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.
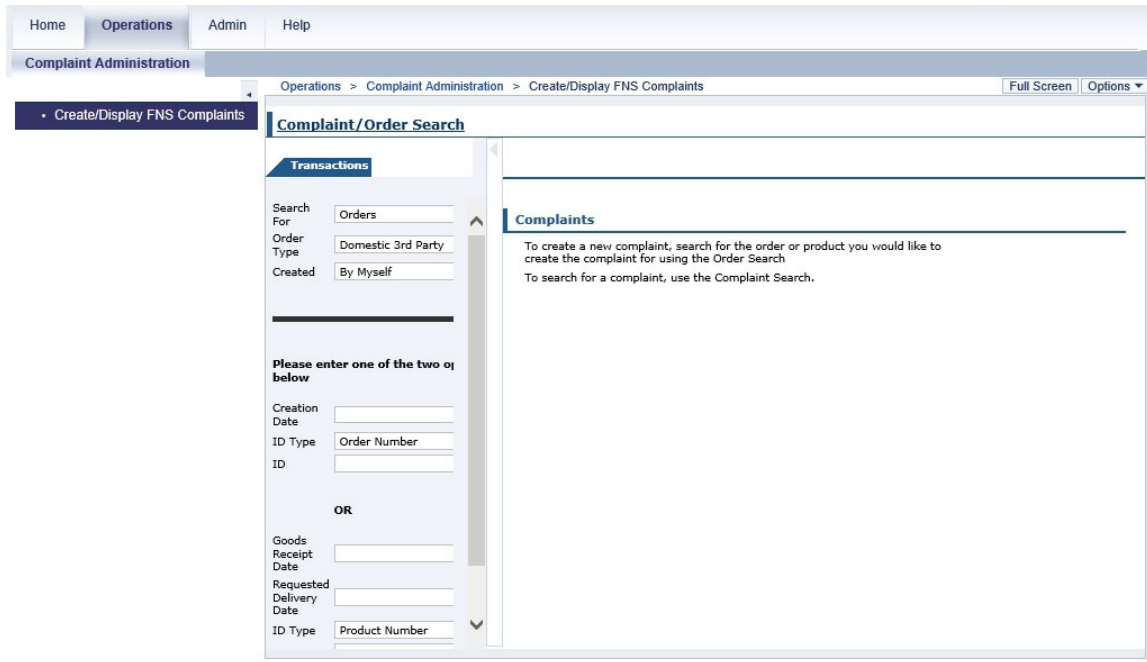
Tips and Tricks

- 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.

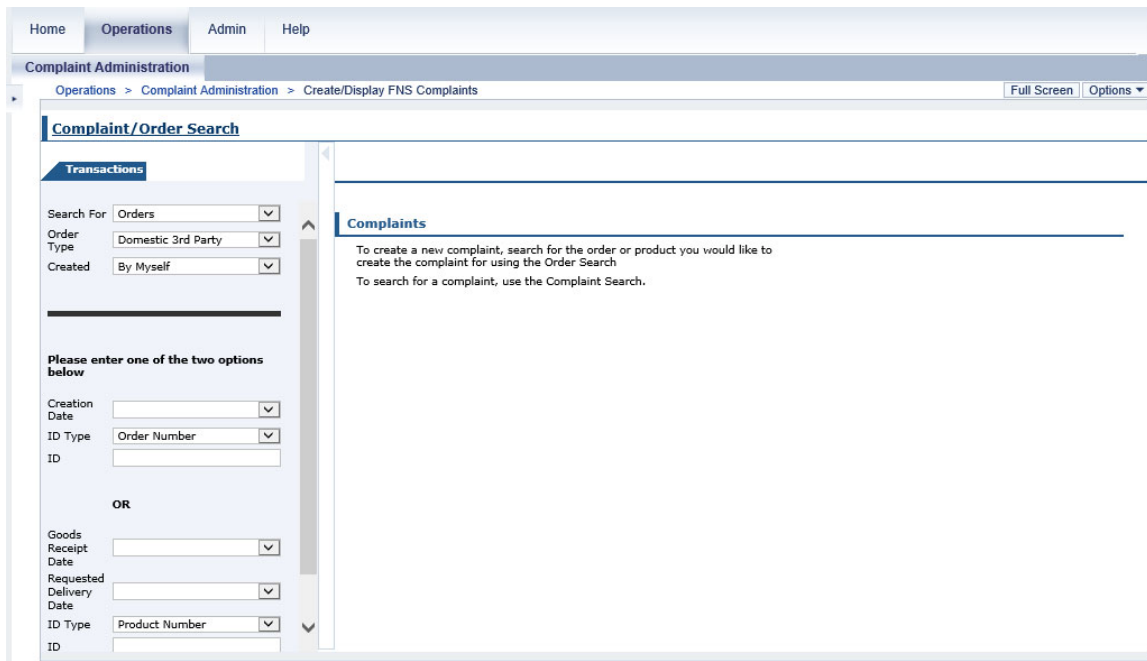**Image: Create/Display FNS Complaints Screen**

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

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

Image: Create/Display FNS Complaints Screen

4. Select **Orders** (the **Orders** option) to search for an order for the complaint.
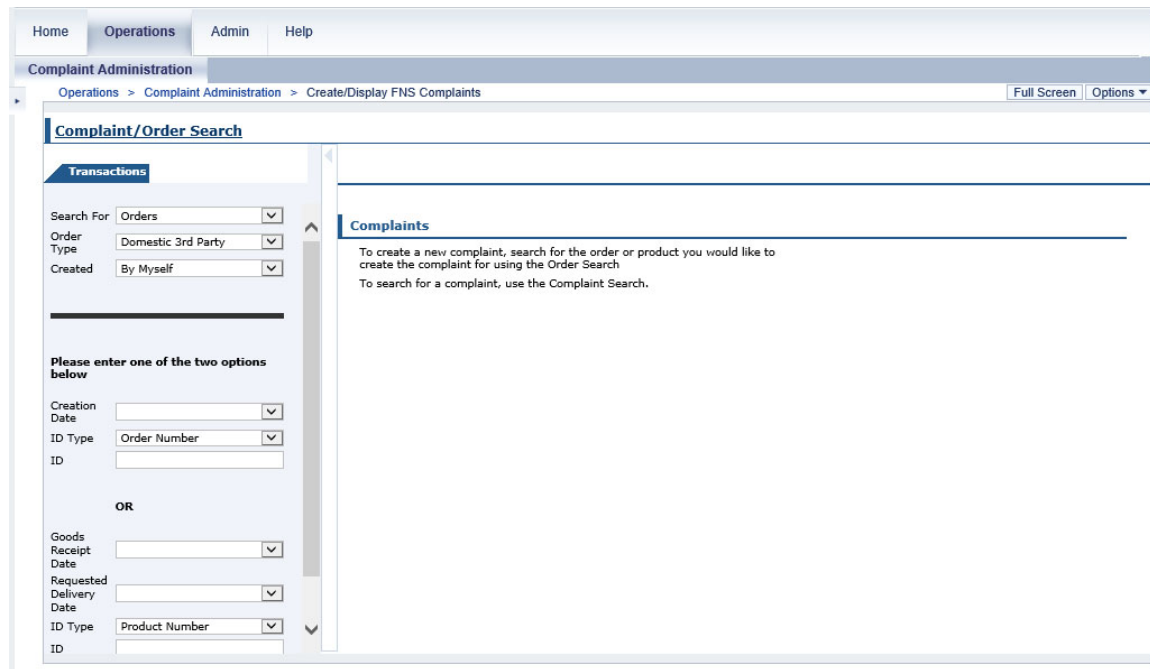
(Note) The default for this field is **Orders.** Each FNS Complaint must reference an FNS Sales Order (or Multi-food Order).

(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

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

Image: Create/Display FNS Complaints Screen

6.   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

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

Image: Create/Display FNS Complaints Screen

8.   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.
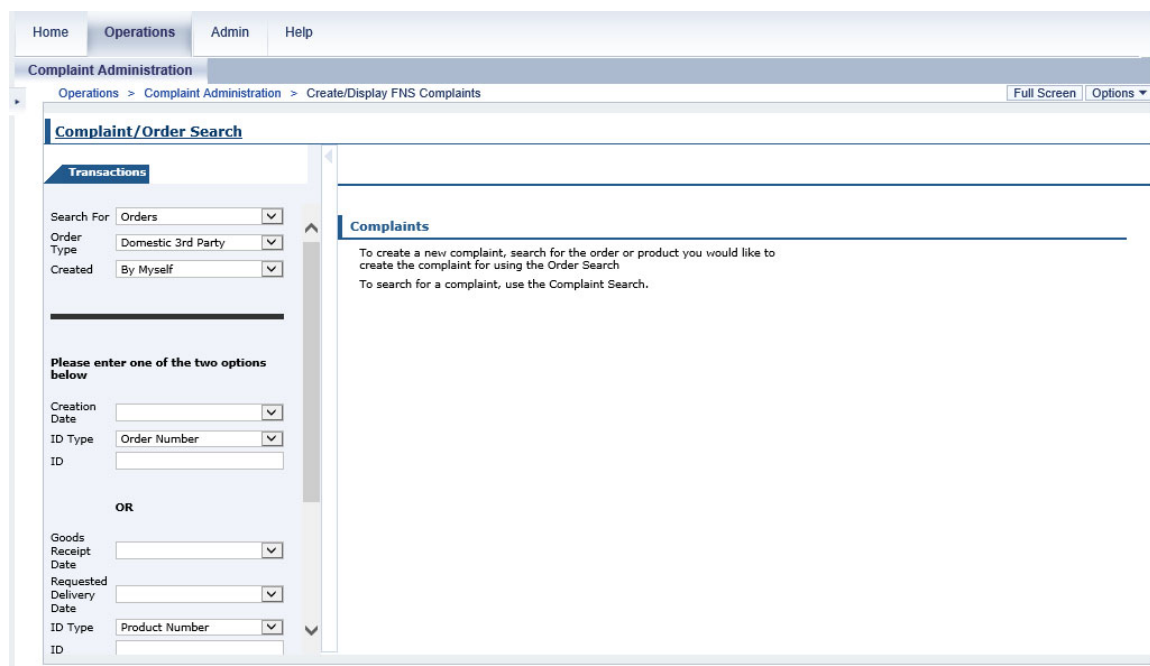
SDA/ITO Complaint Specialists can access only the following option:

- **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:

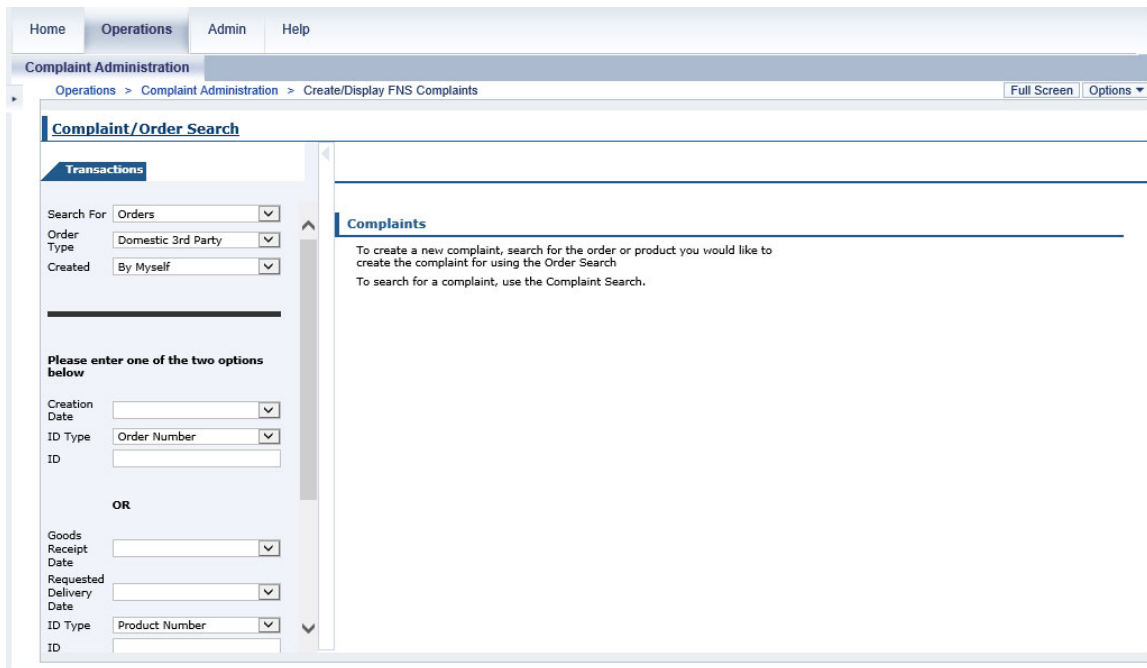| If	Then
Sales Order number is known	Go to Step 11.
Goods Receipt Date is known	1. Click ⌄ (the **Down** button) in the **Goods Receipt Date** field. 2. Click Specific Date (the **Specific Date** option) in the **Goods Receipt Date** field. 3. Enter the date the Sales Order was received. 4. Enter the Product ID number in the **ID** field. 5. Click **Go** (the **Go** button) to execute the search.

If	Then
	6. Go to Step 13.
Requested Delivery Date is known	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 Go (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	Number associated with the Sales Order, Multi-Food Order, or Complaint. **Example:** 5000300719 (Note) If the **Search For** field is set to **Orders** then a complaint number will not return any results.

Image: Create/Display FNS Complaints Screen

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

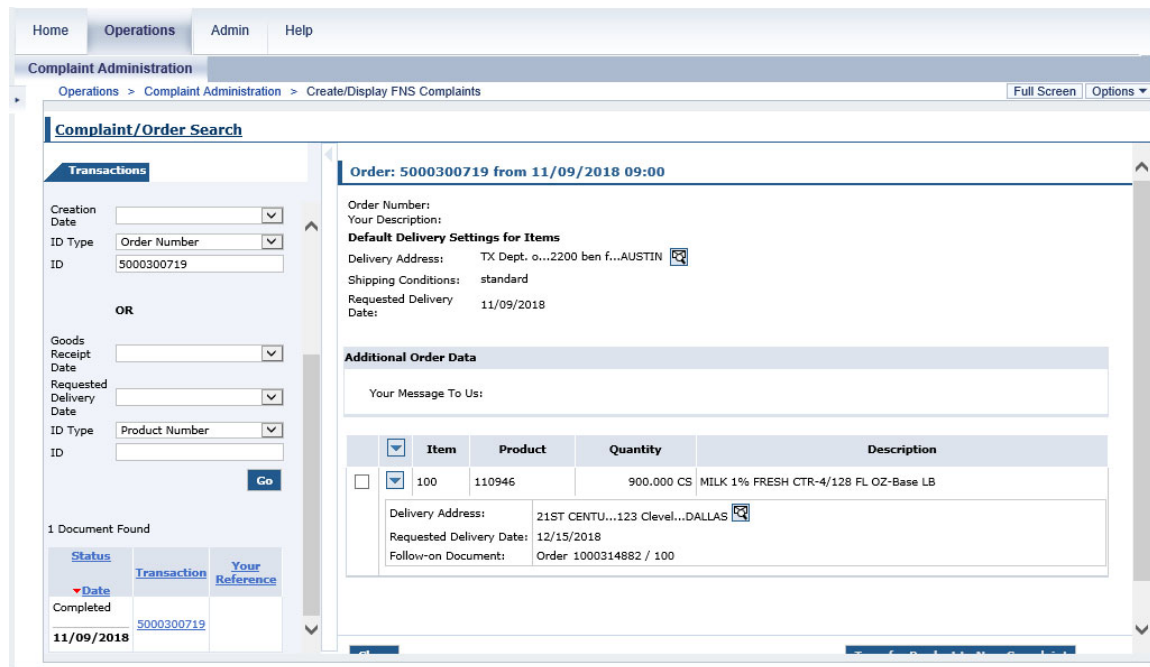**Image: Create/Display FNS Complaints Screen**

13. In the *Transactions* panel, select the Transaction number (Sales Order number) for the complaint. In this example, 5000300719 (the **5000300719** link) is selected.
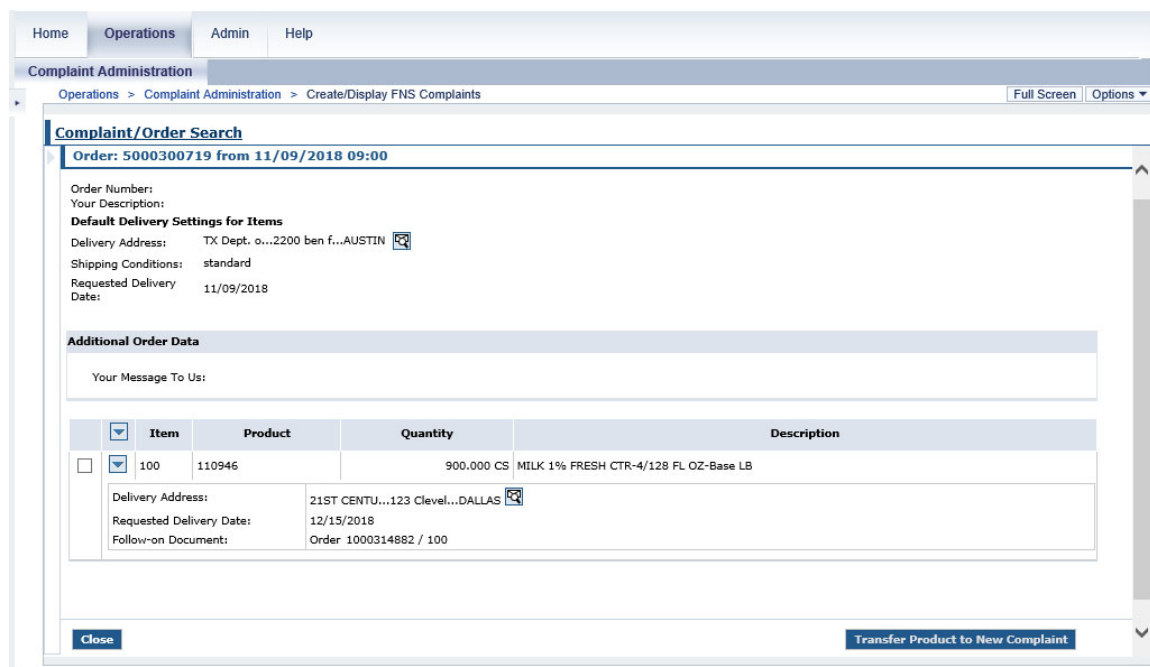
(Note) Any errors will appear in a red box at the bottom of the screen.

Image: Create/Display FNS Complaints Screen

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

Image: Create/Display FNS Complaints Screen
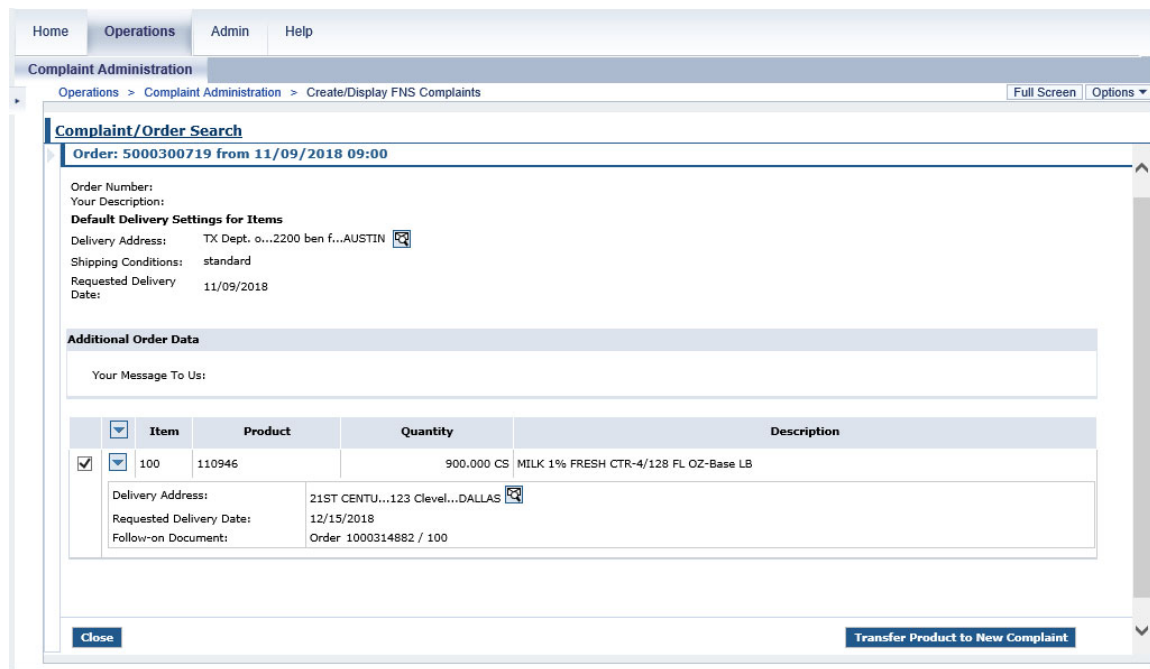
15.   Select ☐ (the **Item** checkbox) to the left of the commodity in the *Additional Order Data* section.

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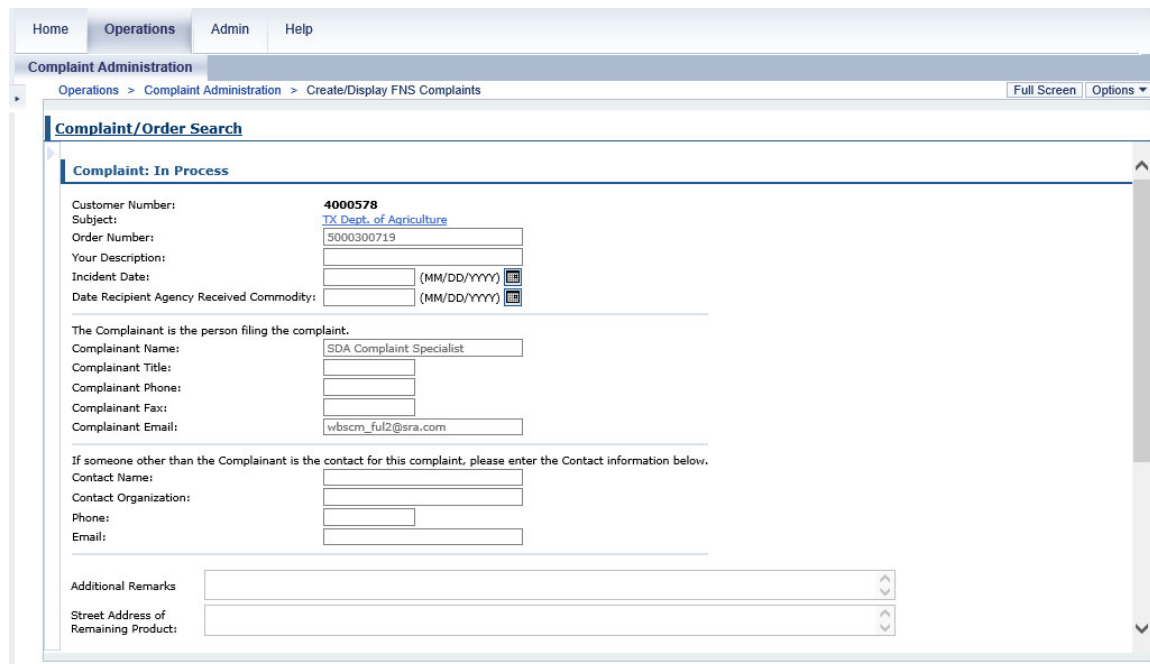
must be created. Repeat this transaction as many times as needed.

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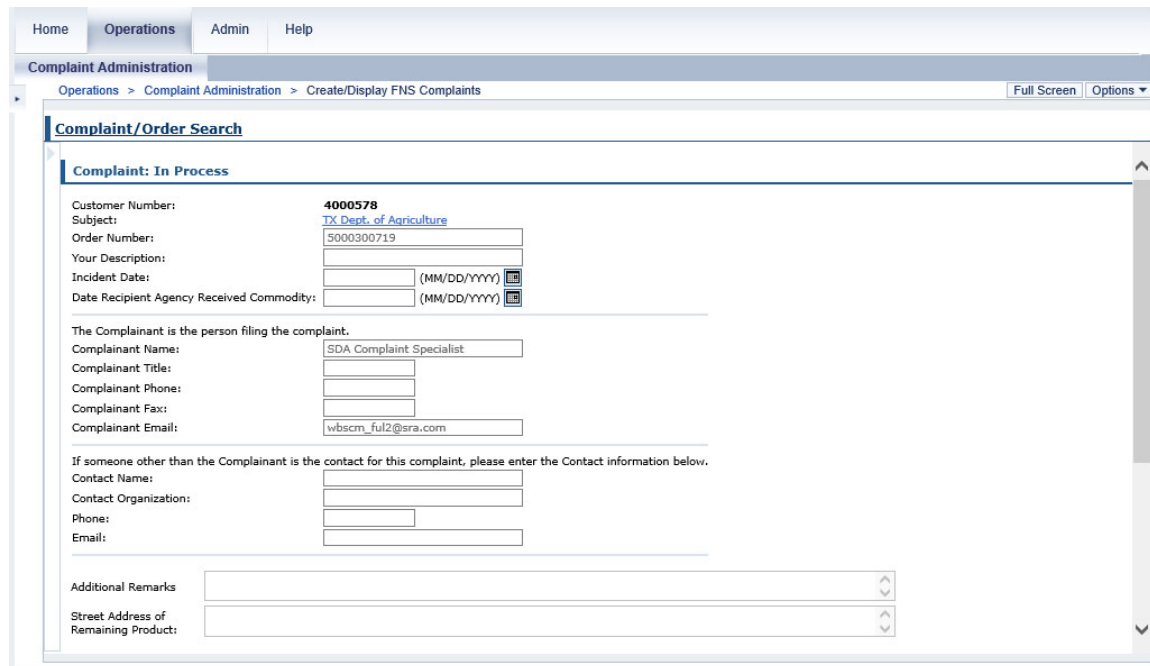
(Note) The **Customer Number**, **Subject**, and **Order Number** fields are pre-populated based on information from the Sales Order (or Multi-food order).

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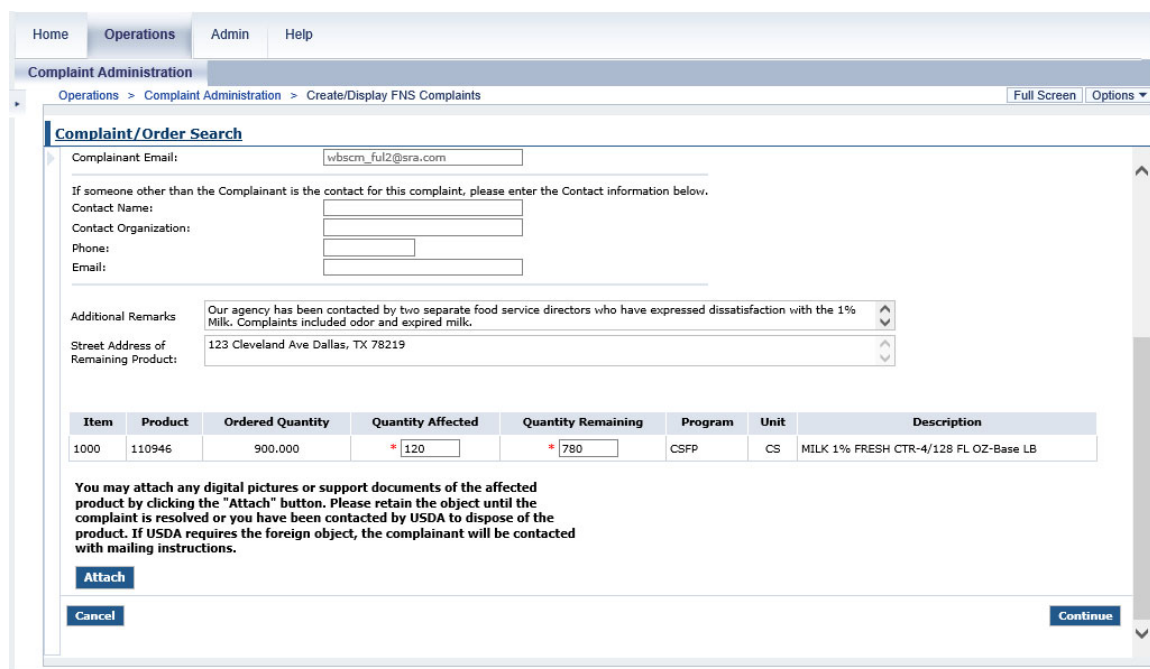
18.   As required, complete/review the following fields:

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

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
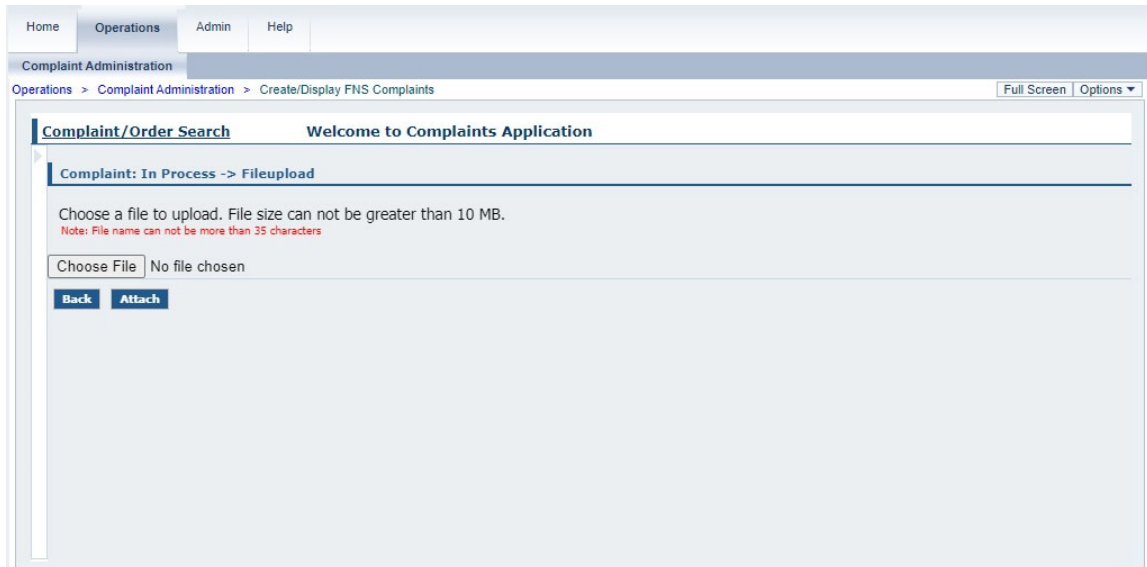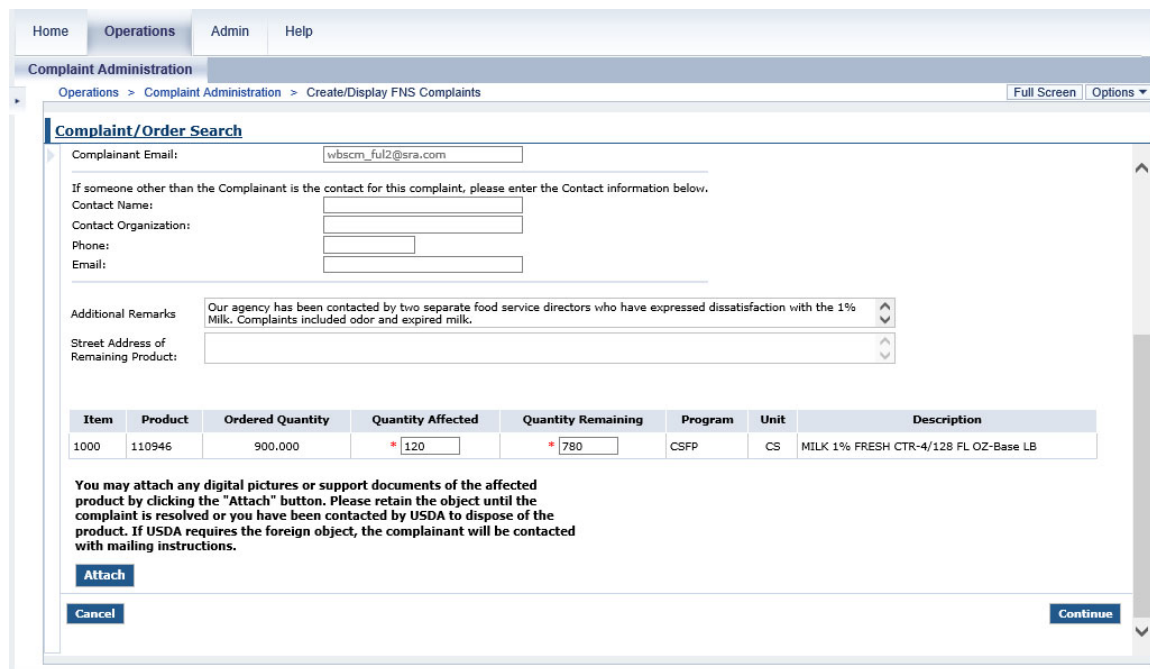
20. Click [Choose File] (the **Choose File** button) to search the computer for a file to upload.

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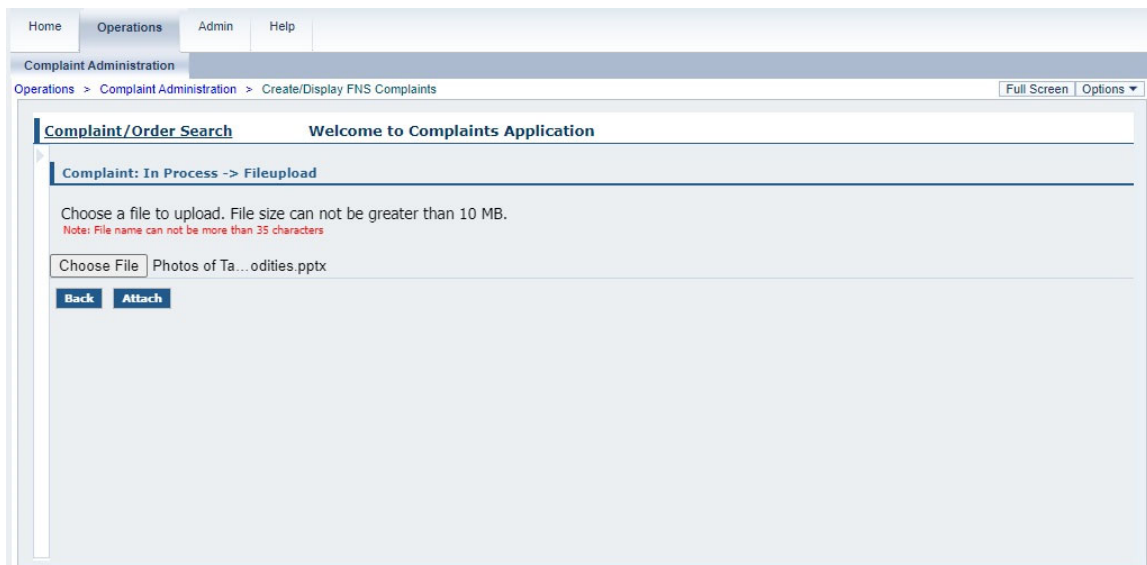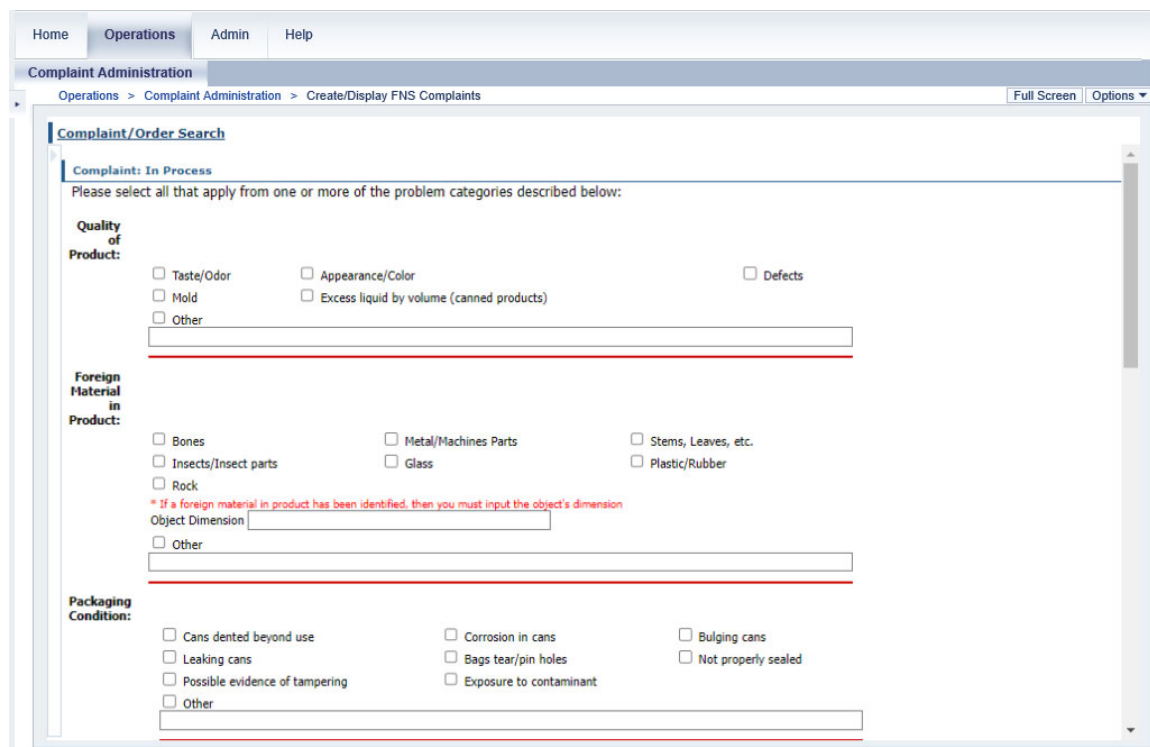
22. Click [Attach] (the **Attach** button) to attach the file. To add additional attachments, repeat steps 19 - 22.

Image: Create/Display FNS Complaints Screen

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

Image: Create/Display FNS Complaints Screen
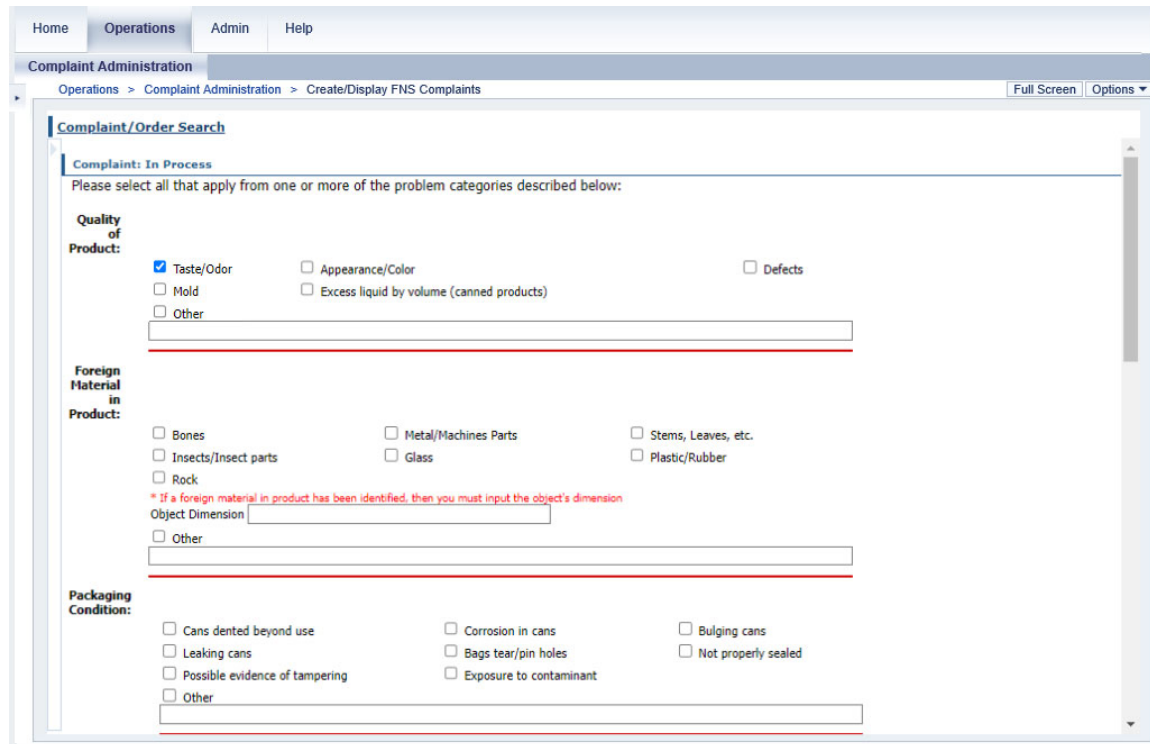
24. Select the appropriate options that correspond to concerns regarding the **Quality of the Product**. In this example, the **Taste/Odor** option is selected.

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

Image: Create/Display FNS Complaints Screen

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

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
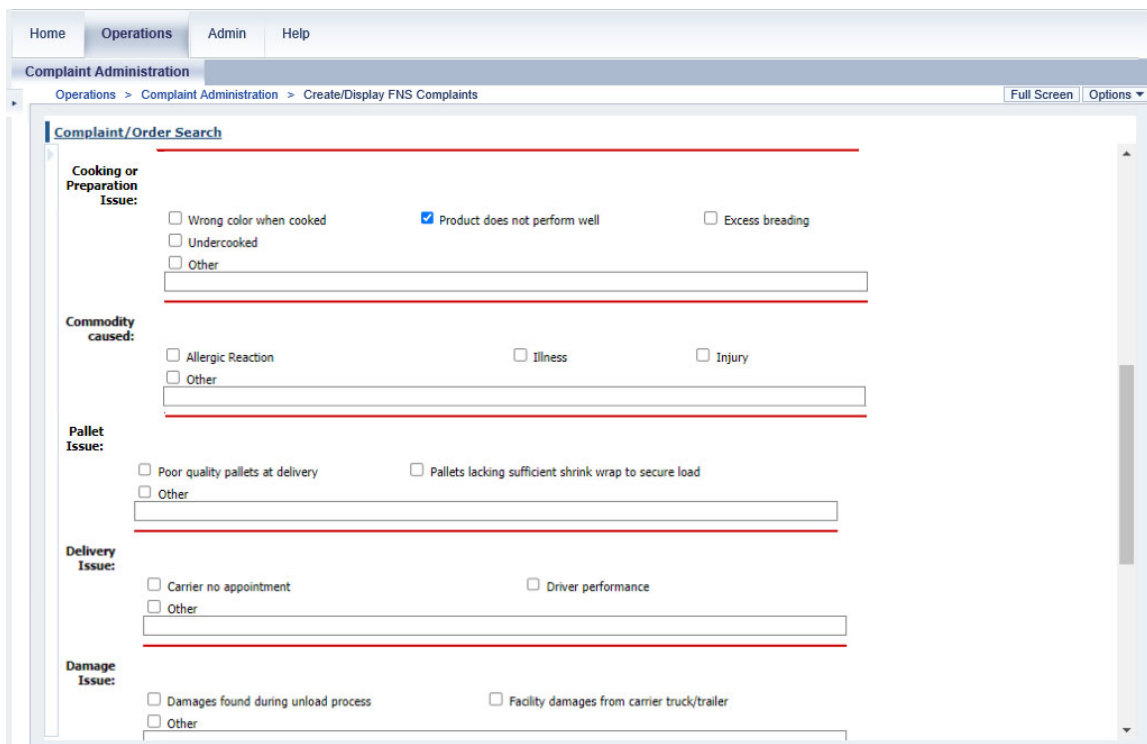
Image: Create/Display FNS Complaints Screen

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

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.

![info icon] (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

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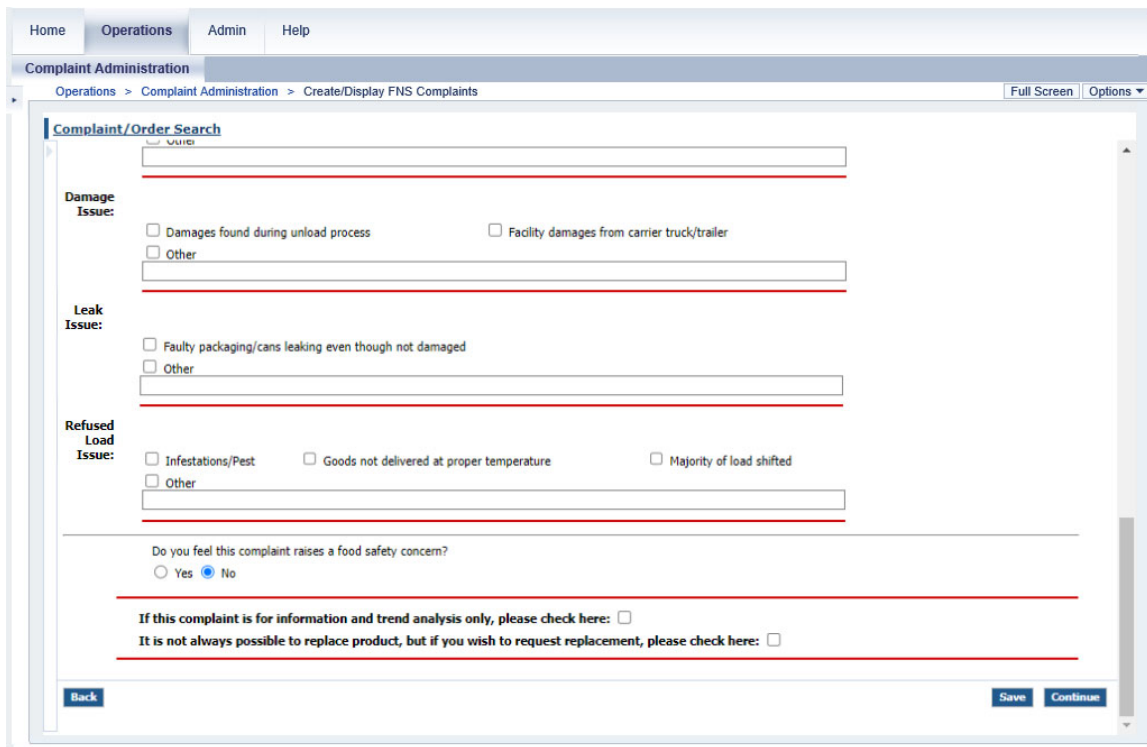
30. Select the appropriate options that correspond to concerns regarding **Delivery Issue** if the commodity issue was caused by carrier or driver performance. In this example, no options are selected.

Image: Create/Display FNS Complaints Screen

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.
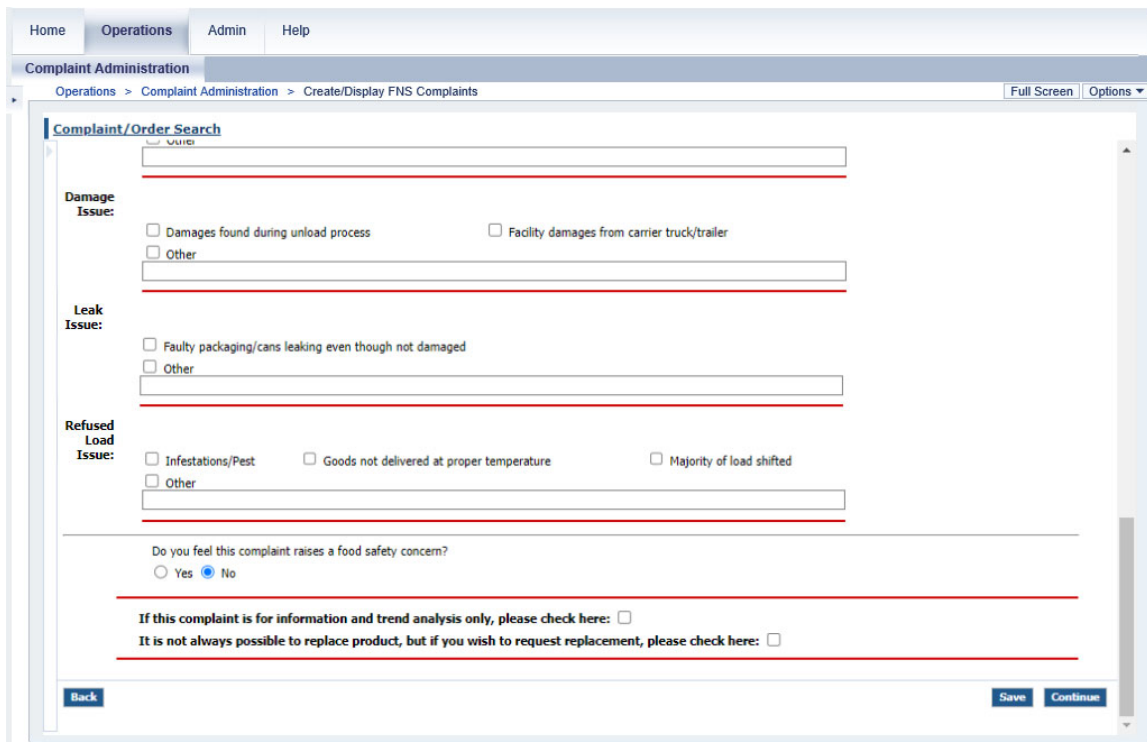
Image: Create/Display FNS Complaints Screen

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.
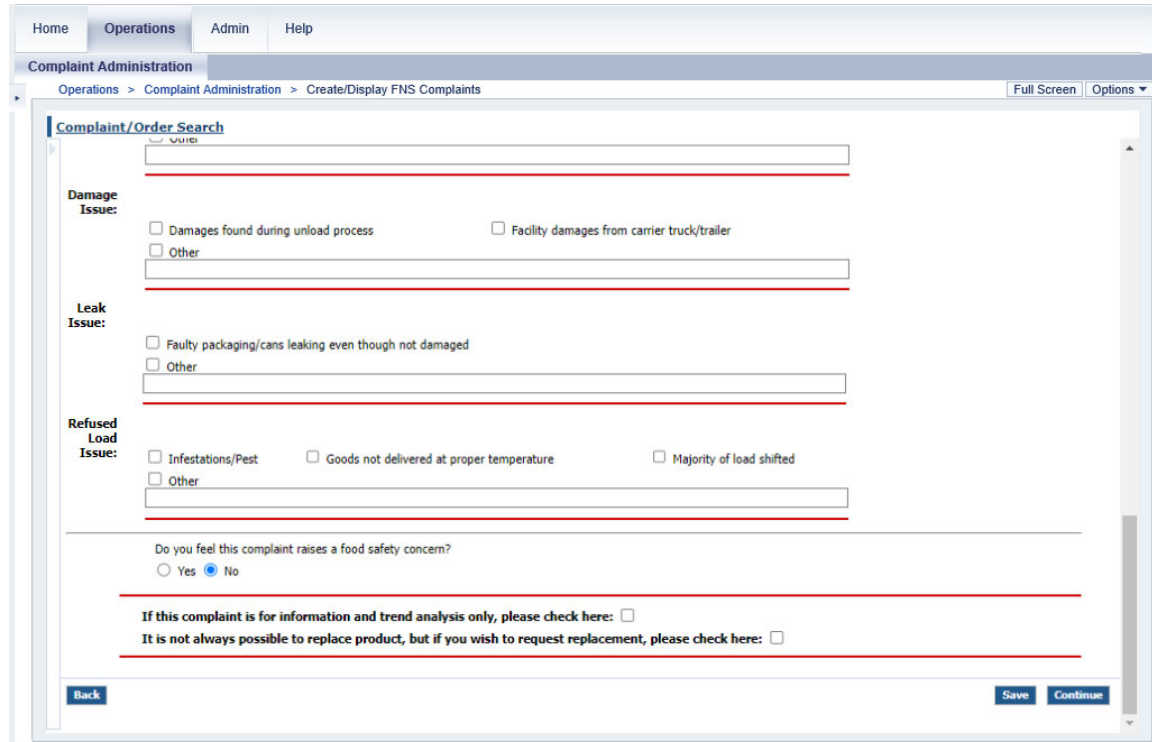
Image: Create/Display FNS Complaints Screen

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

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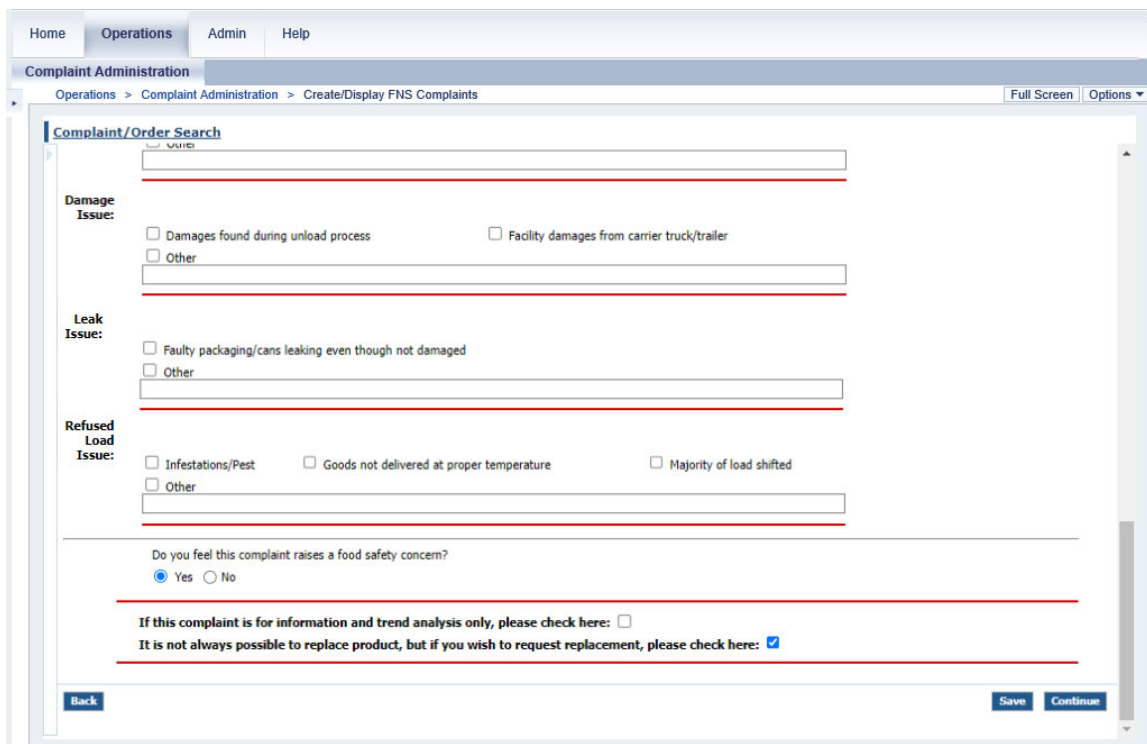
In this example, ○ Yes (the **Yes** radio button) is selected.

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

Image: Create/Display FNS Complaints Screen

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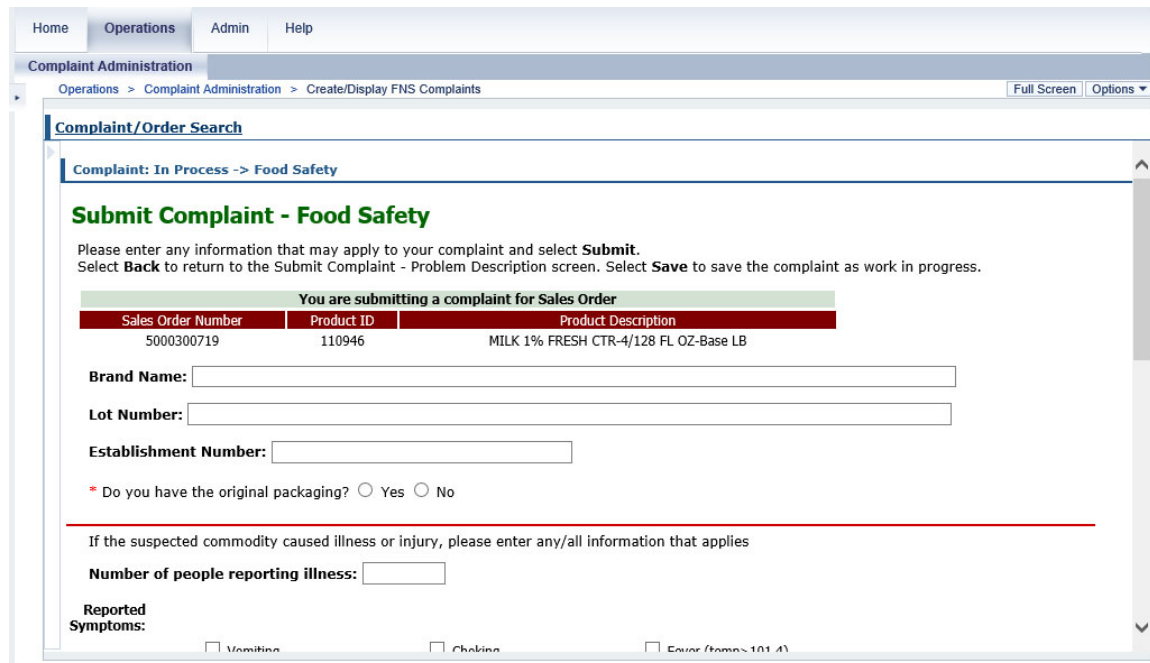
36. Click [Continue] (the **Continue** button) to continue.

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 ~~51~~.

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

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

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

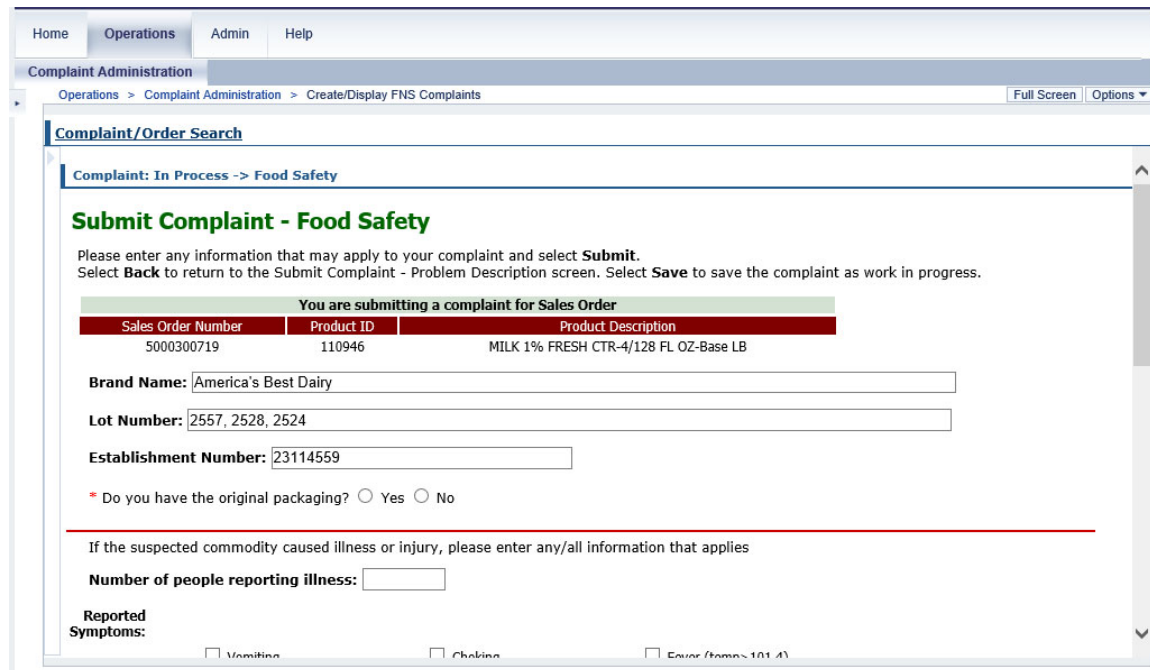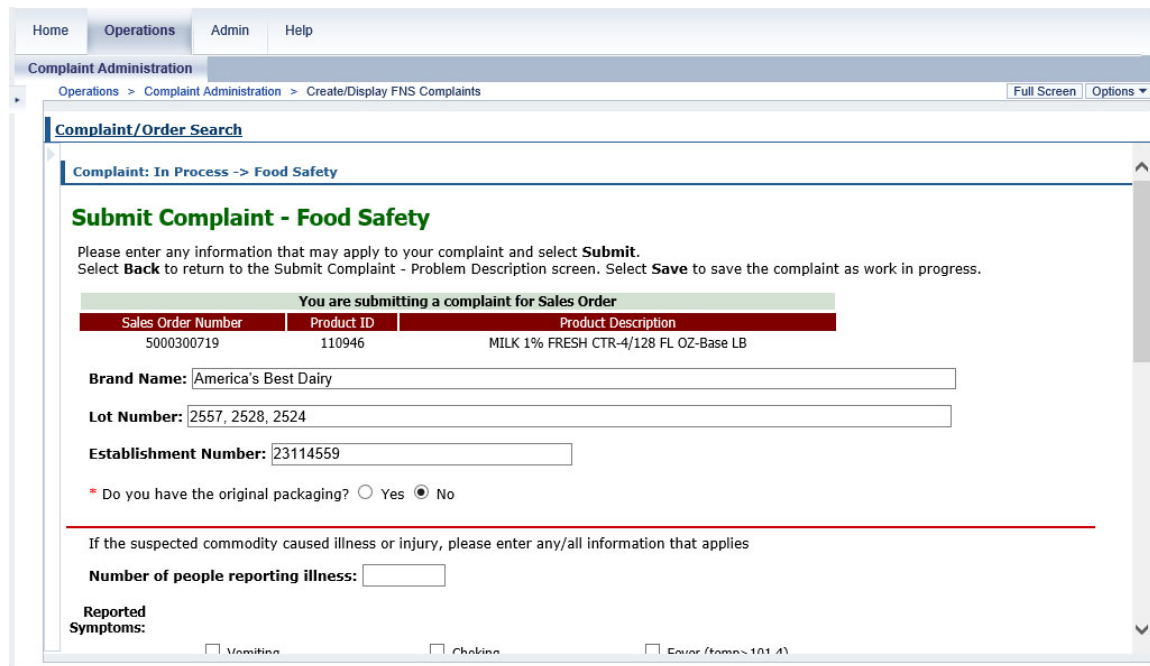| Field	R/O/C	Description
Number of people reporting illness:	O	The number of people who reported feeling ill after handling or consuming the product. **Example:** 1

Image: Create/Display FNS Complaints Screen

41. Select as many options as needed to indicate all **Reported Symptoms**. In this example, the **Nausea** and **Abdominal pain** options are selected.
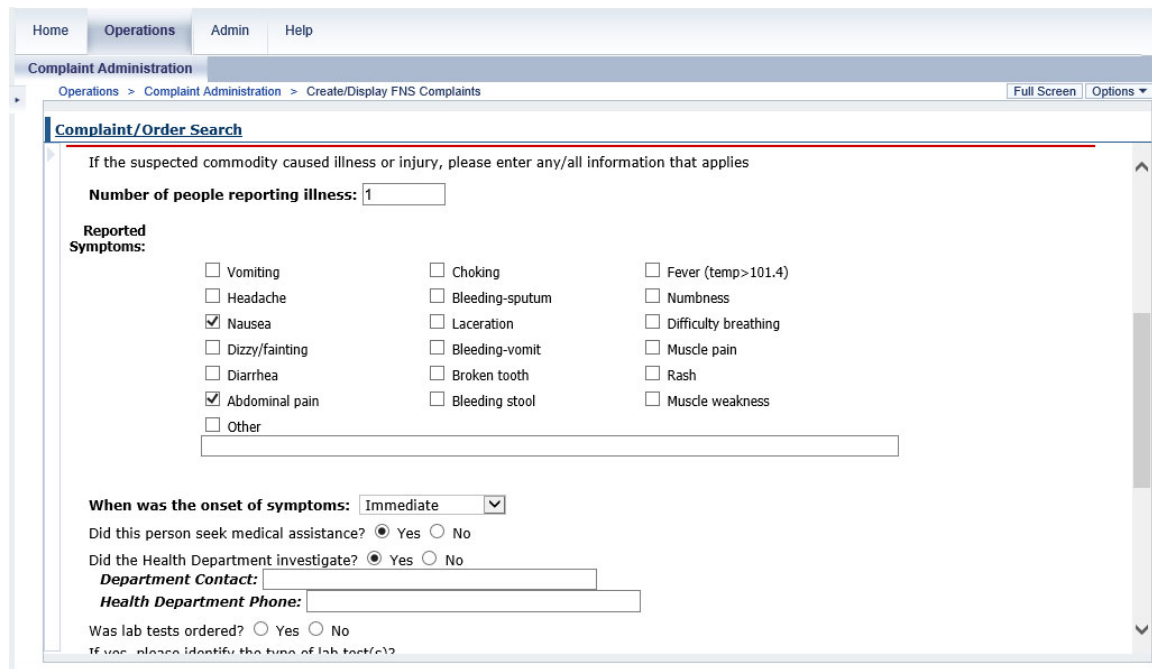
Image: Create/Display FNS Complaints Screen

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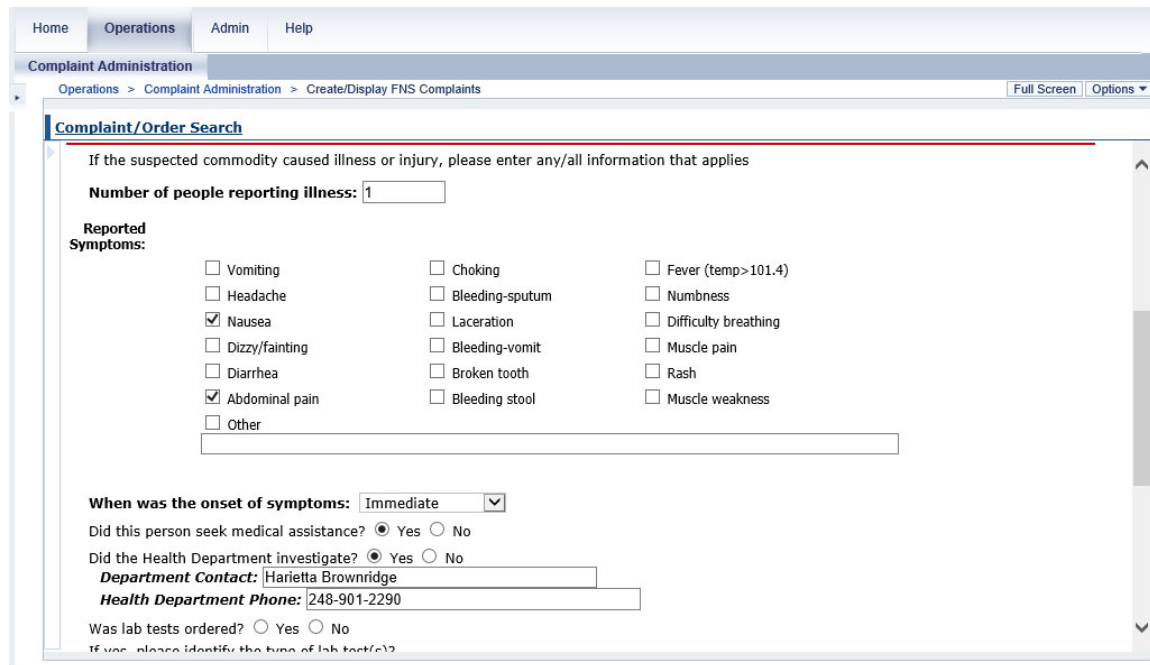
47.   As required, complete/review the following fields:

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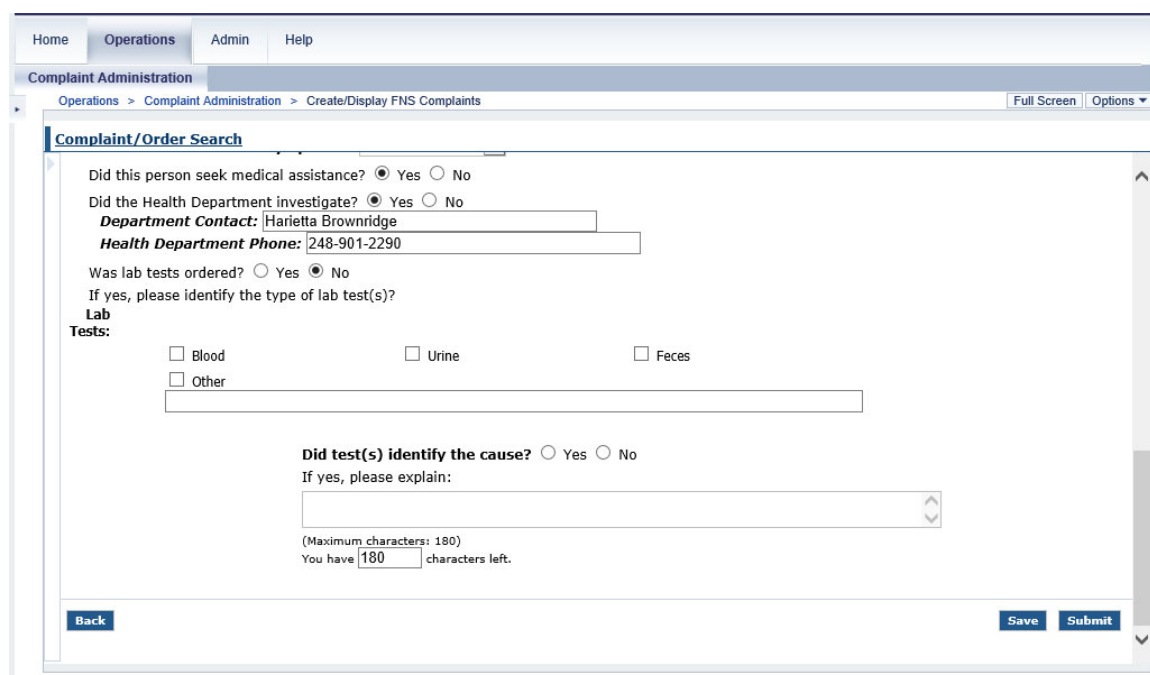
48.   Select the appropriate response to **Was lab tests ordered?** In this example, ⃝ No (the **No** radio button) is selected.

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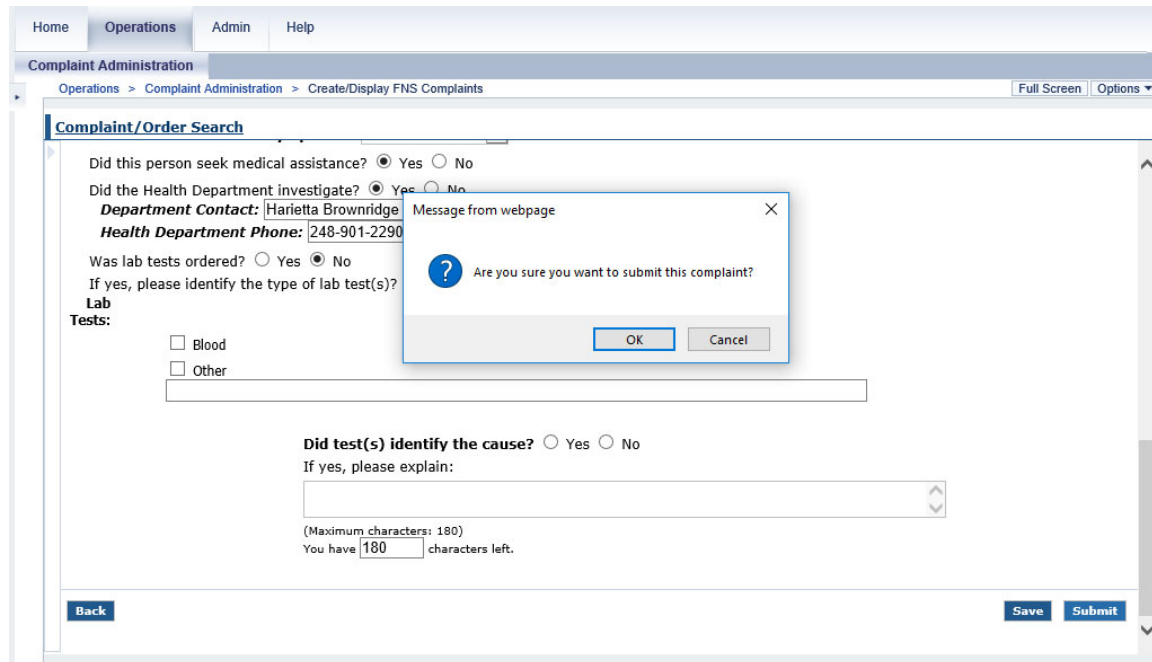
49. Click [Submit] (the **Submit** button) to submit the complaint to USDA.

(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

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

51. Click [Print] (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

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

53. The transaction is complete.

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.
  o **Required (R)** – a mandatory field necessary to complete the transaction
  o **Optional (O)** – a non-mandatory field not required to complete the transaction
  o **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.

Display FNS Complaint

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

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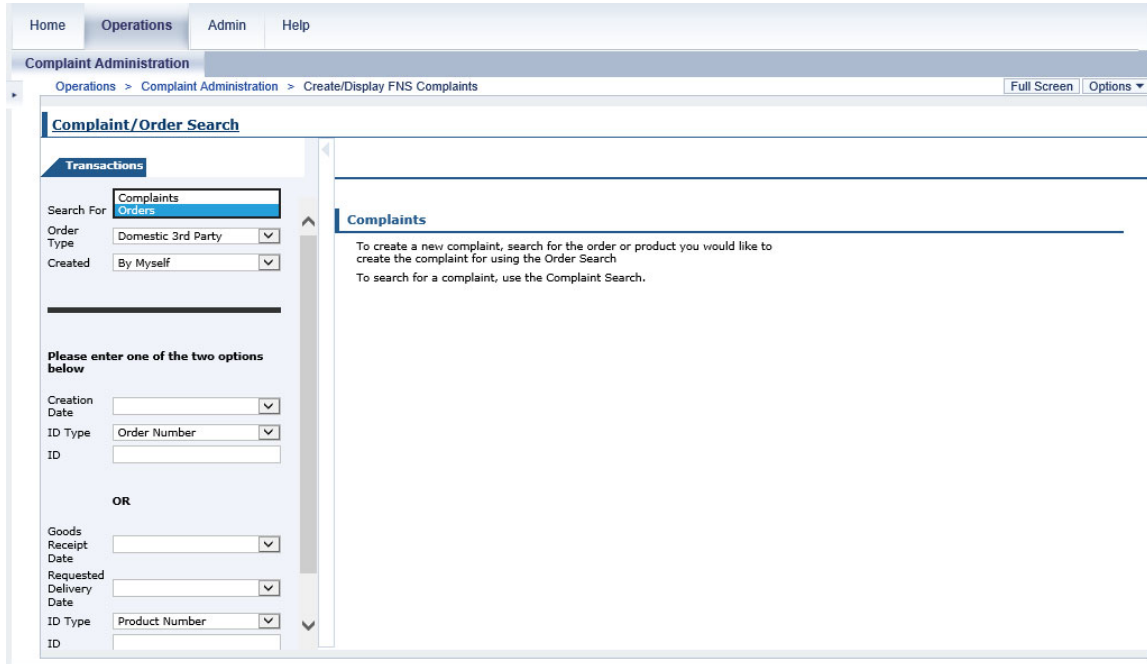
3. Click [⌄] (the **Down** arrow) in the **Search For** field.

Image: Create/Display FNS Complaints Screen
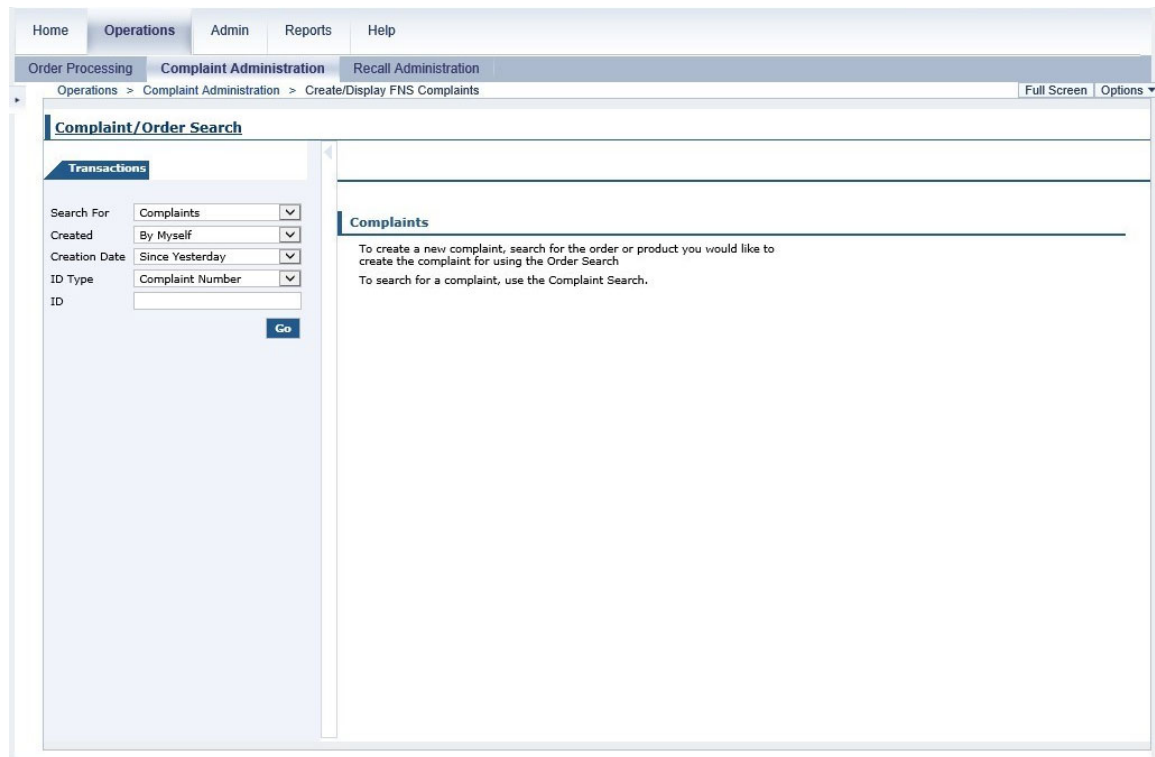
4. Select [Complaints] (the **Complaints** option).

(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	The organization that created the document. **Example:** By All Business Partners (Note) The **Created** field is populated with the organization that created the complaint document. (Note) The options available under the **Created** drop-down list depend on the user's organization. FNS Complaints Specialists have the following options: • **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.
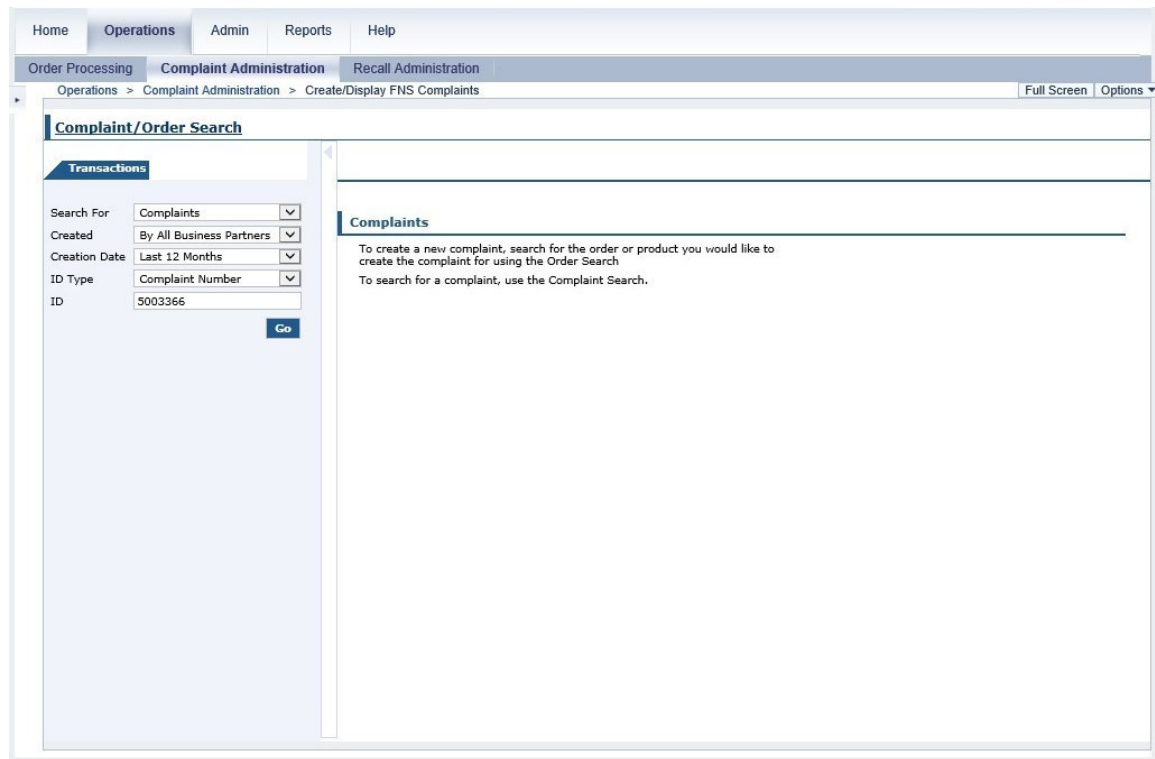
Field	R/O/C	Description
		All other users can access only the following option: • **By Myself** is used to display only complaints created by the user's organization. FNS Complaints Specialists cannot use this option because all complaints, even those entered by FNS, are associated with a customer organization.
Creation Date	O	Date or range of dates the document was created. **Example:** Last 12 Months (Note) To search for a complaint created more than a year ago, select **In Period** to enter a date range in the provided fields.
ID Type	O	The criterion used to locate a document. **Example:** Complaint Number (Note) For FNS complaints, **ID Type** options are: • Complaint Number • Complaint Material
ID	O	Number associated with the Sales Order, Multi-Food Order, or Complaint. **Example:** 5003366 (Note) If the **ID** field is left blank, all complaints that satisfy the criteria are displayed.

Image: Create/Display FNS Complaints Screen

6. Click [Go] (the **Go** button) to execute the search.

Image: Create/Display FNS Complaints Screen

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	1. Click ◁ (the **Hide Complaint/Order Search** arrow) to minimize the *Search* 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

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.

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.
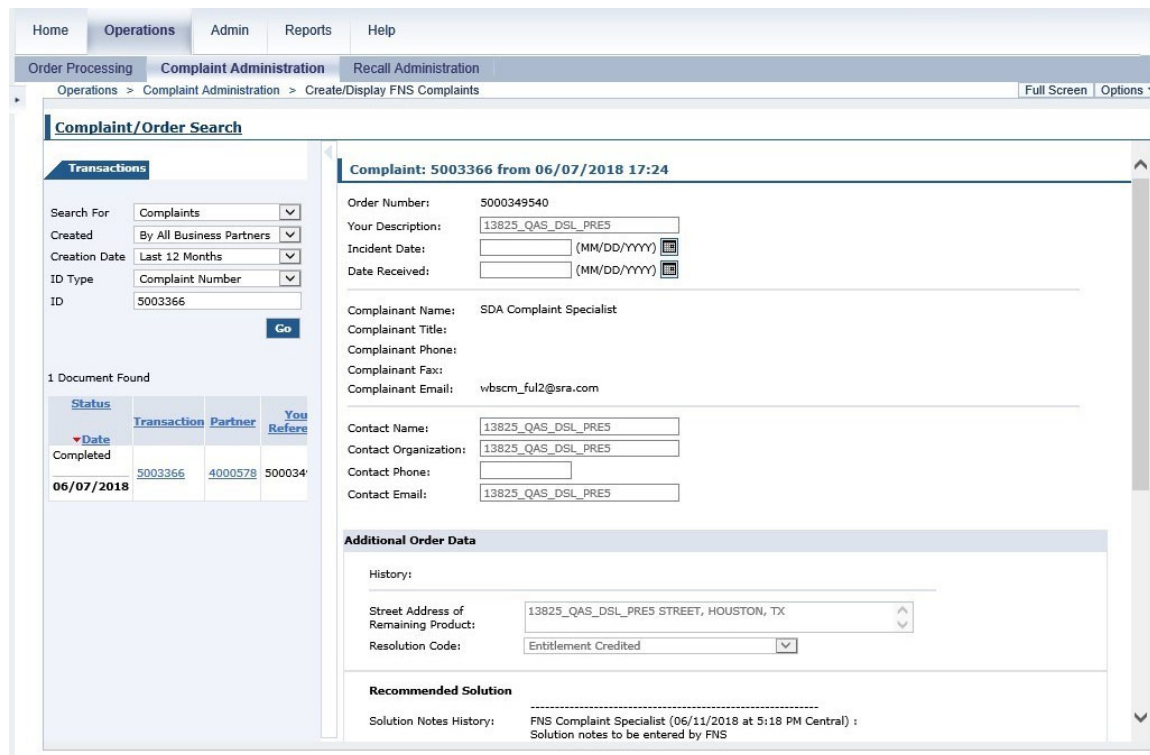
Field	R/O/C	Description
Status	O	The code for status of the document. (Note) Some codes include the agencies and teams involved: • FNS Complaints Team (CT) • FNS Food Safety Team (FST) • Agricultural Marketing Service (AMS) • Food Safety and Inspection Services (FSIS) • Food and Drug Administration (FDA) Refer to the Complaint Statuses and Resolution Codes Job Aid for additional information.

Image: Create/Display FNS Complaints Screen

10. 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

11. 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
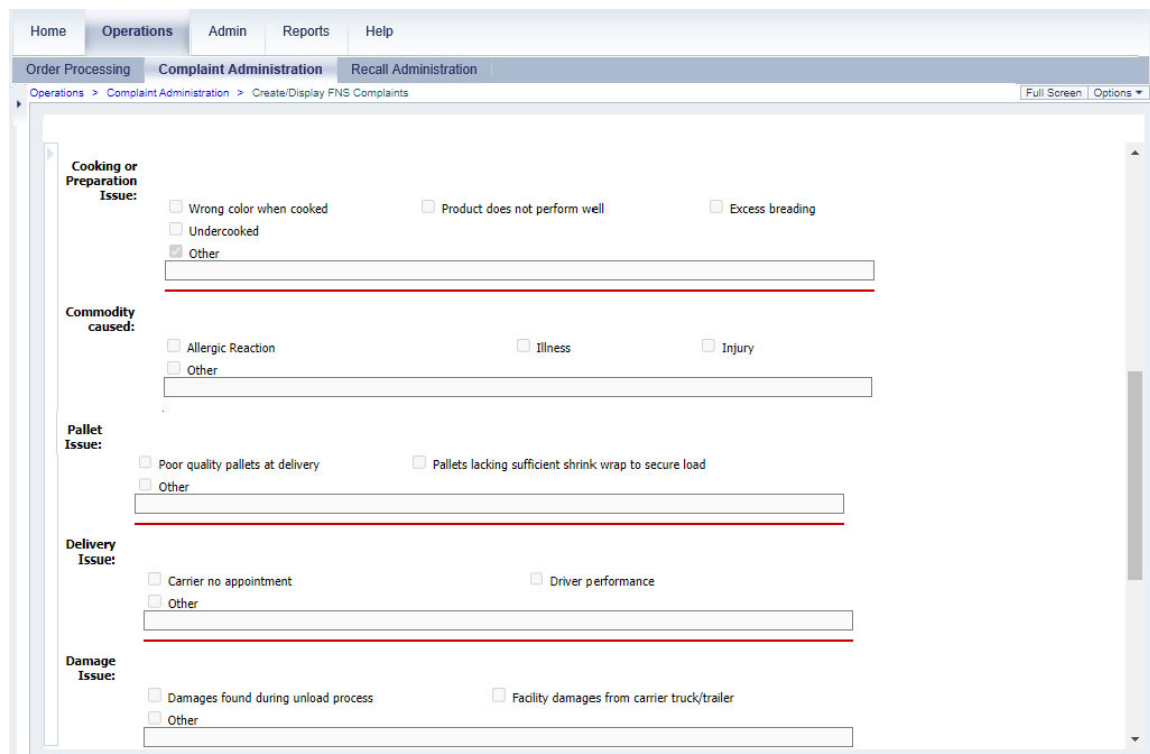
12. If necessary, click ▼ (the **Down** arrow) on the vertical scrollbar to review additional fields.

Image: Create/Display FNS Complaints Screen
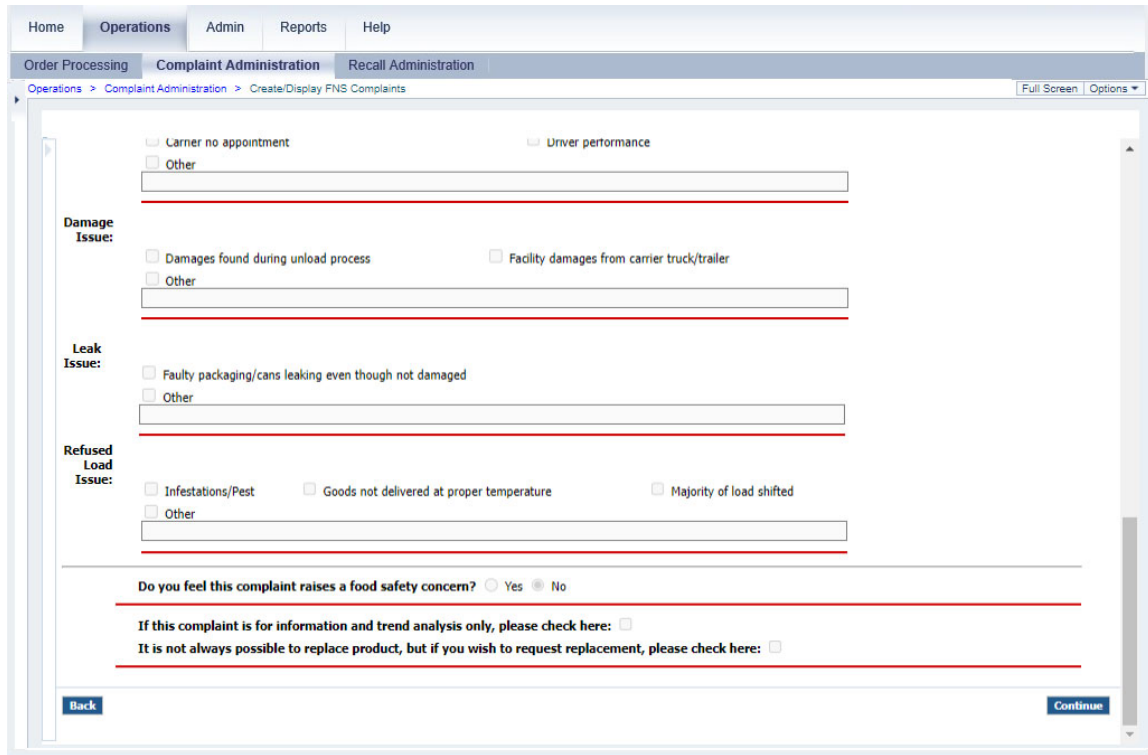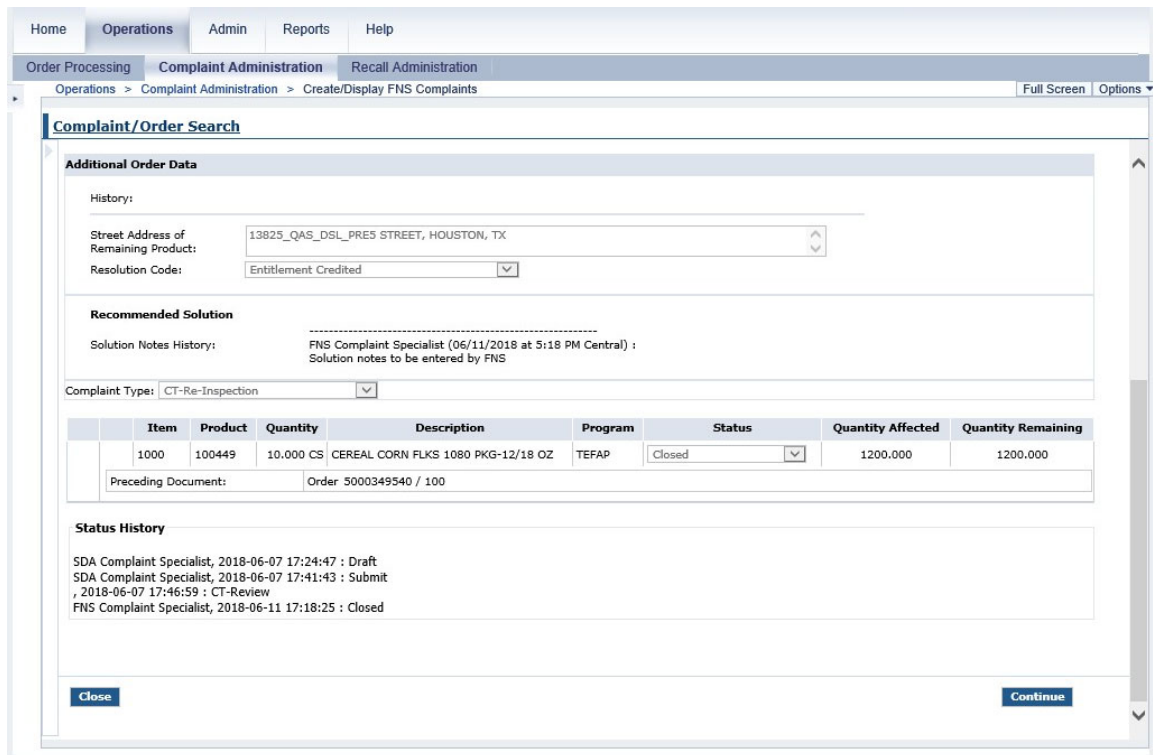
13. If necessary, click ▼ (the **Down** arrow) on the vertical scrollbar to review additional fields.

Image: Create/Display FNS Complaints Screen

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

Image: Create/Display FNS Complaints Screen

15. Click [Close] (the **Close** button) to exit the transaction.

16. The transaction is complete.

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 Produc	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