

System: Web-Based Supply Chain Management (WBSCM)
Form: FNS Complaints Form
Screenshot as of: 8/24/09

Screenshot #1: WBSCM Complaints Form (Basic Info Form)

The screenshot displays the 'Complaint/Order Search' form in the WBSCM system. The form is titled 'Complaint: In Process' and contains the following sections:

- Customer Information:** Customer Number (4000269), Subject (Pennsylvania Dept. of Agriculture), Reference Order Number (5000001993), Your Description, Incident Date, Date Recipient, Agency Received, and Commodity.
- Complainant Information:** The complainant is identified as 'SDA_USER1 SDA_USER1'. Fields include Complainant Name, Title, Phone, Fax, and Email (sdauser1@gmail.com).
- Contact Information:** Fields for Contact Name, Organization, Phone, and Email.
- Reason Code:** A dropdown menu.
- Additional Remarks:** A text area with a scroll bar.
- Street Address of Remaining Product:** A text area with a scroll bar.
- Table of Affected Items:** A table with columns for Item, Product, Ordered Quantity, Quantity Affected, Quantity Remaining, Unit, and Description.

Item	Product	Ordered Quantity	Quantity Affected	Quantity Remaining	Unit	Description
1000	100195	100.000	* <input type="text"/>	* <input type="text"/>	CS	PORK, HAM FRZ WATERADDED PKG 4/10 LB

At the bottom of the form, there are buttons for 'Upload File Attach', 'Cancel', and 'Continue'.

Screenshot #2: WBCSM Complaints Form (Survey Form)

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

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Complaint/Order Search

Complaint: In Process --> Survey

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)
 others

Foreign Material in Product:

bones metal/machines parts stems, leaves, etc.
 Insects/Insect parts glass plastic
 rock
 others

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
 others

Cooking or preparation issues:

wrong color when cooked product does not perform well excess breading
 undercooked
 others

Commodity caused:

allergic reaction illness Injury
 others


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](#)

Screenshot #3: WBSCM Complaints Form (Food Safety Info Form)



United States Department of Agriculture
Web-Based Supply Chain Management

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Create/Display FHS Complaints

[Complaint/Order Search](#)

Complaint: In Process --> Survey --> Food Safety

Submit Complaint - Food Safety

Please enter any information that may apply to your complaint and select **Submit Complaint**.
 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 Delivery Order

Delivery Order Number	Product ID	Product Description
5000001993	100195	PORK, HAM FRZ WATERADDED PKG 4/10 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)

headache

bleeding-sputum

numbness

nausea

laceration

difficulty breathing

dizzy/fainting

bleeding-vomit

muscle pain

diarrhea

broken tooth

rash

abdominal_pain

bleeding-stool

muscle weakness

Others

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:

taste/odor

Appearance/Color

defects

others

Did test(s) identify the cause? Yes No

If yes, please explain:

Back

Save

Submit