

**System: Web-Based Supply Chain Management (WBSCM)**  
**Form: FNS Complaints Form**  
**Screenshot as of: 8/15/13**

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

The screenshot displays the 'Complaint/Order Search' form in the WBSCM system. The header includes the USDA logo, 'United States Department of Agriculture', and 'Web-Based Supply Chain Management'. A user greeting 'Welcome Ms. Natalie Lee' and a 'Log Off' link are visible. The navigation menu includes 'Home', 'Operations', 'Admin', 'Reports', and 'Help'. The current page is 'Complaint Administration' under 'Complaint Administration'.

The form is titled 'Complaint: In Process' and contains the following sections:

- Customer Information:** Customer Number: 4900130; Subject: [NM Human Services Dept.](#); Order Number: 5000034404; Your Description: [text input]; Incident Date: [calendar icon] (MM/DD/YYYY); Date Recipient Agency Received: [calendar icon] (MM/DD/YYYY); Commodity: [text input].
- Complainant Information:** The Complainant is the person filing the complaint. Complainant Name: Natalie Lee; Complainant Title: Ms.; Complainant Phone: [text input]; Complainant Fax: [text input]; Complainant Email: wbscmnat@yahoo.com.
- Contact Information:** If someone other than the Complainant is the contact for this complaint, please enter the Contact information below. Contact Name: [text input]; Contact Organization: [text input]; Phone: [text input]; Email: [text input].
- Additional Remarks:** [text input]
- Street Address of Remaining Product:** [text input]
- Product Table:**

Item	Product	Ordered Quantity	Quantity Affected	Quantity Remaining	Program	Unit	Description
1000	130035	1,650.000	* [text input]	* [text input]	NSLP	CS	CHEESE BLEND AMER SKM LVS-12/2 LB
- Attachments:** 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 button]
- Navigation:** [Cancel button] [Continue button]

## Screenshot #2: WBSCM Complaints Form (Survey Form)

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

Welcome Ms. Natalie Lee [Log Off](#) **WBSCM**

[Home](#) [Operations](#) [Admin](#) [Reports](#) [Help](#)

[Order Processing](#) [Complaint Administration](#) [Recall Administration](#)

Create/Display FNS Complaints [Back](#) [Forward](#)

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**Complaint/Order Search**

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**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

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**Foreign Material in Product:**

Bones       Metal/Machines Parts       Stems, Leaves, etc.  
 Insects/Insect parts       Glass       Plastic/Rubber  
 Rock  
Object Dimension   
*\*If a foreign material in product has been identified, then you must input the object's dimension*  
 Other

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**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

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**Cooking or preparation issues:**

Wrong color when cooked       Product does not perform well       Excess breading  
 Undercooked  
 Other

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**Commodity caused:**

Allergic Reaction       Illness       Injury  
 Other

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Do you feel this complaint raises a food safety concern?  Yes  No

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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:

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[Back](#) [Save](#) [Continue](#)

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

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

Welcome Ms. Natalie Lee [Log Off](#) **WBSCM**

Home Operations Admin Reports Help

Order Processing **Complaint Administration** Recall Administration

Create/Display FNS Complaints [Back](#) [Forward](#)

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**Complaint/Order Search**

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

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### 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
5000034404	130035	CHEESE BLEND AMER SKM LVS-12/2 LB

**Brand Name:**

**Lot Number:**

**Establishment Number:**

\* Do you have the original packaging?  Yes  No

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

**Number of people reporting illness:**

**Reported Symptoms:**

<input type="checkbox"/> Vomiting	<input type="checkbox"/> Choking	<input type="checkbox"/> Fever (temp>101.4)
<input type="checkbox"/> Headache	<input type="checkbox"/> Bleeding-sputum	<input type="checkbox"/> Numbness
<input type="checkbox"/> Nausea	<input type="checkbox"/> Laceration	<input type="checkbox"/> Difficulty breathing
<input type="checkbox"/> Dizzy/fainting	<input type="checkbox"/> Bleeding-vomit	<input type="checkbox"/> Muscle pain
<input type="checkbox"/> Diarrhea	<input type="checkbox"/> Broken tooth	<input type="checkbox"/> Rash
<input type="checkbox"/> Abdominal pain	<input type="checkbox"/> Bleeding stool	<input type="checkbox"/> Muscle weakness
<input type="checkbox"/> Other	<input type="text"/>	

**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:**

<input type="checkbox"/> Blood	<input type="checkbox"/> Urine	<input type="checkbox"/> Feces
<input type="checkbox"/> Other	<input type="text"/>	

**Did test(s) identify the cause?**  Yes  No

If yes, please explain:

(Maximum characters: 180)  
You have  characters left.

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[Back](#) [Save](#) [Submit](#)