



PROCESS OVERVIEW

Purpose

The purpose of this transaction is to create complaints on orders received by domestic customers. Reasons may include damaged goods, damaged packaging, foreign materials found in products, over- or under-delivery (shortfall), or quality issues. Complaints are created by State Distributing Agencies (SDAs) and Indian Tribal Organizations (ITOs) and are then routed to the appropriate FNS party for resolution. FNS Complaint Specialists can also create complaints on behalf of SDAs/ITOs.

Process Trigger

Use this transaction to create a complaint for a completed order that has been purchased and/or receipted.

Prerequisites

- FNS Sales Order must exist in WBSCM.
- Customer has received or refused delivery for the FNS Sales Order.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Complaint Administration** tab → **Create/Display FNS Complaints** link to go to the *Complaint/Display FNS Complaint* screen.

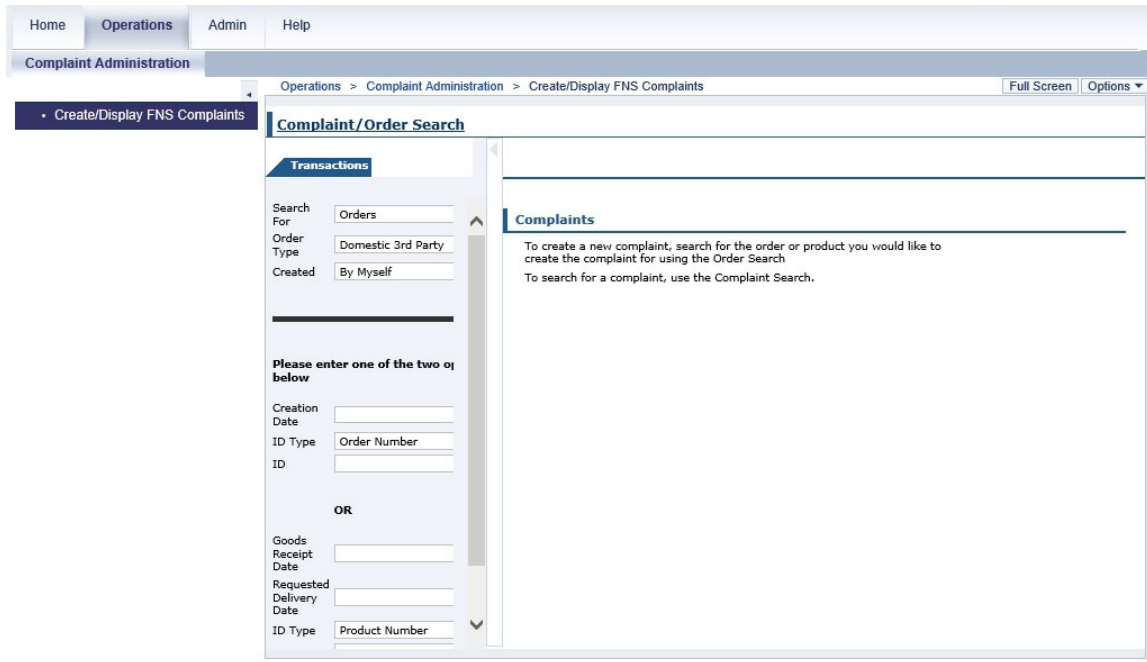
Tips and Tricks

- The R/O/C acronyms in the field tables represent Required, Optional, or Conditional field entries.
 - **Required (R)** – a mandatory field necessary to complete the transaction
 - **Optional (O)** – a non-mandatory field not required to complete the transaction
 - **Conditional (C)** – a field that may be required if certain conditions are met, typically linked to completion of a mandatory field
- Refer to the WBSCM Help site, *Frequently Referenced Training Materials* section for basic navigation training and tips on creating favorites, performing searches, etc.

PROCEDURE

1. Start the transaction using the following Portal path: **Operations** tab → **Complaint Administration** tab → **Create/Display FNS Complaints** link.

Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Create/Display FNS Complaints' screen. The top navigation bar includes 'Home', 'Operations', 'Admin', and 'Help'. Below this, the 'Complaint Administration' tab is selected. The breadcrumb trail reads 'Operations > Complaint Administration > Create/Display FNS Complaints'. The main content area is titled 'Complaint/Order Search' and is divided into two sections: 'Transactions' and 'Complaints'. The 'Transactions' section contains search criteria: 'Search For' (Orders), 'Order Type' (Domestic 3rd Party), and 'Created' (By Myself). Below these, a message states 'Please enter one of the two or below'. The first set of fields includes 'Creation Date', 'ID Type' (Order Number), and 'ID'. The second set, separated by 'OR', includes 'Goods Receipt Date', 'Requested Delivery Date', 'ID Type' (Product Number), and 'ID'. The 'Complaints' section contains instructions: 'To create a new complaint, search for the order or product you would like to create the complaint for using the Order Search' and 'To search for a complaint, use the Complaint Search.'


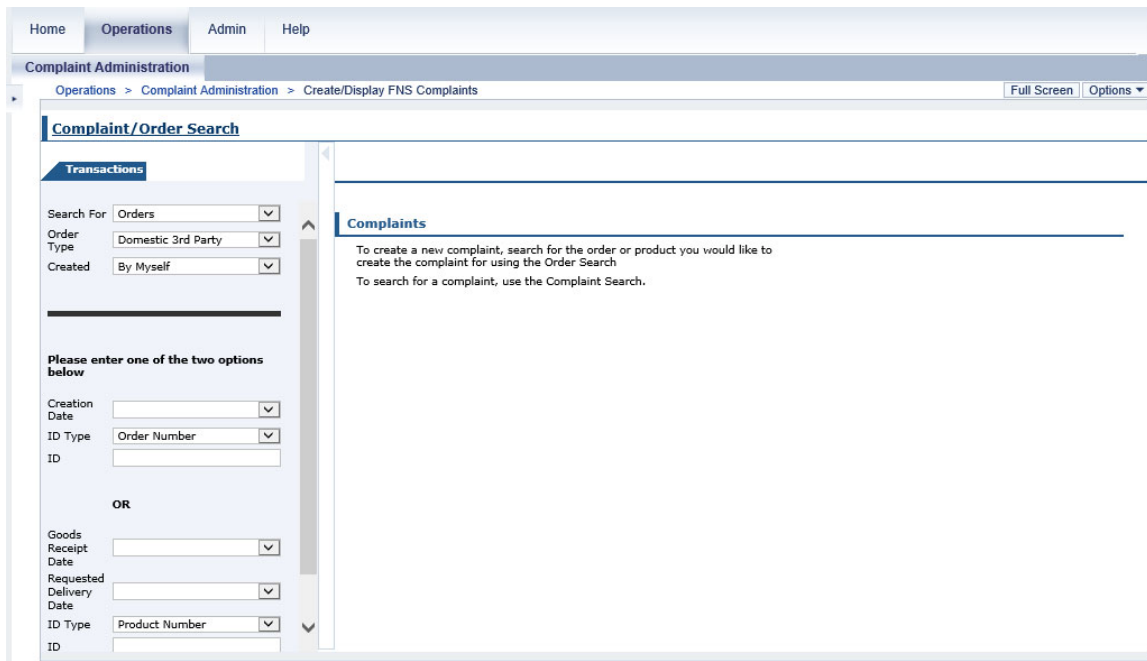
2. Click  (the **Hide Navigator** arrow) to minimize the Portal menu. Note that this can be done with any transaction in WBSCM.

Image: Complaint/Order Search Screen



This screenshot shows the same 'Complaint/Order Search' screen as the previous one, but with the Portal menu minimized. The 'Transactions' section now uses dropdown menus for 'Search For' (Orders), 'Order Type' (Domestic 3rd Party), 'Created' (By Myself), 'Creation Date', 'ID Type' (Order Number), 'Goods Receipt Date', 'Requested Delivery Date', 'ID Type' (Product Number), and 'ID'. The 'Complaints' section remains the same, providing instructions on how to create or search for a complaint.


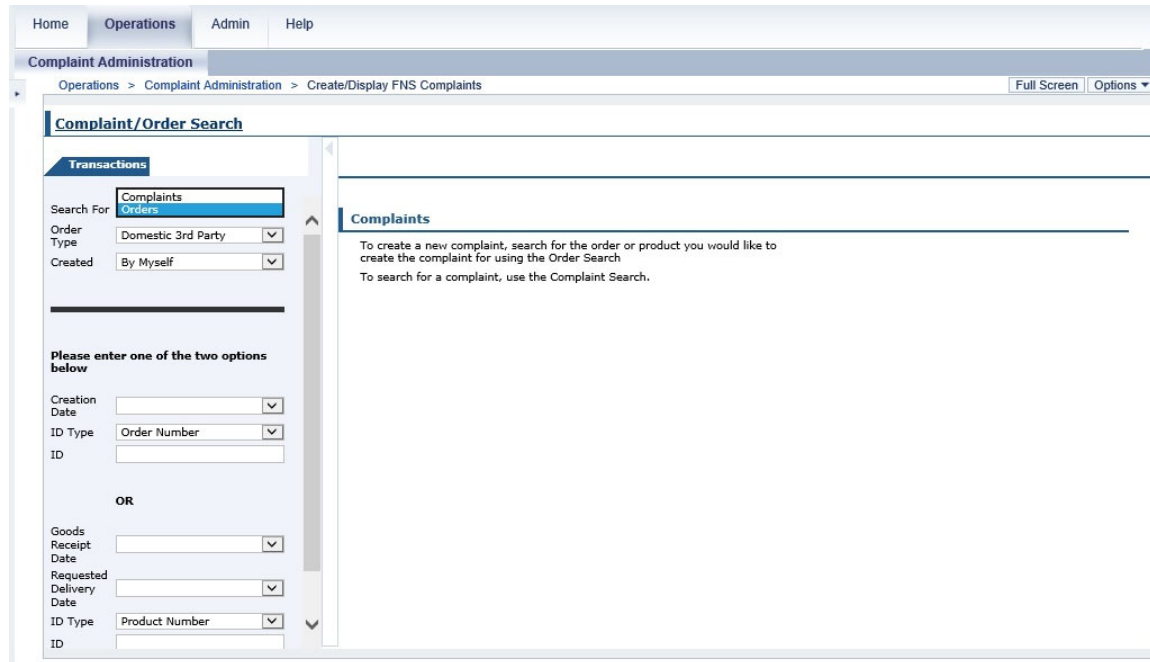
3. Click  (the **Down** arrow) to show the **Search For** options.

Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Complaint Administration' interface. The breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The page title is 'Complaint/Order Search'. On the left, under 'Transactions', there is a 'Search For' dropdown menu with 'Complaints' and 'Orders' options. Below this are 'Order Type' (set to 'Domestic 3rd Party') and 'Created' (set to 'By Myself') dropdowns. A section titled 'Please enter one of the two options below' contains two sets of fields: 'Creation Date', 'ID Type' (set to 'Order Number'), and 'ID' for the first option; and 'Goods Receipt Date', 'Requested Delivery Date', 'ID Type' (set to 'Product Number'), and 'ID' for the second option, separated by an 'OR' label. The main content area on the right is titled 'Complaints' and contains instructions: 'To create a new complaint, search for the order or product you would like to create the complaint for using the Order Search.' and 'To search for a complaint, use the Complaint Search.'

4. Select **Orders** (the **Orders** option) to search for an order for the complaint.

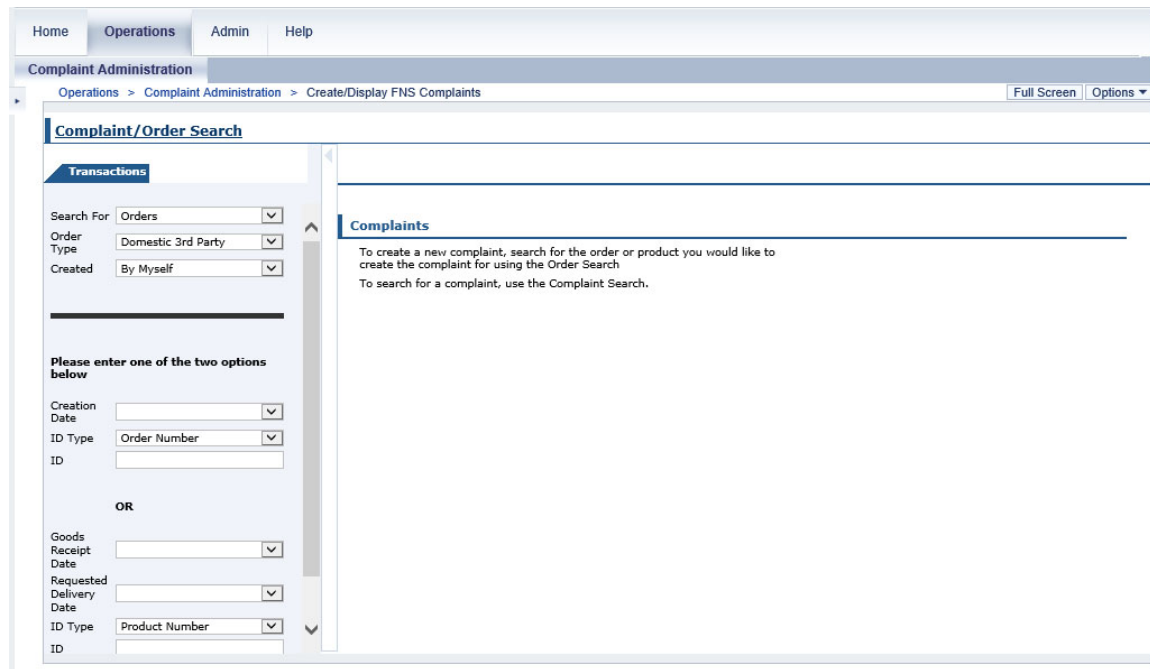


(Note) The default for this field is **Orders**. Each FNS Complaint must reference an FNS Sales Order (or Multi-food Order).



(Note) **Complaints** is used to search for and display an existing complaint. SDA/ITO users may only edit existing complaints that were saved as drafts and not yet submitted. Refer to the [Display FNS Complaint](#) work instruction for additional information.

Image: Complaint/Order Search Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Transactions

Search For: Orders

Order Type: Domestic 3rd Party

Created: By Myself

Please enter one of the two options below

Creation Date:

ID Type: Order Number

ID:

OR

Goods Receipt Date:

Requested Delivery Date:

ID Type: Product Number

ID:

Complaints

To create a new complaint, search for the order or product you would like to create the complaint for using the Order Search.

To search for a complaint, use the Complaint Search.


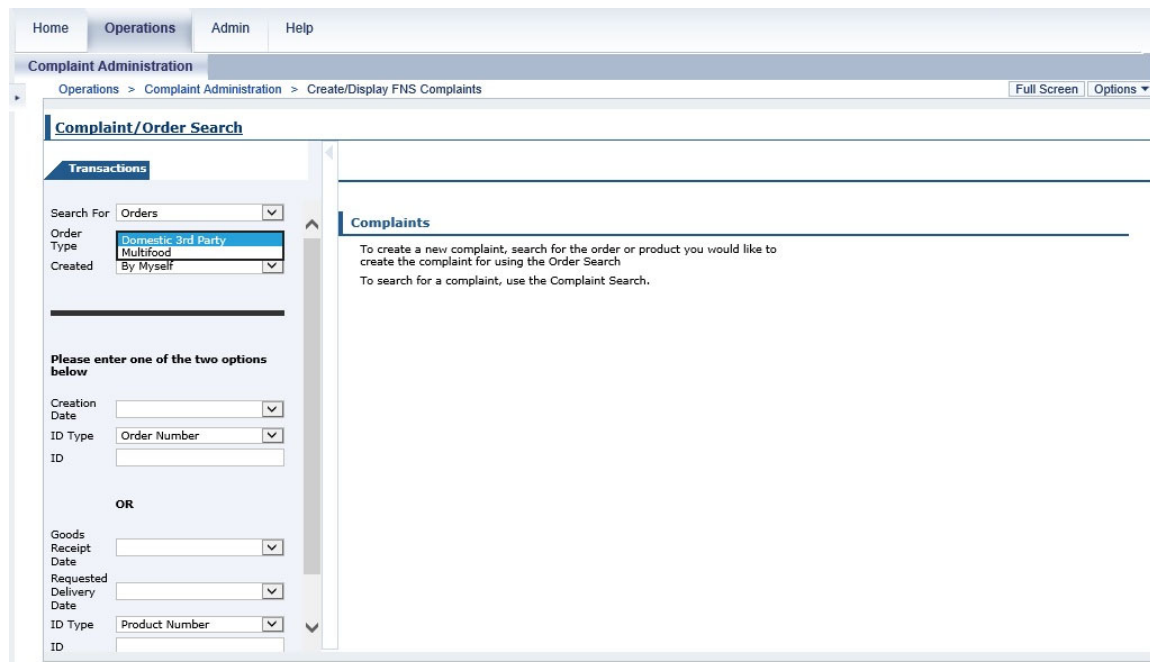
- Click  (the **Down** arrow) to show the **Order Type** options.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Transactions

Search For: Orders

Order Type: Domestic 3rd Party

Created: By Myself

Please enter one of the two options below

Creation Date:

ID Type: Order Number

ID:

OR

Goods Receipt Date:

Requested Delivery Date:

ID Type: Product Number

ID:

Complaints

To create a new complaint, search for the order or product you would like to create the complaint for using the Order Search.

To search for a complaint, use the Complaint Search.

- Select the appropriate **Order Type**. In this example, **Domestic 3rd Party** (the **Domestic 3rd Party** option) is selected.



(Note) Complaints can be created for Domestic 3rd Party order line items in **Purchased** or **Order**

Received status; complaints can be created for Multi-food orders in any status other than **Cancelled**.

Image: Complaint/Order Search Screen

- Click  (the **Down** arrow) to show the **Created** options.

Image: Create/Display FNS Complaints Screen

- Select the appropriate option in the **Created** field. In this example, **By Myself** (the **By Myself** option), which displays sales orders created by the user's organization, is selected.



(Note) The options available under the **Created** drop-down list depend on the user's organization.

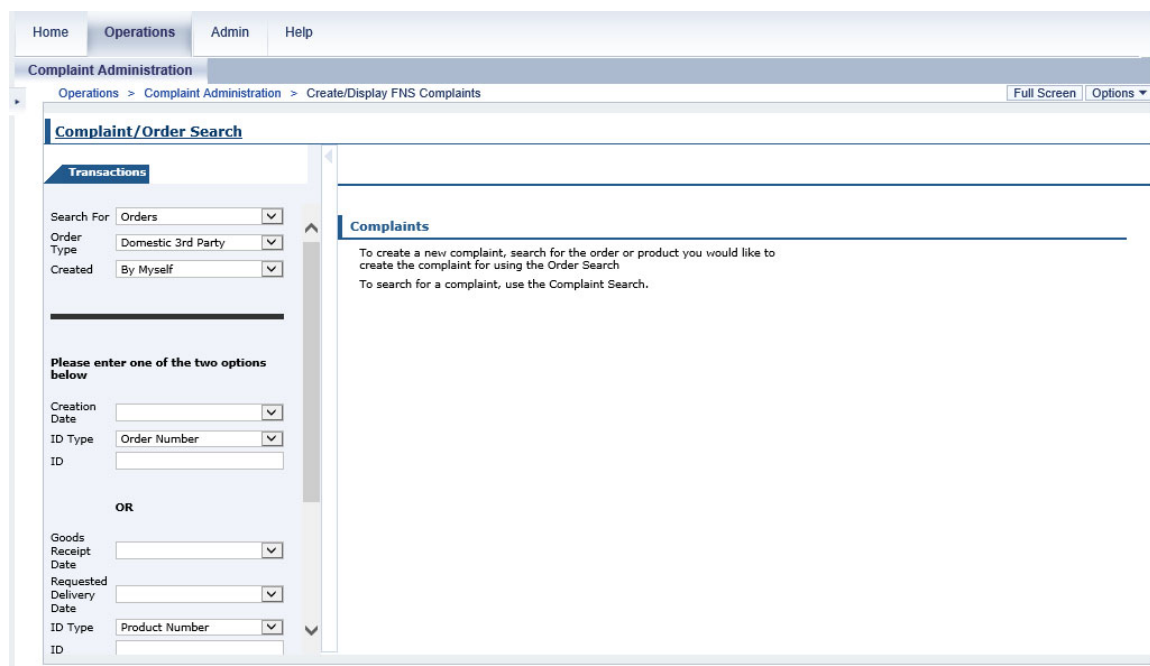
SDA/ITO Complaint Specialists can access only the following option:

- **By Myself** is used to display only complaints created by the user's organization.



FNS Complaint Specialists also have the following options:

- **By All Business Partners** is used to display all orders created by all business partners.
- **By Specific Business Partner** may be used to select for orders for a specific organization when the business partner is known. Enter the number in the text field after selecting this option.

Image: Create/Display FNS Complaints Screen



9. There are different methods to search for a sales order including: **Creation Date, ID Type, ID, Goods Receipt Date, Requested Delivery Date**. In this example, click the **ID** field to search by order number.
10. Perform one of the following:

If	Then
Sales Order number is known	Go to Step 11.
Goods Receipt Date is known	<ol style="list-style-type: none"> 1. Click  (the Down button) in the Goods Receipt Date field. 2. Click Specific Date (the Specific Date option) in the Goods Receipt Date field. 3. Enter the date the Sales Order was received. 4. Enter the Product ID number in the ID field. 5. Click  (the Go button) to execute the search.



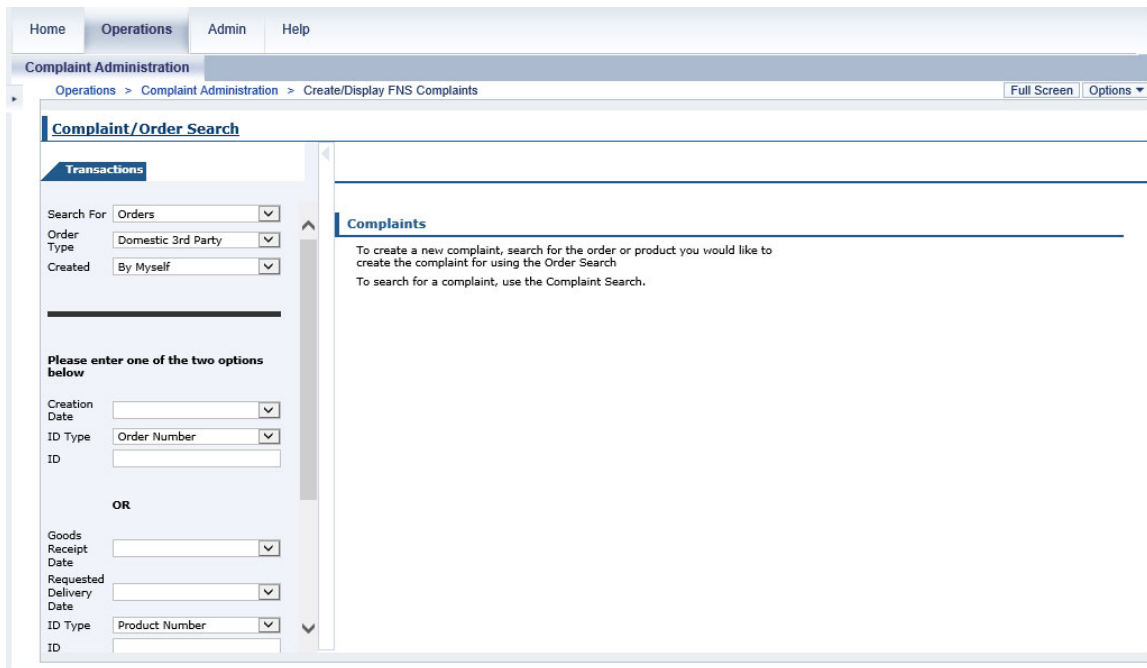
If	Then
	6. Go to Step 13.
Requested Delivery Date is known	<ol style="list-style-type: none"> 1. Click  (the Down button) in the Requested Delivery Date field. 2. Click Specific Date (the Specific Date option) in the Requested Delivery Date field. 3. Enter the date the Sales Order was requested to be delivered. 4. Enter the Product ID number in the ID field. 5. Click  (the Go button) to execute the search. 6. Go to Step 13.

Image: Create/Display FNS Complaints Screen



11. As required, complete/review the following fields:


Field	R/O/C	Description
ID	C	<p>Number associated with the Sales Order, Multi-Food Order, or Complaint.</p> <p>Example: 5000300719</p> <p> (Note) If the Search For field is set to Orders then a complaint number will not return any results.</p>

Image: Create/Display FNS Complaints Screen


12. Click  (the **Go** button) to execute the search.

Image: Create/Display FNS Complaints Screen

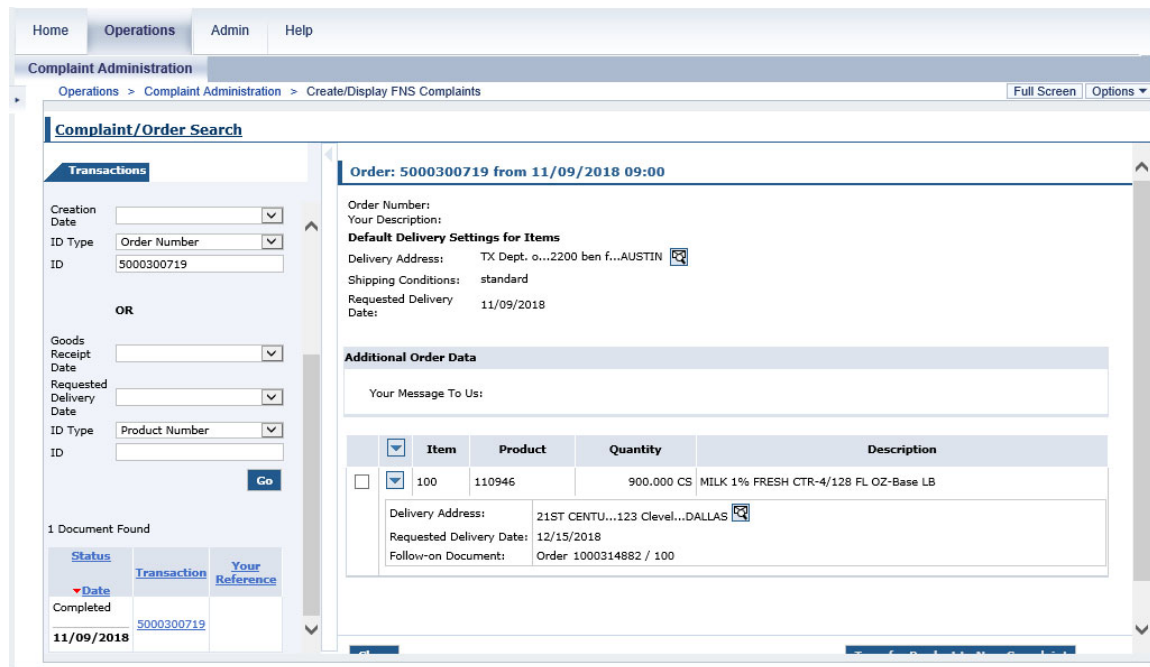
Status	Transaction	Your Reference
Completed	5000300719	

13. In the *Transactions* panel, select the Transaction number (Sales Order number) for the complaint. In this example, [5000300719](#) (the **5000300719** link) is selected.



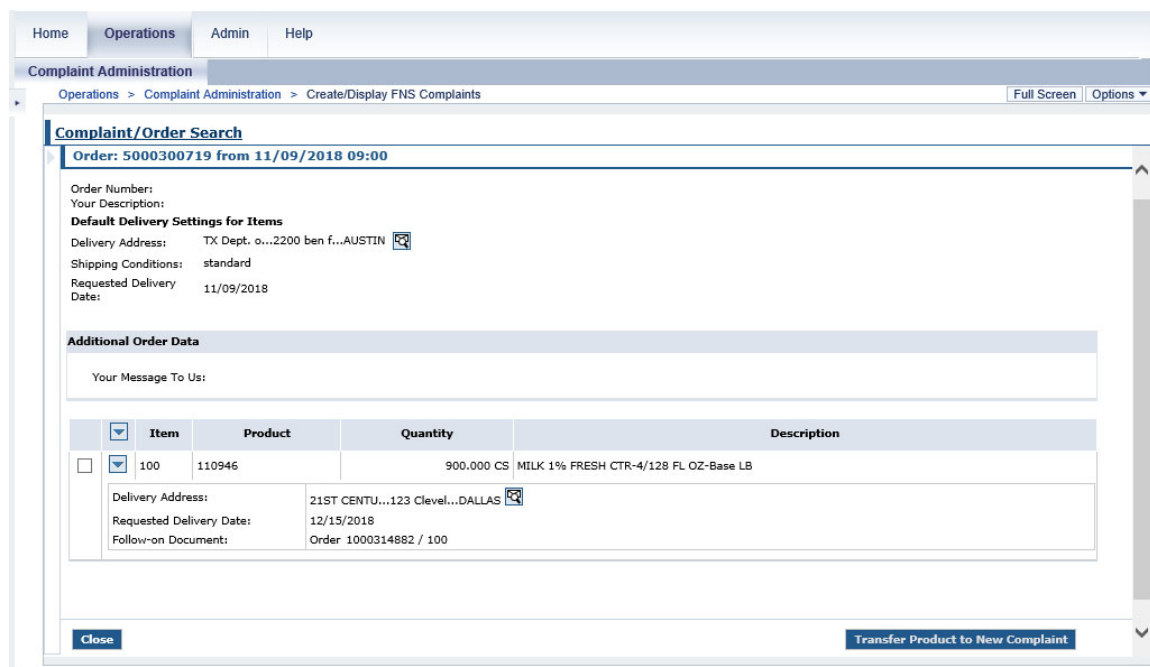
(Note) Any errors will appear in a red box at the bottom of the screen.

Image: Create/Display FNS Complaints Screen



14. Click  (the **Hide Navigator** arrow) to minimize the search panel.

Image: Create/Display FNS Complaints Screen



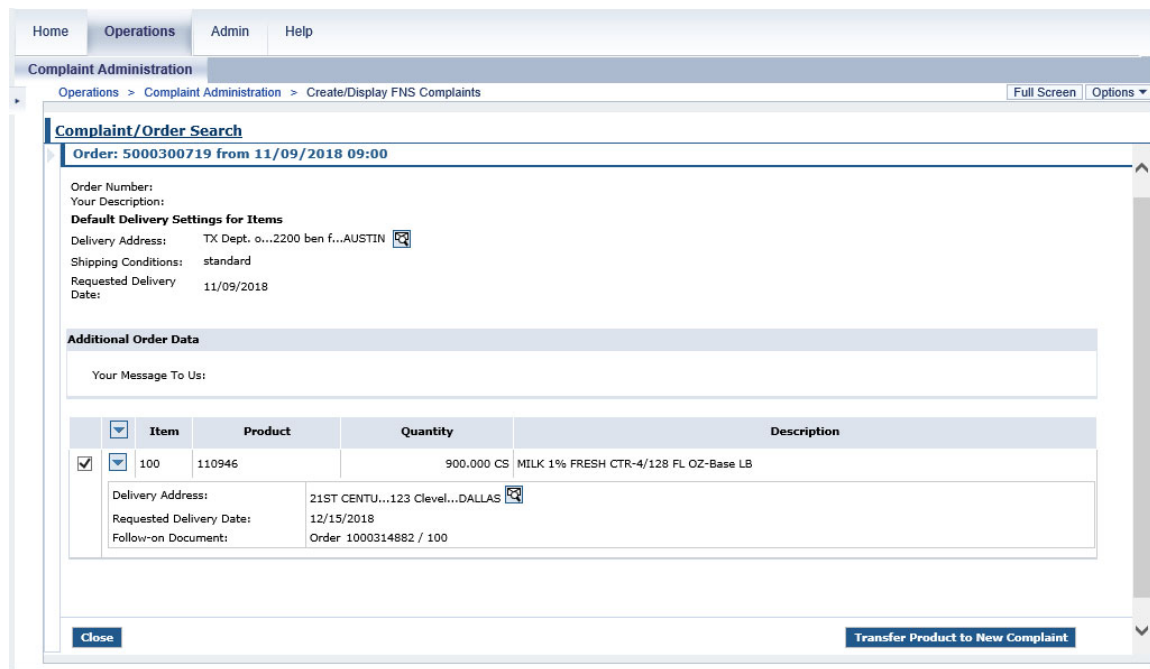
15. Select ☐ (the **Item** checkbox) to the left of the commodity in the *Additional Order Data* section.



(Note) Each complaint must reference only one line item. If a sales order has multiple line items, and a complaint is required for more than one of them, a separate complaint for each line item

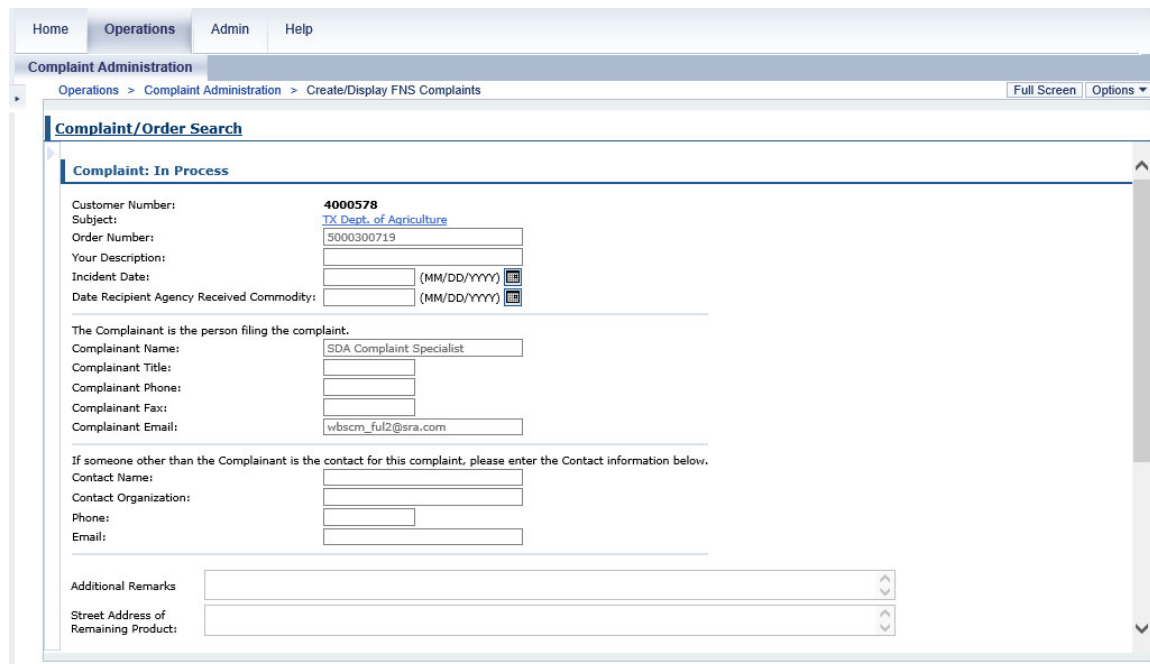
must be created. Repeat this transaction as many times as needed.


Image: Create/Display FNS Complaints Screen



16. Click **Transfer Product to New Complaint** (the **Transfer Product to New Complaint** button) to enter complaint details.

Image: Create/Display FNS Complaints Screen



17. Click  (the **Down** arrow) on the vertical scrollbar to scroll through the page and complete the appropriate fields.

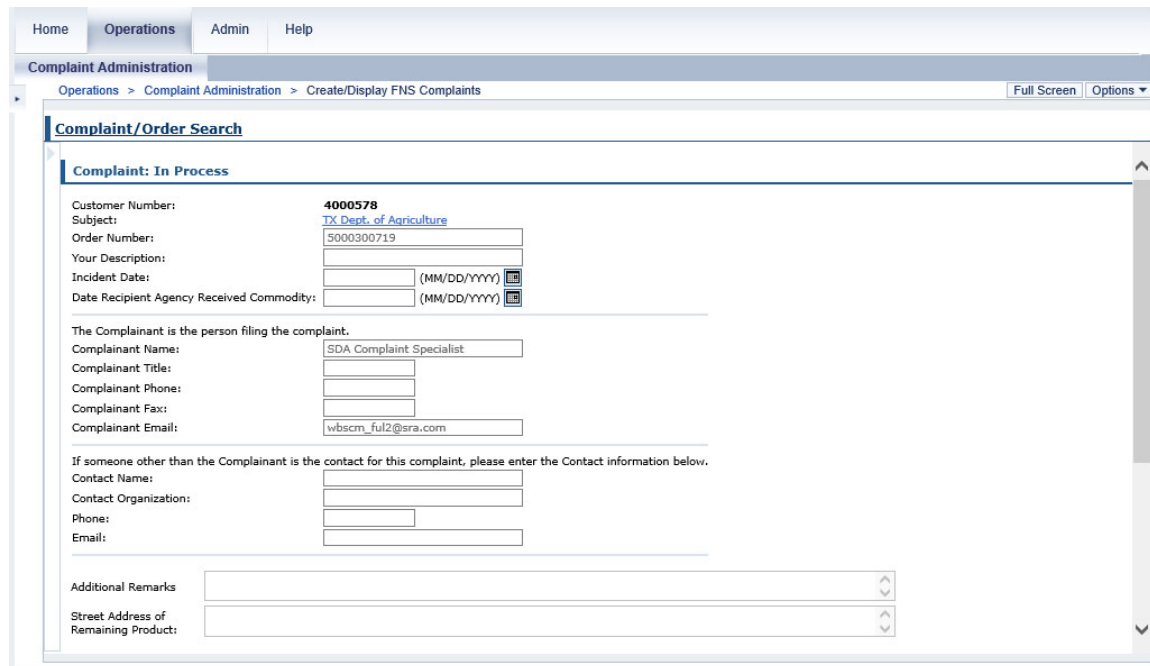


(Note) The **Customer Number**, **Subject**, and **Order Number** fields are pre-populated based on information from the Sales Order (or Multi-food order).

The Complainant contact information is pre-populated based on information in the User Profile. To update the profile, refer to the [Maintain User Profile](#) work instruction for additional information.

If creating the complaint on behalf of another party, enter the individual's contact information in the appropriate fields.

Image: Create/Display FNS Complaints Screen



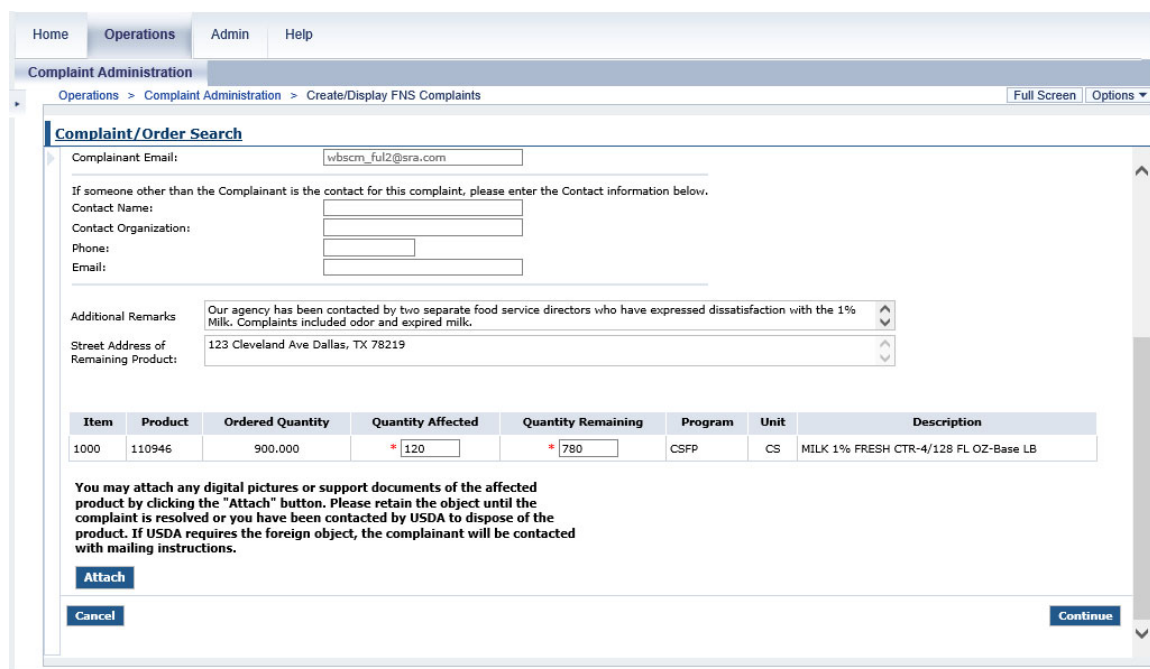
The screenshot shows the 'Complaint Administration' interface. The 'Complaint/Order Search' section is active, displaying a 'Complaint: In Process' summary. The summary includes pre-populated fields for Customer Number (4000578), Subject (TX Dept. of Agriculture), and Order Number (5000300719). Below this, there are fields for 'Your Description', 'Incident Date', and 'Date Recipient Agency Received Commodity', each with a date picker. The 'Complainant' section shows the complainant's name (SDA Complaint Specialist), title, phone, fax, and email (wbscm_ful2@sra.com). A section for 'Contact Information' is also present, with fields for Contact Name, Contact Organization, Phone, and Email. At the bottom, there are fields for 'Additional Remarks' and 'Street Address of Remaining Product'.

18. As required, complete/review the following fields:

Field	R/O/C	Description
Your Description:	O	A free text field describing the order or complaint issue. Example: Quality Issues - Milk 1%
Incident Date:	O	The date when the incident was first identified. Example: 11/10/2018
Date Recipient Agency Received Commodity:	O	Date when the customer received the commodity. Example: 11/09/2018

Field	R/O/C	Description
Additional Remarks	O	Additional comments about the complaint that are visible only to FNS. Example: Our agency has been contacted by two separate food service directors who have expressed dissatisfaction with the 1% Milk. Complaints included odor and expired milk.
Street Address of Remaining Product:	O	The street address where remaining product is located. Example: 123 Cleveland Ave Dallas, TX 78219
Quantity Affected	R	The amount of the product that was affected by the reason listed in the complaint. Example: 120
Quantity Remaining	R	The amount of non-affected product in the order that is still in possession. The quantity that has not been consumed, donated, or destroyed yet, and that was not affected by the issue. Example: 780

Image: Create/Display FNS Complaints Screen



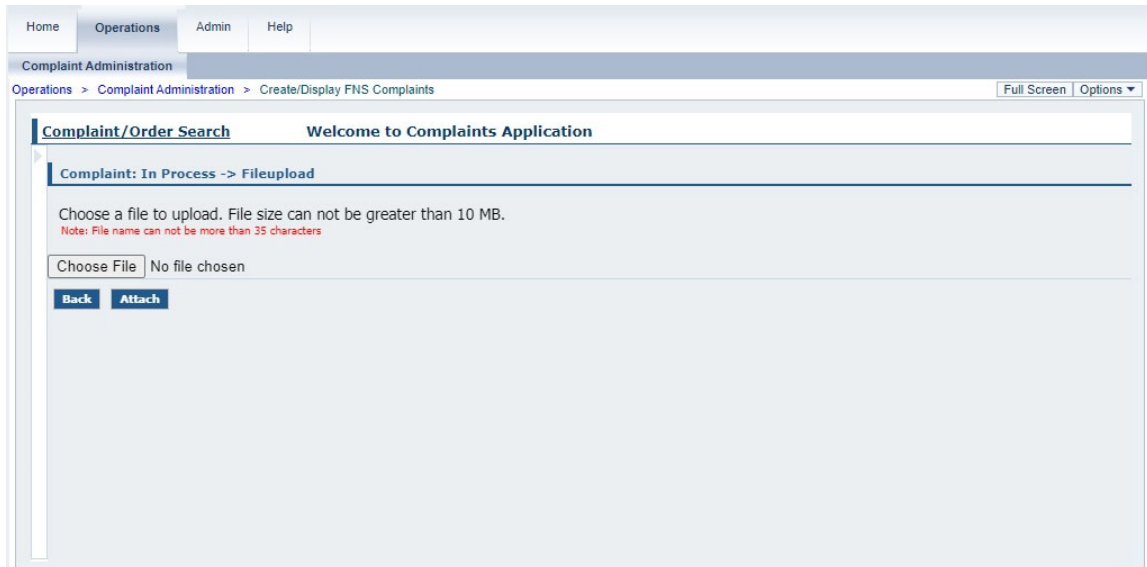
The screenshot shows the 'Complaint Administration' section of the WBSM system. The breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The form is titled 'Complaint/Order Search' and includes the following fields and sections:

- Complainant Email:** wbscm_ful2@sra.com
- Contact Information:** Contact Name, Contact Organization, Phone, and Email fields.
- Additional Remarks:** A text area containing the example text: 'Our agency has been contacted by two separate food service directors who have expressed dissatisfaction with the 1% Milk. Complaints included odor and expired milk.'
- Street Address of Remaining Product:** A text area containing the example address: '123 Cleveland Ave Dallas, TX 78219'.
- Product Table:**

Item	Product	Ordered Quantity	Quantity Affected	Quantity Remaining	Program	Unit	Description
1000	110946	900,000	* 120	* 780	CSFP	CS	MILK 1% FRESH CTR-4/128 FL OZ-Base LB
- Instructions:** '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.'
- Buttons:** Attach, Cancel, and Continue.

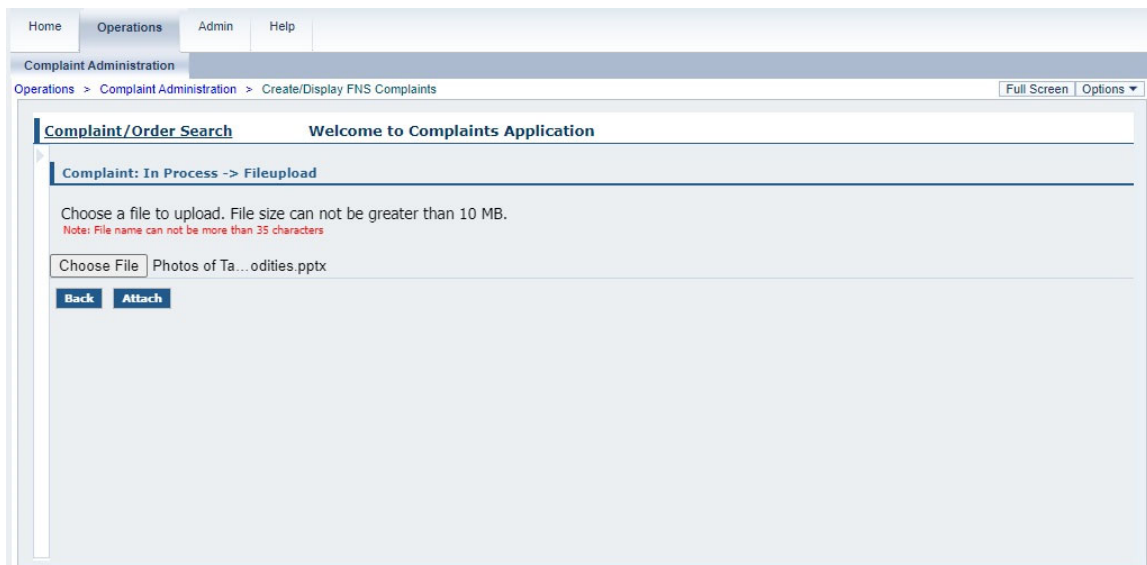
19. Click **Attach** (the **Attach** button) to attach any supporting documents, such as photographs, inspection reports, lab results, or miscellaneous documentation.

Image: Create/Display FNS Complaints Screen



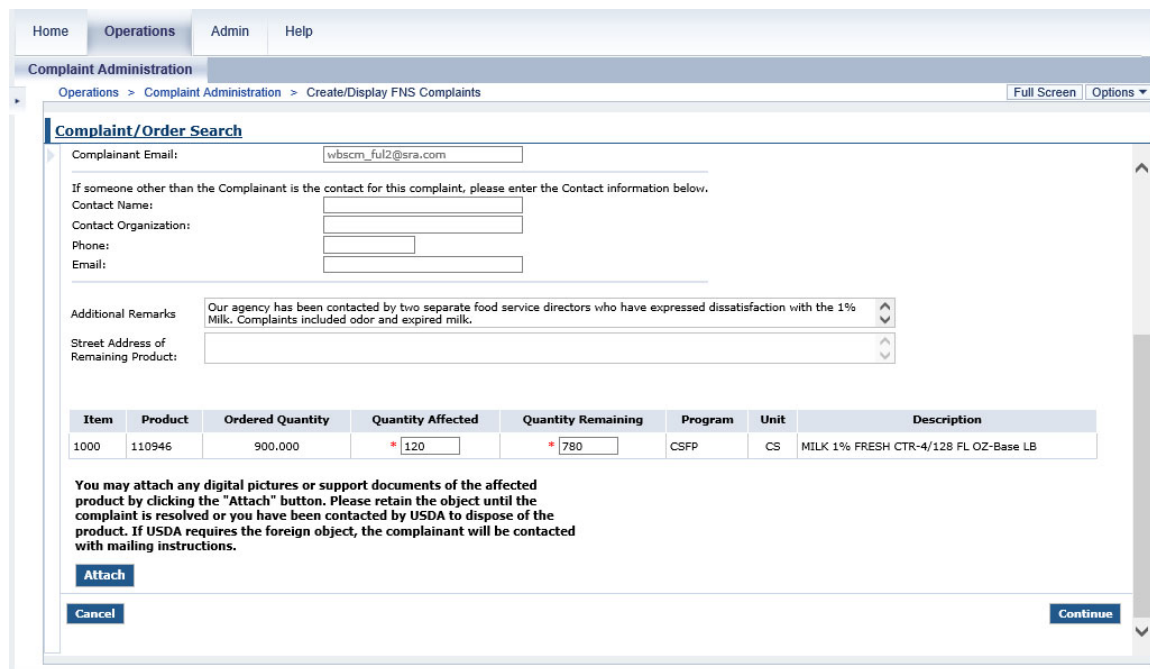
20. Click **Choose File** (the **Choose File** button) to search the computer for a file to upload.
21. Locate and select the appropriate file to attach. In this example, the **Photos of Tainted Commodities.pptx** file was selected.

Image: Create/Display FNS Complaints Screen



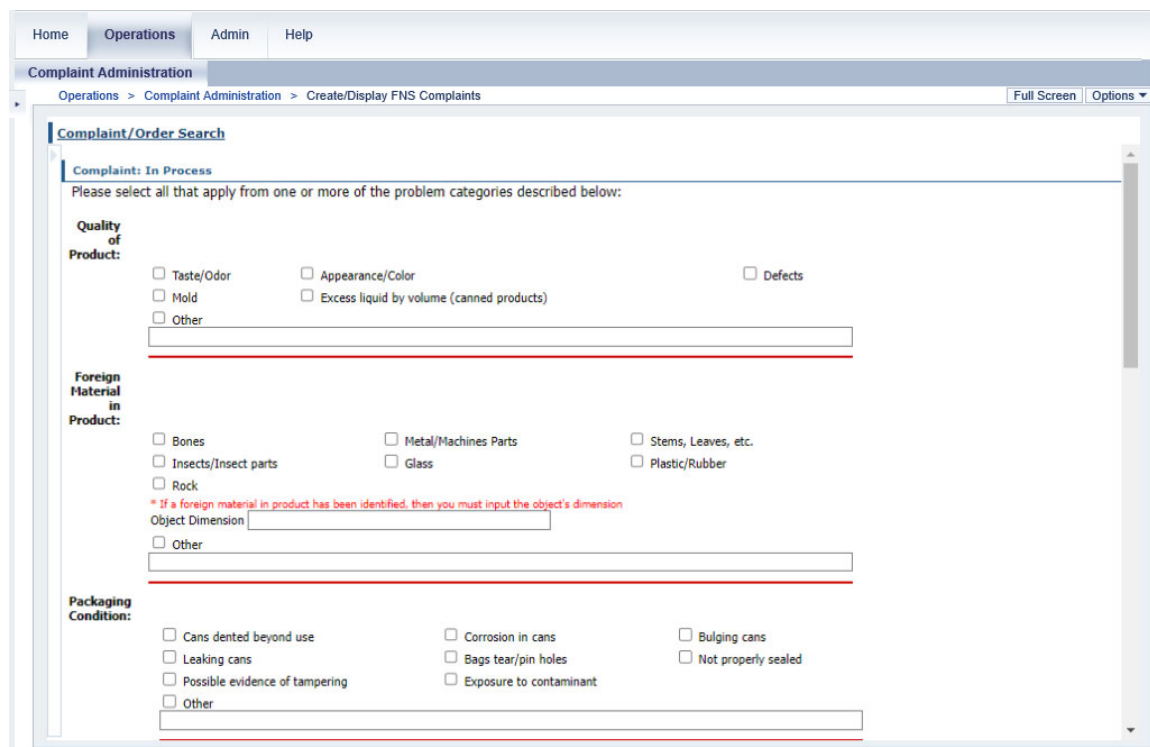
22. Click **Attach** (the **Attach** button) to attach the file. To add additional attachments, repeat steps 19 - 22.

Image: Create/Display FNS Complaints Screen



23. Click **Continue** (the **Continue** button) to enter complaint details.

Image: Create/Display FNS Complaints Screen

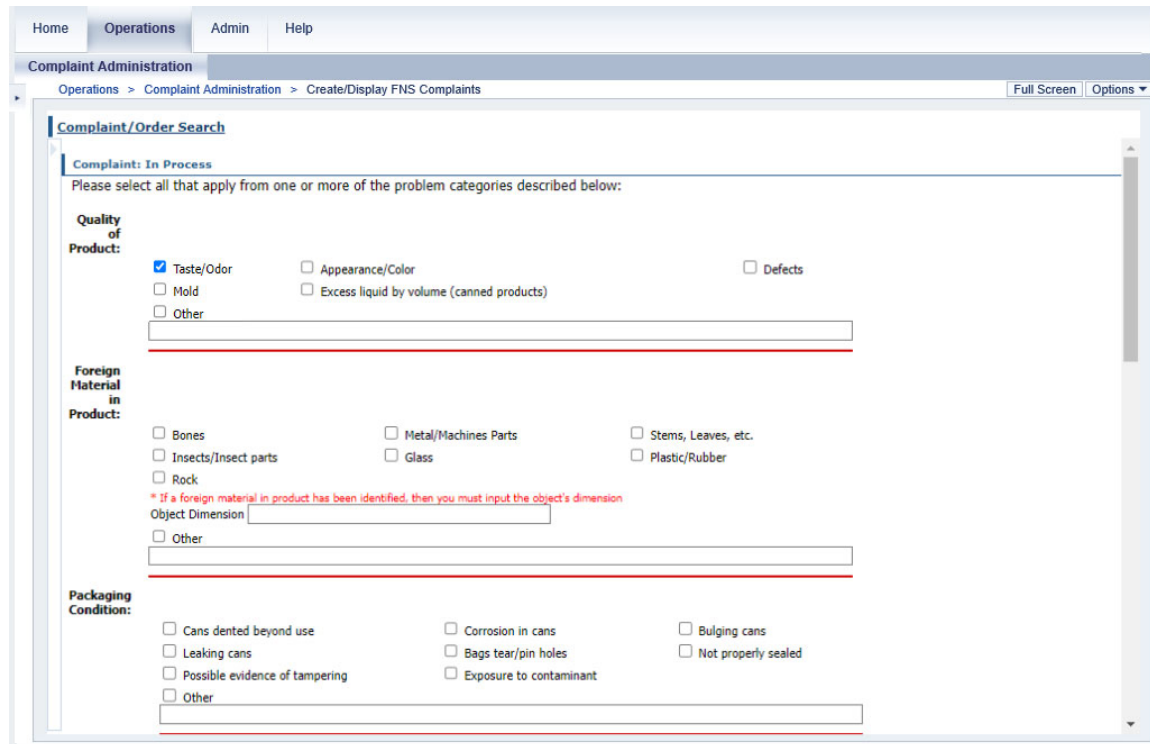


24. Select the appropriate options that correspond to concerns regarding the **Quality of the Product**. In this example, the **Taste/Odor** option is selected.



(Note) Some options will prompt the user to complete the Food Safety Survey when submitting the complaint.

Image: Create/Display FNS Complaints Screen



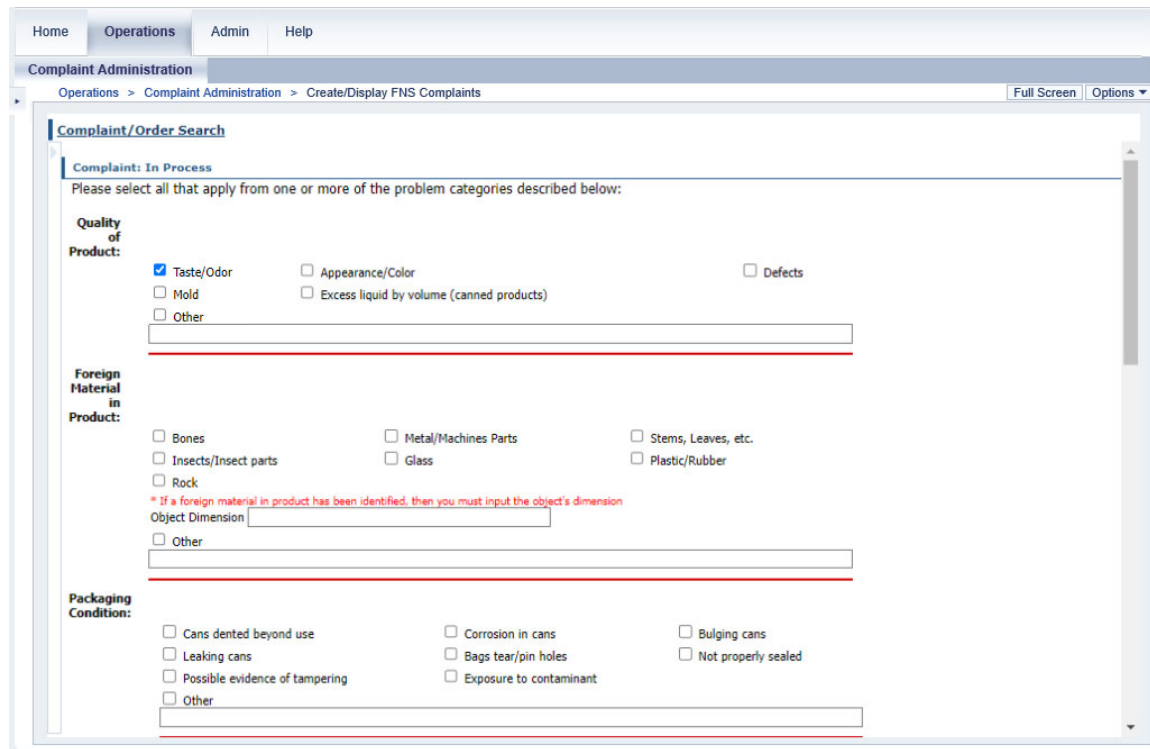
The screenshot shows the 'Create/Display FNS Complaints' screen within the 'Complaint Administration' module. The page has a navigation bar with 'Home', 'Operations', 'Admin', and 'Help'. Below the navigation bar, the breadcrumb trail reads 'Operations > Complaint Administration > Create/Display FNS Complaints'. The main content area is titled 'Complaint/Order Search' and contains a section for 'Complaint: In Process'. It prompts the user to 'Please select all that apply from one or more of the problem categories described below:'. There are three main categories: 'Quality of Product', 'Foreign Material in Product', and 'Packaging Condition'. Under 'Quality of Product', 'Taste/Odor' is selected. Under 'Foreign Material in Product', no options are selected. Under 'Packaging Condition', no options are selected. A red asterisk note states: '* If a foreign material in product has been identified, then you must input the object's dimension'. There are input fields for 'Object Dimension' and 'Other' under each category.

25. Select the appropriate options that correspond to concerns regarding **Foreign Material in the Product**. In this example, no foreign materials are included in this product; therefore, no options are selected.



(Note) If any foreign materials are identified, the user will be prompted to complete the Food Safety Survey when submitting the complaint.

Image: Create/Display FNS Complaints Screen



The screenshot shows a web application interface for creating or displaying FNS complaints. The top navigation bar includes links for Home, Operations, Admin, and Help. The main header is 'Complaint Administration', and the breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. There are 'Full Screen' and 'Options' buttons in the top right. The main content area is titled 'Complaint/Order Search' and contains a section for 'Complaint: In Process'. It prompts the user to 'Please select all that apply from one or more of the problem categories described below:'. The categories are: Quality of Product (with checkboxes for Taste/Odor, Appearance/Color, Defects, Mold, Excess liquid by volume (canned products), and Other), Foreign Material in Product (with checkboxes for Bones, Metal/Machines Parts, Stems, Leaves, etc., Insects/Insect parts, Glass, Plastic/Rubber, Rock, and Other), and Packaging Condition (with checkboxes for 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, and Other). Each category has a text input field for additional details.

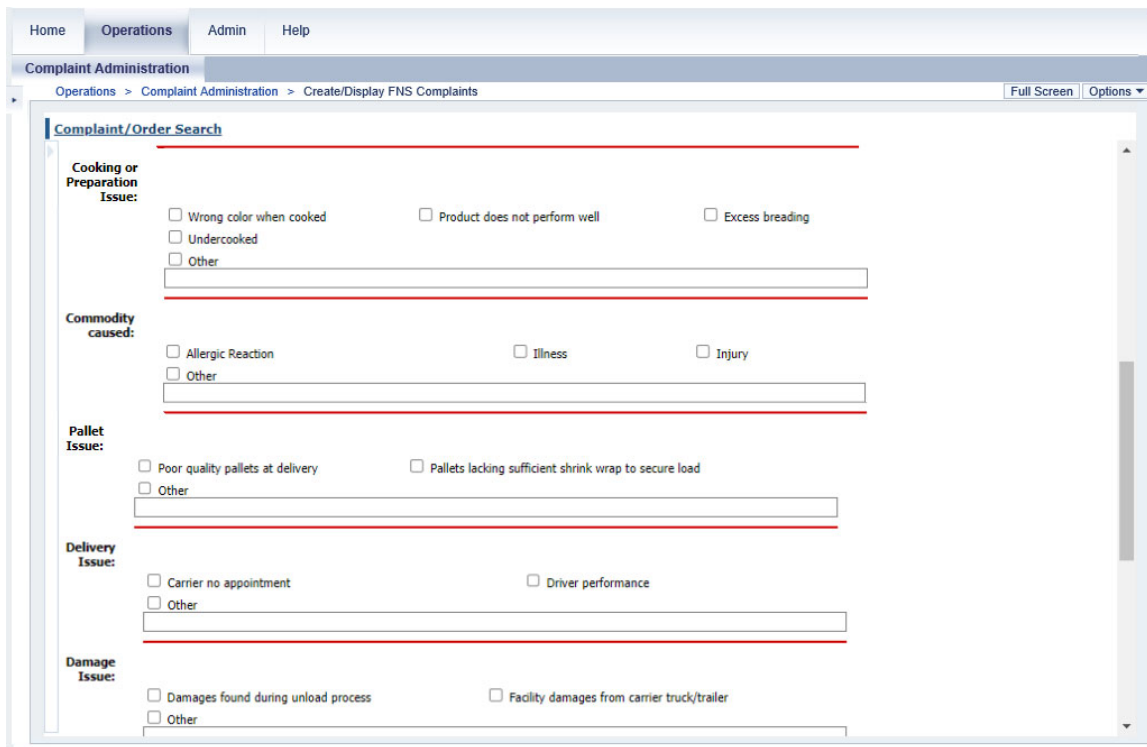
26. Select the appropriate options that correspond to concerns regarding **Packaging Conditions**. In this example, no options are selected.



(Note) The following options will prompt the user to complete the Food Safety Survey when submitting the complaint:

- Leaking cans
- Bulging cans
- Possible evidence of tampering
- Exposure to contaminant

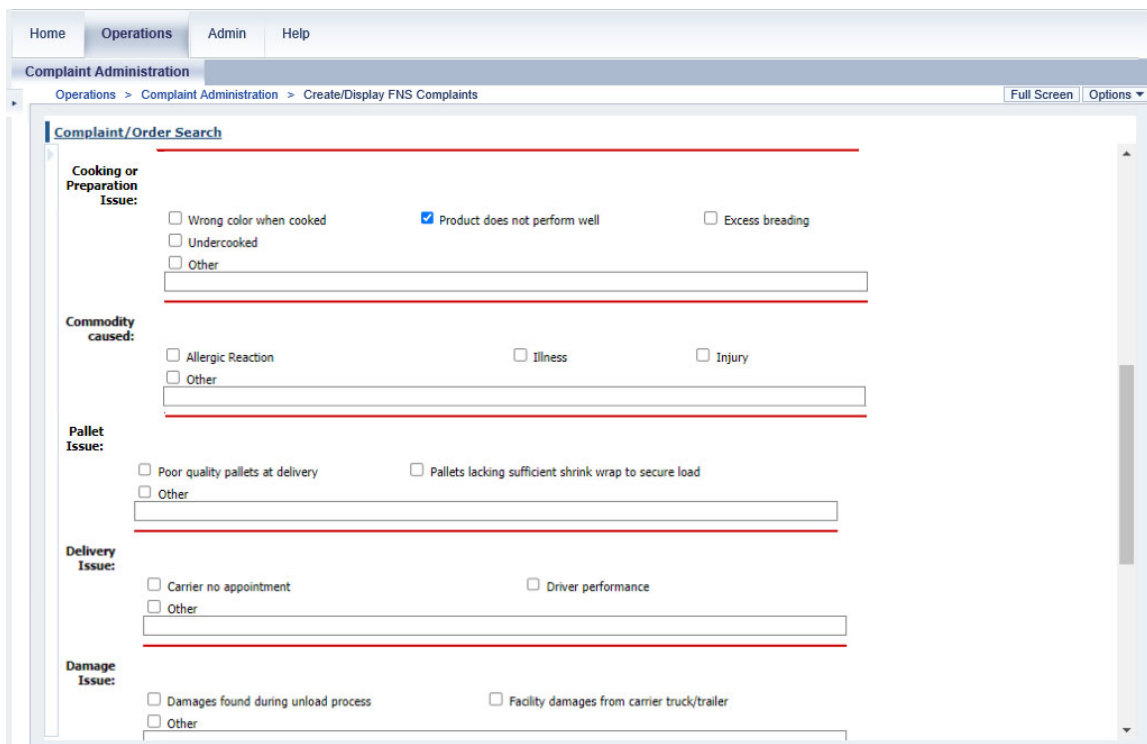
Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Create/Display FNS Complaints' screen. The 'Complaint/Order Search' section is active. The 'Cooking or Preparation Issue:' section has three options: 'Wrong color when cooked', 'Product does not perform well', and 'Excess breeding'. The 'Commodity caused:' section has three options: 'Allergic Reaction', 'Illness', and 'Injury'. The 'Pallet Issue:' section has two options: 'Poor quality pallets at delivery' and 'Pallets lacking sufficient shrink wrap to secure load'. The 'Delivery Issue:' section has two options: 'Carrier no appointment' and 'Driver performance'. The 'Damage Issue:' section has two options: 'Damages found during unload process' and 'Facility damages from carrier truck/trailer'. All options are currently unselected.

27. Select the appropriate options that correspond to concerns regarding **Cooking or Preparation issues**. In this example, the **Product does not perform well** option is selected

Image: Create/Display FNS Complaints Screen



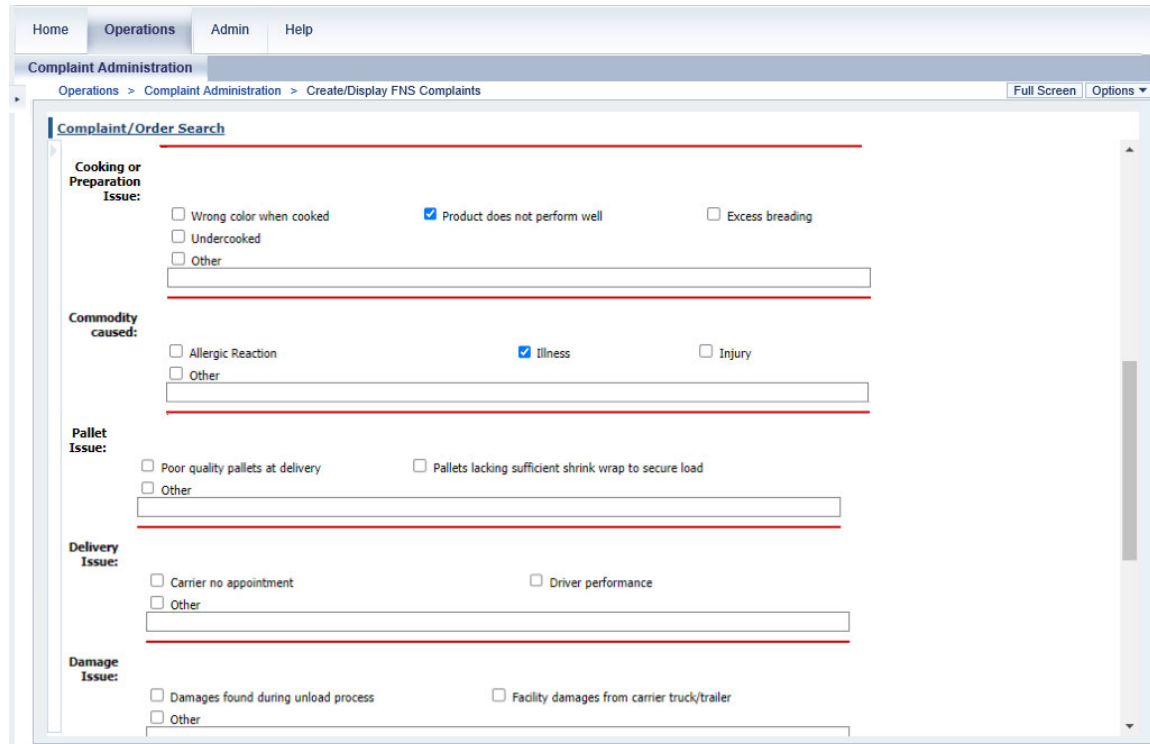
The screenshot shows the 'Create/Display FNS Complaints' screen with the 'Product does not perform well' option selected under the 'Cooking or Preparation Issue:' section. The other options remain unselected.

28. Select the appropriate options that correspond to concerns regarding **Commodity caused** if the commodity caused injury, illness, allergic reactions, or other health impacts. In this example, the **Illness** option is selected.



(Note) If any of the commodity-caused health issues are selected, the user will be prompted to complete the Food Safety Survey before submitting.

Image: Create/Display FNS Complaints Screen

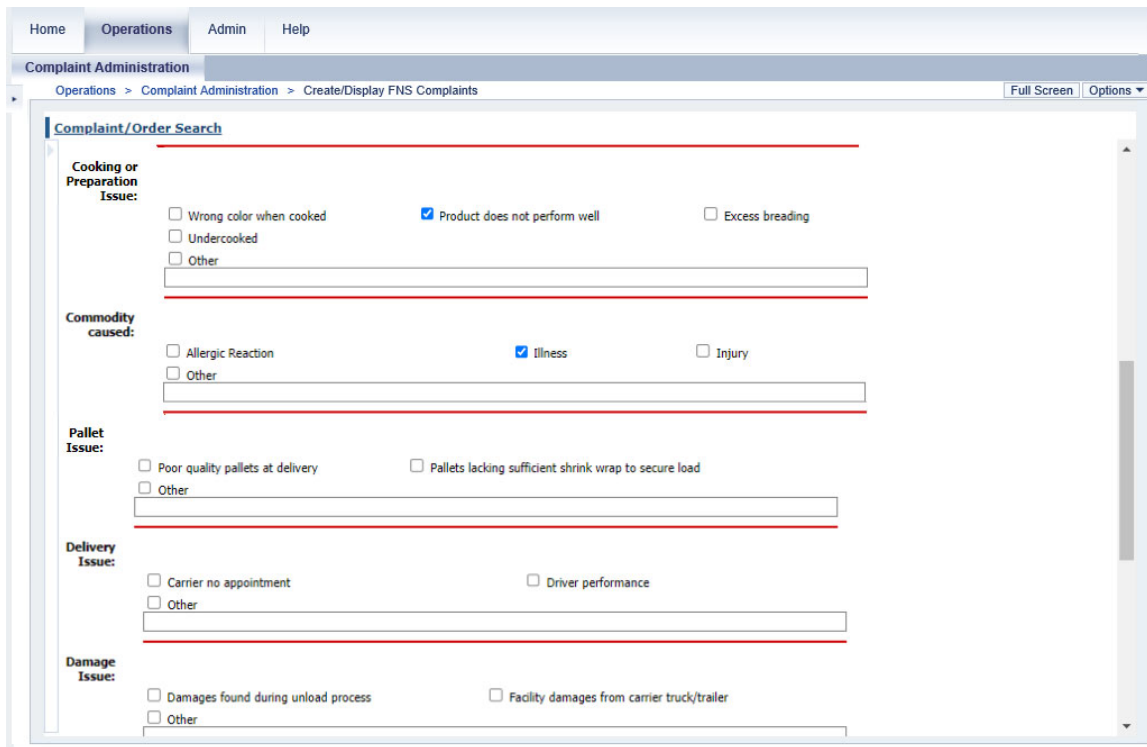


The screenshot shows the 'Complaint Administration' interface. The breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The page title is 'Complaint/Order Search'. The form is divided into several sections with checkboxes and text input fields:

- Cooking or Preparation Issue:**
 - ☐ Wrong color when cooked
 - ☒ Product does not perform well
 - ☐ Excess breading
 - ☐ Undercooked
 - ☐ Other
- Commodity caused:**
 - ☐ Allergic Reaction
 - ☒ Illness
 - ☐ Injury
 - ☐ Other
- Pallet Issue:**
 - ☐ Poor quality pallets at delivery
 - ☐ Pallets lacking sufficient shrink wrap to secure load
 - ☐ Other
- Delivery Issue:**
 - ☐ Carrier no appointment
 - ☐ Driver performance
 - ☐ Other
- Damage Issue:**
 - ☐ Damages found during unload process
 - ☐ Facility damages from carrier truck/trailer
 - ☐ Other

29. Select the appropriate options that correspond to concerns regarding **Pallet Issue** if the commodity issue was caused by pallet quality or was insufficiently secured. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Cooking or Preparation Issue:

☐ Wrong color when cooked ☒ Product does not perform well ☐ Excess breading

☐ Undercooked

☐ Other

Commodity caused:

☐ Allergic Reaction ☒ Illness ☐ Injury

☐ Other

Pallet Issue:

☐ Poor quality pallets at delivery ☐ Pallets lacking sufficient shrink wrap to secure load

☐ Other

Delivery Issue:

☐ Carrier no appointment ☐ Driver performance

☐ Other

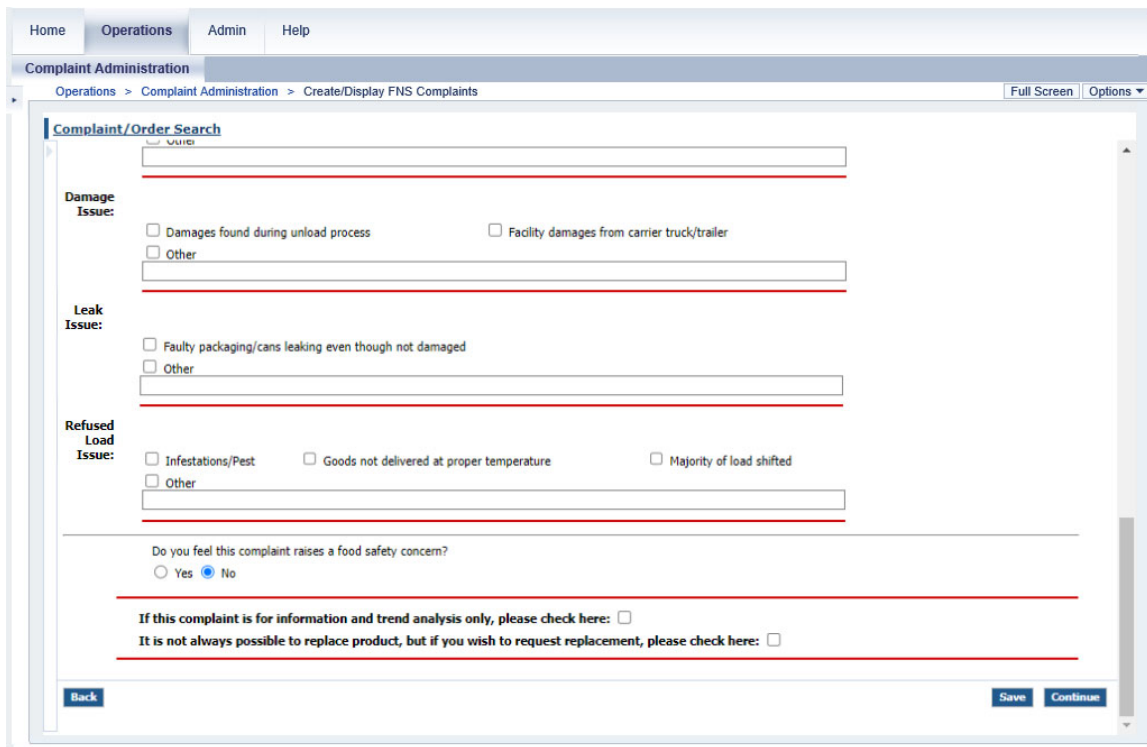
Damage Issue:

☐ Damages found during unload process ☐ Facility damages from carrier truck/trailer

☐ Other

30. Select the appropriate options that correspond to concerns regarding **Delivery Issue** if the commodity issue was caused by carrier or driver performance. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Damage Issue:

☐ Damages found during unload process ☐ Facility damages from carrier truck/trailer

☐ Other

Leak Issue:

☐ Faulty packaging/cans leaking even though not damaged

☐ Other

Refused Load Issue:

☐ Infestations/Pest ☐ Goods not delivered at proper temperature ☐ Majority of load shifted

☐ Other

Do you feel this complaint raises a food safety concern?

☐ Yes ☒ No

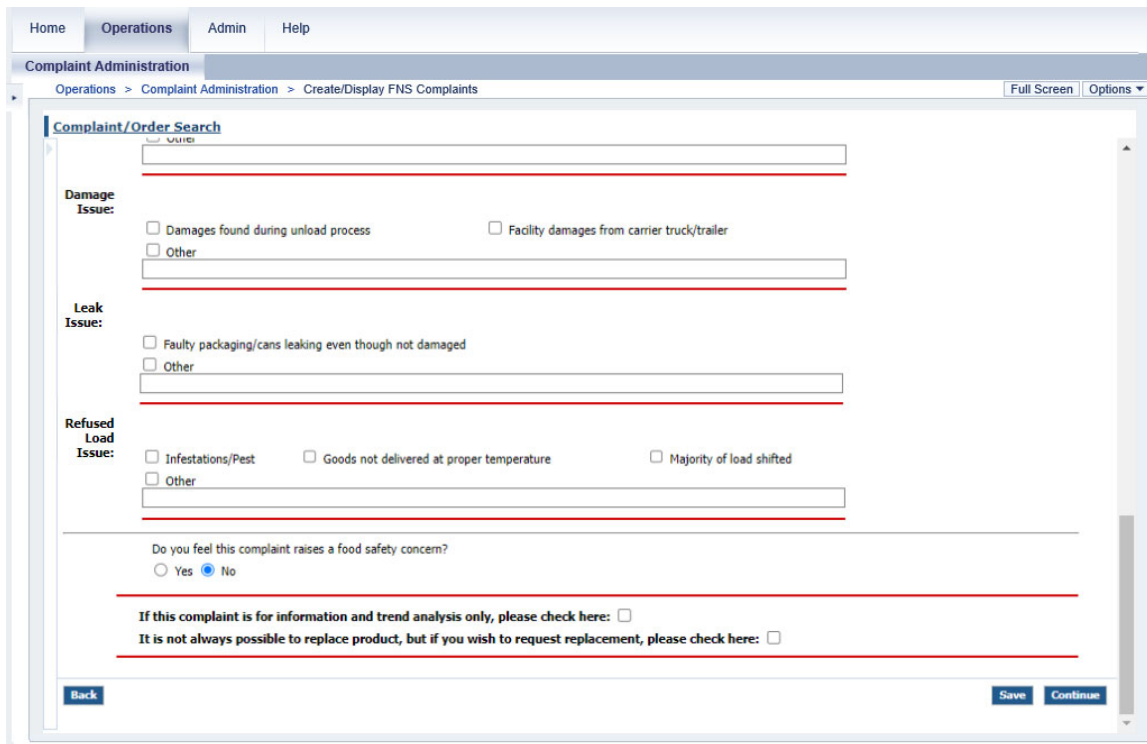
If this complaint is for information and trend analysis only, please check here: ☐

It is not always possible to replace product, but if you wish to request replacement, please check here: ☐

Back Save Continue

31. Select the appropriate options that correspond to concerns regarding **Damage Issue** if the commodity issue was caused by damage found during unloading or damaged by facility during unloading. In this example, no options are selected.

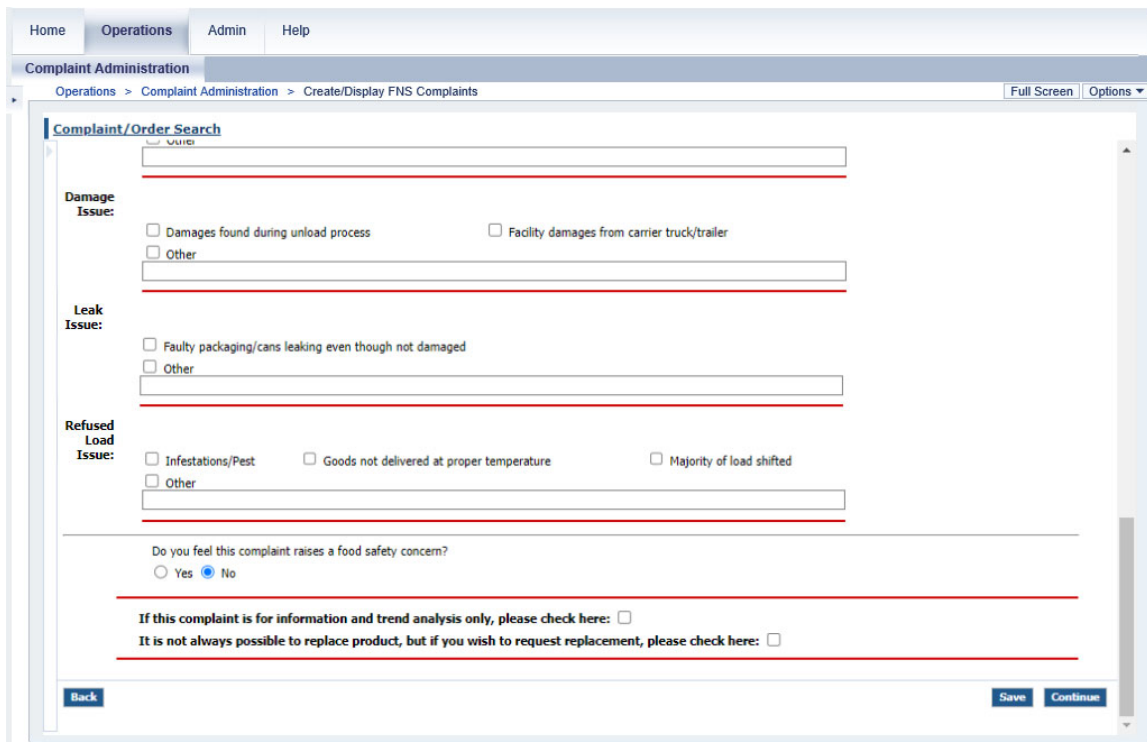
Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Create/Display FNS Complaints' screen within the 'Complaint Administration' module. The navigation bar includes 'Home', 'Operations', 'Admin', and 'Help'. The breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The 'Complaint/Order Search' section has a search bar. Below this, there are three main sections for selecting issues: 'Damage Issue:', 'Leak Issue:', and 'Refused Load Issue:'. Each section has checkboxes for specific issues and a text input field for 'Other'. The 'Leak Issue:' section is highlighted in the example. At the bottom, there are two questions: 'Do you feel this complaint raises a food safety concern?' with 'Yes' and 'No' radio buttons ('No' is selected), and two checkboxes for information and trend analysis only, and for requesting replacement. 'Back', 'Save', and 'Continue' buttons are at the bottom.

32. Select the appropriate options that correspond to concerns regarding **Leak Issues** if the commodity issue was caused by leaking. In this example, no options are selected.

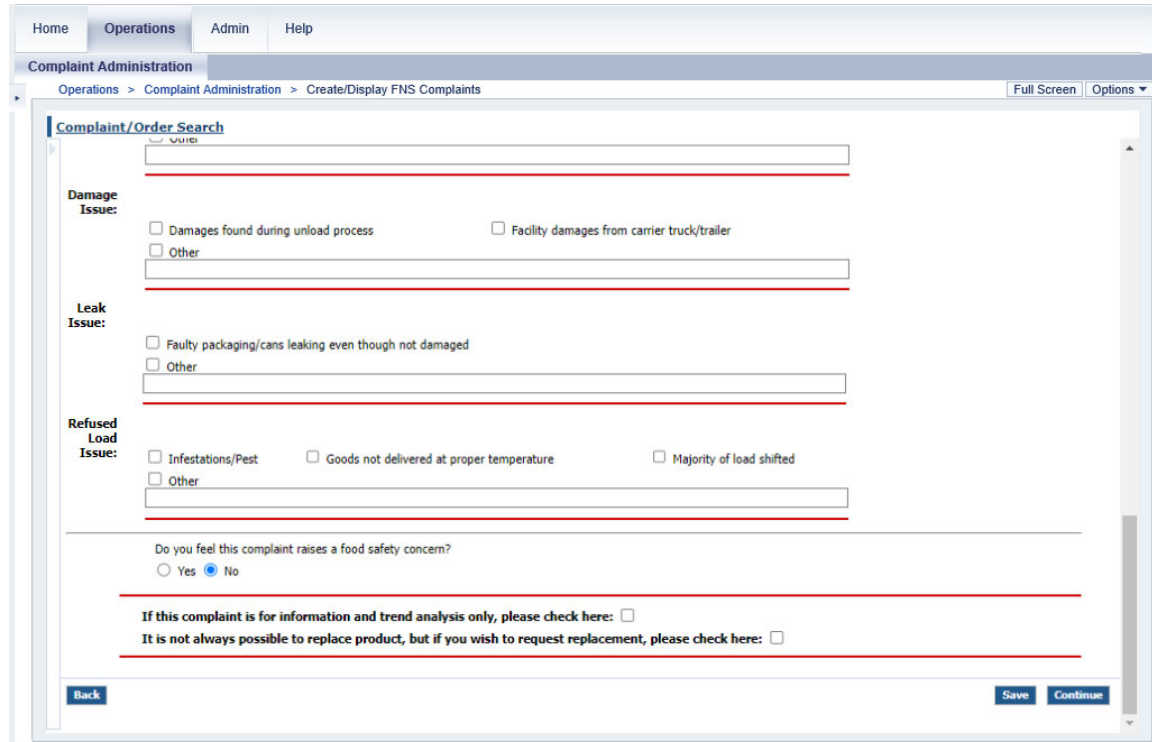
Image: Create/Display FNS Complaints Screen



This screenshot is identical to the one above, showing the 'Create/Display FNS Complaints' screen. It highlights the 'Leak Issue:' section, which contains the following options: 'Faulty packaging/cans leaking even though not damaged' and 'Other'. The 'Refused Load Issue:' section contains 'Infestations/Pest', 'Goods not delivered at proper temperature', 'Majority of load shifted', and 'Other'. The 'Damage Issue:' section contains 'Damages found during unload process', 'Facility damages from carrier truck/trailer', and 'Other'. The 'Do you feel this complaint raises a food safety concern?' question has 'Yes' and 'No' radio buttons, with 'No' selected. The two checkboxes at the bottom are for information and trend analysis only, and for requesting replacement. 'Back', 'Save', and 'Continue' buttons are at the bottom.

33. Select the appropriate options that correspond to concerns regarding **Refused Load Issue** if the commodity issue was caused by pest damage, temperatures issues, or load shifting. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Create/Display FNS Complaints' screen within the 'Complaint Administration' module. The screen has a navigation bar with 'Home', 'Operations', 'Admin', and 'Help'. Below the navigation bar, the breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The main content area is titled 'Complaint/Order Search' and contains several sections for selecting complaint types:

- Damage Issue:** Includes checkboxes for 'Damages found during unload process', 'Facility damages from carrier truck/trailer', and 'Other'. There is a text input field below the 'Other' checkbox.
- Leak Issue:** Includes checkboxes for 'Faulty packaging/cans leaking even though not damaged' and 'Other'. There is a text input field below the 'Other' checkbox.
- Refused Load Issue:** Includes checkboxes for 'Infestations/Pest', 'Goods not delivered at proper temperature', 'Majority of load shifted', and 'Other'. There is a text input field below the 'Other' checkbox.

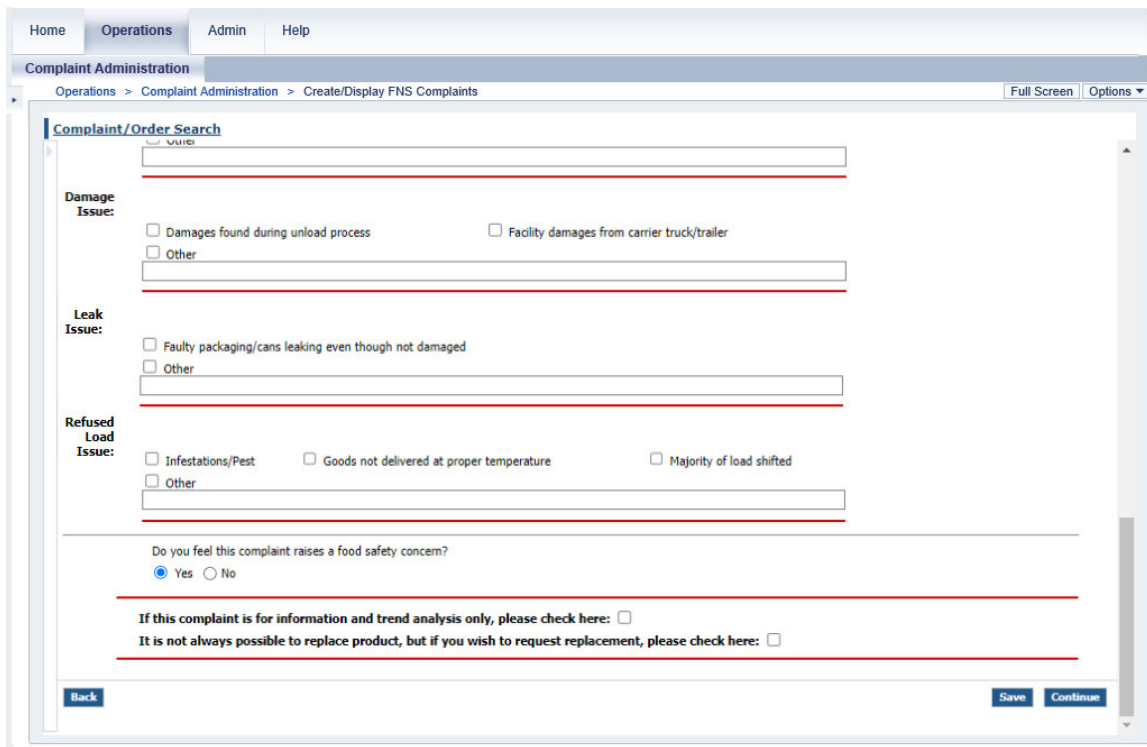
Below these sections, there is a question: 'Do you feel this complaint raises a food safety concern?' with radio buttons for 'Yes' and 'No'. The 'No' radio button is selected. Below this question, there are two checkboxes: 'If this complaint is for information and trend analysis only, please check here:' and 'It is not always possible to replace product, but if you wish to request replacement, please check here:'. At the bottom of the form, there are 'Back', 'Save', and 'Continue' buttons.

34. Select the appropriate response to **Do you feel the complaint raises a food safety concern?** In this example, ☐ Yes (the **Yes** radio button) is selected.



(Note) If **Yes** is selected, the user will be prompted to complete the Food Safety Survey before submitting.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Damage Issue:

☐ Damages found during unload process ☐ Facility damages from carrier truck/trailer

☐ Other

Leak Issue:

☐ Faulty packaging/cans leaking even though not damaged

☐ Other

Refused Load Issue:

☐ Infestations/Pest ☐ Goods not delivered at proper temperature ☐ Majority of load shifted

☐ Other

Do you feel this complaint raises a food safety concern?

☒ Yes ☐ No

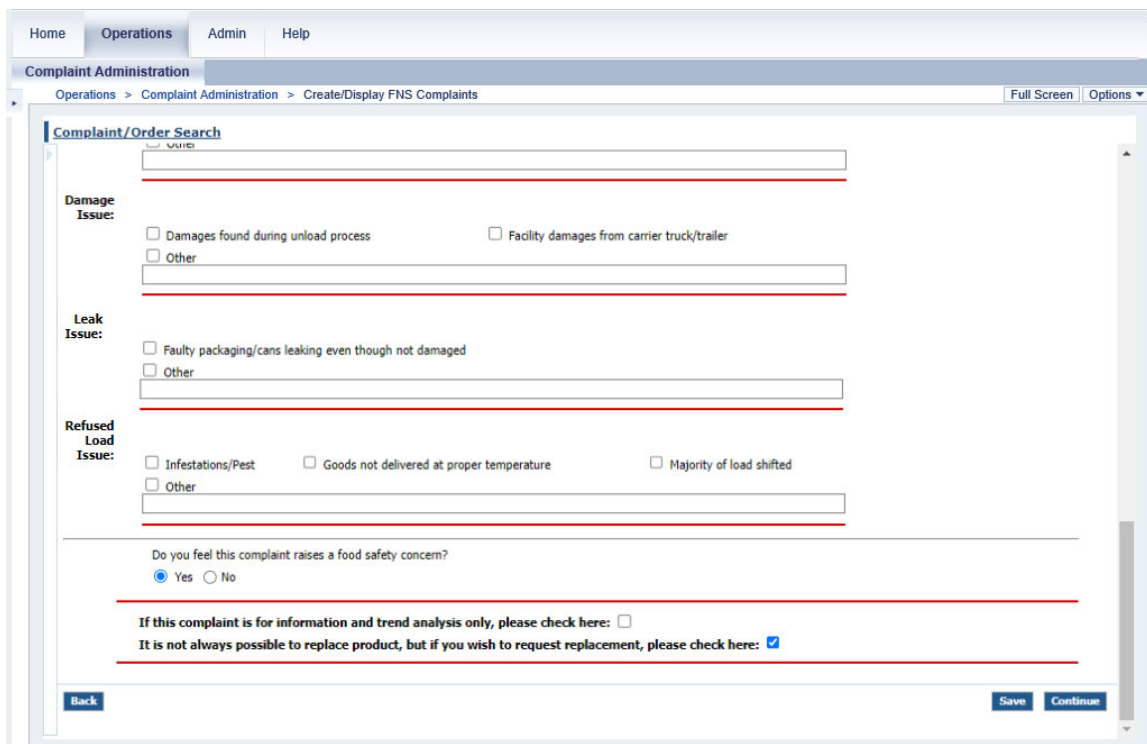
If this complaint is for information and trend analysis only, please check here: ☐

It is not always possible to replace product, but if you wish to request replacement, please check here: ☐

Back Save Continue

35. Respond to the final questions on the survey, as needed. In this example, the second question is selected.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Damage Issue:

☐ Damages found during unload process ☐ Facility damages from carrier truck/trailer

☐ Other

Leak Issue:

☐ Faulty packaging/cans leaking even though not damaged

☐ Other

Refused Load Issue:

☐ Infestations/Pest ☐ Goods not delivered at proper temperature ☐ Majority of load shifted

☐ Other

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: ☒

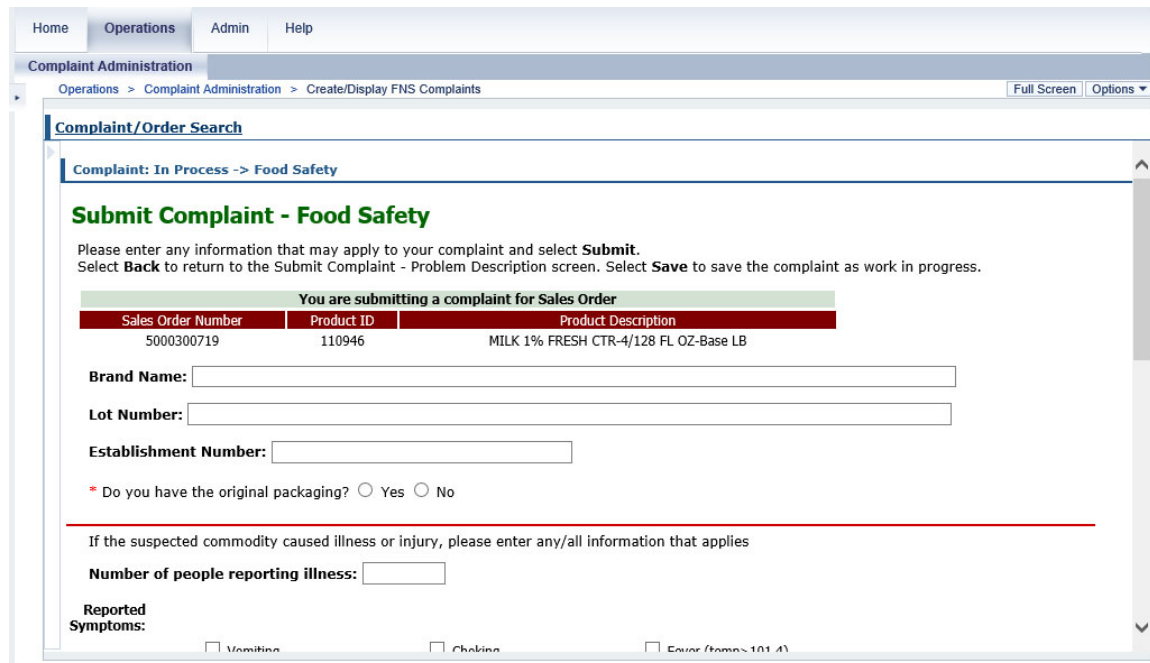
Back Save Continue

36. Click **Continue** (the **Continue** button) to continue.

37. Perform one of the following:

If	Then
Responses indicate a food safety concern	The Continue button will open the Food Safety Survey form. Go to Step 38.
Responses do not indicate a food safety concern	The Continue button will submit the complaint to USDA. Go to Step 54.

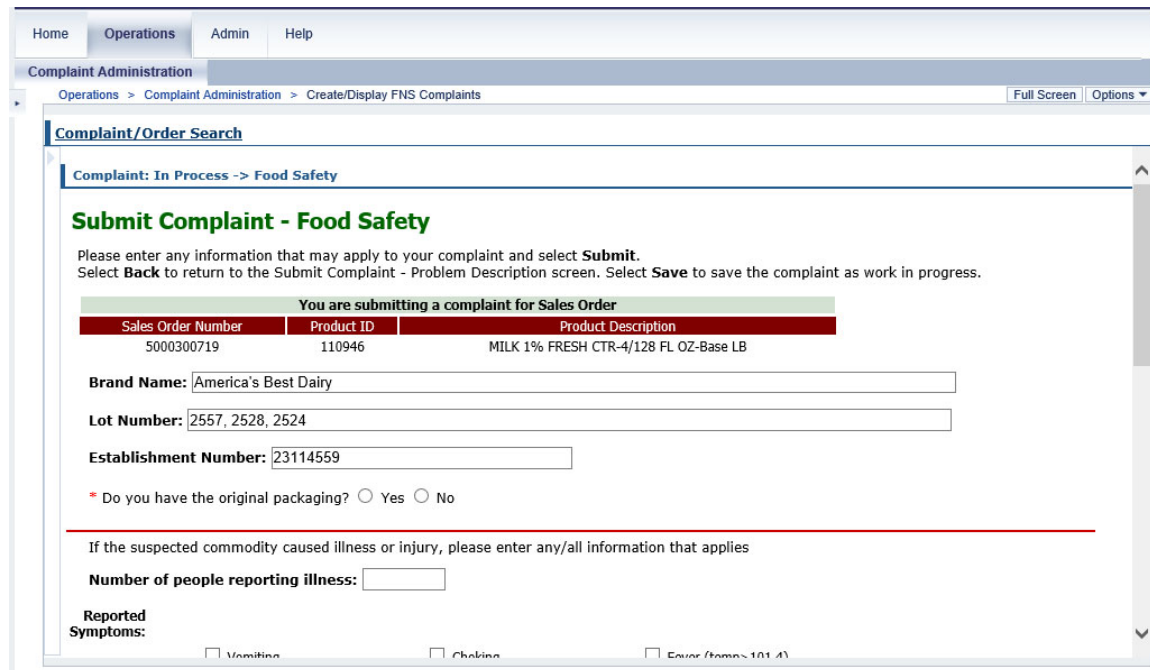
Image: Create/Display FNS Complaints Screen



38. As required, complete/review the following fields:

Field	R/O/C	Description
Brand Name:	O	The name of the manufacturing company for the product. Example: America's Best Dairy
Lot Number	O	The batch in which the product has been manufactured or processed. Example: 2557, 2528, 2524
Establishment Number	O	Number that is automatically assigned to the customer. Example: 23114559

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Complaint: In Process -> Food Safety

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
5000300719	110946	MILK 1% FRESH CTR-4/128 FL OZ-Base 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

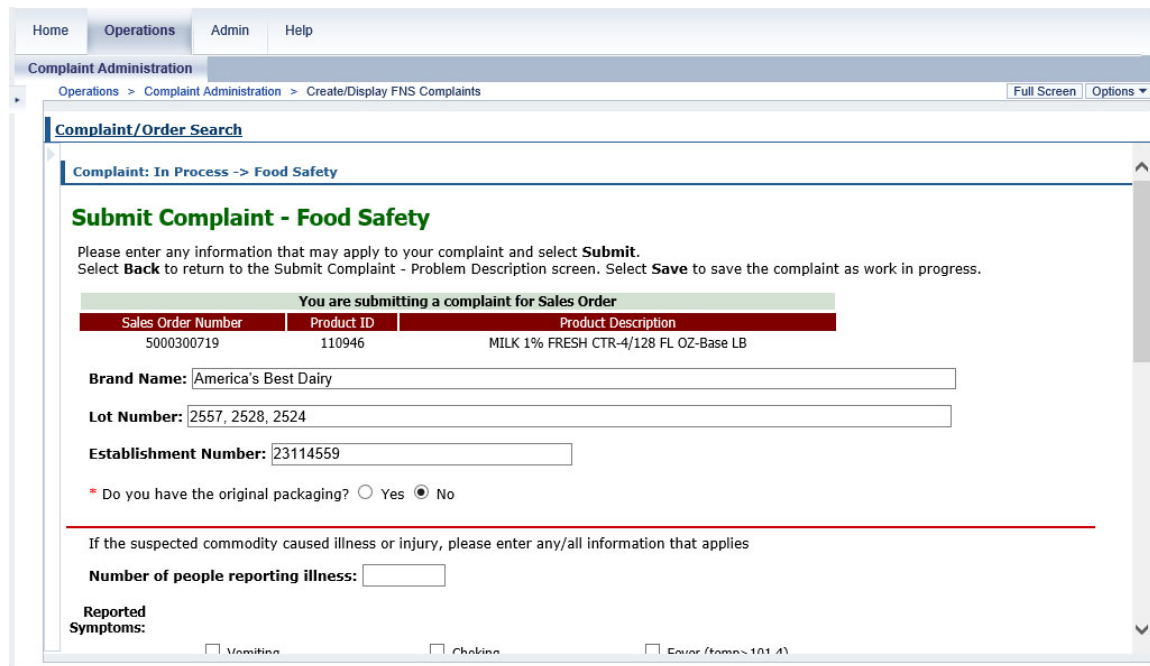
Number of people reporting illness:

Reported Symptoms:

☐ Vomiting ☐ Choking ☐ Fever (temp > 101.4)

39. Select the appropriate response to **Do you have the original packaging?** In this example, ☐ No (the **No** radio button) is selected.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Complaint: In Process -> Food Safety

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
5000300719	110946	MILK 1% FRESH CTR-4/128 FL OZ-Base 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:

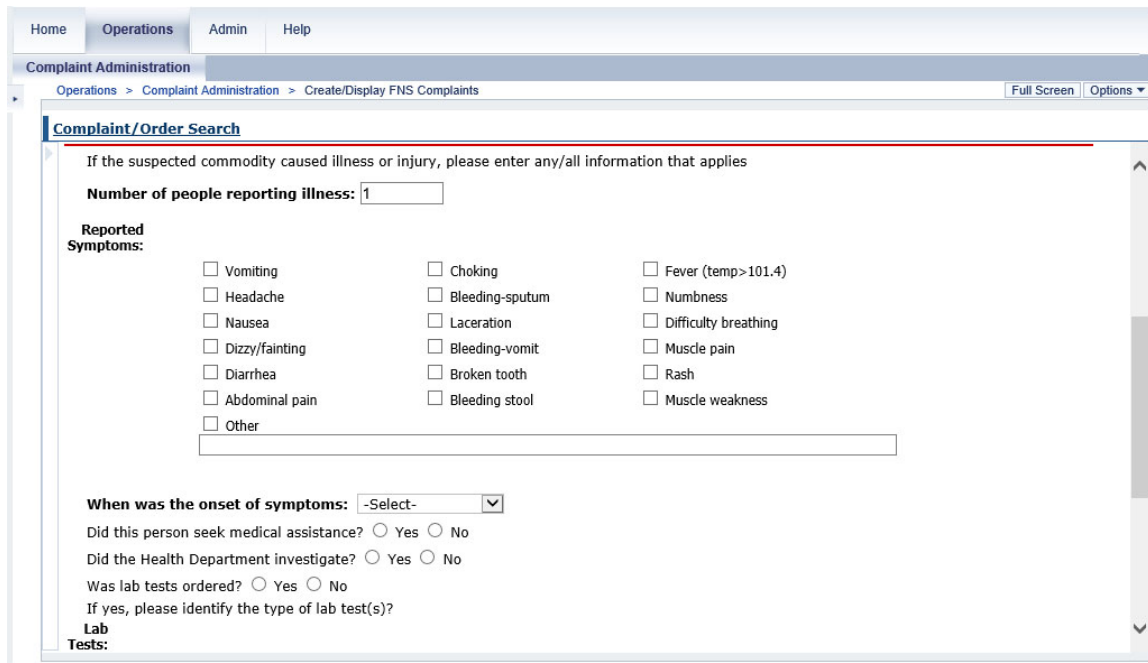
Reported Symptoms:

☐ Vomiting ☐ Choking ☐ Fever (temp > 101.4)

40. As required, complete/review the following fields:

Field	R/O/C	Description
Number of people reporting illness:	O	The number of people who reported feeling ill after handling or consuming the product. Example: 1

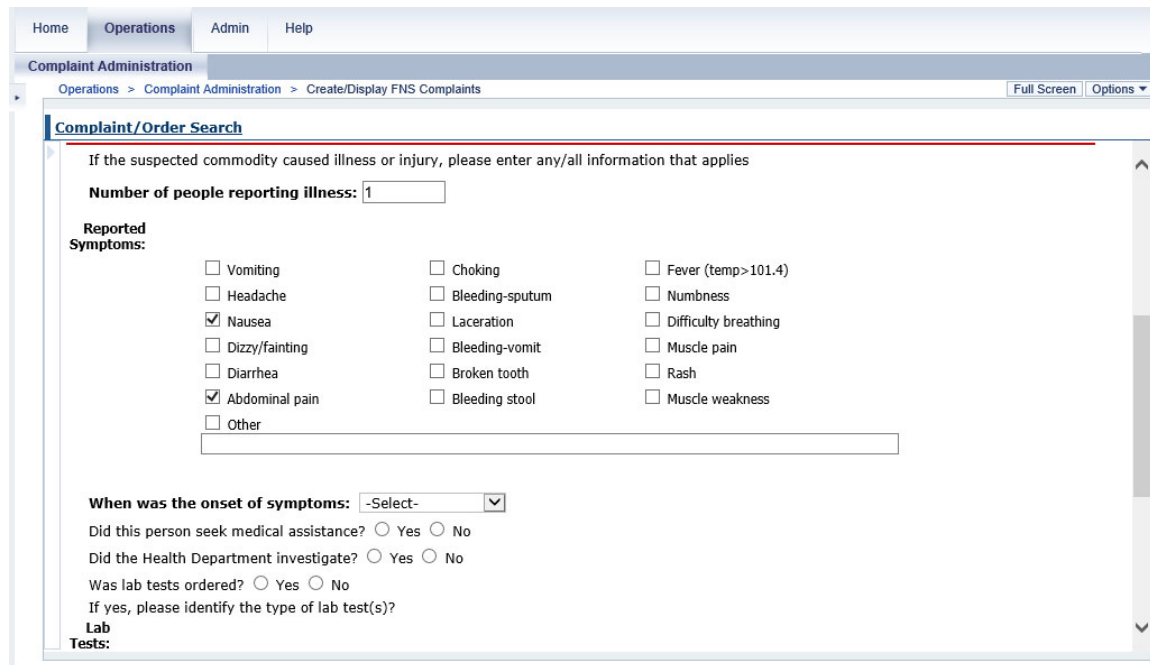
Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Complaint Administration' window with the 'Create/Display FNS Complaints' tab selected. The 'Complaint/Order Search' section is active, displaying a form for entering complaint details. The 'Number of people reporting illness' is set to 1. Under 'Reported Symptoms', the 'Nausea' and 'Abdominal pain' checkboxes are selected. The 'When was the onset of symptoms' dropdown is set to '-Select-'. Below this, there are three questions with radio button options: 'Did this person seek medical assistance?' (Yes/No), 'Did the Health Department investigate?' (Yes/No), and 'Was lab tests ordered?' (Yes/No). The 'Lab Tests' section is currently empty.

41. Select as many options as needed to indicate all **Reported Symptoms**. In this example, the **Nausea** and **Abdominal pain** options are selected.

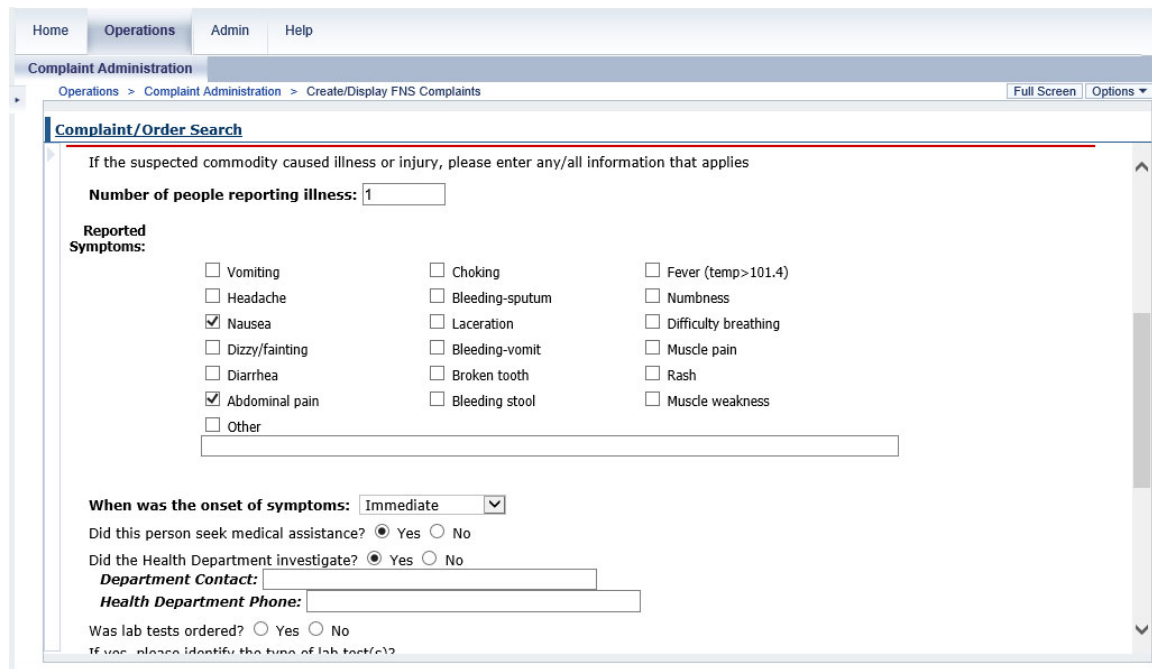
Image: Create/Display FNS Complaints Screen



42. Click (the **Down** arrow) in the **When was the onset of symptoms:** field to select the appropriate response from the list.
43. Select the appropriate response from the list. For this example, **Immediate** (the **Immediate** option) is selected.
44. Select the appropriate response to **Did this person seek medical assistance?** In this example, ☐ **Yes** (the **Yes** radio button) is selected.
45. Select the appropriate response to **Did the Health Department investigate?** In this example, ☐ **Yes** (the **Yes** radio button) is selected.
46. Perform one of the following:

If	Then
Yes is selected	There are additional questions in the survey. Go to Step 47 .
No is selected	Go to Step 49 .

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

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

Number of people reporting illness: 1

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

☐ Other

When was the onset of symptoms: Immediate

Did this person seek medical assistance? ☒ Yes ☐ No

Did the Health Department investigate? ☒ Yes ☐ No

Department Contact:

Health Department Phone:

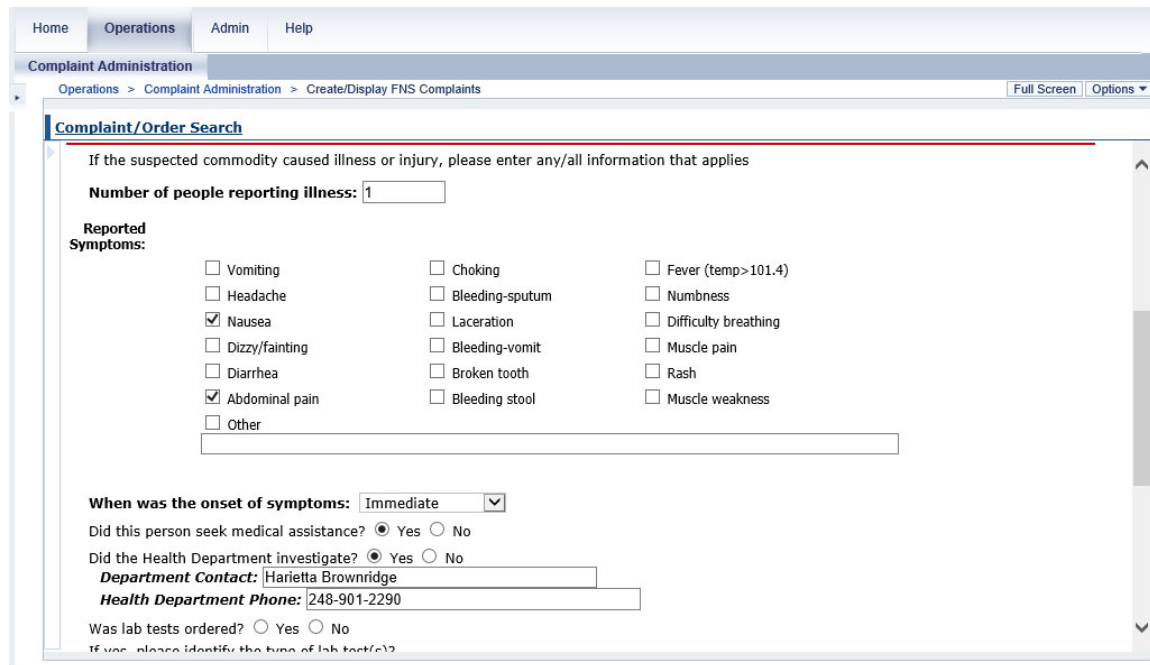
Was lab tests ordered? ☐ Yes ☐ No

If yes, please identify the type of lab test(s):

47. As required, complete/review the following fields:

Field	R/O/C	Description
Department Contact:	O	Name of the person who is serving as the point of contact at the Health Department. Example: Harrietta Browridge
Health Department Phone:	O	Phone number for the Health Department. Example: 248-901-2290

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

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

Number of people reporting illness: 1

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

☐ Other

When was the onset of symptoms: Immediate

Did this person seek medical assistance? ☒ Yes ☐ No

Did the Health Department investigate? ☒ Yes ☐ No

Department Contact: Harrietta Brownridge

Health Department Phone: 248-901-2290

Was lab tests ordered? ☐ Yes ☒ No

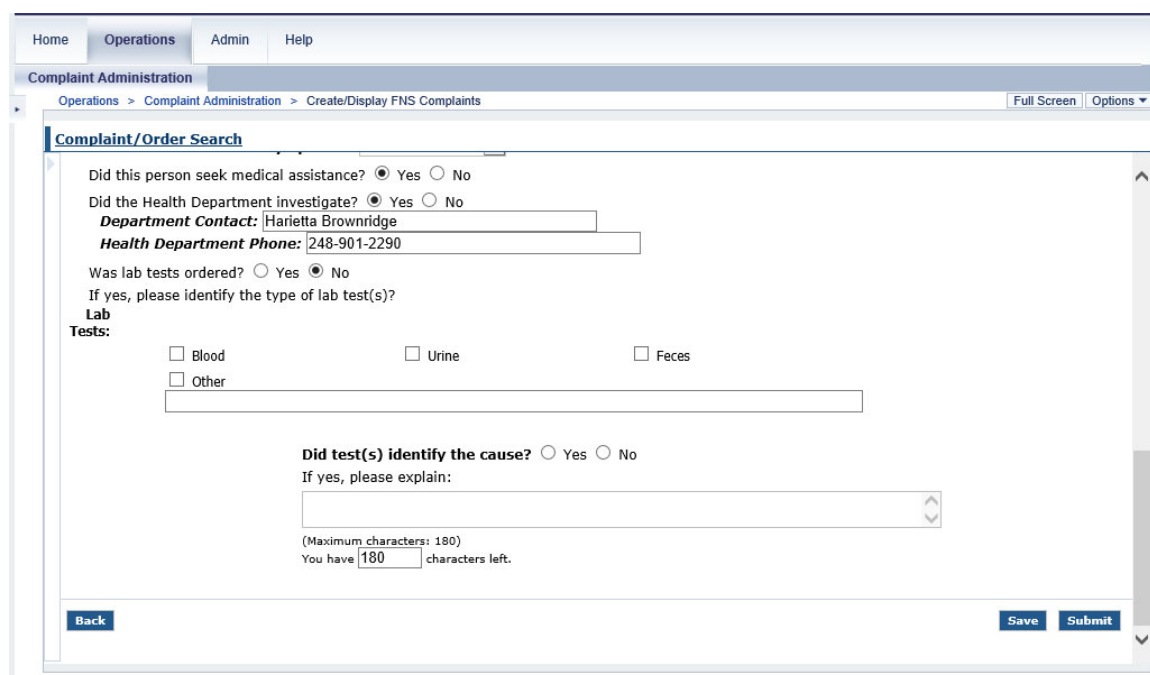
If yes, please identify the type of lab test(s)

48. Select the appropriate response to **Was lab tests ordered?** In this example, ☐ No (the No radio button) is selected.



(Note) If **Yes** is selected, provide information about the type of lab test(s) and results in the remaining survey questions.

Image: Create/Display FNS Complaints Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints

Full Screen Options

Complaint/Order Search

Did this person seek medical assistance? ☒ Yes ☐ No

Did the Health Department investigate? ☒ Yes ☐ No

Department Contact: Harrietta Brownridge

Health Department Phone: 248-901-2290

Was lab tests ordered? ☐ Yes ☒ No

If yes, please identify the type of lab test(s)

Lab Tests:

☐ Blood ☐ Urine ☐ Feces

☐ Other

Did test(s) identify the cause? ☐ Yes ☒ No

If yes, please explain:

(Maximum characters: 180)

You have 180 characters left.

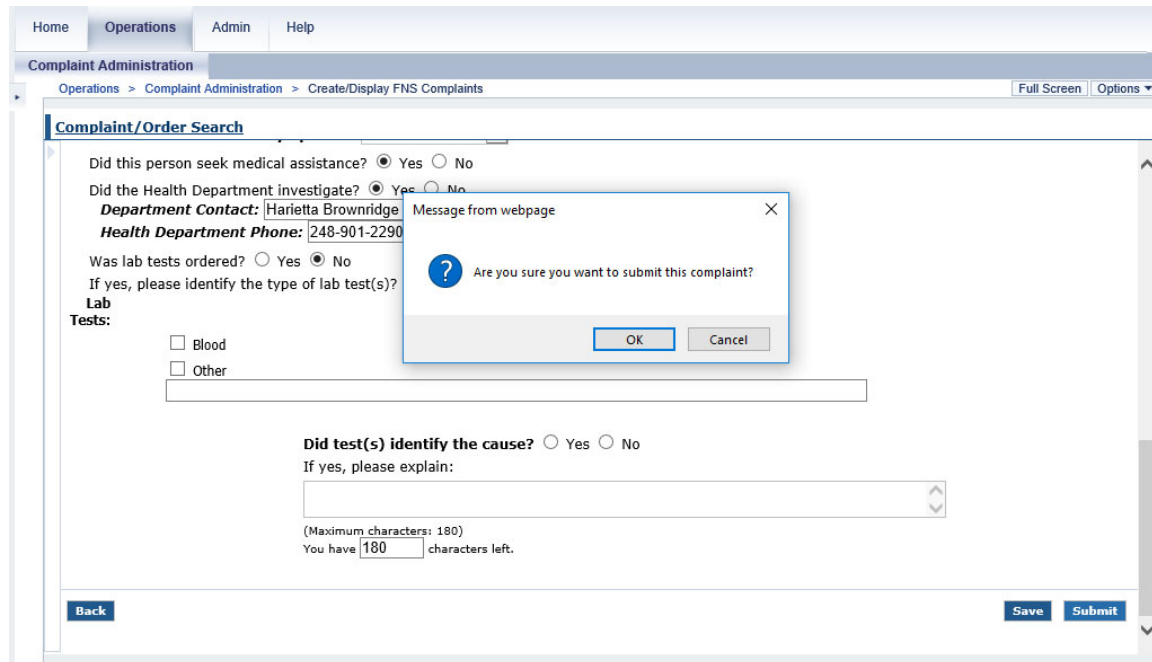
Back Save Submit

49. Click **Submit** (the **Submit** button) to submit the complaint to USDA.



(Note) If **Save** (the **Save** button) is clicked, the complaint will be assigned a complaint number and will be saved as a draft. The complaint may be displayed and/or modified at a later time, but it will not be submitted to USDA until **Continue** (the **Continue** button) is clicked.

Image: Create/Display FNS Complaints Screen



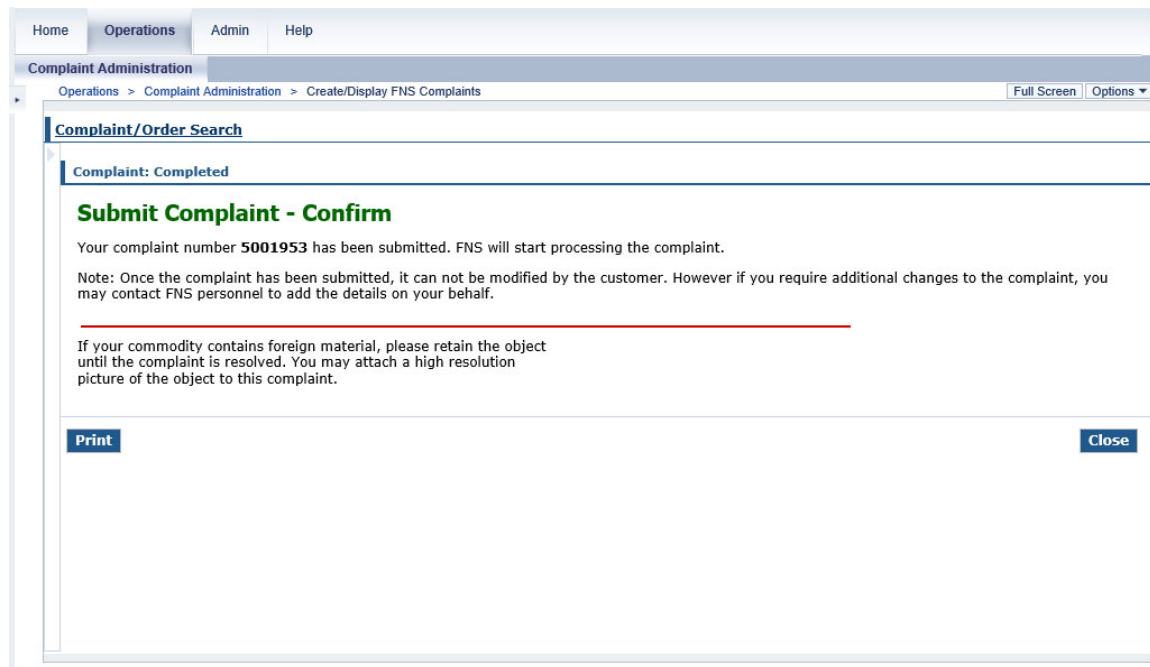
The screenshot shows the 'Create/Display FNS Complaints' screen. The top navigation bar includes 'Home', 'Operations', 'Admin', and 'Help'. Below this is the 'Complaint Administration' section. The main content area is titled 'Complaint/Order Search' and contains several form fields and buttons. A modal dialog box is open in the center, asking 'Are you sure you want to submit this complaint?' with 'OK' and 'Cancel' buttons. The form fields include: 'Did this person seek medical assistance?' (radio buttons for Yes/No), 'Did the Health Department investigate?' (radio buttons for Yes/No), 'Department Contact: Harietta Brownridge', 'Health Department Phone: 248-901-2290', 'Was lab tests ordered?' (radio buttons for Yes/No), 'If yes, please identify the type of lab test(s):', 'Lab Tests:' (checkboxes for Blood, Other), 'Did test(s) identify the cause?' (radio buttons for Yes/No), 'If yes, please explain:' (text area), and a character count '(Maximum characters: 180) You have 180 characters left.' At the bottom of the form are 'Back', 'Save', and 'Submit' buttons.

50. Click **OK** (the **OK** button).



(Note) This assigns a complaint number and submits it to USDA for processing. The complaint can no longer be modified by the SDA/ITO.

Image: Create/Display FNS Complaint Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Complaint: Completed


Submit Complaint - Confirm

Your complaint number **5001953** has been submitted. FNS will start processing the complaint.

Note: Once the complaint has been submitted, it can not be modified by the customer. However if you require additional changes to the complaint, you may contact FNS personnel to add the details on your behalf.

If your commodity contains foreign material, please retain the object until the complaint is resolved. You may attach a high resolution picture of the object to this complaint.

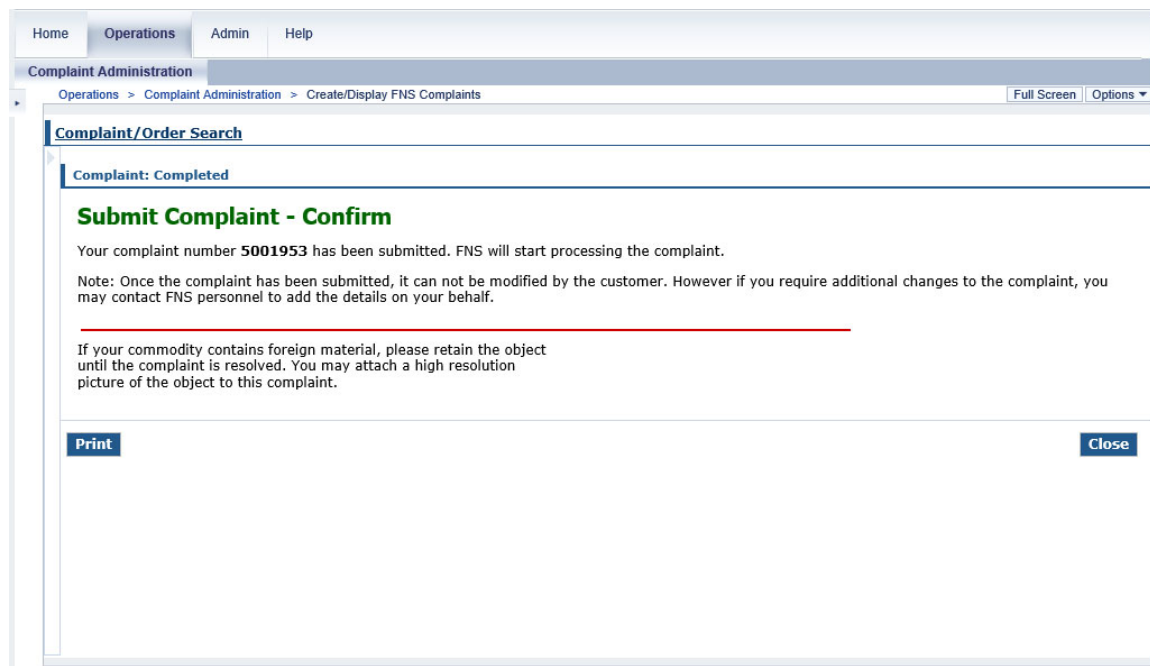
Print Close

51. Click  (the **Print** button) to print the confirmation page, as needed.



(Note) Review the confirmation message and record the complaint number for reference; this number will be needed to locate the complaint at a later time.

Image: Create/Display FNS Complaint Screen



Home Operations Admin Help

Complaint Administration

Operations > Complaint Administration > Create/Display FNS Complaints Full Screen Options

Complaint/Order Search

Complaint: Completed

Submit Complaint - Confirm

Your complaint number **5001953** has been submitted. FNS will start processing the complaint.

Note: Once the complaint has been submitted, it can not be modified by the customer. However if you require additional changes to the complaint, you may contact FNS personnel to add the details on your behalf.

If your commodity contains foreign material, please retain the object until the complaint is resolved. You may attach a high resolution picture of the object to this complaint.

Print Close

52. Click  (the **Close** button) to close the screen.



53. The transaction is complete.



Work Instruction
Create FNS Complaint

RESULT

A complaint about a received (or rejected) commodity has been entered, including the Food Safety Survey if applicable. The complaint may have been saved in draft status (for further review and editing) or submitted to FNS for review.



PROCESS OVERVIEW

Purpose

The purpose of this transaction is to display an FNS complaint in WBSCM. FNS complaints are created by State Distribution Agencies (SDAs) and Indian Tribal Organizations (ITOs) or by an FNS Complaint Specialist on behalf of an SDA/ITO regarding the quality of a USDA commodity.

Users may search for a complaint based on any of the following:

- The organization that created it
- The date it was created
- The commodities on the complaint
- The complaint number

Process Trigger

Use this transaction to display an FNS complaint for review and analysis.

Prerequisites

- FNS complaint must exist in WBSCM.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Complaint Administration** tab → **Create/Display FNS Complaints** link to go to the *Create/Display FNS Complaints* screen.

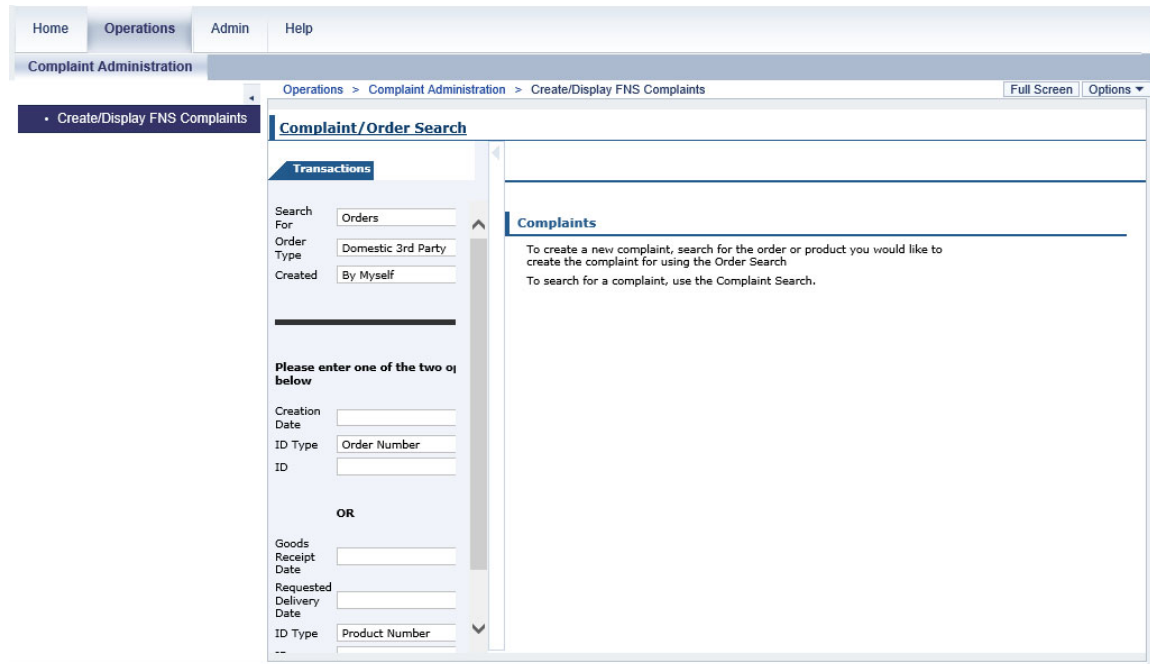
Tips and Tricks

- The R/O/C acronyms in the field tables represent Required, Optional, or Conditional field entries.
 - **Required (R)** – a mandatory field necessary to complete the transaction
 - **Optional (O)** – a non-mandatory field not required to complete the transaction
 - **Conditional (C)** – a field that may be required if certain conditions are met, typically linked to completion of a mandatory field
- Refer to the WBSCM Help site, *Frequently Referenced Training Materials* section for basic navigation training and tips on creating favorites, performing searches, etc.

PROCEDURE

1. Start the transaction using the following Portal path: **Operations** tab → **Complaint Administration** tab → **Create/Display FNS Complaints** link.

Image: Create/Display FNS Complaint Screen




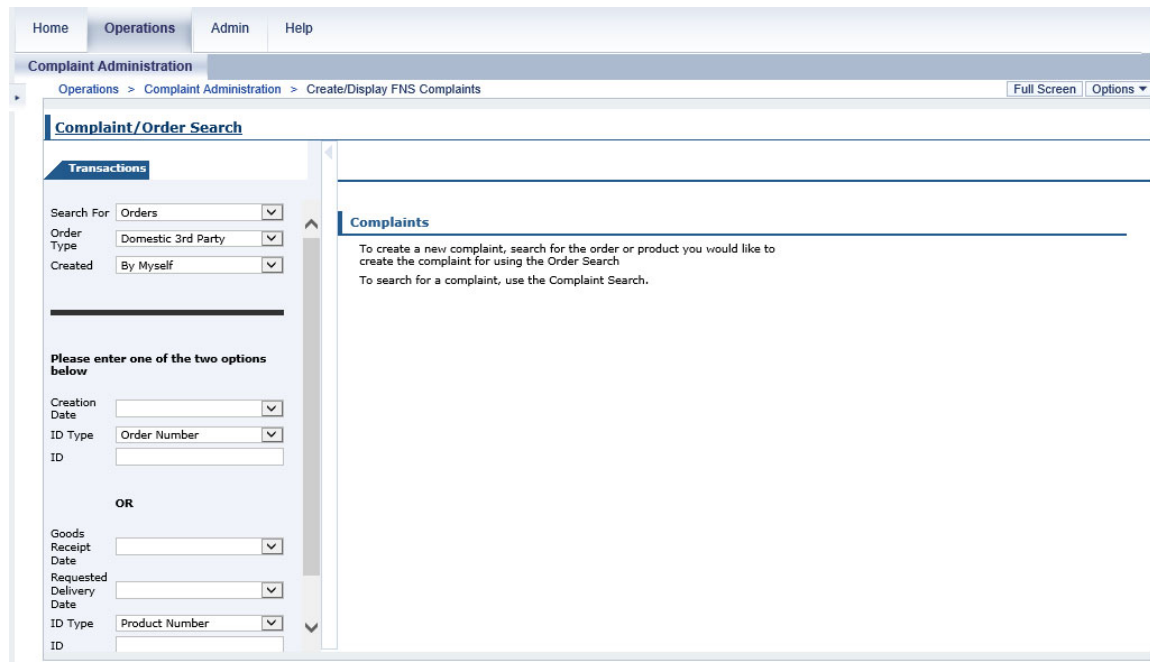
2. Click  (the **Hide Navigator** arrow) to minimize the Portal menu. Note that this can be done with any transaction in WBSCM.

Image: Create/Display FNS Complaints Screen




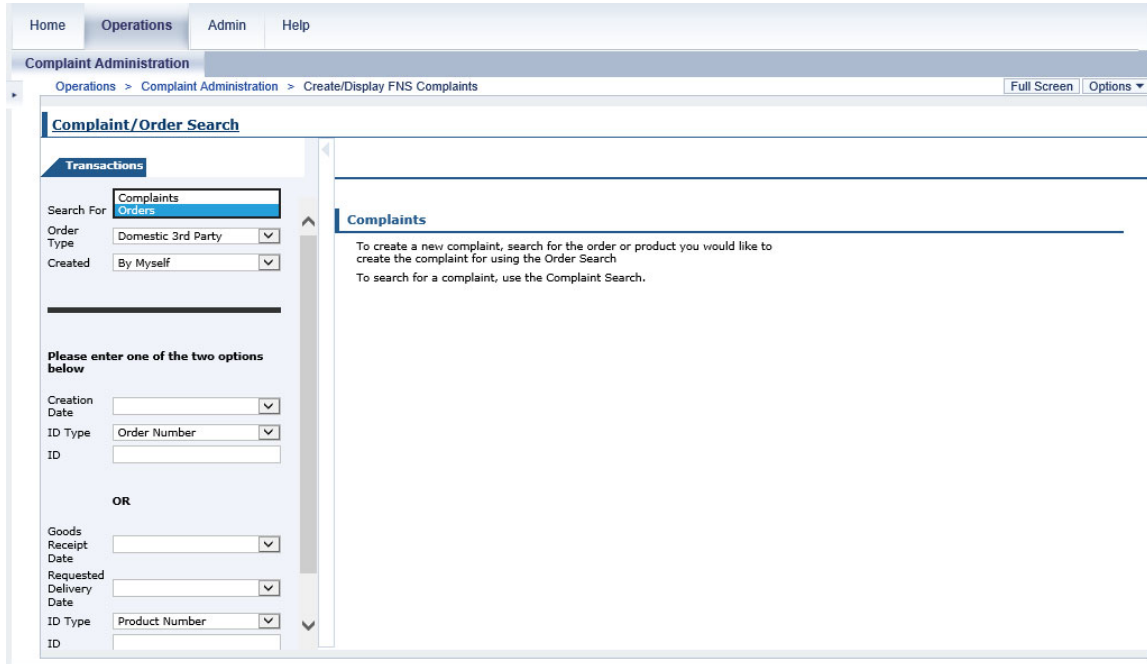
3. Click  (the **Down** arrow) in the **Search For** field.

Image: Create/Display FNS Complaints Screen



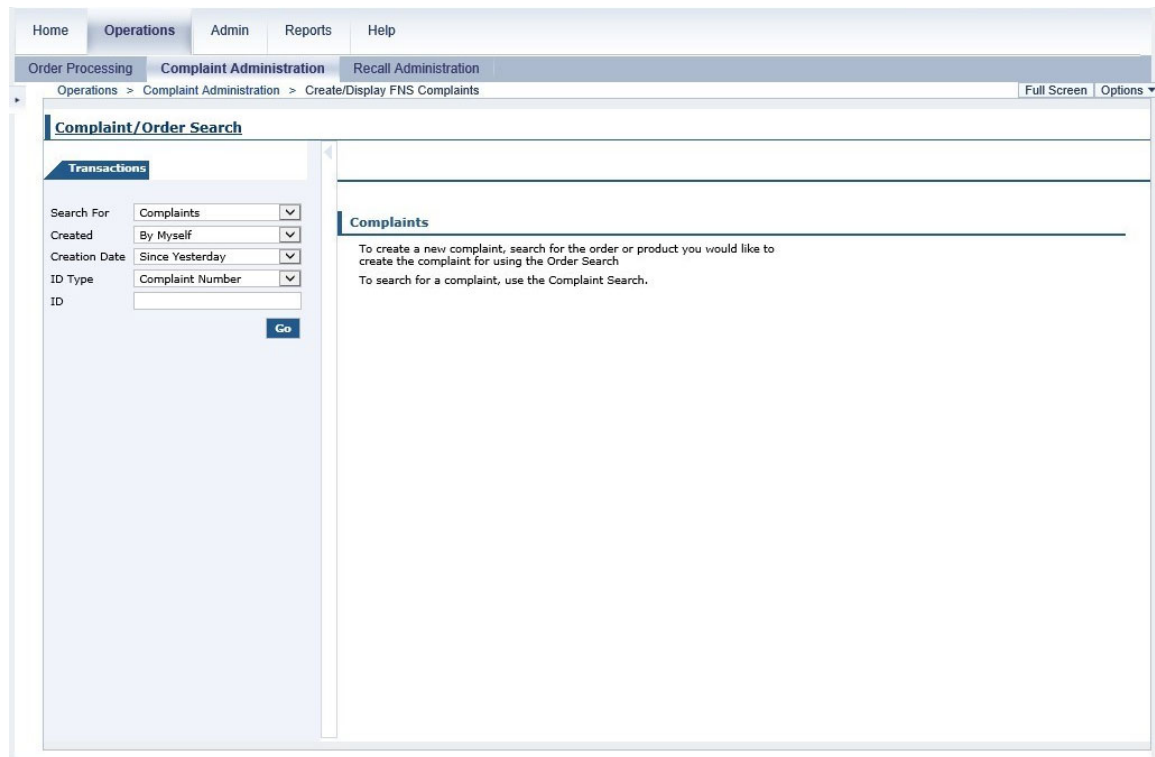
4. Select  (the **Complaints** option).





(Note) This drop-down list contains two options:

- **Complaints** is used to search for and display existing complaints.
- **Orders** is used when creating a new complaint. Refer to the [Create FNS Complaint](#) work instruction for additional information.

Image: Create/Display FNS Complaint Screen



5. As required, complete/review the following fields:

Field	R/O/C	Description
Created	O	<p>The organization that created the document.</p> <p>Example: By All Business Partners</p> <p> (Note) The Created field is populated with the organization that created the complaint document.</p> <p> (Note) The options available under the Created drop-down list depend on the user's organization.</p> <p>FNS Complaints Specialists have the following options:</p> <ul style="list-style-type: none"> • By All Business Partners is used to display all complaints by all business partners. • By Specific Business Partner may be used to select complaints for a specific SDA/ITO when the business partner is known. Enter the number in the text field after selecting this option.




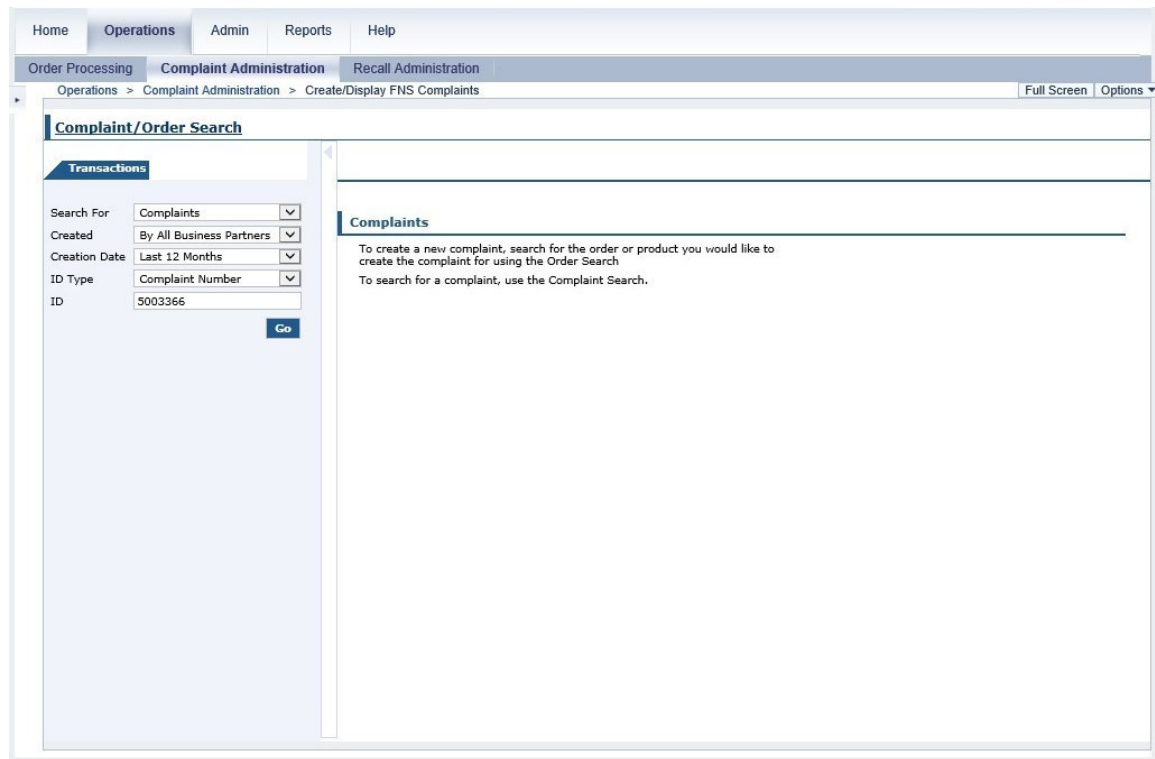
Field	R/O/C	Description
		<p>All other users can access only the following option:</p> <ul style="list-style-type: none"> • By Myself is used to display only complaints created by the user's organization. FNS Complaints Specialists cannot use this option because all complaints, even those entered by FNS, are associated with a customer organization.
Creation Date	O	<p>Date or range of dates the document was created.</p> <p>Example: Last 12 Months</p> <p> (Note) To search for a complaint created more than a year ago, select In Period to enter a date range in the provided fields.</p>
ID Type	O	<p>The criterion used to locate a document.</p> <p>Example: Complaint Number</p> <p> (Note) For FNS complaints, ID Type options are:</p> <ul style="list-style-type: none"> • Complaint Number • Complaint Material
ID	O	<p>Number associated with the Sales Order, Multi-Food Order, or Complaint.</p> <p>Example: 5003366</p> <p> (Note) If the ID field is left blank, all complaints that satisfy the criteria are displayed.</p>

Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Complaint/Order Search' interface. On the left, under the 'Transactions' tab, there is a search form with the following fields:

- Search For: Complaints (dropdown)
- Created: By All Business Partners (dropdown)
- Creation Date: Last 12 Months (dropdown)
- ID Type: Complaint Number (dropdown)
- ID: 5003366 (text input)
- Go button

On the right, under the 'Complaints' tab, there is a text area with the following instructions:

To create a new complaint, search for the order or product you would like to create the complaint for using the Order Search.
To search for a complaint, use the Complaint Search.


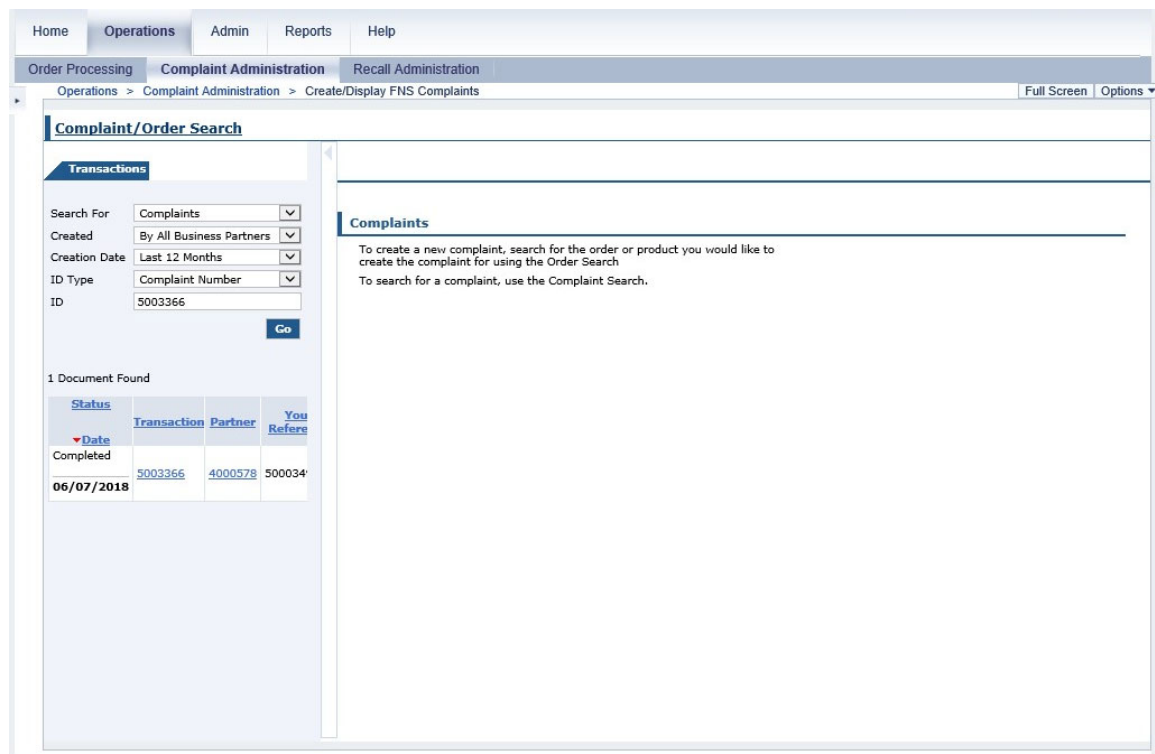
- Click  (the Go button) to execute the search.

Image: Create/Display FNS Complaints Screen




The screenshot shows the 'Complaint/Order Search' interface after the search has been executed. The search form on the left is the same as in the previous image. Below the search form, it says '1 Document Found'.

Below the search results, there is a table with the following data:

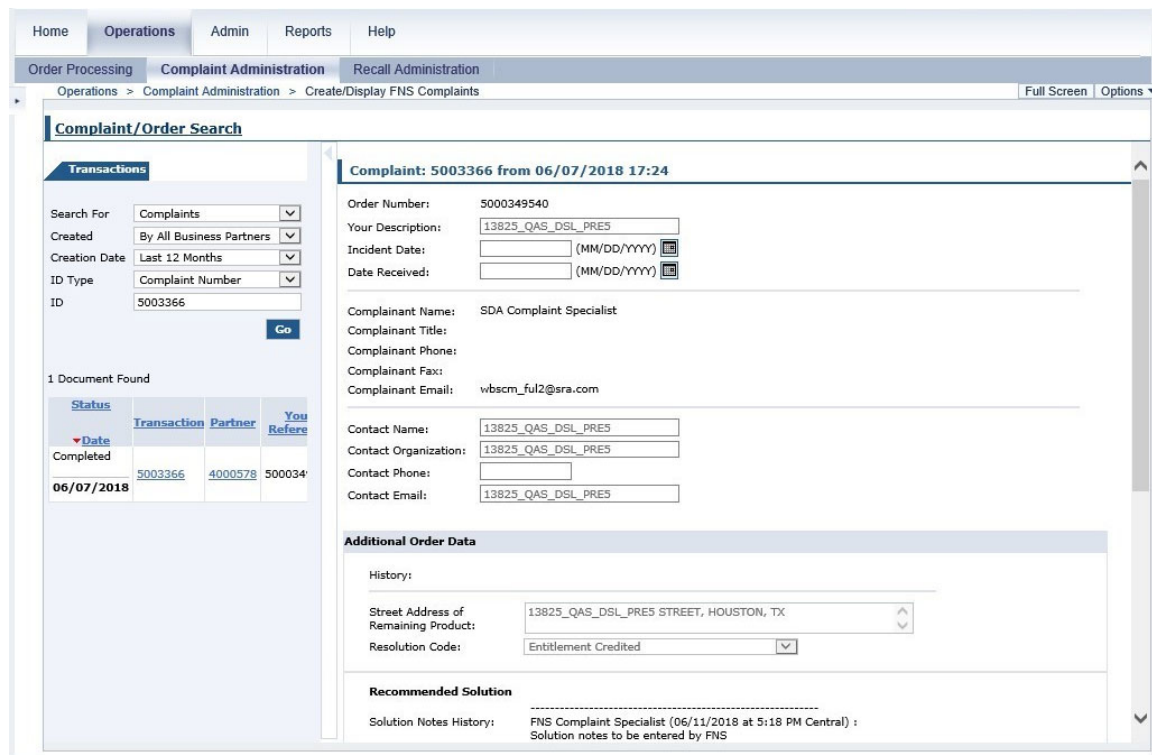
Status	Transaction	Partner	You Refere
Completed	5003366	4000578	500034
06/07/2018			

7. Select the Complaint Number to display from the *Search* panel. In this example, [5003366](#) (the **5003366** link) is selected.
8. Perform one of the following:

If	Then
The user does not need to select additional search criteria	<ol style="list-style-type: none"> 1. Click  (the Hide Complaint/Order Search arrow) to minimize the <i>Search</i> panel. 2. Go to Step 9.

The user may still need to view the search criteria Go to Step 9.

Image: Create/Display FNS Complaints Screen




The screenshot shows the WBCSCM Complaint Administration interface. The top navigation bar includes Home, Operations, Admin, Reports, and Help. The main navigation bar shows Order Processing, Complaint Administration (selected), and Recall Administration. The breadcrumb trail is Operations > Complaint Administration > Create/Display FNS Complaints. The 'Complaint/Order Search' panel is active, displaying search criteria: Search For (Complaints), Created (By All Business Partners), Creation Date (Last 12 Months), ID Type (Complaint Number), and ID (5003366). A 'Go' button is present. Below the search criteria, a table shows the search results for the selected ID. The table has columns for Status, Transaction, Partner, and You Refer. The first row shows a completed transaction on 06/07/2018 with ID 5003366, Partner 4000578, and You Refer 500034. The main content area displays the details for Complaint 5003366 from 06/07/2018 17:24. The details include Order Number (5000349540), Your Description (13825_QAS_DSL_PRE5), Incident Date, Date Received, Complainant Name (SDA Complaint Specialist), Complainant Title, Complainant Phone, Complainant Fax, Complainant Email (wbcm_ful2@sra.com), Contact Name (13825_QAS_DSL_PRE5), Contact Organization (13825_QAS_DSL_PRE5), Contact Phone, and Contact Email (13825_QAS_DSL_PRE5). The 'Additional Order Data' section shows the History, Street Address of Remaining Product (13825_QAS_DSL_PRE5 STREET, HOUSTON, TX), and Resolution Code (Entitlement Credited). The 'Recommended Solution' section shows the Solution Notes History (FNS Complaint Specialist (06/11/2018 at 5:18 PM Central) : Solution notes to be entered by FNS).

9. As required, complete/review the following fields:

Field	R/O/C	Description
Your Description:	O	A free text field describing the order or complaint issue.
Incident Date:	O	The date when the incident was first identified.



Work Instruction
Display FNS Complaint

Field	R/O/C	Description
Date Received:	O	The date the materials were received.
Contact Name:	O	The name of the contact.
Contact Organization:	O	The organization of the contact.
Contact Phone:	O	The phone number of the contact.
Contact Email:	O	The email address of the contact.
Additional Remarks:	O	Additional comments about the complaint that are visible only to FNS.
Street Address of Remaining Product:	O	The street address where remaining product is located.
Resolution Code:	O	The manner in which the issue was resolved.  (Note) Refer to the Complaint Statuses and Resolution Codes Job Aid for additional information.
Complaint Type:	O	The type of complaint.


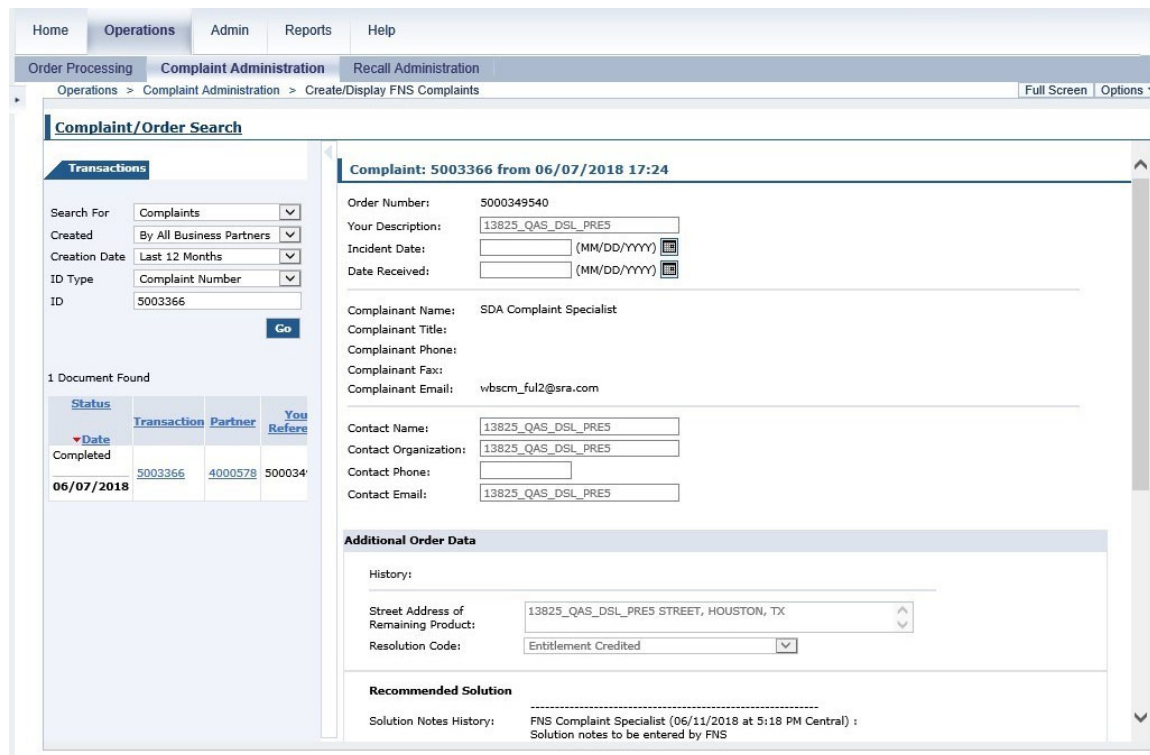

Field	R/O/C	Description
Status	O	<p>The code for status of the document.</p> <p> (Note) Some codes include the agencies and teams involved:</p> <ul style="list-style-type: none"> • FNS Complaints Team (CT) • FNS Food Safety Team (FST) • Agricultural Marketing Service (AMS) • Food Safety and Inspection Services (FSIS) • Food and Drug Administration (FDA) <p>Refer to the Complaint Statuses and Resolution Codes Job Aid for additional information.</p>

Image: Create/Display FNS Complaints Screen



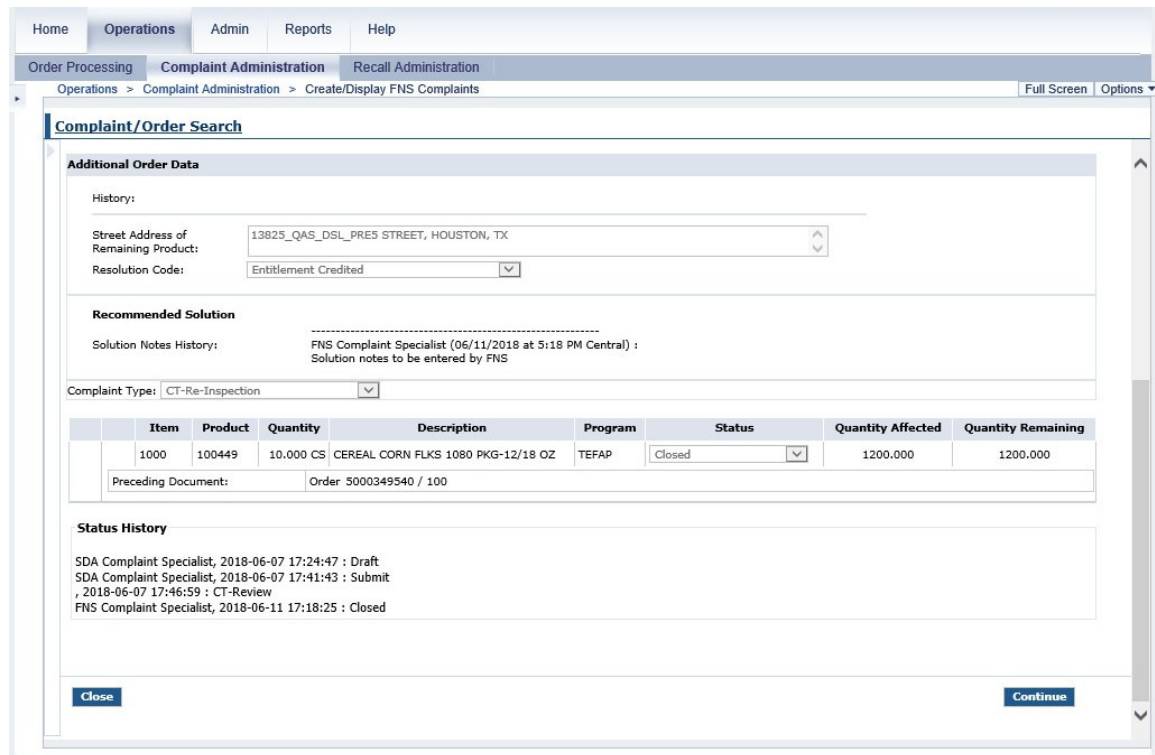
The screenshot shows the 'Complaint Administration' section of the WBSCM system. The 'Complaint/Order Search' panel is active, displaying search criteria and a list of results. The search criteria include 'Complaints' for the search type, 'By All Business Partners' for the creator, 'Last 12 Months' for the creation date, and 'Complaint Number' for the ID type. The search results show one document found with the status 'Completed' on 06/07/2018. The complaint details for 5003366 are displayed, including the order number 5000349540, the description '13825_QAS_DSL_PRE5', and the incident date '06/07/2018'. The complainant is 'SDA Complaint Specialist' with contact information provided. The 'Additional Order Data' section shows the street address '13825_QAS_DSL_PRE5 STREET, HOUSTON, TX' and the resolution code 'Entitlement Credited'. The 'Recommended Solution' section shows the solution notes history.

- Click  (the **Down** arrow) to scroll to the bottom of the screen to view the entire order.



(Note) The *Search* panel has been collapsed to display complaint details in full screen.

Image: Create/Display FNS Complaints Screen



The screenshot shows the 'Create/Display FNS Complaints' screen in the WBSCM system. The navigation bar includes 'Home', 'Operations', 'Admin', 'Reports', and 'Help'. The 'Operations' tab is active, and the 'Complaint Administration' sub-tab is selected. The breadcrumb trail is 'Operations > Complaint Administration > Create/Display FNS Complaints'. The screen title is 'Complaint/Order Search'. Below the title, there is a section for 'Additional Order Data' containing a 'History' field, a 'Street Address of Remaining Product' dropdown (showing '13825_QAS_DSL_PRE5 STREET, HOUSTON, TX'), and a 'Resolution Code' dropdown (showing 'Entitlement Credited'). A 'Recommended Solution' section follows, with a 'Solution Notes History' field showing 'FNS Complaint Specialist (06/11/2018 at 5:18 PM Central) : Solution notes to be entered by FNS'. Below this is a 'Complaint Type' dropdown (showing 'CT-Re-Inspection'). A table displays the complaint details:

Item	Product	Quantity	Description	Program	Status	Quantity Affected	Quantity Remaining
1000	100449	10.000	CS CEREAL CORN FLKS 1080 PKG-12/18 OZ	TEFAP	Closed	1200.000	1200.000

Below the table, the 'Preceding Document' field shows 'Order 5000349540 / 100'. A 'Status History' section at the bottom lists the following events:

- SDA Complaint Specialist, 2018-06-07 17:24:47 : Draft
- SDA Complaint Specialist, 2018-06-07 17:41:43 : Submit
- , 2018-06-07 17:46:59 : CT-Review
- FNS Complaint Specialist, 2018-06-11 17:18:25 : Closed

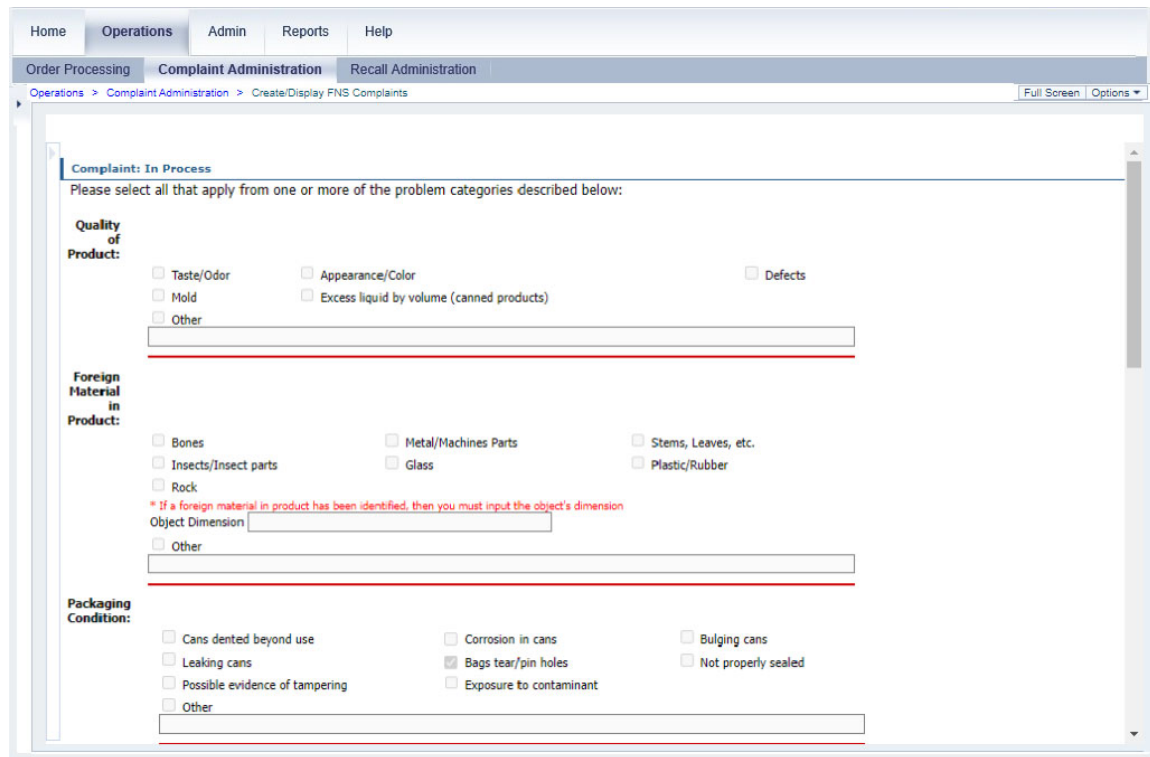
The screen has 'Close' and 'Continue' buttons at the bottom right.

- Click **Continue** (the **Continue** button) to review details of the complaint, such as specific problem(s) previously entered and Food Safety Survey responses.



(Note) Once submitted, previously entered data will be displayed in gray. Previously submitted complaints can be edited only by an FNS Complaints Specialist.

Image: Create/Display FNS Complaints Screen




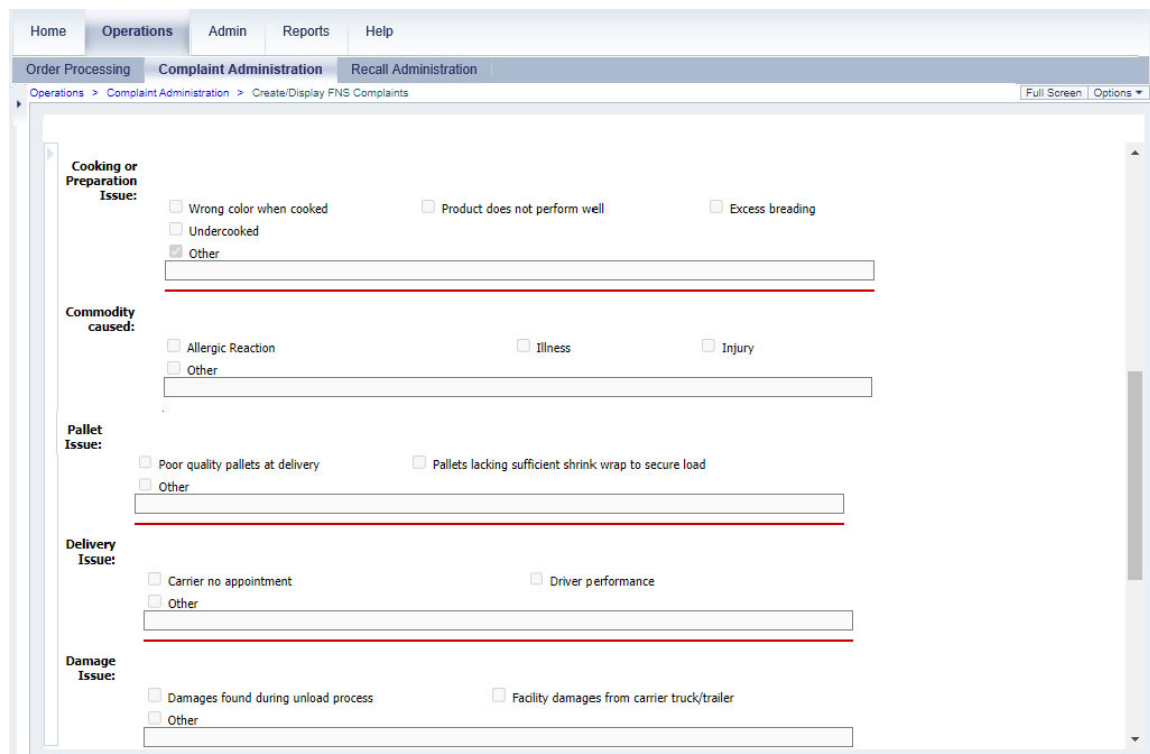
12. If necessary, click  (the **Down** arrow) on the vertical scrollbar to review additional fields.

Image: Create/Display FNS Complaints Screen




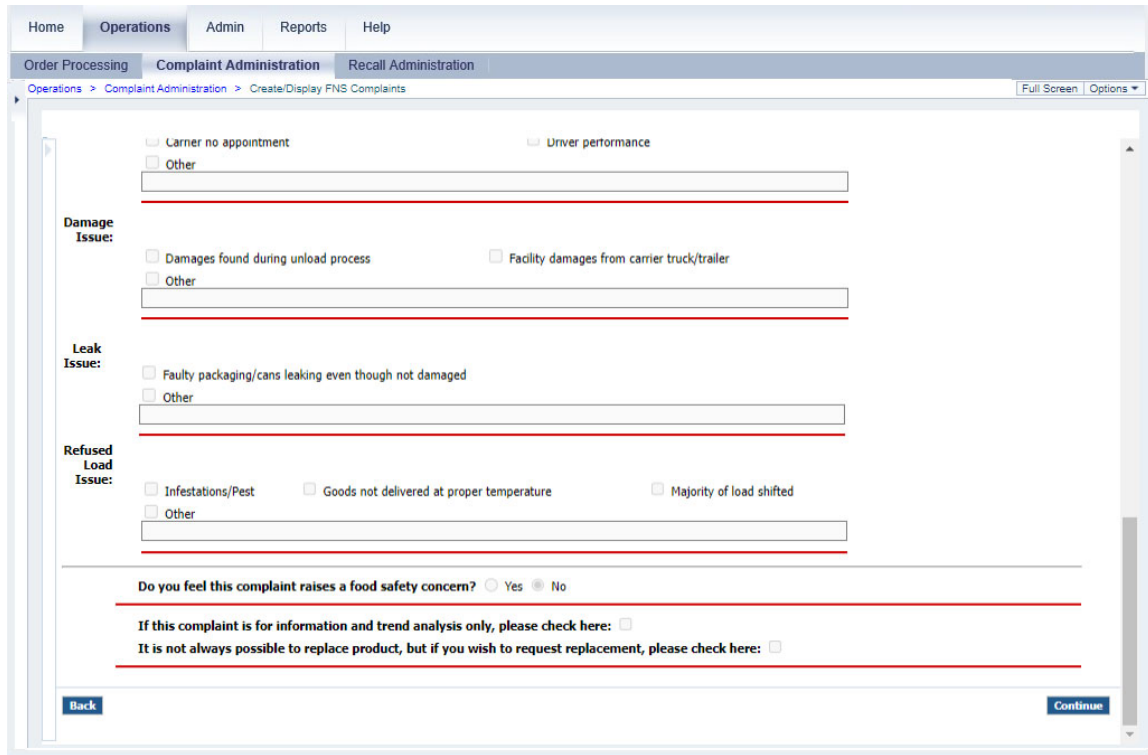
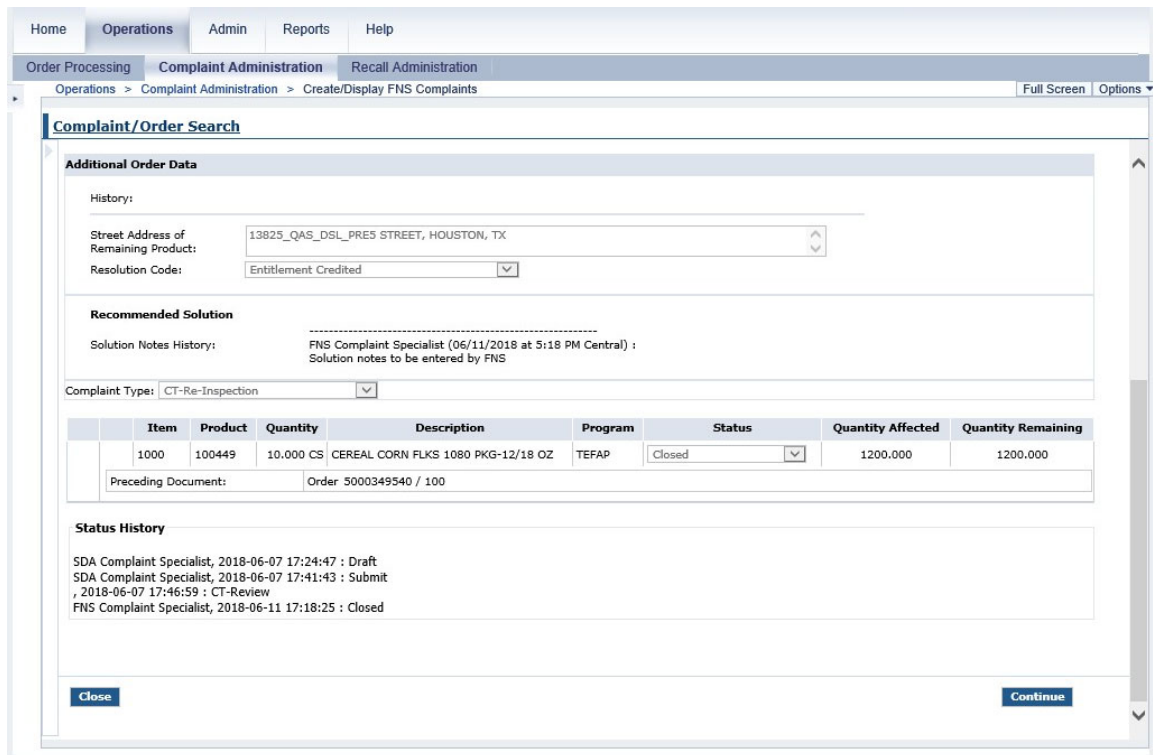
13. If necessary, click  (the **Down** arrow) on the vertical scrollbar to review additional fields.

Image: Create/Display FNS Complaints Screen



14. Click  (the **Back** button) to return to the previous screen.

Image: Create/Display FNS Complaints Screen




The screenshot shows a web application interface for managing FNS complaints. The top navigation bar includes links for Home, Operations, Admin, Reports, and Help. Below this, a sub-navigation bar shows Order Processing, Complaint Administration (selected), and Recall Administration. The main content area is titled 'Complaint/Order Search' and contains several sections:

- Additional Order Data:**
 - History: Street Address of Remaining Product: 13825_QAS_DSL_PRES STREET, HOUSTON, TX
 - Resolution Code: Entitlement Credited
- Recommended Solution:**
 - Solution Notes History: FNS Complaint Specialist (06/11/2018 at 5:18 PM Central) : Solution notes to be entered by FNS
 - Complaint Type: CT-Re-Inspection
- Table:**

Item	Product	Quantity	Description	Program	Status	Quantity Affected	Quantity Remaining
1000	100449	10.000 CS	CEREAL CORN FLKS 1080 PKG-12/18 OZ	TEFAP	Closed	1200.000	1200.000

Preceding Document: Order 5000349540 / 100
- Status History:**
 - SDA Complaint Specialist, 2018-06-07 17:24:47 : Draft
 - SDA Complaint Specialist, 2018-06-07 17:41:43 : Submit
 - , 2018-06-07 17:46:59 : CT-Review
 - FNS Complaint Specialist, 2018-06-11 17:18:25 : Closed

At the bottom of the screen, there are two buttons: 'Close' and 'Continue'.

15. Click  (the **Close** button) to exit the transaction.
16. The transaction is complete.



Work Instruction
Display FNS Complaint

RESULT

The details of an FNS complaint have been successfully displayed.



Complaint Statuses and Resolution Codes Job Aid

Domestic Complaint Statuses:

Status	Definition
CT – Information and Trend Analysis	Routed to the Complaints Team to be documented for information and trend analysis purposes only.
CT – Re-Inspection	Routed to the Complaints Team pending re-inspection of inventory.
CT – Replacement Request	Routed to the Complaints Team pending replacement to the SDA.
CT – Review	Currently in review with Complaints Team.
CT – Spec Change	Routed to the Complaints Team pending a spec change.
CT – Vendor Response Request	Complaints Team is awaiting vendor response to determine whether to pay the vendor, and whether to refund, reimburse, or provide replacement products to the SDA/ITO.
FST – Contact FSIS/FSA/AMS	Food Safety Inspection Services and/or Agricultural Marketing Services have been contacted.
FST – Review	Routed to the Food Safety Team for review.
Reimbursement Request	AMS alerted by email of request for reimbursement received by FNS.

International Complaint Statuses:

Status	Definition
Action Approved	Complaint has been submitted and that the action has been approved.
Cancelled	Complaint has been cancelled.
Closed	Complaint has been resolved. The complaint is closed, and no modifications can be made at this time.
Consolidated Response	Response to the complaint has been consolidated.
Distribution Halted and Product	Distribution of the product has been halted, and affected product has been separated from existing or new inventory.
FFP/Field Contacted	Food for Peace and responsible party on the field has been contacted.
FFPO W/Contacted	Food for Peace Office has been contacted.
FFP/POD/ W Contacted	Food for Peace Program Operations Division has been contacted.
Final Guidance notice	Final Guidance notice has been issued.
Initial Public Advisory	Initial Public Advisory has been issued.
Interim Information Notice	Interim Information Notice has been issued.
PVO/WFP HQ Contacted	PVO or World Food Program HQ has been contacted.
Sample Requested	Sample has been requested from recipient or PVO.
Submit	PVO, IO, or Freight Forwarder has submitted the complaint to USAID or FAS.
USDA/AgAttache Contacted	USDA and agricultural attaches agencies have been contacted.
USDA/FSA and USDA/KCCC	USDA office in Kansas City has been contacted.



Complaint Resolution Codes

Table below lists the current complaint resolution codes with reference to previous codes, if applicable.

Current Code	Previous Code
AMS: Bid Specification Issue	AMS: Bid Specification Issue
AMS: Checkloading Action - Not Required	AMS: Checkloading would have prevented
AMS: Checkloading Failed to Avoid Issue	AMS: Checkloading Missed Issue
AMS: Corrective Actions Taken on Vendor	Vendor No Response: Removed from Bidding
AMS: Met Bid Specification	Met Bid Specification
FNS: Entitlement Credit/Voucher Approved	Entitlement Credited
FNS: Monitor for Trending	Monitor for Trends
FNS: National Warehouse Issue	N/A
Issue Inherent to Product	Issue Inherent to Product
OFS: Food Safety Issue Confirmed/Resolved	Food Safety Issue Confirmed/Resolved
OFS: Not a Food Safety Issue	N/A
SDA: Product Loss/Over \$500	Product Destroyed
SDA-RA: Complaint Lacks Data to Submit	N/A
SDA-RA: Internal Issue/Invalid Complaint	SDA-RA Issue: Invalid Complaint
SDA-RA: Vendor Delivery Refused	N/A
Vendor: Delivery-Carrier Issue	N/A
Vendor: Reimbursed Agency for Losses	Vendor Reimbursed
Vendor: Replaced Food/Approved Disposal	N/A
Vendor: Replaced Foods/Pickup Remaining	Vendor Replaced Product
Vendor: Written Response – Accepted	Vendor Written Response Accepted
Vendor: Written Response - Marginal	N/A

Retired Codes:

- Product met specifications/expectations
- Vendor Del Loading Palletization Issue
- Product Recipe/Formulation Issue