

WBSCM Help-Tips and Tricks

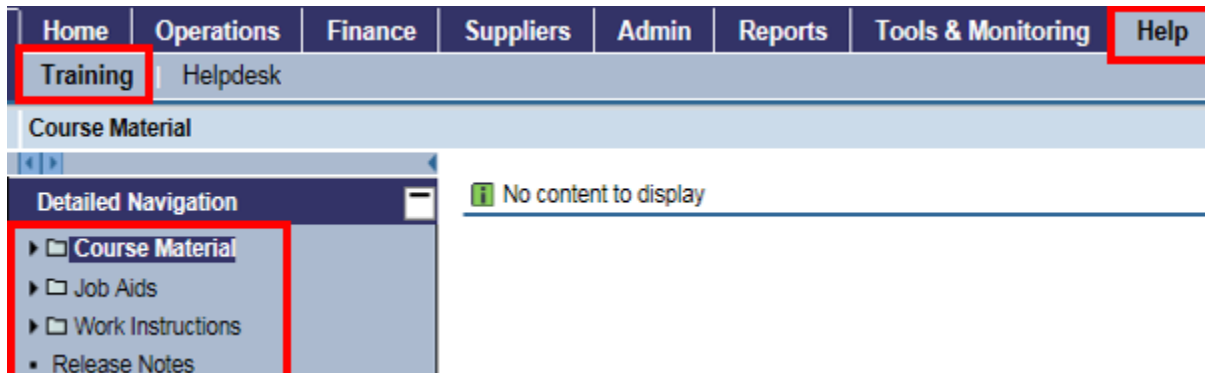
AMS Industry Meeting 2017

- 1.) Our website with procedures that are available: <https://www.ams.usda.gov/selling-food/wbscm>
 - Procedures include: system settings and requirements, reports, submitting an offer, creating an ASN, creating an invoice and many more...
- 2.) If ever you experience the iView error when attempting to perform a task in WBSCM use the following link to access WBSCM: <https://portal.wbscm.usda.gov/>



! There is no iView available for system "SAP_SRM": object "qte". For more information, contact your administrator.

- 3.) The following link lists all points of contact in Commodity Procurement:
<https://www.ams.usda.gov/selling-food/cp-contacts>
- 4.) If you experience any issues with WBSCM, you can either:
 - Contact WBSCM.servicedesk@CACI.com or call 877-927-2648.
 - Or, create your own incident through: <https://cacifedramp.service-now.com/wbscm/>
 - First time users, enter your email address for both User ID and Password on the Service Desk Portal login screen – all lower case. Change password when prompted.
- 5.) Additional help resources are available on the AMS website at: <https://www.ams.usda.gov/selling-food/wbscm> or in WBSCM under: Help→Training



- 6.) If you wish to receive notifications on upcoming solicitations on our website: <https://www.ams.usda.gov/selling-food/>, please click on the red envelope as shown below and sign up for the email notifications you wish to receive.



- 7.) eAuthentication forgotten password and/or user ID:
<https://www.eauth.usda.gov/mainPages/eauthHelp.aspx>
 - Phone: 1-800-457-3642
 - Update your account and security questions
- 8.) If encountering a “CCR Expired” error when trying to submit a bid, invoice, etc., this means your SAM (System for Award Management) registration has expired and it will need to be updated through:
<https://www.sam.gov/portal/SAM/#1#1>

9.) If needing a disbursement statement, contact WBSCMAMSHelpDesk@ams.usda.gov and provide the following:

- DUNS number
- Payment amounts
- Payment dates

10.) Reports that can be run in WBSCM:

- Advance Shipping Notification (ASN) Report
- List of Invoices—below are the different status' that can appear on this report:
 - i. In Process—must complete the submission of the invoice as it has not be submitted to WBSCM for review
 - ii. Document Sent—invoice received by USDA and pending review
 - iii. Rejected by Customer—USDA has rejected the invoice and invoice must be resubmitted for review.
 - iv. Accepted by Customer—USDA has approved the invoice and payment should be received in 5-7 business days.
- PO Item Report
- Goods Receipt (GR) Report
- Vendor Business Partner Relationship Report—will need to know your companies BP number and must have the Corporate Vendor Admin role assigned with their WBSCM ID.

11.) The AMS Master Solicitation for Commodity Procurements provides general guidance to potential bidders and/or offerors and can be found: <https://www.ams.usda.gov/selling-food/solicitations>

Still have questions? E-mail us at:

WBSCMAMSHelpDesk@ams.usda.gov

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