



WBSCM Portal Link

The WBSCM Production URL is <https://portal.wbscm.usda.gov>.

WBSCM Questions and Answers

Release of Solicitations and Automated Notification

Question: How will Carriers be advised of the release of invitations and what website will be used to access the freight tenders and commodity invitations? Will there be a "listserver", that can be joined or will our current subscriptions be valid?

Answer: You will continue to receive notifications on the release of solicitations through your current subscription to the DACO "listserver", which is now called "Gov Delivery". WBSCM solicitations will be posted on the WBSCM Public Procurement Page which will be "live" starting April 1. You can add to your "favorites" or you can find the link from our Commodity Operations page at the following location:

<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=coop&topic=wbs>.

If you are not already signed up for "Gov Delivery" and you want automated notification of release of solicitations you need to complete the following steps.

1. Go to www.fsa.usda.gov/FSA/.
2. On the left of the screen click on Commodity Operations.
3. Under Related Topics, click on Procurements and Sales.
4. Under Related topics, click the commodity you want to bid on (such as Bulk Commodities, Domestic, Export, Exchanges & Processing of CCC-owned inventory, sales).
5. Click on Bulk Commodities, on the center console, scroll down to Solicitation Information.

There you will see the following statement:

If you sign up for the Procurement Bulk Grain and Procurement Grain BNT E-mail subscriptions, you will automatically be notified of release information for bulk commodities and bags and twine.

You will also be able to setup preferences as to what other e-mail notifications you would like to receive.

Freight tenders will be accessed as always, through USAID's Ocean Transportation Bulletin Board or FAS's Ocean Freight Invitations for Bids and Awards, and now additionally through WBSCM.

Files can be attached to offers in WBSCM.

Additional information can be included with offers through file attachments, and these files will be reviewed. However, attachments should not contain price or other evaluation criteria. Data that can be input into specific fields in WBSCM must be entered in the appropriate fields to be evaluated. The "Bidder's Remarks" field should be used to provide information that needs to be considered to determine offer responsiveness (e.g., the bulk oil requirement to report last three cargoes). It can also be used for standard's statements such as those related to Privacy or Trade Secrets Act protections. Such statements can also be loaded into the freight preference template so that it is included on each vendor response.

Bulk System

Question: Has a profile for each terminal been created listing specific restrictions for air draft, water draft, beam, LOA and any other pertinent data? If Owners are responsible for bidding specific terminals then WBSCM should list the restrictions for each terminal.

Answer: Under WBSCM it will be the responsibility of the offeror to determine if their vessel(s) can meet berth restrictions. Berth restrictions can be obtained by contacting terminal operators. However, if there is a question as to the suitability of the vessel at a particular loading berth by either the vessel owner or the commodity supplier, the question will be asked and answered prior to any award plan.

Question: Currently in WBSCM there are no min/max limitation capabilities for each commodity (i.e. HRW, SWW, and Sorghum) within a cargo release. How will Owners be able to offer cargo min/max quantities based on the segregation limitations of the vessels?

Answer: WBSCM does not directly accommodate min/max quantities per commodity at this time. However, min/max quantities can be set for each offer, and an offer can be specific to a commodity. Multiple offers can be submitted to represent a combination.

Question: How will Owners be able to link offers? How can the system recognize cargoes fixed based on subjects of other offers or conditions?

Answer: When multiple offers are submitted within a constraint group, they are linked. However, offers cannot be linked across separate solicitations. It should be noted that under WBSCM multiple bulk commodities will be tendered on a single solicitation, so there should not be a need to link across solicitations.

Question: How will WBSCM read bulk offers? What are the parameters for determining the right offer? Can the system distinguish between the Packaged System with the Lakes set aside and the Bulk System?

Answer: Packaged and bulk solicitations, and analyses, will be handled separately in the system. The appropriate rules will be applied to each solicitation and evaluation.

Freight Forwarders (FF's)

Question: Will completion packages still be required by the Freight Forwarder?

Answer: Yes, all previous documents are still required. Freight Forwarders will be able to upload these as attachments to the appropriate documents (Purchase Orders, Bid Invitations, etc.)

Question: How will the Stevedores/Freight Forwarders have a record of all of the railcars/ASNs coming into the port?

Answer: Stevedores will not have access to the system, but Freight Forwarders can use the International Transportation Report to view railcar information that was entered on the ASN.

Question: What are the deadlines/timelines for receipting on the Goods Receipt (GR) or the Freight PO Receipt?

Answer: All GR's should be entered as soon as possible. However, for FAS, freight GR's must be entered prior to invoice payment in WBSCM.

Question: What will be the review process by Freight Forwarders?

Answer: Freight Forwarders will be able to review the "vendor response log" after offer opening time has passed and offers have been opened. Specific freight vendor offers can be viewed by the Freight Forwarders, FAS and USAID Transportation Division staff.

PVO's

Question: How do PVOs get the exact commodity and freight values for a sales order? I believe the concern here was in ensuring the order would be approved and purchased timely.

Answer: Purchasing activities determine the actual cost of the order when the purchase order is approved. The pricing information on the Sales Order when it is first entered is based on past purchasing activity or Government Price Cost Estimate data. This is an approximate value that is used until the purchase order is issued.

Cargo Preference

Question: How will cargo preference be addressed in WBSCM? Has MARAD been contacted to provide feedback on same?

Answer: There is no change to how cargo preference is addressed under WBSCM. Cargo preference will be applied as required by law and regulation. MARAD was consulted in developing business requirements for WBSCM.

Amendments

Question: How will amendments be made once an offer has been submitted, if needed?

Answer: For packaged commodity procurements, amendments on submitted offers can be made by the offeror up to the published closing time. After offers have been opened, only the Government can make changes (such as for clarifications or obvious errors) prior to award. For bulk grains and oil procurements, discussions concerning operational questions will continue between Freight Forwarders and Vessels/Brokers as deemed necessary.

Submitting Invoices by Vendor Type

Question: What is the process for submitting invoices?

Answer: Below is the guidance based on vendor type.

International and Domestic Commodity Vendors:

Follow current invoicing processes until your company receives a contract awarded in WBSCM. Once awarded PO's\contracts in WBSCM, invoice submission will be done through WBSCM.

Freight Forwarders (FF):

Need approval from USAID and FAS to require FF to upload invoice packages into records management. Completion packages will be submitted to WBSCM after award of Contracts\PO's in WBSCM.

Steamship Lines for USAID Cargo:

Continue to submit invoices as usual (to USAID).

Steamship Lines for FAS:

Follow current invoicing processes until your company receives a contract awarded in WBSCM. Once awarded PO's\contracts in WBSCM, invoice submission will be done through WBSCM.

Help Desk Availability

Question: What will be the hours of the WBSCM Level 1 Help Desk?

Answer: WBSCM Level 1 Help Desk hours are Monday – Friday from 8:00 am to 6:00 pm Eastern time.

Question: Will WBSCM ever be off-line (heard it might be over the weekends or any other times) and if so for how long?

Answer: WBSCM is off-line Sunday evenings from 7:00pm to 11:00pm eastern. Unplanned outages will be communicated through the WBSCM splash page.

System Requirements and Operating Tips

Question: Will it be possible to use any other web browser other than “Internet Explorer 7”?

Answer: WBSCM only supports the use of Internet Explorer 7. It does not support Internet Explorer 8.0 running in native mode; however it does support Internet Explorer 8.0 running in IE 7.0 compatibility mode. If this option is desired, we will forward directions on setup. Since the system went live, June 30, 2010, a few external stakeholders have used “Firefox” and “Chrome” successfully; however, these are not supported by the Level 1 Help Desk.

Question: Will WBSCM kick you out after a certain amount of inactivity? If so, what is the time limit?

Answer: Your session will time out after 30 minutes of inactivity.

System Requirements and Operating Tips (Continued)

Question: I am having problems with the screens working correctly?

Answer: Check the versions of Internet Explorer (IE) you are using. Currently, WBSCM does not always render correctly with IE 8. If you are using IE 8 or higher, go to Tools and enable Compatibility Mode.

WBSCM Help Desk Information

To obtain assistance using WBSCM, please contact the WBSCM Level 1 Help desk at any of the following:

- telephone 877-WBSCM-4U or 877-927-2648
- email: WBSCMhelp@ams.usda.gov
- Web form link on WBSCM Portal (<https://srai.service-now.com>).

You need to have the following information available when contacting the WBSCM Level 1 Help Desk:

- Company's Business Partner (BP) number: (if available)
- Company Name:
- Contact Name:
- Phone Number:
- E-mail Address:
- Which one of the following vendors are you:
 - Domestic Vendor
 - International Vendor
 - Freight Agent
 - Freight Forwarder
 - Private Voluntary Organization
 - Steam Ship Line
 - Warehouse Operator
- Identify which agency you do business with for example FSA, FNS or AMS.
- Identify the deadline; date and time, for the Solicitation you need assistance with from the help desk.

Note: Screen Prints are also very helpful when trying to communicate your issue to the WBSCM Level 1 Help Desk.

User Registration Tips

Question: How do I create a new user? What do I need to know about creating a new user?

Answer:

1. When creating a new user, the Last Name, First Name and email address must be the same in WBSCM and eAuthentication.
2. When adding a new user in WBSCM, the "Save" button should be selected after the roles have been added to the new user. If the "Save" button is selected prior to selecting the roles, the User Admin can select that new user from the top and select the "Modify" button to add the roles to the new user.
3. A User Admin can re-send the WBSCM registration email by selecting the user on the Manage Users screen, going to the last tab (Admin Data tab), and selecting the Re-send Registration Email button.

The most common issues with registration are:

- a. New user selects the wrong link in the WBSCM registration email.
- b. New user does not select the "Accept" radio button within the notification from eAuthentication. This must be done within 7 days of the creation of the eAuthentication account.
- c. User enters a different last name/first name/email address in eAuthentication than what is in WBSCM.

eAuthorization Password Reset and Help Desk Information

Question: Should I ever create another eAuth id or account?

Answer: NO, you should never create another eAuth id or account without first checking with the eAuth Help Desk to see if you already have an account. If there is a problem with the account the staff on the eAuth Help Desk will be able to assist you in resolving the problem.

Question: What do we do if we forget our password to access the WBSCM system?

Answer: Once WBSCM registration has been accomplished, the only password used is the e-Auth one. The user can reset this if they remember their own question hints. Otherwise they need to contact the eAuth Help Desk.

Question: How do I contact the eAuth Help Desk?

Answer: By phone at 1-800-457-3642 or by email at eAuthHelpDesk@ftc.usda.gov.

WBSCM Help Self Service Tool

All WBSCM users are registered to use the Service-Now self service functions (known as ESS). The functions allow end users to directly enter their Incidents into Service-Now through their web browser. Users can also display their Open Incidents, and review the State, Activity, and all information that has been entered into the "Additional Comments" section.

You can access the WBSCM help self service tool in two ways. The first is by going directly to the Web form website at <https://srai.service-now.com>. The second option is to access it once you log into the WBSCM Portal at <https://portal.wbscm.usda.gov>. Once on the WBSCM portal you will need to navigate to Help → Help Desk. At that point you will see the information below on the screen. Click on the Web form link on that screen.

WBSCM Helpdesk Contact Information

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

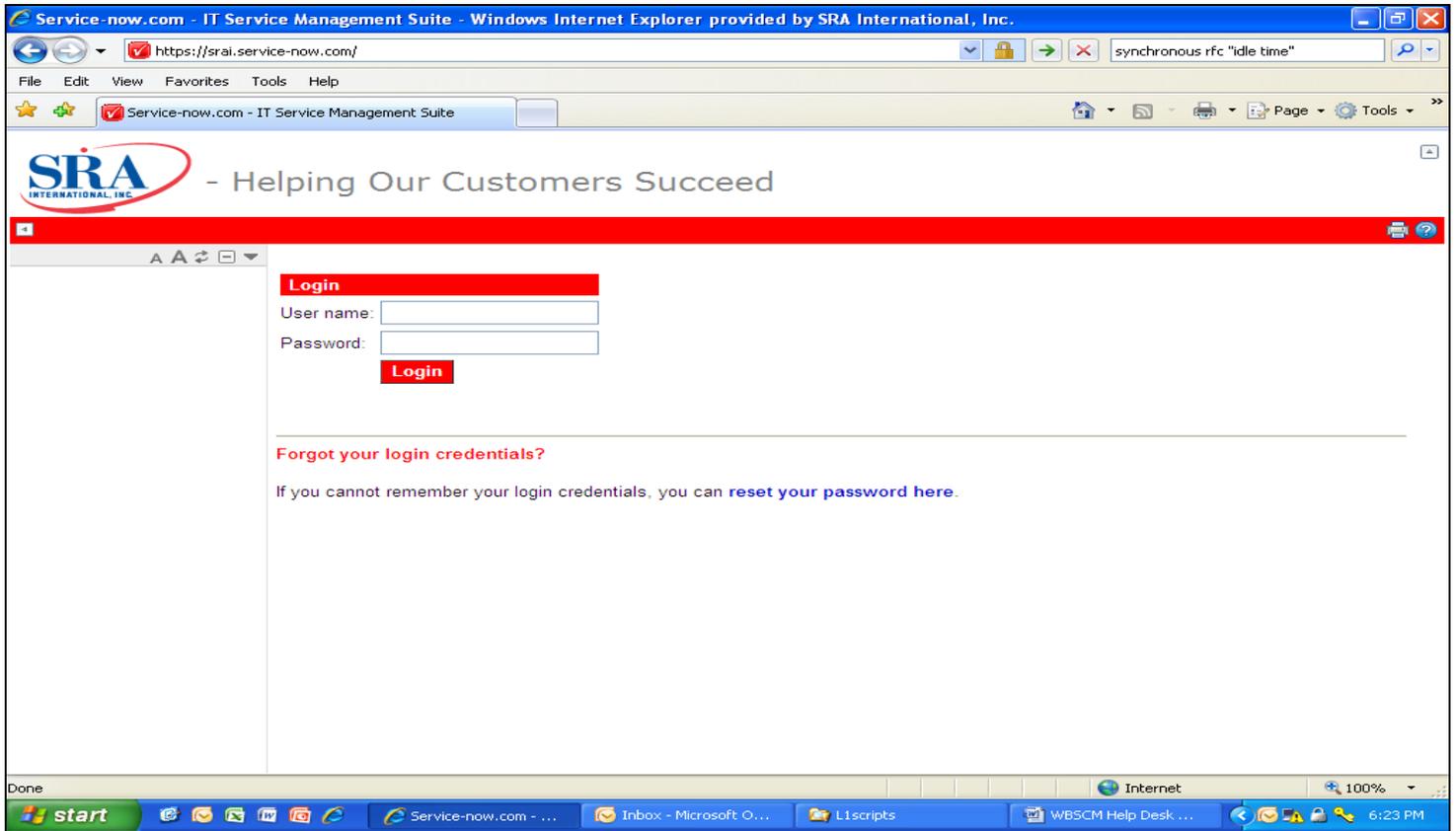
Email: WBSCMhelp@ams.usda.gov

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

You can go to the self service page and do the following to get an initial password:

- From the Service-Now login, click the 'Reset your password here' link. The form prompts you for your user ID and email, which for WBSCM users is the same. For example, jdoh@ams.usda.gov would enter that email into both fields.
- If there is a matching user record found, the system will send a password reset email containing a temporary password.
- Then you use the temporary password from the email to log in and you will be prompted to create a new permanent password.

WBSCM Help Self Service Tool (Continued)



If this is your first time in the self service site you will need to get your initial password for the self service site by clicking on the “[Reset your password here](#)” link. The form prompts you for your user ID and email, which for WBSCM users is the same so you would enter your email address into both fields. If there is a matching user record found, the system will send a password reset email containing a temporary password. Then you use the temporary password from the email to log in and you will be prompted to create a new permanent password. You must use the same email address that is used for your eAuth and WBSCM accounts.

If you forget your password, go to the Service-Now logon page and click the “[Reset your password here](#)” link. Then follow the same steps as listed above to get a new temporary password.

Updated e-Learning Courses

The e-learning courses are available at the **WBSCM Program Web site** (<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=coop&topic=wbs>). To access the courses at this web site, click on <ftp://ftp.ams.usda.gov/WBSCMTraining>. If you have trouble accessing the e-learning courses please contact the WBSCM Level 1 Help desk.

Recently some of the e-Learning courses have been updated to more accurately reflect the current way the WBSCM System operates. Therefore, you may want to see if any of the courses listed below are related to your area of business and if so, take those courses over.

Updated e-Learning Courses (Continued)

The following is the breakdown of the directory locations for the updated courses:

Directory: Updated Documentation/External/Fulfillment/Domestic

- EXT100 SDA Organization Administration
- EXT110 RA Co-op Organization Administration
- EXT130 Ship To Party Administration
- EXT300 SDA Order Management
- EXT315 National Warehouse Order Management
- EXT360 Price Support Warehouse Administration

Directory: Updated Documentation/External/Fulfillment/International

- EXT320 PVO Order Management

Directory: Updated Documentation/External/Procurement/Domestic

- EXT435 Domestic Commodity Bidding

Directory: Updated Documentation/External/Procurement/International

- EXT420 International Freight Bidding
- EXT435 International Commodity Bidding

Newsletter Distribution and Feedback

We encourage anyone who is currently receiving this FSA newsletter to please distribute it to any parties who you think might be interested in learning about the current WBSCM activities with emphasis on the FSA Procurement activities.

We would appreciate receiving your feedback! Please email your WBSCM questions or suggestions to:
WBSCM@kcc.usda.gov.