



Agricultural Marketing Service
U.S. DEPARTMENT OF AGRICULTURE



AMS Commodity Procurement Program Specialty Crops Procurement Division Industry Meeting



Agricultural Marketing Service
U.S. DEPARTMENT OF AGRICULTURE



Food & Nutrition Service



Commodity Supplemental Food Program



Food Distribution Program on Indian Reservations



The Emergency Food Assistance Program



USDA Foods in Schools

USDA FOODS

Communication is Key

- **Product Availability**
- **Logistics Constraints**
- **Solicitation Schedule**
- **Timely Delivery**
- **Shipping and Receiving**



USDA Foods Database

USDA Foods Database leverages GS1 Global Data Synchronization Network (GDSN[®]) to make nutrition, allergen, and ingredient information available for USDA Foods products for National School Lunch Program (NSLP) participants.

<https://www.fns.usda.gov/usda-fis/usda-foods-database>





USDA Foods Nutrition Profiles

- **USDA Foods offers a wide variety of lower sodium, sugar and fat options to support schools in serving meals that meet the nutritional requirements**
- **All vegetables and beans offered through USDA Foods are low-sodium or no salt added**
- **Meats, fish, and cheese have sodium formulations equal to or lower than commercial standards**
- **USDA Foods canned fruits are in extra light syrup or water**
- **Specifications for USDA Foods processed end products are determined by school districts during the bid process**



Always Improving

- **Better meet our customer demands**
- **Updating product specifications**
- **Adding new items**
- **Aligning offerings to meet availability and needs**
- **Staying up to date on changing recipient and industry needs.**



Part I. Master Solicitation

Part II. Vendor Responsibilities

Presented by: Kyla Stoufer and Valerie Dinkel

What is a Master Solicitation?

A document containing special clauses and provisions that have been identified as essential for the specific type of supply or service that is acquired repetitively.



Federal Acquisition Regulation (FAR) Authority

14.203-3 *Master solicitation*

“The master solicitation is provided to potential sources who are requested to retain it for continued and repetitive use. Individual solicitations must reference the date of the current master solicitation and identify any changes.”



The Master Solicitation for Commodity Procurements – Domestic Programs (MSCP-D)

Is used for all **Sealed Bidding** (FAR Part 14) commodity purchases for Domestic.

Uses Commercial Item Contracting (FAR Part 12)





Master Solicitation Numbering

Clauses and Provisions numbering and source

52.212-1 “52.2” is FAR numbering

452.212-1 “452.2” is Agricultural Acquisition Regulation (AGAR) numbering

4A52.212-1 “4A52.2” is local numbering





Master Solicitation Numbering

Clauses and Provisions numbering - Subject

52.212-1 “12” FAR Part 12, Commercial

452.212-1 Item Contracting

4A52.212-1

In the MSCP-D, like subjects are grouped together.



How do I know the subject?

FAR – see <https://www.acquisition.gov/>

e.g.,

Part 1 FAR System

Part 2 Definitions...

Part 5 Publicizing Actions...

Part 9 Contractor Qualifications...

Part 14 Sealed Bidding

Part 42 Administration...

Part 52 Clauses & Provisions



Master Solicitation - Format

Part	Domestic MSCP-D
Part I	General Information
Part II	Contract Clauses - arranged by subject (from FAR, AGAR, local clauses)
Part III	Exhibits, Specifications – Incorporated by Reference (IBR)
Part IV	Solicitation Provisions - arranged by subject (from FAR, AGAR, local provisions)

Master Solicitation Updates

MSCP-D is updated when changes or updates are made to the FAR, AGAR, or within AMS Commodity Procurement Program.

Published on AMS website and SAM.gov.

No amendments – revised and replaced in full.

Changes are summarized as shown on the table after the cover page.



Part II. Vendor Responsibilities

Vendor Responsibilities

Know your solicitation - CPP solicitations commonly include:

- MSCP-D
- WBSCM Solicitation (tendering text)
- Specifications
- Other Attachments and Exhibits as needed

Know your contract - CPP contracts commonly include:

- MSCP-D
- WBSCM contract (delivery dates and delivery locations)
- Terms and conditions stated in the WBSCM Solicitation (tendering text)
- Specifications
- Other Attachments and Exhibits as needed

Vendor Responsibilities

Responsibility:

An Offeror is required to submit, modify, and/or withdraw bids electronically via WBSCM. Prerequisites exist for bid submission. AMS is not responsible for any failure attributed to transmission of bid data. Offerors are advised to allow sufficient time to input offers.

It is imperative that the offeror verify the accuracy of their offer/quote.

MSCP-D References:

52.212-4 (b) Submission of Offers

4A52.214-70 Electronic Submission of Bids

Vendor Responsibilities

Responsibility:

An Offeror is required to be registered in SAM when submitting an offer or quotation and shall continue to be registered until time of award, during performance, and through final payment of any contract.

MSCP-D References:

52.204-7 System for Award Management (Provision)

52.204-13 System for Award Management Maintenance (Clause)

Vendor Responsibilities

Responsibility:

It is the responsibility of the contractor and/or subcontractor to schedule applicable and required quality assurance audits in a timely manner to ensure they have been completed and approved prior to the bid opening date.

MSCP-D Reference:

4A52.246-82 Manufacturing Practices – Processed Fruit and Vegetable and Poultry Products [as applicable]

Vendor Responsibilities

Responsibility:

Contractor shall enter a WBSCM advanced shipment notice (ASN) on or before the date of shipment. Contractor shall make delivery appointments as far in advance of expected delivery as possible, but not less than 72 hours prior to delivery by contacting a responsible representative at the applicable Purchase Order Item's Ship-to-Address for an unload appointment.

MSCP-D Reference:

4A52.211-80 Advance Shipment Notice (ASN) and Unloading Appointment

Vendor Responsibilities

Responsibility:

The contractor shall notify the contracting officer immediately when it is determined that it will not be able to deliver by the not-later-than (NLT) date of the contract. If the delay is a result of an Excusable Delay, then the contractor shall submit documentation as prescribed in the MSCP-D.

MSCP-D References:

52.212-4 (f) Excusable Delays

4A52.211-82 Compensation for Delays in Delivery

Vendor Responsibilities

Responsibility:

Contractor shall upload supporting documents when submitting their invoice in WBSCM. This may include:

- Proof of conformance
- Modifications from the contracting officer
- Bill of lading

MSCP-D References:

52.212-4(g) Invoicing

4A52.232-80 Electronic Invoicing

Acronyms:

- WBSCM – Web Based Supply Chain Management System
- CPP – Commodity Procurement Program
- AMS – Agricultural Marketing Service
- MSCP-D – Master Solicitation for Commodity Procurements – Domestic Programs
- FAR – Federal Acquisition Regulation
- AGAR – Agricultural Acquisition Regulation
- IBR – Incorporated by Reference



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Questions?

FOB (Free On Board) Origin Pilot

**Ashley Train
Blanca Ochoa**

Why? How is it going? What are your thoughts?



Why

- Helping small businesses with transportation costs.
- Increasing the likelihood of getting commodities to offshore locations.





Benefits of FOB Origin

- No transportation worries.
- Once product is picked up by the carrier, vendors' responsibilities end and vendors can invoice.
- More products for our offshore locations.





Where Are We Now

- Using GSA transportation contracts as needed to evaluate feasibility and cost effectiveness.
- Documenting our findings for future decision making.



Questions for Industry

- What is your understanding of FOB?
- How would you recommend we ensure we get products to offshore locations?



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Long-Term Contracting





Why

- Lock in supplier capacity so production can be planned
- Increase the likelihood that we will get the volume we need consistently





USDA Successes

Bulk Potatoes

- No notable shortfalls
- Pricing has been very consistent since 2019
- Able to acquire more product when needed

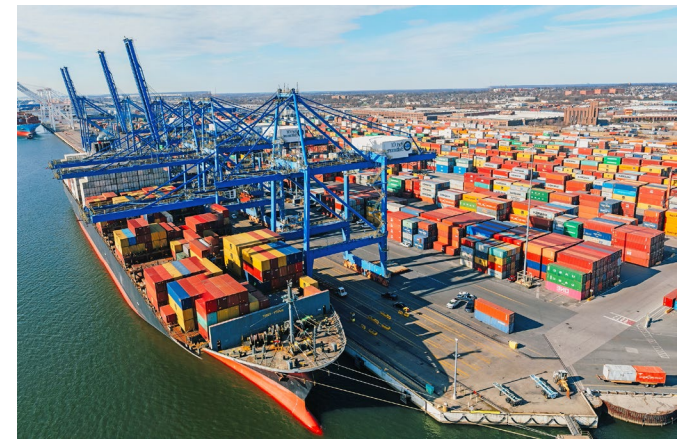
Award Term (long-term fruit contract)

- Stability in our vendors' contract volume
- Communication with vendors about product on hand
- 5 years of contracted volume





Questions/Discussion





AMS-CPP – e-Invoicing

Christa Banet
Contract Specialist
Vegetable and Pulses Branch

Invoicing Process

- The Contractor/Vendor enters a WBSCM advanced shipment notice (ASN) on or before the date of shipment.
- The ASN can be created for the PO Item as soon as a delivery appointment has been scheduled, but not less than 24 hours before shipping.
- The ASN alerts the recipient agency that the product will be shipped.
- Once the ASN is entered, the recipient awaits the arrival of the shipment.



Supporting Documentation

- **Attach ALL applicable supporting documents to the e-Invoice in WBSCM**
- **Examples of Supporting Documents:**
 - Proof of Product Conformance (Refer to the Master Solicitation for Commodity Procurement (MSCP-D) and the individual solicitation for the material.
 - Official check-loading certificate
 - Certificate of Analysis (COA)
 - Certificate of Conformance (FAR 52.246-15)
 - AMS Commodity Inspection Certificate or Graders Memorandum

Supporting Documentation Continued

- **Approved Waiver Request (SF30) that is signed by the Contracting Officer, if applicable**
 - **Submit delivery date waivers as soon as possible and at least 3-working days prior to shipment**
 - Submitting delivery date waivers after e-Invoicing will result in liquidated damages to payment.
 - Initiating delivery date waivers after e-Invoicing are possible but there will be a waiting period to recoup funds due to the refund process.
- **Contact the Contract Specialist for any questions or issues about waivers**



Supporting Documentation Continued

- **Bill of Lading/Proof of Delivery (BOL/POD) should contain the following information for e-Invoice approval:**
 - Purchase Order/Line Item Number
 - Ship to Location
 - Recipient Signature
 - Quantity of Received Cases (damages, overages, shortages to be annotated)
 - Date Received
 - Ensure the writing is legible
- **The Contract Officer (CO) reserves the right to specify any combination of documents listed above to evidence proof of product conformance.**

BOL/POD Example

STRAIGHT BILL OF LADING FORM-Original-Not Negotiable
 RECEIVED subject to the classification and mutually agreed upon rates in effect on the date of the issue of this Bill of Lading

22280 *Handwritten* ORIGINAL B/L Page 1 of 1

FROM: [REDACTED]	CONSIGNEE TO: LARFB-Pellissier USDA Los Angeles Reg Food Bank-Pellissier 2300 Pellissier Pl INDUSTRY CA 90601 USA	SHIP BY: 12/18/2021
80443267 / 20252281	SHIPPERS NUMBER (Must be Shown on Freight Bills)	MUST ARRIVE BY: 12/23/2021
PREPAID	CUST PO: 4100023807-5000723806-100#71	VEHICLE NO: 5389
SHIPPING INSTRUCTIONS:	PREPAID SHIPMENTS must show shipper's number Bills duplicate to:	SEAL NO'S: 4438642
	[REDACTED]	LOAD NO'S: 20252281
	[REDACTED]	ROUTE: TRANSPORTATION INSIGHT LLC

Commodity is foodstuffs O/T frozen NMFC 73365 Class 65 unless otherwise specifically stated

ITEM NUMBER	QTY SHIPPED	UOM	TOTAL WEIGHT	DESCRIPTION	GTIN-14	GVEGT
T00321	2,200	CS	40,920	24/1 AM BTY VEG		
Batch I2221Q4(110)						
Batch J1821Q4(1,650)						
Batch J1921Q4(440)						

PRODUCT:	Vegetarian Soup
S.O. #:	5000723806-100
MATERIAL #:	100321
DATE REC:	12/23/21
# CASES REC:	2200 CS
REC. BY:	<i>[Signature]</i>
	LARFB-LA5



Approval Examples

AUTO APPROVED e-INVOICE

- **ASN and GR Quantities Match**
- **Delivery Date on/before NLT**
- **All required documents attached to e-Invoice**

PENDING APPROVAL e-INVOICE

- **ASN and GR Quantities Match**
- **Delivery Date on/before NLT**
- **All required documents attached to e-Invoice**



Approval Examples

Examples of Perfect Invoice (Auto Approve):

Process Further	Vendor Reference	Quantity Shipped (Actual)	Quantity Shipped	Units	Actual (Confirmed) Receipt Quantity	Receipt Units	Accept any LIQ	Estimated LIQ	Date Received
<input type="checkbox"/>		2,200,000	2,200,000	CS	2,200,000	CS	<input type="checkbox"/>	0.00	12/20/2021

1. Proof of Delivery – included all required information.
2. Delivery Quantity & Receipt Good Quantity match.
3. Date Received – Within the No Later Than (NLT) delivery date.
4. No Liquidated Charges.
5. SF30 Amendment of Solicitation/Modification of Contract is attached.

Examples of Imperfect Invoice (Pending Approval)

Process Further	Vendor Reference	Quantity Shipped (Actual)	Quantity Shipped	Units	Actual (Confirmed) Receipt Quantity	Receipt Units	Accept any LIQ	Estimated LIQ	Date Received
<input type="checkbox"/>		810,000	810,000	CS	1,620,000	CS	<input type="checkbox"/>	637.88	02/11/2022

1. Vendor entered an Incorrect ASN.
2. Proof of Delivery – Incorrect information (PO number, Line item & Quantity) or missing some of the required information (date received & recipient signature).
3. Delivery Quantity & Receipt Good Quantity doesn't match (result of overage/shortage).
4. Liquidated Charges Assessed.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE	OF PAGES
2. AMENDMENT/MODIFICATION NUMBER P00001	3. EFFECTIVE DATE See Block 18C	4. REQUISITION/PURCHASE REQUISITION NUMBER XX-XXXX-XX-X-XXXX-00001	5. PROJECT NUMBER (if applicable)	
6. ISSUED BY United States Department of Agriculture Agricultural Marketing Service, Commodity Procurement Program 1400 Independence Ave SW Room 3522-S, STOP - 0239 Washington, DC 20250-0239		7. ADMINISTERED BY (if other than item 6) See block 6		
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NUMBER <input checked="" type="checkbox"/>		
VENDOR NAME STREET ADDRESS CITY, STATE ZIP CODE Phone: XXX-XXX-XXXX Email: VENDOR@MAIL.COM		9B. DATED (SEE ITEM 11) <input type="checkbox"/>		
CODE		10A. MODIFICATION OF CONTRACT/ORDER NUMBER <input checked="" type="checkbox"/> XX-XXXX-XX-X-XXXX(41000XXXXX)		
FACILITY CODE		10B. DATED (SEE ITEM 13) 11/16/2023		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (if required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.				
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.			
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 52.212-4 CONTRACT TERMS AND CONDITIONS- Commercial Products and Commercial Services			
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)			
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return 1 copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)				
(P0000x)(2/13/2024)- This is to update the _____ for line items ____ (SO# _____) with the stated changes. This is due to _____.				
Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
		Kelli Dawkins, Contracting Officer.		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	15B. UNITED STATES OF AMERICA	15C. DATE SIGNED	
(Signature of person authorized to sign)		(Signature of Contracting Officer)		

Waivers and Invoicing

- SF30 Waiver Form
 - Extend No Later Than (NLT) delivery date
 - Price Change (Discount or Upward Adjustment)
 - Delivery Destination Change
- Submit Waiver Request's As Soon As Possible
- Contact Contract Specialist for Assistance

DO NOT SUBMIT e-INVOICE WITHOUT APPROVED WAIVER



Happy Path to Successful Submission and Approval of e-Invoices:

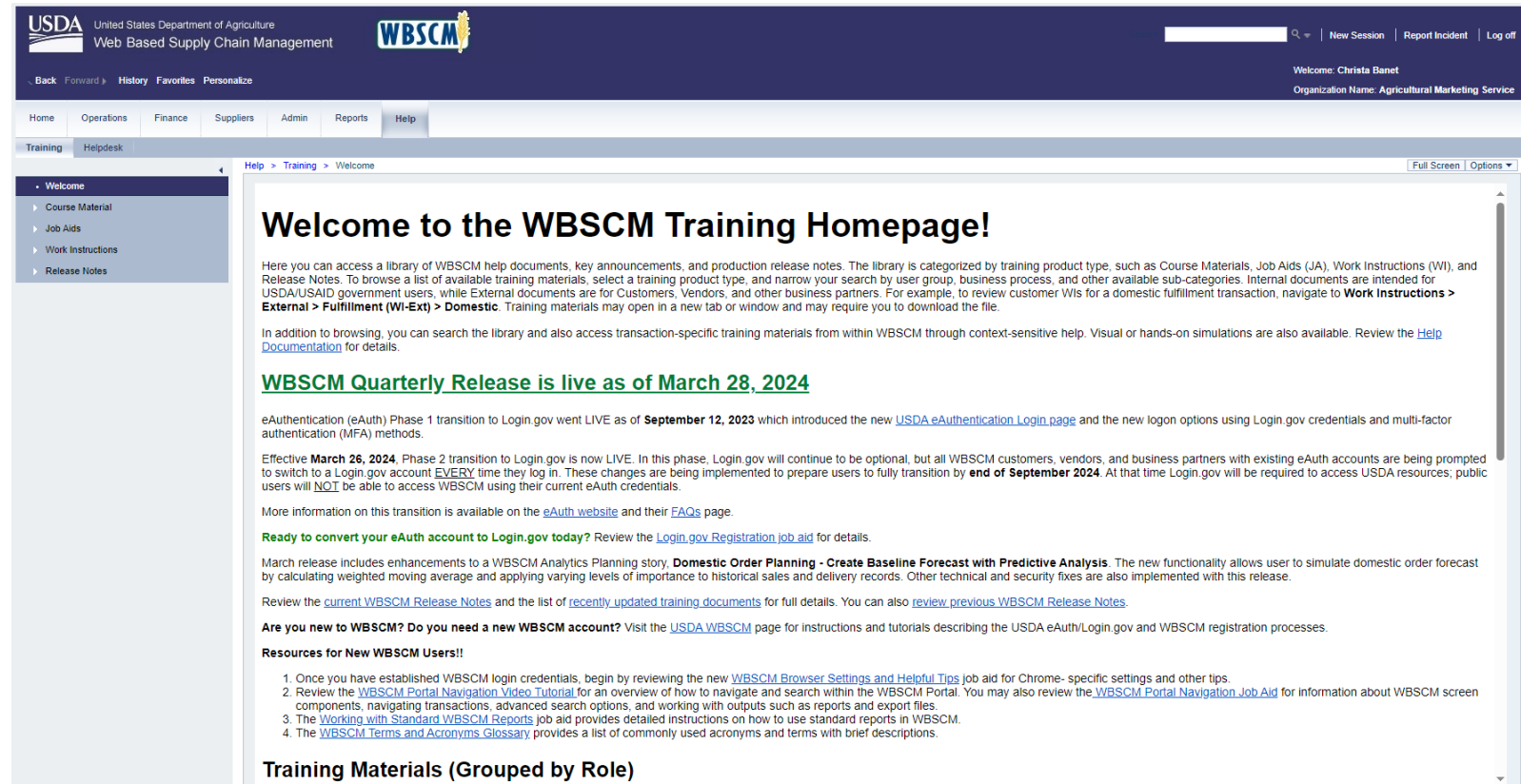


- Follow All Steps in WBSCM
- Submit ALL Required Documentation
- Review Quantities and Liquidated Damages (if applicable)
- Ensure BOL/POD is signed, dated, includes quantities received, and annotates overages, shortages, and/or damages, (if applicable)

DO NOT SUBMIT e-INVOICE WITHOUT APPROVED WAIVER



WBSCM Training Homepage



The screenshot shows the WBSCM Training Homepage. The header includes the USDA logo, "United States Department of Agriculture", "Web Based Supply Chain Management", and the WBSCM logo. A search bar and user information (Welcome: Christa Banet, Organization Name: Agricultural Marketing Service) are in the top right. A navigation menu includes Home, Operations, Finance, Suppliers, Admin, Reports, and Help. The main content area is titled "Welcome to the WBSCM Training Homepage!" and contains several paragraphs of text, including a section titled "WBSCM Quarterly Release is live as of March 28, 2024". A sidebar on the left lists "Welcome", "Course Material", "Job Aids", "Work Instructions", and "Release Notes".

United States Department of Agriculture
Web Based Supply Chain Management

WBSCM

Welcome: Christa Banet
Organization Name: Agricultural Marketing Service

Home Operations Finance Suppliers Admin Reports Help

Training Helpdesk

Help > Training > Welcome

Welcome to the WBSCM Training Homepage!

Here you can access a library of WBSCM help documents, key announcements, and production release notes. The library is categorized by training product type, such as Course Materials, Job Aids (JA), Work Instructions (WI), and Release Notes. To browse a list of available training materials, select a training product type, and narrow your search by user group, business process, and other available sub-categories. Internal documents are intended for USDA/USAID government users, while External documents are for Customers, Vendors, and other business partners. For example, to review customer WIs for a domestic fulfillment transaction, navigate to **Work Instructions > External > Fulfillment (WI-Ext) > Domestic**. Training materials may open in a new tab or window and may require you to download the file.

In addition to browsing, you can search the library and also access transaction-specific training materials from within WBSCM through context-sensitive help. Visual or hands-on simulations are also available. Review the [Help Documentation](#) for details.

WBSCM Quarterly Release is live as of March 28, 2024

eAuthentication (eAuth) Phase 1 transition to Login.gov went LIVE as of **September 12, 2023** which introduced the new [USDA eAuthentication Login page](#) and the new logon options using Login.gov credentials and multi-factor authentication (MFA) methods.

Effective **March 26, 2024**, Phase 2 transition to Login.gov is now LIVE. In this phase, Login.gov will continue to be optional, but all WBSCM customers, vendors, and business partners with existing eAuth accounts are being prompted to switch to a Login.gov account **EVERY** time they log in. These changes are being implemented to prepare users to fully transition by **end of September 2024**. At that time Login.gov will be required to access USDA resources; public users will **NOT** be able to access WBSCM using their current eAuth credentials.

More information on this transition is available on the [eAuth website](#) and their [FAQs](#) page.

Ready to convert your eAuth account to Login.gov today? Review the [Login.gov Registration job aid](#) for details.

March release includes enhancements to a WBSCM Analytics Planning story, **Domestic Order Planning - Create Baseline Forecast with Predictive Analysis**. The new functionality allows user to simulate domestic order forecast by calculating weighted moving average and applying varying levels of importance to historical sales and delivery records. Other technical and security fixes are also implemented with this release.

Review the [current WBSCM Release Notes](#) and the list of [recently updated training documents](#) for full details. You can also [review previous WBSCM Release Notes](#).

Are you new to WBSCM? Do you need a new WBSCM account? Visit the [USDA WBSCM](#) page for instructions and tutorials describing the USDA eAuth/Login.gov and WBSCM registration processes.

Resources for New WBSCM Users!!

1. Once you have established WBSCM login credentials, begin by reviewing the new [WBSCM Browser Settings and Helpful Tips](#) job aid for Chrome- specific settings and other tips.
2. Review the [WBSCM Portal Navigation Video Tutorial](#) for an overview of how to navigate and search within the WBSCM Portal. You may also review the [WBSCM Portal Navigation Job Aid](#) for information about WBSCM screen components, navigating transactions, advanced search options, and working with outputs such as reports and export files.
3. The [Working with Standard WBSCM Reports](#) job aid provides detailed instructions on how to use standard reports in WBSCM.
4. The [WBSCM Terms and Acronyms Glossary](#) provides a list of commonly used acronyms and terms with brief descriptions.

Training Materials (Grouped by Role)

For Assistance Contact: WBSCM.servicedesk@CACI.com or call 877-WBSCM-4U or 877-927-2648



WBSCM Work Instructions

The screenshot shows the USDA website's help content for Domestic users. At the top, there is a search bar and a breadcrumb trail: Home >> WBSCM Training >> Work Instructions >> External >> EXT PRO >> Domestic. Below this, the heading "Domestic" is displayed. A "Help Content" section includes a "Show Filtered Documents" dropdown menu. The main content area is titled "Simulations and Documents" and contains a list of 31 items, each with a document icon and a description of the task, such as "Assign User to a Plant, a Shipping Point, or to a Freight Agency (External)".

USDA Search

Home >> WBSCM Training >> Work Instructions >> External >> EXT PRO >> Domestic

Domestic

Help Content

Simulations and Documents

- Assign User to a Plant, a Shipping Point, or to a Freight Agency (External)
- Create a Circular
- Create Advanced Shipment Notification (ASN) Manual Process - External
- Create Bid Response with Differential Prices
- Create Domestic Bid Response (Offer)
- Create Replacement Invoice (External)
- Create User (Vendor)
- Display Advanced Shipment Notification (ASN) - External
- Display and Maintain User (Vendor)
- Display ASN Report - External
- Display Bid Invitation (External)
- Display Freight Routing
- Display Goods Receipt Report
- Display Inspection Lot
- Display List of Invoices - Vendor (eINV)
- Display List of Invoices (External)
- Display List of PO by Material Report
- Display PCA Report
- Display PO Inspection Lot MIC Discount Report
- Display Public Procurement Page (External)
- Display Purchase Order (External)
- Display Purchase Order Item Report (External)
- Display Vendor Response Log - External
- Enter Inspection Results
- Execute Proof of Delivery Report
- Maintain User Profile
- Modify Domestic Shipments Receipt - Vendor (eINV)
- Print Multiple Purchase Orders (External)



Work Instructions for E-Invoicing

- Create Advanced Shipment Notification (ASN) Manual Process – External
- Create Replacement Invoice
- Display Advanced Shipment Notification (ASN)
- Display ASN Report
- Display Goods Receipt Report
- Display List of Invoices
- Modify Domestic Shipments Receipt
- Process Domestic Shipments
- Process Domestic Shipments Variable Weight – Vendor
- Process Invoice for a Service Through PO
- Process Invoice for Commodity Through ASN
- Upload Multiple ASN File

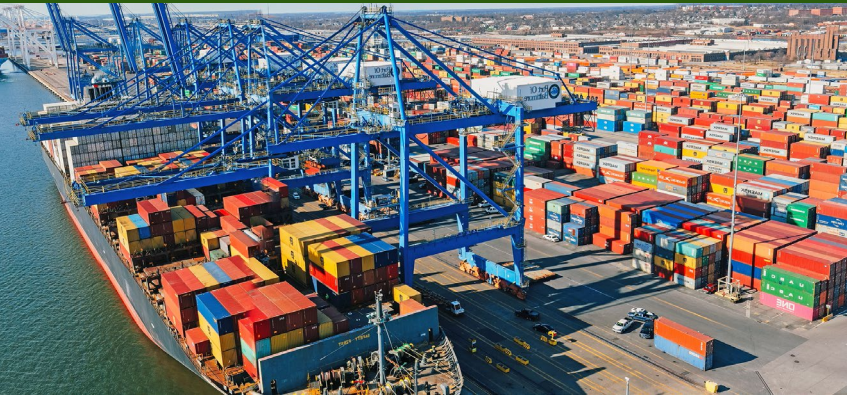


Resources

- Contact the Contract Specialist
- Contact WBSCMAMSHelpDesk@usda.gov for web support
- Watch the Informational Video “How to Modify a Goods Receipt and Submit an Electronic Invoice” on YouTube:
https://www.youtube.com/watch?v=A3eYN_v072I



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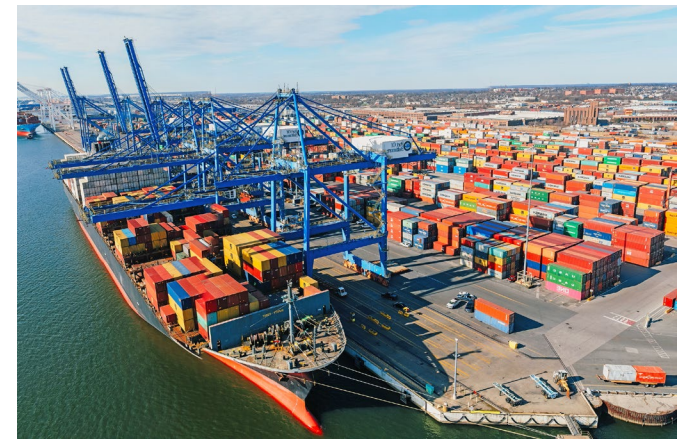


Questions



Complaints and Rejected Loads

Customer Feedback Review Process





Common Complaints

- Product quality
- Fruit cup seals
- Wrong product
- Foreign object



For the Government to Exercise its post-acceptance right and seek resolution:

- Must submit the complaint within a reasonable time after defect was discovered.
- Must submit the complaint before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.
- A defect is anything that does not conform to the provisions of the contract, such as product that does not meet specification, packaging and labeling requirements, or product contaminated with a foreign object.





Vendors Responsibility

- Respond to complaints in writing
 - How did it happen?
 - What actions will be taken to prevent issue from happen again?
- When a replacement load can be delivered, when applicable.





Rejected Loads





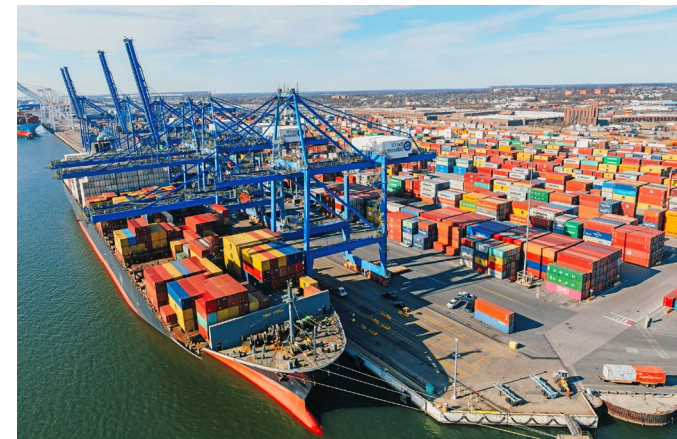
Common Reasons for Rejected loads

- Broken seals
- Numbers do not match paperwork
- Overturn pallets
- Product does not meet USDA specifications
- Late or not having an appointment



Who Makes the Determination to Reject

- Contracting Office
- Branch Chief
- Division Director





Documentation Used to Assess Situation

- Emails from FNS and the recipients
- Phone calls better understand of the problem
- Pictures of the issue



Questions

- How can we improve this process?

