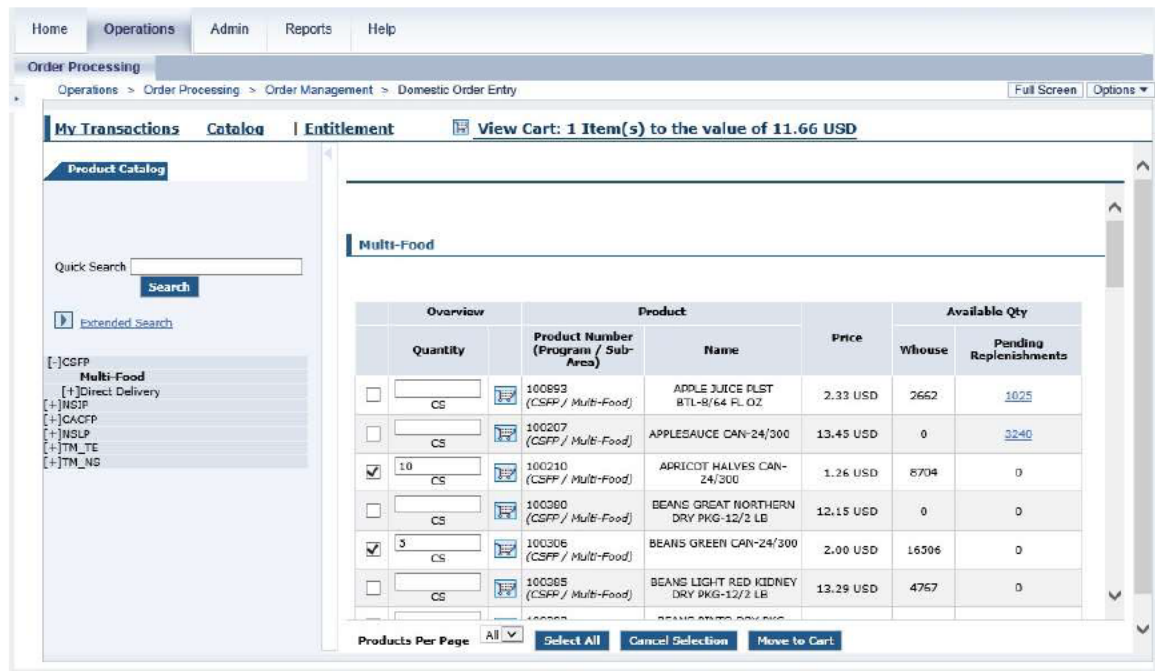
(Note) All checked products can be added to the cart at the same time.

Image: Domestic Order Entry Screen



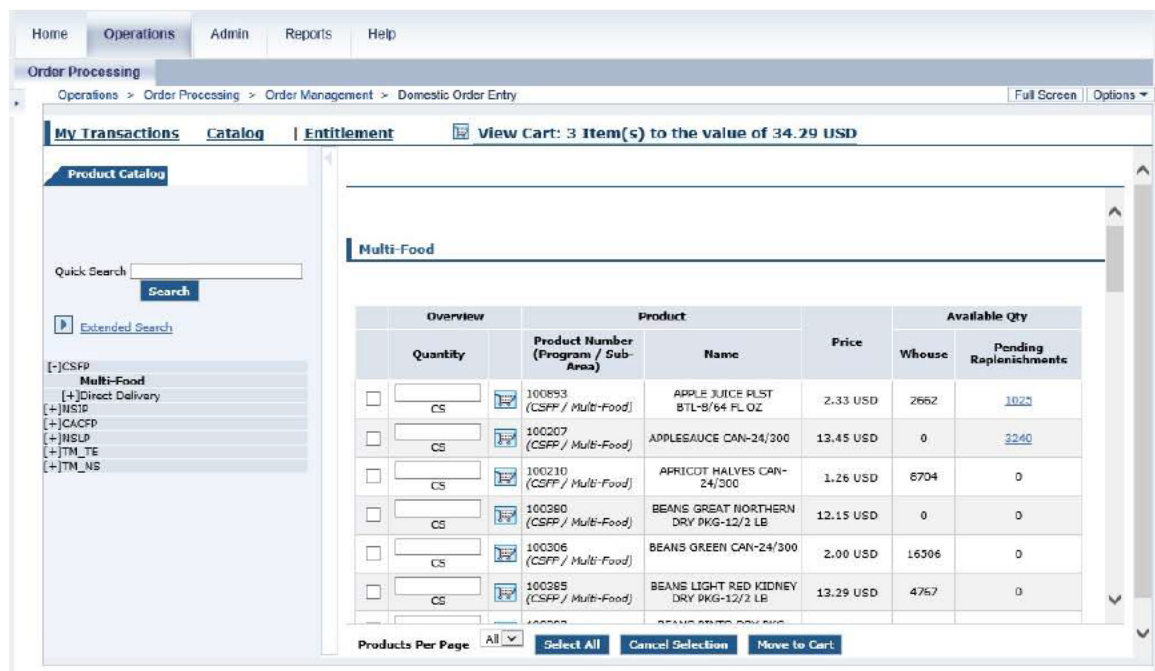
18. Enter the desired quantity in the **Quantity** field. In this example, **5** was entered in the **Quantity** field.

Image: Domestic Order Entry Screen



19. Click **Move to Cart** (the **Move to Cart** button) on the bottom of the screen.

Image: Domestic Order Entry Screen



20. Click **View Cart:** (the **View Cart:** link) to view items added to the cart. In this example, **View Cart: 3 Item(s) to the value of 34.29 USD** (the **View Cart: 3 Item(s) to the value of 34.29 USD** link) was selected.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 3 Item(s) to the value of 34.29 USD

Order: In Process

Sold-To: 4001181

Your Reference: A000011807

Your Description: Multi-food Order

Total Net Price: 34.29 USD

Default Delivery Settings For Items

Deliver To: (b) (4)

Requested Delivery Date for Items: 03/20/2019

Item	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price Unit Price
100	100893	5	CS	CSFP	Multi-Food	APPLE JUICE PLST BTL-8/64 FL OZ	N/A	03/20/2019	11.66 USD 6.70 USD / 100 LB
200	100210	10	CS	CSFP	Multi-Food	APRICOT HALVES CAN-24/300	N/A	03/20/2019	12.62 USD 3.61 USD / 100 LB
300	100306	5	CS	CSFP	Multi-Food	BEANS GREEN CAN-24/300	N/A	03/20/2019	10.01 USD 9.20 USD / 100 LB

21. Click (the Hide Navigator button) to hide the *Transaction* Pane.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 3 Item(s) to the value of 34.29 USD

Order: In Process

Sold-To: 4001181

Your Reference: A000011807

Your Description: Multi-food Order

Total Net Price: 34.29 USD

Default Delivery Settings For Items

Deliver To: (b) (4)

Requested Delivery Date for Items: 03/20/2019

Item	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price Unit Price	
100	100893	5	CS	CSFP	Multi-Food	APPLE JUICE PLST BTL-8/64 FL OZ	N/A	03/20/2019	11.66 USD 6.70 USD / 100 LB	<input type="checkbox"/>
200	100210	10	CS	CSFP	Multi-Food	APRICOT HALVES CAN-24/300	N/A	03/20/2019	12.62 USD 3.61 USD / 100 LB	<input type="checkbox"/>
300	100306	5	CS	CSFP	Multi-Food	BEANS GREEN CAN-24/300	N/A	03/20/2019	10.01 USD 9.20 USD / 100 LB	<input type="checkbox"/>

Update

Add more to order | Cancel | Order

22. Update the **Quantity** field, as appropriate, for the required line items.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 3 Item(s) to the value of 34.29 USD

Order: In Process

Sold To: 4001161

Your Reference: A000011807

Your Description: Multi-Food Order

Total Net Price: 34.29 USD

Default Delivery Settings For Items

Deliver To: (b) (4)

Requested Delivery Date for Items: 03/20/2019

Item	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price Unit Price	
100	100893	5	CS	CSFP	Multi-Food	APPLE JUICE PLST BTL-8/54 FL OZ	N/A	03/20/2019	11.56 USD 6.70 USD / 100 LB	<input type="checkbox"/>
200	100210	10	CS	CSFP	Multi-Food	APRICOT HALVES CAN-24/300	N/A	03/20/2019	12.62 USD 5.61 USD / 100 LB	<input type="checkbox"/>
300	100306	5	CS	CSFP	Multi-Food	BEANS GREEN CAN-24/300	N/A	03/20/2019	10.01 USD 9.20 USD / 100 LB	<input type="checkbox"/>

Update | Add more to order | Cancel | Order

23. Click **Update** (the **Update** button) to apply changes.

24. Return to Step 15.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 3 Item(s) to the value of 34.29 USD

Order: In Process

Sold To: 4001161

Your Reference: A000011807

Your Description: Multi-Food Order

Total Net Price: 34.29 USD

Default Delivery Settings For Items

Deliver To: (b) (4)

Requested Delivery Date for Items: 03/20/2019

Item	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price Unit Price	
100	100893	5	CS	CSFP	Multi-Food	APPLE JUICE PLST BTL-8/54 FL OZ	N/A	03/20/2019	11.56 USD 6.70 USD / 100 LB	<input type="checkbox"/>
200	100210	10	CS	CSFP	Multi-Food	APRICOT HALVES CAN-24/300	N/A	03/20/2019	12.62 USD 5.61 USD / 100 LB	<input type="checkbox"/>
300	100306	5	CS	CSFP	Multi-Food	BEANS GREEN CAN-24/300	N/A	03/20/2019	10.01 USD 9.20 USD / 100 LB	<input checked="" type="checkbox"/>

Update | Add more to order | Cancel | Order

25. Click (the **Check Box** icon) underneath the **Trashcan** column to select a line to delete. In this example, the last line item was selected.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 3 Item(s) to the value of 34.29 USD

Order: In Process

Sold-To: 4001181

Your Reference: A000011807

Your Description: Multi-Food Order

Total Net Price: 34.29 USD

Default Delivery Settings For Items

Deliver To: (b) (4)

Requested Delivery Date for Items: 03/20/2019

Item	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price	Unit Price
100	100893	5	CS	CSFP	Multi-Food	APPLE JUICE PLST BTL-8/64 FL OZ	N/A	03/20/2019	11.56 USD	6.70 USD / 100 LB
200	100210	10	CS	CSFP	Multi-Food	APRICOT HALVES CAN-24/300	N/A	03/20/2019	12.62 USD	5.61 USD / 100 LB
300	100306	5	CS	CSFP	Multi-Food	BEANS GREEN CAN-24/300	N/A	03/20/2019	10.01 USD	9.30 USD / 100 LB

Update | Add more to order | Cancel | Order

26. Click **Update** (the **Update** button) to delete the selected line(s).

27. Return to Step 15.

Image: Domestic Order Entry Screen

Home | Operations | Admin | Reports | Help

Order Processing

Operations > Order Processing > Order Management > Domestic Order Entry

My Transactions | Catalog | Entitlement | View Cart: 2 Item(s) to the value of 24.28 USD

Order: In Process

Sold-To: 4001181

Your Reference: A000011807

Your Description: Multi-Food Order

Total Net Price: 24.28 USD

Default Delivery Settings For Items

Deliver To: (b) (4)

Requested Delivery Date for Items: 03/20/2019

Item	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price	Unit Price
100	100893	5	CS	CSFP	Multi-Food	APPLE JUICE PLST BTL-8/64 FL OZ	N/A	03/20/2019	11.56 USD	6.70 USD / 100 LB
200	100210	10	CS	CSFP	Multi-Food	APRICOT HALVES CAN-24/300	N/A	03/20/2019	12.62 USD	5.61 USD / 100 LB

Update | Add more to order | Cancel | Order

28. Click **Order** (the **Order** button) to submit this order.

Image: Domestic Order Entry Screen

The screenshot shows the 'Domestic Order Entry' screen with a confirmation dialog box. The dialog box contains the text: 'Message from webpage', a question mark icon, and the text 'Do you really want to send the order?'. There are 'OK' and 'Cancel' buttons at the bottom of the dialog.

Order: In Process
 Sold-To: 4001181
 Your Reference: A000011807
 Your Description: Multi-food Order
 Default Delivery Settings For Items
 Deliver To: (b) (4)
 Requested Delivery Date for Items: 03/20/2019

Item	Product	Quantity	Unit	Program	Sub-Area	Description	User Status	Requested Delivery Date	Total Price Unit Price
100	100893	5	CS	CSFP	Multi-Food	APPLE JUICE PLST BTL-8/64 FL OZ	N/A	03/20/2019	11.66 USD 6.70 USD / 100 LB
200	100210	10	CS	CSFP	Multi-Food	APRICOT HALVES CAN-24/300	N/A	03/20/2019	12.62 USD 5.61 USD / 100 LB

Buttons: Update, Add more to order, Cancel, Order

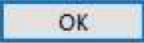
29. Click  (the OK button) in the pop-up window to confirm order submission.

Image: Domestic Order Entry Screen

The screenshot shows the 'Confirmation of receipt' screen. It displays the order details and a table of items.

Confirmation of receipt
 Sold-To: 4001181
 Order: 1000259480 from 03/08/2019 08:18
 Your Reference: A000011807
 Your Description: Multi-food Order
 Total Net Price: 24.28 USD

Item	Item Details	QTY	Unit	User Status	Total Price Unit Price
100	100893 : APPLE JUICE PLST BTL-8/64 FL OZ Delivery Point: 5005062: CAPITAL AREA FE, AUSTIN, TX , AUSTIN, TX Requested Delivery Date: 03/20/2019	5.000	CS	N/A	\$11.66 USD 6.70 USD / 100 LB
200	100210 : APRICOT HALVES CAN-24/300 Delivery Point: 5005062: CAPITAL AREA FE, AUSTIN, TX , AUSTIN, TX Requested Delivery Date: 03/20/2019	10.000	CS	N/A	\$12.62 USD 5.61 USD / 100 LB

Buttons: Print, Close

30. The transaction is complete.



(Note) The order number will be required to display or modify the order in the future. For reference, record the order number displayed on the *Confirmation of receipt* screen.



Work Instruction
Create Multi-Food Order RA

RESULT

A multi-food order was created, including selecting a Ship-To destination, adding items to the order, and selecting a delivery date. As applicable, quantities and items may have been updated before submitting the order.