



PROCESS OVERVIEW

Purpose

The purpose of this transaction is for Recall Specialists to display a recall for review purposes. Through this transaction, you can perform a search for a recall, and then display general data as it relates to the specific recall. You will be able to see any case notes on the recall, and information on the partners, activities, documents, products, and transactions linked to the recall.

Process Trigger

Perform this transaction when you need to review a recall that has been created.

Prerequisites

- Recall case must exist in WBSCM.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Recall Administration** tab → **Create/Display Recall** link to go to the *Search Cases* screen.

Tips and Tricks

- This transaction will not allow you to modify any fields.
- The R/O/C acronyms in the field tables represent Required, Optional, or Conditional field entries.
 - A **Conditional field**: an entry that becomes required as a result of entering something previous to it, which then deems it required.
 - An **Optional field**: you may enter information in an optional field, but an entry is not required for the completion of the transaction.
- Refer to WBSCM Portal Basic Navigation course for tips on creating favorites, perform searches, etc.

Reminders

- Remember to check your work.
- Refer to the Help Option (to the right of the screen) in the Portal for further assistance.



PROCEDURE

1. Start the transaction using the Portal path: **Operations** tab → **Recall Administration** tab → **Create/Display Recall**

Search: Cases Screen

The screenshot displays the 'Search: Cases' interface. At the top, there is a navigation bar with 'Home', 'Operations', 'Admin', 'Reports', and 'Help'. Below this, a breadcrumb trail shows 'Order Processing', 'Complaint Administration', 'Recall Administration', and 'Warehouse Management'. The main content area is titled 'Search: Cases' and includes a 'Saved Searches' dropdown set to '532', a 'Go' button, and an 'Advanced' search option. The 'Search Criteria' section contains four rows of search fields: 'Case ID', 'Case Type', 'Case Description', and 'Status'. Each row has a dropdown menu, a text input field, and a search icon. Below the search criteria, there is a 'Maximum Number of Results' field set to '100', a 'Search' button, a 'Clear' button, a 'Save Search As' field, and a 'Save' button. The 'Result List' section shows a 'New' button and a table with the following columns: 'Recall ID', 'Recall Description', 'Status', and 'Response Deadline'. The table is currently empty.

2. Click the **Case ID** field.

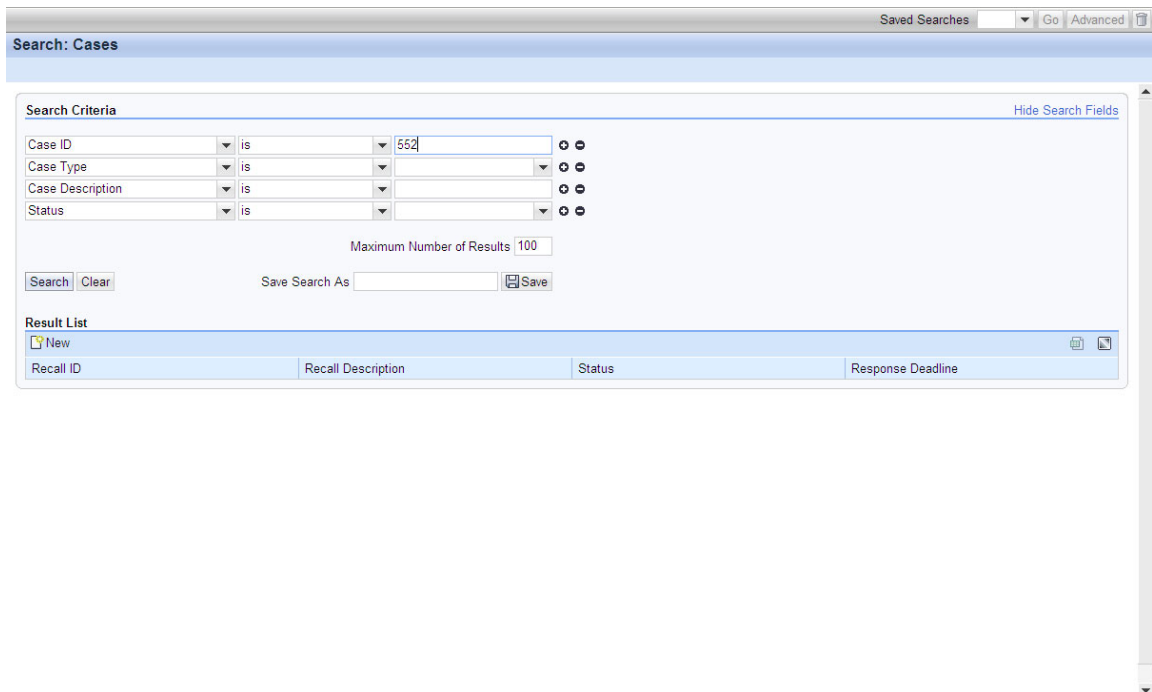


Search: Cases Screen

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

Field	R/O/C	Description
Case ID	O	A unique identifying number associated with the recall case. Example: 552

Search: Cases Screen



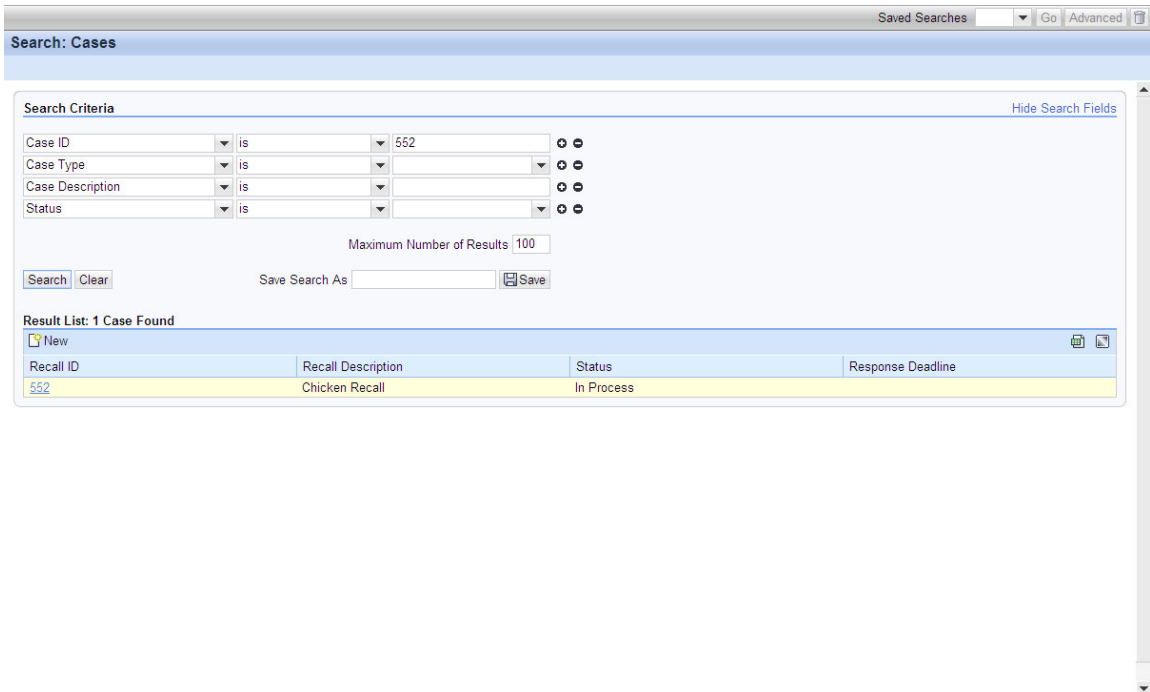
4. Click  (the **Search** button) to process your entry.



(Note) To narrow your search results, enter appropriate criteria. You can search by Case ID, Case Type, Case Description, or Status.

When searching for a recall, you can also use the following search method located in the second drop down box: *is*, *is not*, *contains*, and *starts with*. The search criteria has to match exactly when using *is*. When you are looking for a recall that does not have a certain search criteria, then you would use *is not*. When using *contains*, the output that will be listed will include the word entered in the search criteria. Whatever was entered in the search criteria when using *starts with*, will have the search output beginning with what was entered.

Search: Cases Screen



Search: Cases

Search Criteria

Case ID is 552

Case Type is

Case Description is

Status is

Maximum Number of Results: 100

Search Clear Save Search As Save

Result List: 1 Case Found

Recall ID	Recall Description	Status	Response Deadline
552	Chicken Recall	In Process	

5. Click [552](#) (the **552** link) to display the recall information. This number represents the Recall Case ID.



(Note) This screen displays a list of recalls (or in this example, one recall). Since we entered the exact Case ID number, we only received one search result.

The results table contains information such as the Recall ID, Recall Description, Status, and Response Deadline.

FNS Recalls: 552, Chicken Recall Screen

Saved Searches Go Advanced

FNS Recalls: 552, Chicken Recall

Save | Cancel | New | More

General Data

Organization FNS Recalls
Recall/Hold ID 552
Description Chicken Recall
External Reference
Recall/Hold Administrator
Higher-Level Recall ID
Recall/Hold Created By RECALLA0001
Recall/Hold Changed By RECALLA0001

Processing Data

Case Type Recall
Status In Process

Dates

Earliest Notification Date 01/11/2011
Response Deadline Date 01/27/2011
Recall/Hold Created On 01/11/2011
Recall/Hold Changed On 01/11/2011

Parties Involved Edit List

Actions	Function	ID	Name	Address	Main Pa...
	Sold-To Party	4900126	NH Dept. of Administrative Services	25 Capital Street Rm 102 / CONCORD NH 03301-4803	<input type="checkbox"/>
	Sold-To Party	4900103	MT Office of Public Instruction	P0 BOX 202501 / HELENA MT 59620-2501	<input type="checkbox"/>
	Sold-To Party	4900094	MA Dept. of Education	350 Main street / MALDEN MA 02148-5089	<input type="checkbox"/>
	Sold-To Party	4900035	CA Dept. of Education	1430 N STREET SUITE 1500 / SACRAMENTO CA 95814...	<input type="checkbox"/>
	Sold-To Party	4900021	AZ Dept. of Education	1635 WEST JEFFERSON STREET / PHOENIX AZ 85007...	<input checked="" type="checkbox"/>

Notes Edit List

■ No result found

Transactions Edit List

Reference Objects Edit List

Ac...	Type	ID	Description	Link Reason
	Product	130193	PORK PICNIC BNLS FRZ CTN-60 LB	Contamination
	Product	130098	CHICKEN CUT-UP FRZ CTN-40 LB	Illness caused by food

6. The recall case displays. Scroll down to display more.



(Note) This screen shows the case details for the recall. The upper left side of the screen shows General Data such as type of recall, recall ID, description, who the recall was created by, and who the recall was last changed by. On the upper right side of the screen is the processing data such as the status, earliest notification date, response deadline date, recall creation date, and the date the recall was last changed on.

Below the case details is a list of Parties Involved. *Parties Involved* are the sold-to parties, their names, ID's and contact information.

FNS Recalls: 552, Chicken Recall Screen

Saved Searches Go Advanced

FNS Recalls: 552, Chicken Recall

Organization: FNS Recalls Case Type: Recall

Recall/Hold ID: 552 Status: In Process

Description: Chicken Recall

External Reference: _____

Recall/Hold Administrator: _____

Higher-Level Recall ID: _____

Recall/Hold Created By: RECALLA0001

Recall/Hold Changed By: RECALLA0001

Dates

Earliest Notification Date: 01/11/2011

Response Deadline Date: 01/27/2011

Recall/Hold Created On: 01/11/2011

Recall/Hold Changed On: 01/11/2011

Parties Involved Edit List

Actions	Function	ID	Name	Address	Main Pa...
	Sold-To Party	4900126	NH Dept. of Administrative Services	25 Capital Street Rm 102 / CONCORD NH 03301-4803	<input type="checkbox"/>
	Sold-To Party	4900103	MT Office of Public Instruction	P0 BOX 202501 / HELENA MT 59620-2501	<input type="checkbox"/>
	Sold-To Party	4900094	MA Dept. of Education	350 Main street / MALDEN MA 02148-5089	<input type="checkbox"/>
	Sold-To Party	4900035	CA Dept. of Education	1430 N STREET SUITE 1500 / SACRAMENTO CA 95814...	<input type="checkbox"/>
	Sold-To Party	4900021	AZ Dept. of Education	1635 WEST JEFFERSON STREET / PHOENIX AZ 85007...	<input checked="" type="checkbox"/>

Notes Edit List

■ No result found

Transactions

Reference Objects Edit List

Ac...	Type	ID	Description	Link Reason
	Product	130193	PORK PICNIC BNLS FRZ CTN-60 LB	Contamination
	Product	130098	CHICKEN CUT-UP FRZ CTN-40 LB	Illness caused by food

Attachments Attachment URL With Template Advanced

Actions	Name	Type	Created By	Created On

7. You have completed this transaction.



(Note) Displayed below the case details are the parties involved, notes, transactions, reference objects, and attachments related to the recall.

The *Notes* section contains notes on the investigation, complaints filed, and reasons for the recall investigation. *Transactions* are the complaints, sales orders, and entitlement increments and decrements related to the recall. *Reference Objects* show the products affected by the recall. *Attachments* is documentation related to the recall.



Work Instruction
Display Recall

RESULT

You have successfully viewed a recall.



PROCESS OVERVIEW

Purpose

The purpose of this transaction is for SDA/ITO Recall Specialists to fill out and submit the Recall Survey Response Form on behalf of their RAs and Ship-Tos. This form is generated in WBSCM to account for all inventory that is being recalled. This procedure describes the steps to access and submit findings for a recall. SDA/ITOs should communicate all recall information with their RAs and Ship-Tos.

Process Trigger

Use this transaction to display, complete, modify, or submit a response form on behalf of the organization and suborganizations in WBSCM.

Prerequisites

- Recall case must exist in WBSCM.
- Current date must be before the response deadline.
- SDA/ITO accessing the form must be assigned to the recall case.
- Recall Specialists and Recall Contacts have at least 2 Recall Communication Methods set up in their User Profile.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Operations** tab → **Recall Administration** folder → **Access Recall Survey Response Form** link to go to the *Access Recall Survey Response Form* screen.

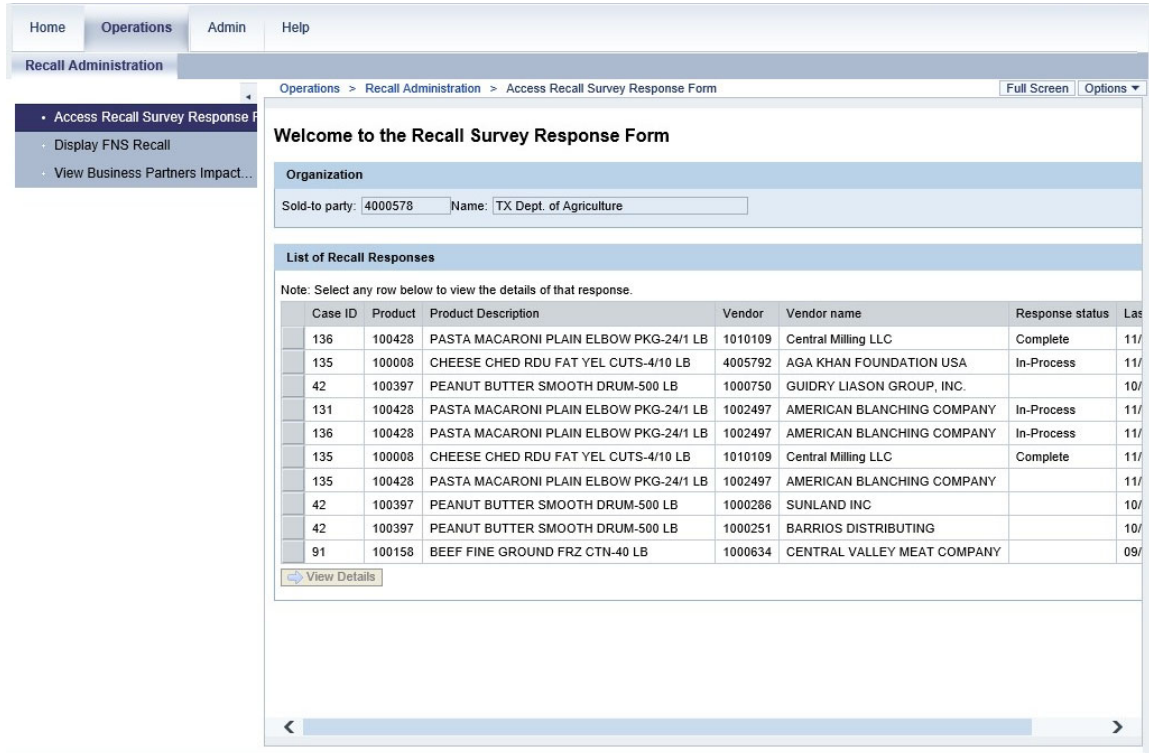
Tips and Tricks

- 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 Portal Basic Navigation course for tips on creating favorites, performing searches, etc.

PROCEDURE

1. Start the transaction using the following Portal path: **Operations** tab → **Recall Administration** folder → **Access Recall Survey Response Form** link.

Image: Access Recall Survey Response Screen



The screenshot shows the 'Access Recall Survey Response Form' screen in the WBCSM portal. The page has a navigation menu at the top with 'Home', 'Operations', 'Admin', and 'Help'. Below the menu is a breadcrumb trail: 'Operations > Recall Administration > Access Recall Survey Response Form'. There are 'Full Screen' and 'Options' buttons in the top right corner.

The main content area is titled 'Welcome to the Recall Survey Response Form'. It includes an 'Organization' section with 'Sold-to party: 4000578' and 'Name: TX Dept. of Agriculture'. Below this is a 'List of Recall Responses' section with a note: 'Note: Select any row below to view the details of that response.' The table below contains the following data:

Case ID	Product	Product Description	Vendor	Vendor name	Response status	Last
136	100428	PASTA MACARONI PLAIN ELBOW PKG-24/1 LB	1010109	Central Milling LLC	Complete	11/
135	100008	CHEESE CHED RDU FAT YEL CUTS-4/10 LB	4005792	AGA KHAN FOUNDATION USA	In-Process	11/
42	100397	PEANUT BUTTER SMOOTH DRUM-500 LB	1000750	GUIDRY LIASON GROUP, INC.		10/
131	100428	PASTA MACARONI PLAIN ELBOW PKG-24/1 LB	1002497	AMERICAN BLANCHING COMPANY	In-Process	11/
136	100428	PASTA MACARONI PLAIN ELBOW PKG-24/1 LB	1002497	AMERICAN BLANCHING COMPANY	In-Process	11/
135	100008	CHEESE CHED RDU FAT YEL CUTS-4/10 LB	1010109	Central Milling LLC	Complete	11/
135	100428	PASTA MACARONI PLAIN ELBOW PKG-24/1 LB	1002497	AMERICAN BLANCHING COMPANY		11/
42	100397	PEANUT BUTTER SMOOTH DRUM-500 LB	1000286	SUNLAND INC		10/
42	100397	PEANUT BUTTER SMOOTH DRUM-500 LB	1000251	BARRIOS DISTRIBUTING		10/
91	100158	BEEF FINE GROUND FRZ CTN-40 LB	1000634	CENTRAL VALLEY MEAT COMPANY		09/

Below the table is a 'View Details' button and a scroll bar at the bottom of the page.


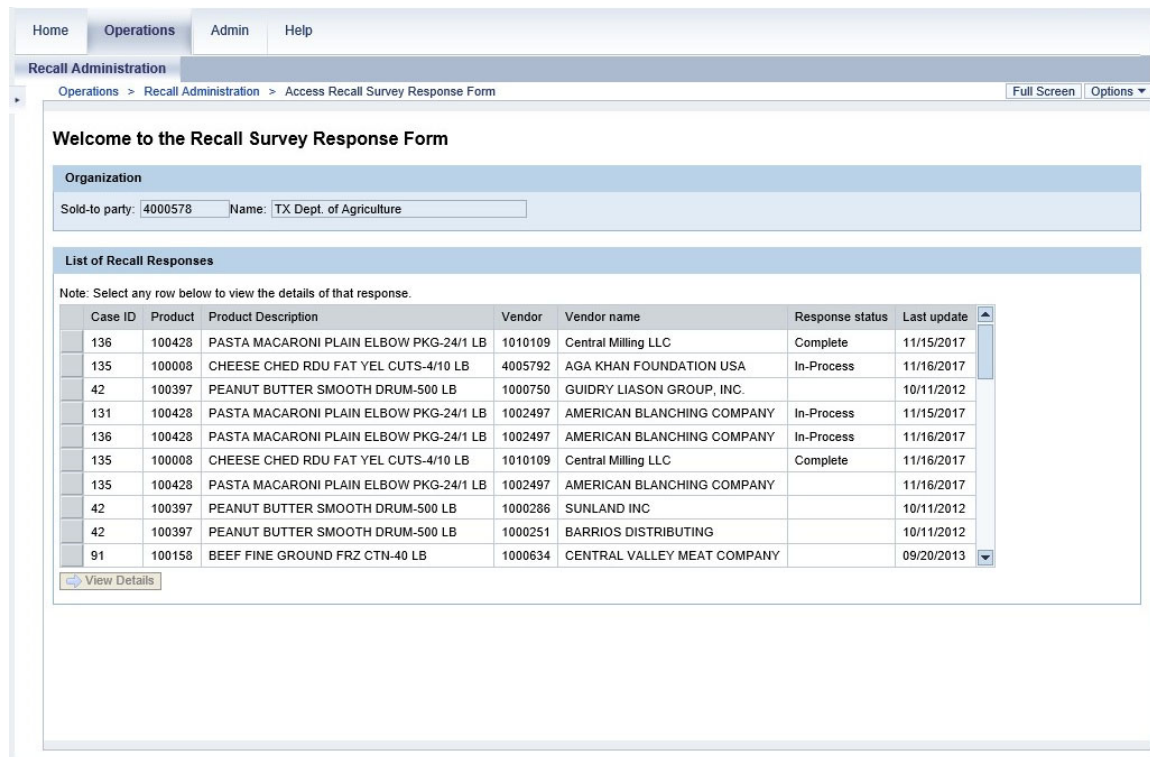

2. Click  (the **Hide Navigator** arrow) to minimize the Portal menu. Note that this can be done with any transaction in WBCSM.

Image: Access Recall Survey Response Screen



3. SDA/ITO Recall Specialists use the *Access Recall Survey Response Form* screen to select recall response forms assigned to their organization by an FNS Recall Specialist. Click  (the Vertical scrollbar) to display additional cases as necessary.



(Note) To ensure the recall is properly communicated, Recall Specialists and Recall Contacts must have at least 2 Recall Communication Methods set up in their User Profiles. Recall Communication Methods may only be set up by the Recall Specialist or Recall Contact on their own profile. For more information on how to configure Recall Communication Methods, refer to the [Maintain User Profile](#) work instruction.



(Note) In the *List of Recall Responses* section, **Response Status** refers to the status of the response form, which may be one of the following:

- **Open (or blank)** - Forms that have not been started.
- **In-Process** - Forms that have been saved but not yet submitted by a Recall Specialist. These forms can be accessed and modified by the assigned Recall Specialist at any time. Forms in this stage have not been submitted to the USDA.
- **Completed** - Forms that have been saved and submitted to the USDA, and can be modified only by an FNS Recall Specialist.

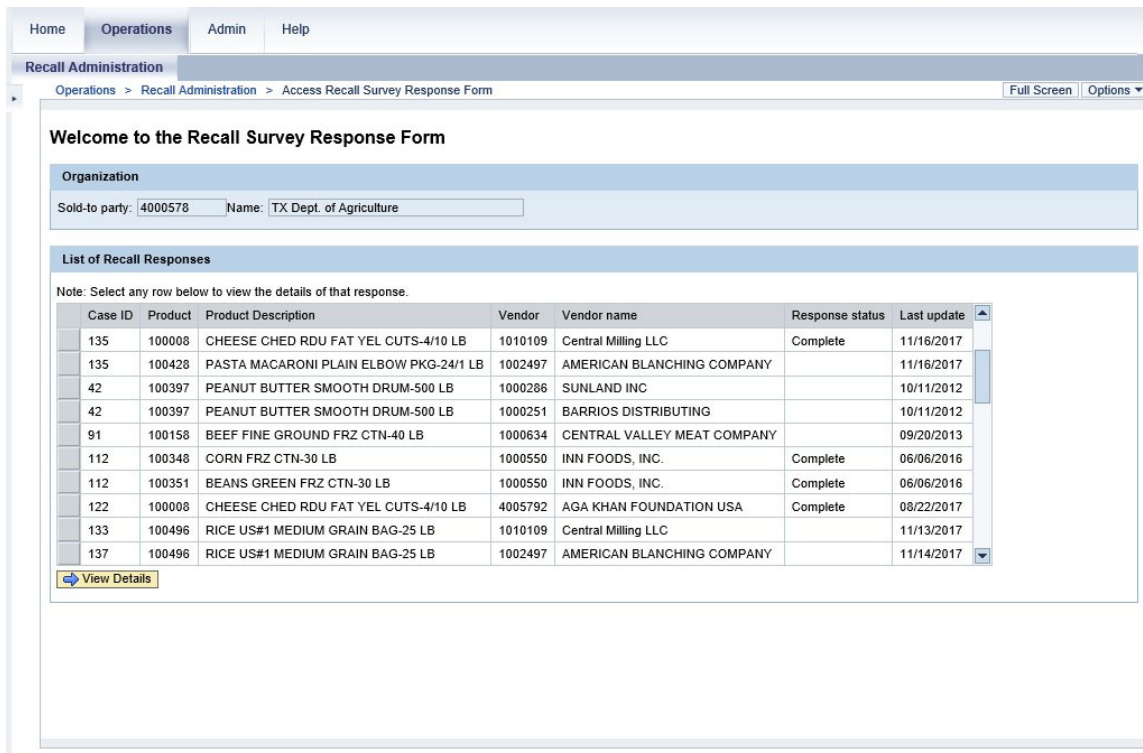


Work Instruction
Submit Recall Survey Response Form

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

Field	R/O/C	Description
Case ID	R	A unique identifying number associated with the Hold or Recall case. Example: 91
Product	R	Substance or commodity that is bought or sold on a commercial basis, or is used, consumed, or created in production; a product can also be a service. Also, a number identifying a material master record. Example: 100158
Product Description	R	Information used to characterize a material. Example: CVM Recall -Ground Beef -100158 4/10 lb Chubs
Vendor	R	Business partner that provides materials or services. Example: 1000634
Vendor name	R	Business partner that provides materials or services. Example: CENTRAL VALLEY MEAT COMPANY
Response status	R	Status of the Recall Survey Response form.
Last update	R	Most recent date for update. Example: 09/20/2016

Image: Access Recall Survey Response Screen



Home Operations Admin Help

Recall Administration

Operations > Recall Administration > Access Recall Survey Response Form Full Screen Options

Welcome to the Recall Survey Response Form

Organization

Sold-to party: 4000578 Name: TX Dept. of Agriculture

List of Recall Responses

Note: Select any row below to view the details of that response.

Case ID	Product	Product Description	Vendor	Vendor name	Response status	Last update
135	100008	CHEESE CHED RDU FAT YEL CUTS-4/10 LB	1010109	Central Milling LLC	Complete	11/16/2017
135	100428	PASTA MACARONI PLAIN ELBOW PKG-24/1 LB	1002497	AMERICAN BLANCHING COMPANY		11/16/2017
42	100397	PEANUT BUTTER SMOOTH DRUM-500 LB	1000286	SUNLAND INC		10/11/2012
42	100397	PEANUT BUTTER SMOOTH DRUM-500 LB	1000251	BARRIOS DISTRIBUTING		10/11/2012
91	100158	BEEF FINE GROUND FRZ CTN-40 LB	1000634	CENTRAL VALLEY MEAT COMPANY		09/20/2013
112	100348	CORN FRZ CTN-30 LB	1000550	INN FOODS, INC.	Complete	06/06/2016
112	100351	BEANS GREEN FRZ CTN-30 LB	1000550	INN FOODS, INC.	Complete	06/06/2016
122	100008	CHEESE CHED RDU FAT YEL CUTS-4/10 LB	4005792	AGA KHAN FOUNDATION USA	Complete	08/22/2017
133	100496	RICE US#1 MEDIUM GRAIN BAG-25 LB	1010109	Central Milling LLC		11/13/2017
137	100496	RICE US#1 MEDIUM GRAIN BAG-25 LB	1002497	AMERICAN BLANCHING COMPANY		11/14/2017

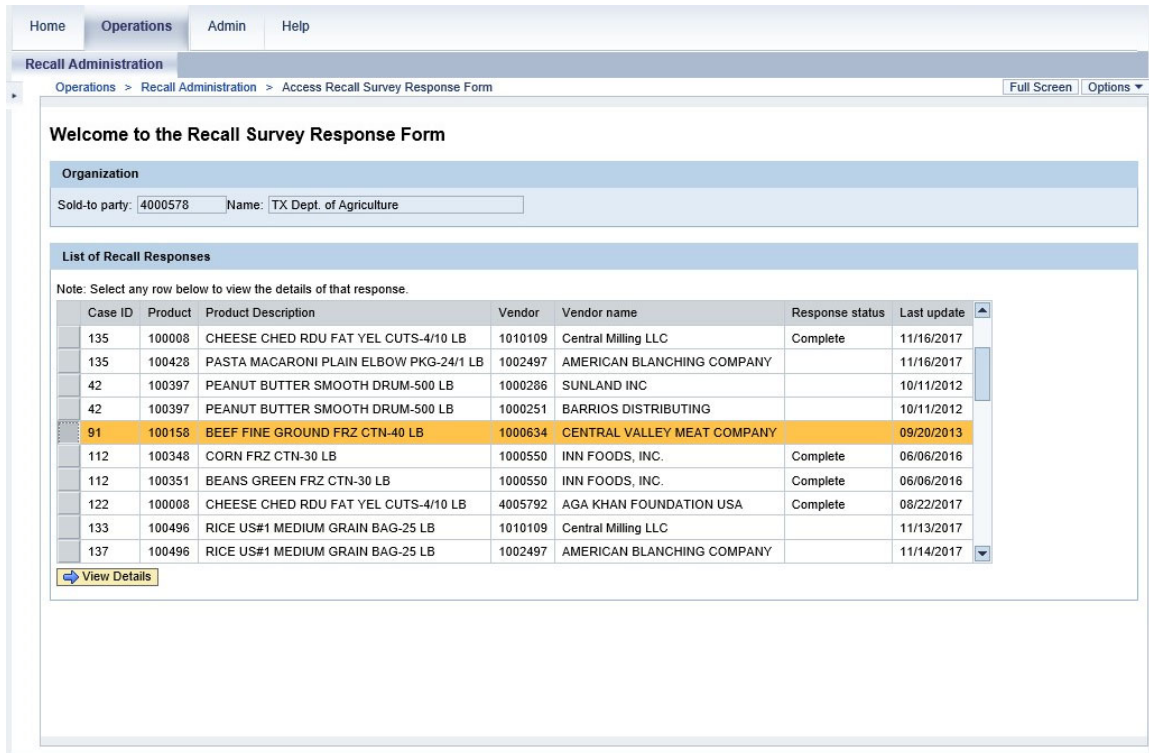
[View Details](#)

5. Click  (the **Selection** box) next to **Case ID "91"** to display the *Access Recall Survey Response Form*.



(Note) The *Response Header* section identifies the product, vendor, and other details about the recall. The Recall Specialist enters disposition quantities for the recalled product and related information in the *Product Inventory / Disposition* section.

Image: Access Recall Survey Response Form Screen



Home | Operations | Admin | Help

Recall Administration

Operations > Recall Administration > Access Recall Survey Response Form

Full Screen | Options

Welcome to the Recall Survey Response Form

Organization

Sold-to party: 4000578 Name: TX Dept. of Agriculture

List of Recall Responses

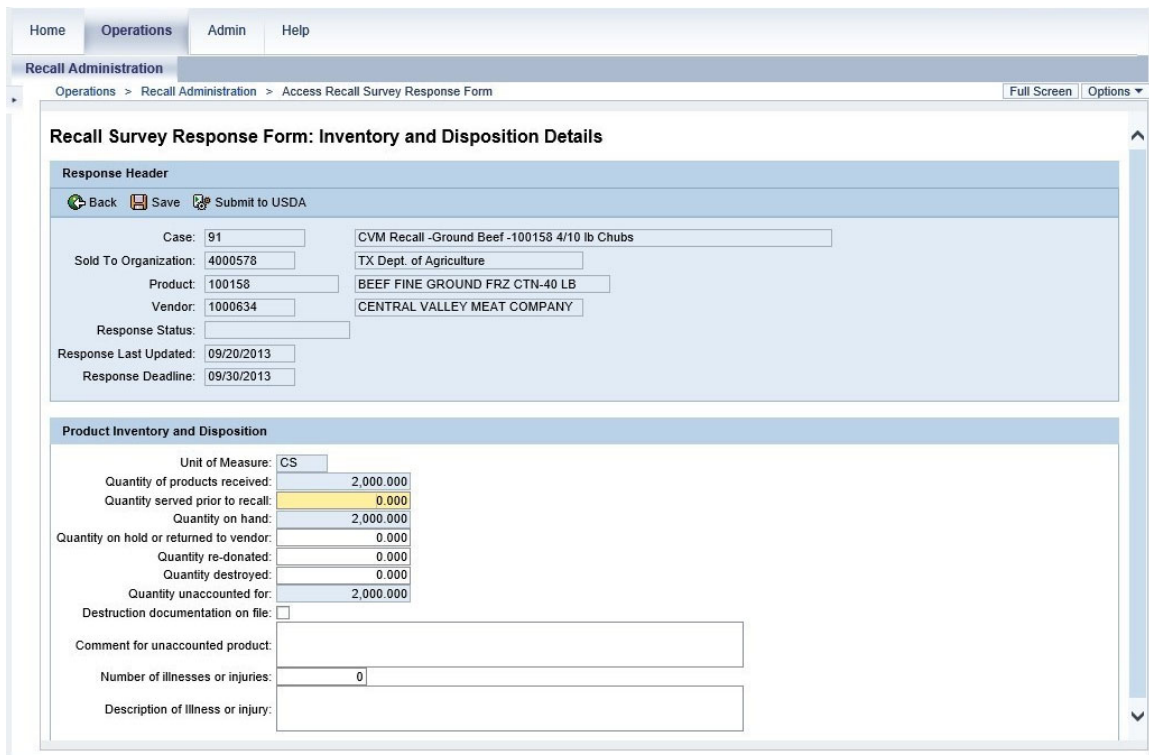
Note: Select any row below to view the details of that response.

Case ID	Product	Product Description	Vendor	Vendor name	Response status	Last update
135	100008	CHEESE CHED RDU FAT YEL CUTS-4/10 LB	1010109	Central Milling LLC	Complete	11/16/2017
135	100428	PASTA MACARONI PLAIN ELBOW PKG-24/1 LB	1002497	AMERICAN BLANCHING COMPANY		11/16/2017
42	100397	PEANUT BUTTER SMOOTH DRUM-500 LB	1000286	SUNLAND INC		10/11/2012
42	100397	PEANUT BUTTER SMOOTH DRUM-500 LB	1000251	BARRIOS DISTRIBUTING		10/11/2012
91	100158	BEEF FINE GROUND FRZ CTN-40 LB	1000634	CENTRAL VALLEY MEAT COMPANY		09/20/2013
112	100348	CORN FRZ CTN-30 LB	1000550	INN FOODS, INC.	Complete	06/06/2016
112	100351	BEANS GREEN FRZ CTN-30 LB	1000550	INN FOODS, INC.	Complete	06/06/2016
122	100008	CHEESE CHED RDU FAT YEL CUTS-4/10 LB	4005792	AGA KHAN FOUNDATION USA	Complete	08/22/2017
133	100496	RICE US#1 MEDIUM GRAIN BAG-25 LB	1010109	Central Milling LLC		11/13/2017
137	100496	RICE US#1 MEDIUM GRAIN BAG-25 LB	1002497	AMERICAN BLANCHING COMPANY		11/14/2017

[View Details](#)

6. Click [View Details](#) (the **View Details** button).

Image: USDA Recall Response



Home | Operations | Admin | Help

Recall Administration

Operations > Recall Administration > Access Recall Survey Response Form

Full Screen | Options

Recall Survey Response Form: Inventory and Disposition Details

Response Header

Back Save Submit to USDA

Case: 91 CVM Recall -Ground Beef -100158 4/10 lb Chubs

Sold To Organization: 4000578 TX Dept. of Agriculture

Product: 100158 BEEF FINE GROUND FRZ CTN-40 LB

Vendor: 1000634 CENTRAL VALLEY MEAT COMPANY

Response Status:

Response Last Updated: 09/20/2013

Response Deadline: 09/30/2013

Product Inventory and Disposition

Unit of Measure: CS

Quantity of products received: 2,000.000

Quantity served prior to recall: 0.000

Quantity on hand: 2,000.000

Quantity on hold or returned to vendor: 0.000

Quantity re-donated: 0.000

Quantity destroyed: 0.000

Quantity unaccounted for: 2,000.000

Destruction documentation on file:

Comment for unaccounted product:

Number of illnesses or injuries: 0

Description of illness or injury:



Work Instruction
Submit Recall Survey Response Form

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

Field	R/O/C	Description
Product	R	Substance or commodity that is bought or sold on a commercial basis, or is used, consumed, or created in production; a product can also be a service. Also, a number identifying a material master record. Example: 100158
Product Description	R	Information used to characterize a material. Example: CVM Recall-Ground Beef - 100158 4/10 lb Chubs
Response Status:	R	Status of the Recall Survey Response form.
Response Deadline:	R	Designated deadline for SDA to provide a completed Recall Survey Response form. Example: 09/30/2013
Unit Of Measure:	R	Unit by which quantities are to be measured. Example: CS
Quantity of products received:	R	Number of items received by RA/Ship-to. Example: 2,000.00
Quantity served prior to recall:	O	Quantity of product that was served prior to the recall being issued. Example: 100
Quantity on hand:	R	Quantity of product that is currently on hand based on the most recent inventory count. Example: 2,000.00

Field	R/O/C	Description
Quantity on hold or returned to vendor:	○	Quantity of product that is currently on hold or has been returned to the vendor. Example: 50
Quantity re-donated:	○	Quantity of product that has been or will be re-donated to another organization. Example: 20
Quantity destroyed:	○	Quantity of product that has been or will be destroyed. Example: 10

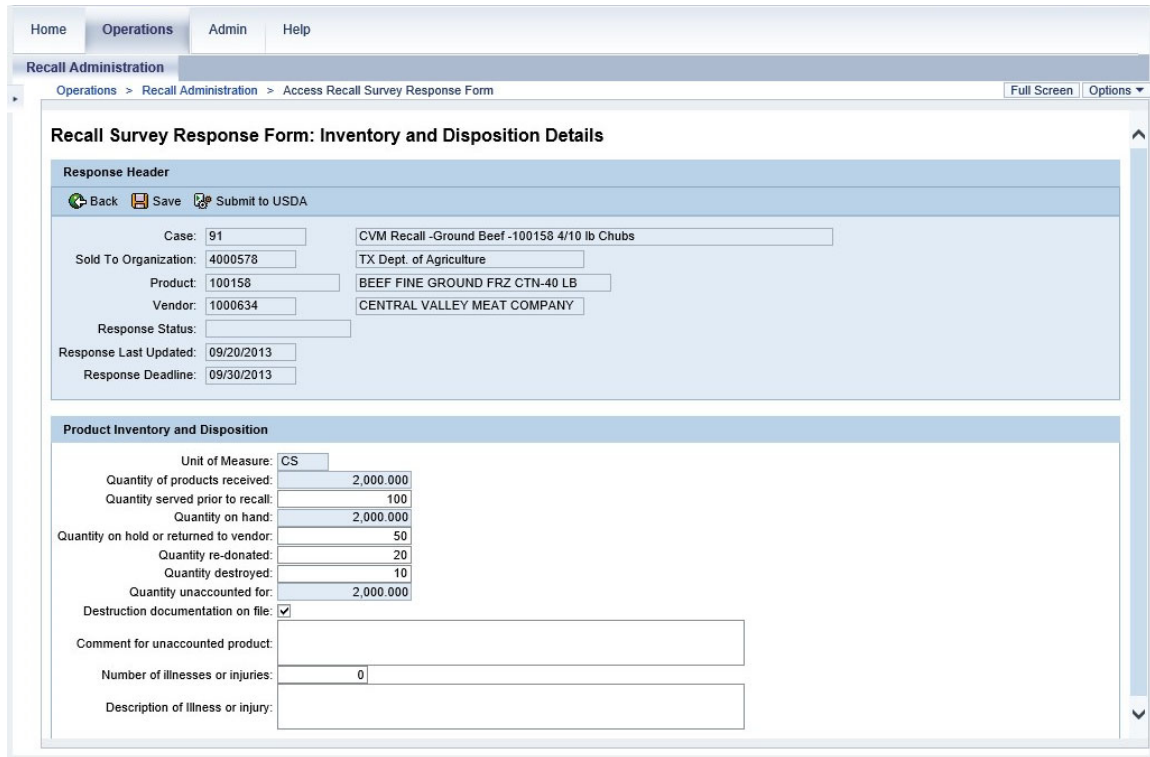
8. Perform one of the following:

If	Then
A record of the quantities being destroyed is on file	Click <input type="checkbox"/> (the Destruction documentation on file checkbox).
There is no record of the quantities being destroyed on file	Go to Step 10.





(Note) The Recall Specialist enters disposition quantities for the recalled product in the *Product Inventory / Disposition* section.

Image: Access Recall Survey Response Form Screen



The screenshot shows a web application interface for 'Recall Administration'. The main title is 'Recall Survey Response Form: Inventory and Disposition Details'. It features a 'Response Header' section with fields for Case (91), Sold To Organization (4000578), Product (100158), Vendor (1000634), Response Status, Response Last Updated (09/20/2013), and Response Deadline (09/30/2013). The 'Product Inventory and Disposition' section includes fields for Unit of Measure (CS), Quantity of products received (2,000,000), Quantity served prior to recall (100), Quantity on hand (2,000,000), Quantity on hold or returned to vendor (50), Quantity re-donated (20), Quantity destroyed (10), and Quantity unaccounted for (2,000,000). There is also a checkbox for 'Destruction documentation on file' and a text field for 'Comment for unaccounted product'.

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

Field	R/O/C	Description
Comment for unaccounted product:	C	Free form text field to enter a comment for any unaccounted product.  (Note) The Recall Specialist must enter a comment in the Comment for unaccounted for product field for all unaccounted for product that is or will be destroyed.
Number of illnesses or injuries:	O	The number of people who reported illnesses or injuries related to the consumption of the product being recalled. Example: 2
Description of Illness or injury:	C	Free text field used to summarize the symptoms that were experienced by the people who reported illnesses and injuries.  (Note) If the recall caused any illnesses or injuries, the Recall Specialist must include the number of injuries in the Number of illness or injuries field and a description of the injuries in the

Field	R/O/C	Description
		Description of Illness or injury field.

10. Perform one of the following:

If	Then
The form will be completed later and the user needs to save progress without submitting to USDA	Go to Step 11.
The form is complete and needs to be submitted to the USDA	Go to Step 12.



(Note) Note the three buttons in the *Response Header* section: each button can be used as follows:

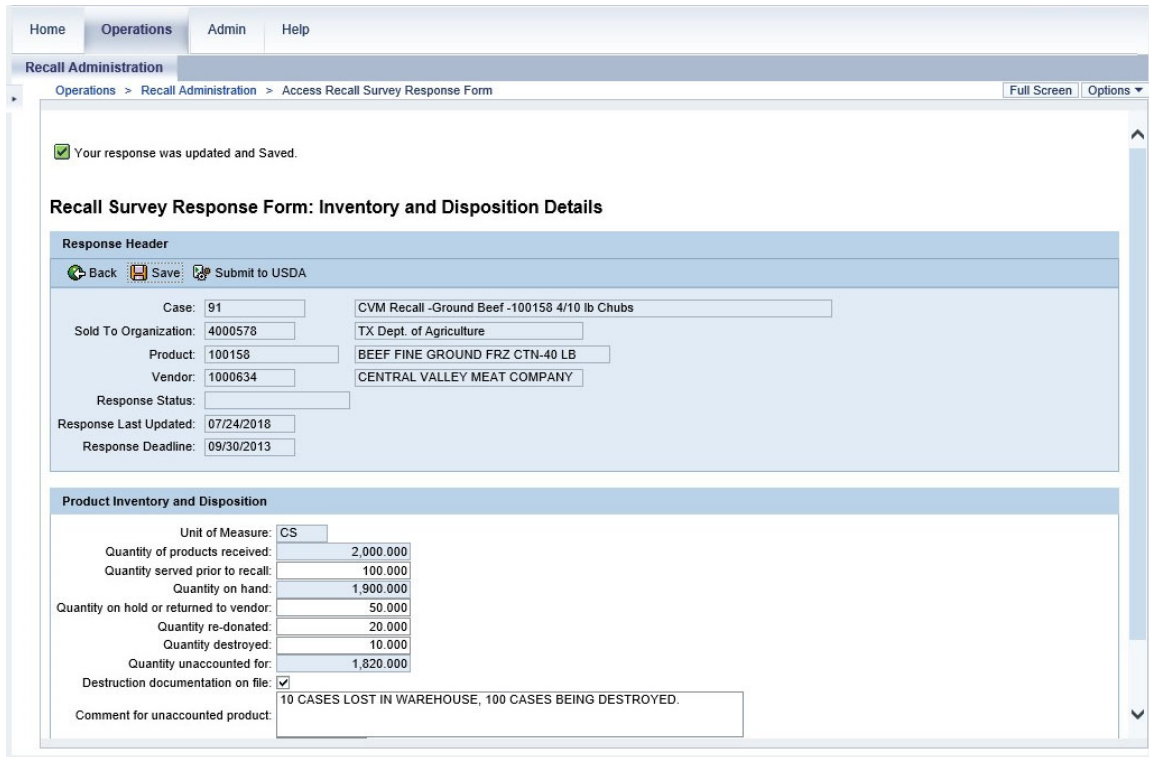
- **Back** - Returns to the previous screen without saving. Does not save any changes to the form. When reviewing a previously submitted form, the Back button may be the only available option in the toolbar.
- **Save** - Saves progress on the form and changes the status to "In-Process". FNS will be able to view the responses; however the SDA/ITO Recall Specialist can make changes to the form as needed.
- **Submit to USDA** - Submits the form to USDA for review and changes the status to "Complete". At this stage, the SDA/ITO Recall Specialist can no longer edit responses, but an FNS Recall Specialist can make changes as needed.

11. Click  Save (the **Save** button) to save the entries.



(Note) After clicking the **Save** button, the status changes to "In-Process" and a message displays "Response Saved / Updated".

Image: Access Recall Survey Response Form Screen



Home Operations Admin Help

Recall Administration

Operations > Recall Administration > Access Recall Survey Response Form Full Screen Options

Your response was updated and Saved.

Recall Survey Response Form: Inventory and Disposition Details

Response Header

Back Save Submit to USDA

Case: 91 CVM Recall -Ground Beef -100158 4/10 lb Chubs
 Sold To Organization: 4000578 TX Dept. of Agriculture
 Product: 100158 BEEF FINE GROUND FRZ CTN-40 LB
 Vendor: 1000634 CENTRAL VALLEY MEAT COMPANY
 Response Status:
 Response Last Updated: 07/24/2018
 Response Deadline: 09/30/2013

Product Inventory and Disposition

Unit of Measure:	CS
Quantity of products received:	2,000.000
Quantity served prior to recall:	100.000
Quantity on hand:	1,900.000
Quantity on hold or returned to vendor:	50.000
Quantity re-donated:	20.000
Quantity destroyed:	10.000
Quantity unaccounted for:	1,820.000

Destruction documentation on file:
 10 CASES LOST IN WAREHOUSE, 100 CASES BEING DESTROYED.

Comment for unaccounted product:

12. Click  (the **Submit to USDA** button) to submit the form to FNS.



(Note) After clicking the **Submit to USDA** button, the status changes to "Complete" and a message displays "Response Submitted to USDA". Once submitted, the SDA/ITO Recall Specialists will no longer be able to modify the form.

13. The transaction is complete.



Work Instruction
Submit Recall Survey Response Form

RESULT

A response form associated with a recall case assigned to the organization has been submitted.



PROCESS OVERVIEW

Purpose

Users with the WBSCM Recall Contact role follow this procedure to update recall contact information. Recall contacts receive a notification when a commodity is put on hold or recalled. When a recall occurs, a user with the FNS Recall Specialist Notification role administers a recall notification that is sent to the recall contact user. The notification is delivered according to the Recall Contact's notification preferences, which may include:

- Email
- Telephone
- SMS (text message)
- Mobile Phone

Recall Contacts must have a minimum of two contact methods. The notification will initially be delivered through the Recall Contact's first notification preference. If no confirmation is received, the notification will be delivered through the second notification preference.

Access to the recall communication fields in the user profile only appear for those users with the Recall Contact role. Other users will not see these fields displayed in their user profile.

User Administrators (User Admins) can update general contact information through the **Manage Users** transaction; however, they cannot update recall contact information, which is only accessible to a Recall Contact through the **Maintain User Profile** transaction.

Process Trigger

Perform this procedure to review or update recall communication methods. Users must update their own profiles. This process is intended for the WBSCM user whose profile needs to be managed.

Prerequisites

- The WBSCM user must exist in the system.
- The user must have been assigned a USDA or SDA Recall Contact role.

Portal Path

Follow the Portal path below to complete this transaction:

- Select **Admin** tab → **Manage Users** folder → **Maintain User Profile** link.

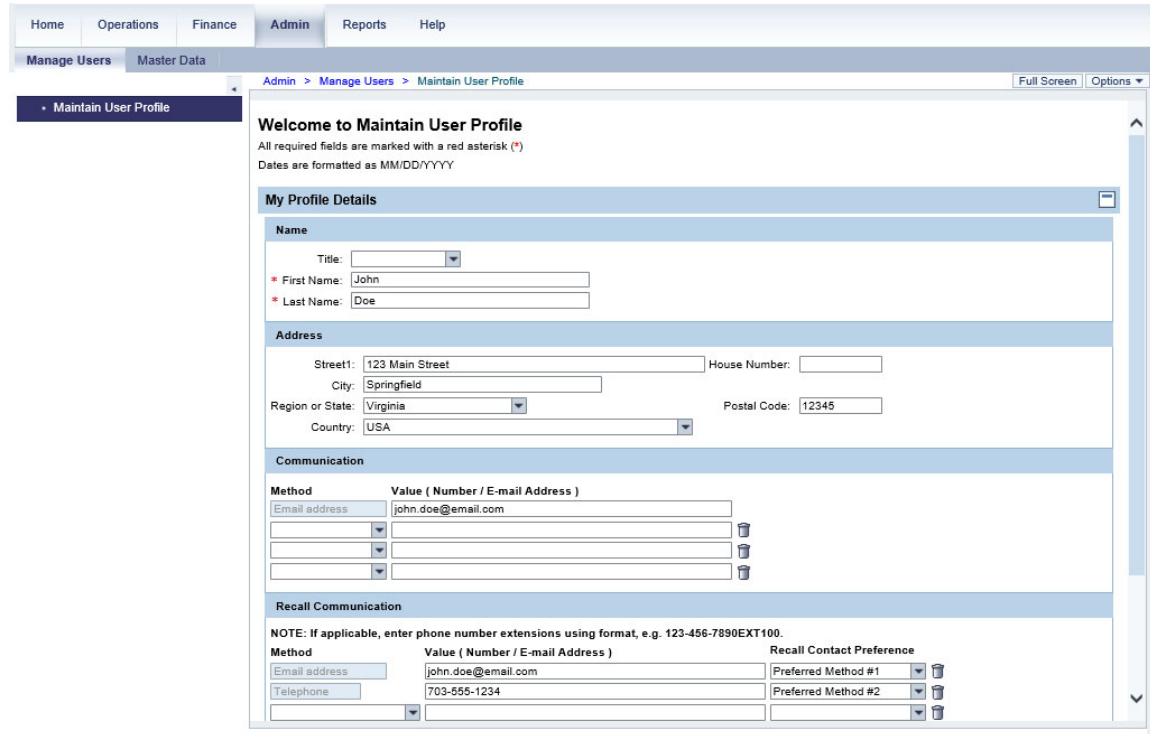
Tips and Tricks


- 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 Portal Basic Navigation course for tips on creating favorites, performing searches, etc.

PROCEDURE

1. Start the transaction using the Portal path **Admin** tab → **Manage Users** folder → **Maintain User Profile** link.

Image: Maintain User Profile Screen



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





(Note) Only users with the Recall Contact role are able to see and edit fields in the *Recall Communication* section.



(Note) This document describes the use of the *Recall Communication* fields. To review and edit other parts of the user profile, use the [Maintain User Profile](#) work instruction.

Image: Maintain User Profile Screen

3. Perform one of the following:

If	Then
The user needs to add a new recall communication method	<ol style="list-style-type: none"> In the Method field, choose the type of communication from the available list of options Enter the value in the Value (Number / E-mail Address) field. Select the Recall Contact Preference.
The user needs to edit the value of an existing recall communication method	<ol style="list-style-type: none"> Click in the Value (Number / E-mail Address) field for the existing communication method. Type the new value. Select the Recall Contact Preference.
The user needs to change or delete an existing recall communication method	<p>Click  (the Trash Can icon) to clear saved fields.</p> <p> (Note) To add a new recall communication method to replace the one removed, see steps above.</p>
The user does not need to make any changes to recall communication methods	Go to Step 4.



(Note) Available recall communication methods are **Email Address, Mobile Phone, SMS (Text Message), and Telephone.**

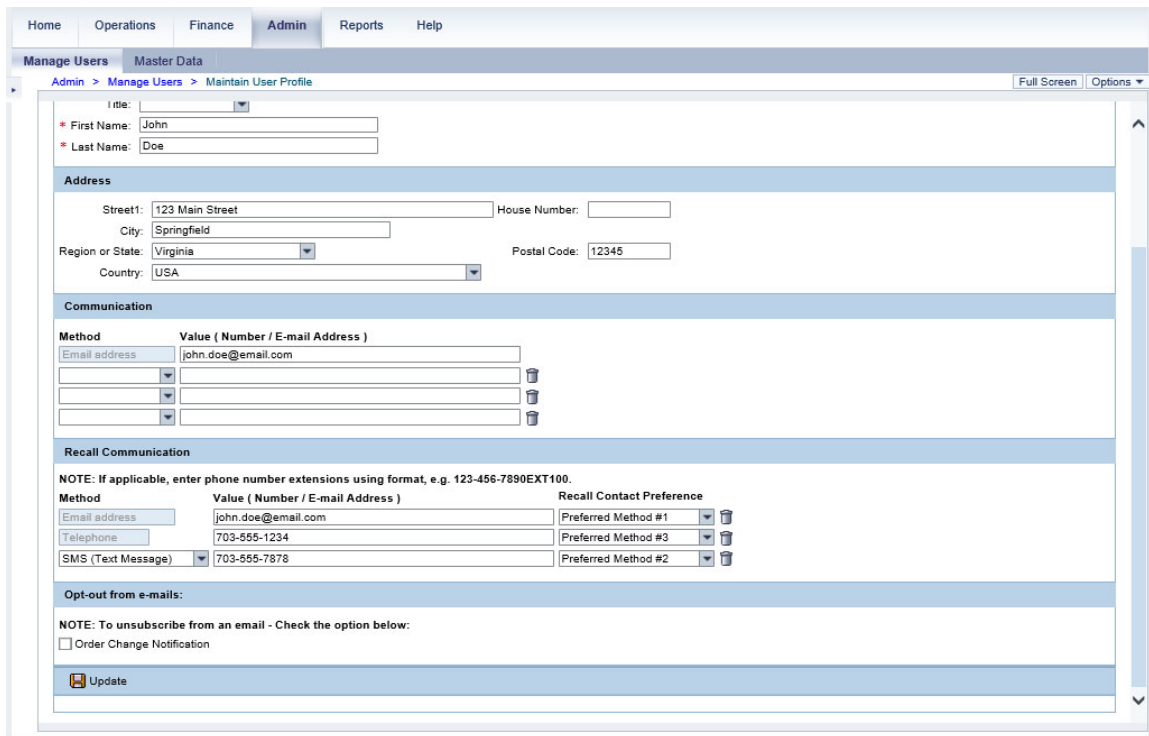


(Note) It is critical that the user regularly maintain their recall contact information to ensure that recall notifications are received immediately when a material has been placed on hold or recalled.

At a minimum, a Recall Contact must select at least two recall communication methods.

The Recall Preferences allow Recall Contacts to determine the order of the method in which recalls are communicated. **Preferred Method #1** is the communication method that is used first when products are recalled. If confirmation of receipt isn't received, the notification will be distributed via the next preferred method.

Image: Maintain User Profile Screen



Home Operations Finance Admin Reports Help

Manage Users Master Data

Admin > Manage Users > Maintain User Profile

Title: [Dropdown]

* First Name: John

* Last Name: Doe

Address

Street: 123 Main Street House Number: [Text]

City: Springfield

Region or State: Virginia Postal Code: 12345

Country: USA

Communication

Method	Value (Number / E-mail Address)
Email address	john.doe@email.com
[Dropdown]	[Text]
[Dropdown]	[Text]
[Dropdown]	[Text]

Recall Communication

NOTE: If applicable, enter phone number extensions using format, e.g. 123-456-7890EXT100.

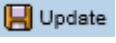
Method	Value (Number / E-mail Address)	Recall Contact Preference
Email address	john.doe@email.com	Preferred Method #1
Telephone	703-555-1234	Preferred Method #3
SMS (Text Message)	703-555-7878	Preferred Method #2

Opt-out from e-mails:

NOTE: To unsubscribe from an email - Check the option below:

Order Change Notification

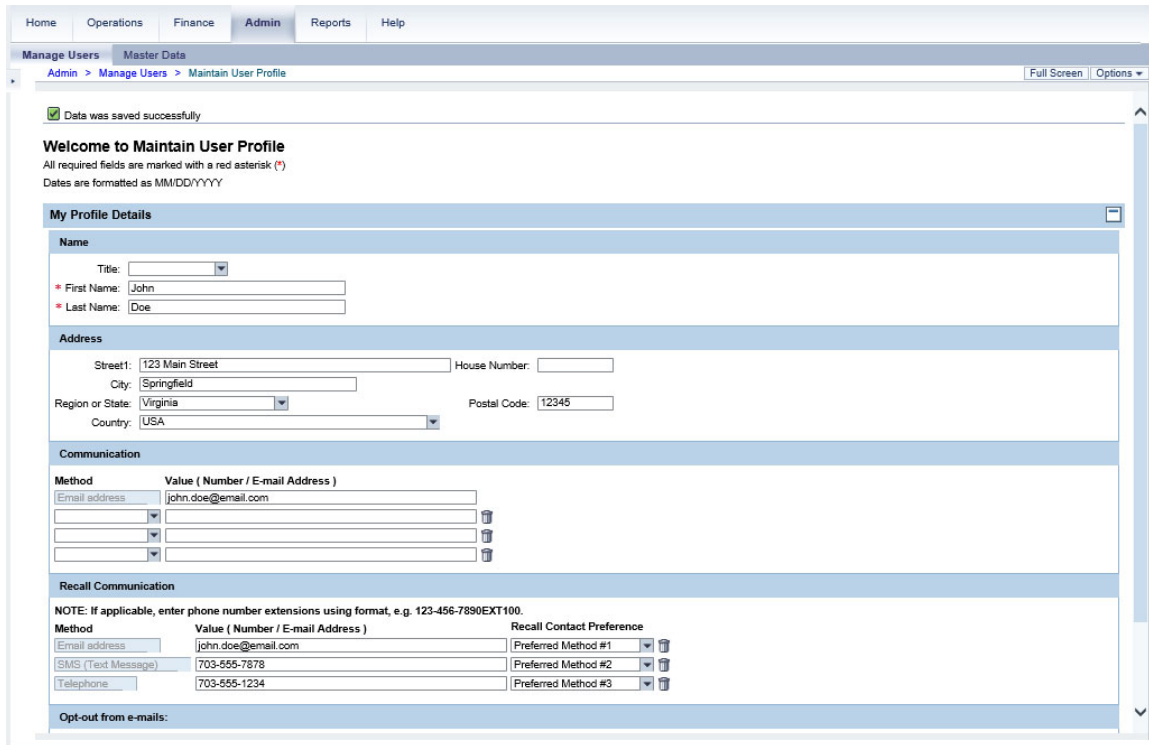
Update

4. Click  Update (the **Update** button).



(Note) A message that the data was saved successfully is displayed.

Image: Maintain User Profile Screen



Home Operations Finance Admin Reports Help

Manage Users Master Data

Admin > Manage Users > Maintain User Profile Full Screen Options

Data was saved successfully

Welcome to Maintain User Profile
All required fields are marked with a red asterisk (*)
Dates are formatted as MM/DD/YYYY

My Profile Details

Name

Title:

* First Name:

* Last Name:

Address

Street: House Number:

City:

Region or State: Postal Code:

Country:

Communication

Method	Value (Number / E-mail Address)
Email address	<input type="text" value="john.doe@email.com"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Recall Communication

NOTE: If applicable, enter phone number extensions using format, e.g. 123-456-7890EXT100.

Method	Value (Number / E-mail Address)	Recall Contact Preference
Email address	<input type="text" value="john.doe@email.com"/>	<input type="text" value="Preferred Method #1"/>
SMS (Text Message)	<input type="text" value="703-555-7878"/>	<input type="text" value="Preferred Method #2"/>
Telephone	<input type="text" value="703-555-1234"/>	<input type="text" value="Preferred Method #3"/>

Opt-out from e-mails:

5. The transaction is complete.



Work Instruction
Maintain Recall Notification Preferences

RESULT

The recall communication information has been updated, including method, contact information, and the order of preference.