

How to Request an Order Return (Modification) **During USDA Foods Ordering Period ONLY**

Overview

Modifications to USDA Foods Direct Delivery (aka Brown Box) or Direct Diversion (aka Processing) orders can be requested during the annual USDA Foods ordering period in February-March. **Once the USDA Foods ordering period has closed, modifications can no longer be done.**

Note: Requests are not guaranteed and must be reviewed first by OGS Food Distribution.

Please contact OGSDonatedFoods@OGS.ny.gov or call 518-474-5122 before you submit the below request to inquire.

How to Request a Return of an Order for Modification

Step 1:

Contact OGS Food Distribution by email.

Email: OGSDonatedFoods@OGS.ny.gov

Subject Line: Please include your school code, school name, and – Return Order (i.e., G067 East Ramapo Central Schools – Return Order)

Log into WBSCM (<u>https://portal.wbscm.usda.gov</u>) > Reports > Requisition Status Report > Export > Export as Microsoft Excel file >Highlight the order(s) that you need to modify

Step 3:

Log into WBSCM (<u>https://portal.wbscm.usda.gov</u>) > Order Management > Domestic Order Entry > My Transactions

- Change the Creation Date to 'Last 7 Days' and click 'Go'.
- Locate each of the changes, make the modifications needed, and then click 'Change'.

0001	Dartment of Agriculture Supply Chain Management	BSCM	New Session Log off
Back Forward) History Favorites Personalize			k Palmo
		Organization Name	NY Office of General Service
Home Operations Adm	nin Reports Help		
Order Processing Complaint Administration			
	Operations > Order Processing > Order Managem	ent > Domestic Order Entry	Full Screen Options
File Uploads/Downloads Catalog Maintenance	My Transactions Catalog Ent	ittement 🔤 Transaction in Process	
Order Management	Transactions		
Consolidate Requisitions Domestic Order Entry	Search For Orders	New Transaction	
Full Truck Load and Tran	Status Open V Created By Myself		
Redistribute Order Quant	Creation Date Last 7 Days 🗸	If you would like to enter an order on behalf of one of your RAs, enter/choose their Business Partner number/name here:	
 Returned FNS Orders 	ID Type Transaction V ID	, and then select the Continue button above.	
Entitlement Management		Go	
Shipment Receipts		Product Catalog	
NW Delivery Calendar		Browse in the Product Catalog	

If you have any questions, please contact OGS Food Distribution at <u>OGSDonatedFoods@OGS.ny.gov</u>.