



Frequently Asked Questions (FAQ)

Q: When will the Web Based Supply Chain Management (WBSCM) system be rolling out to schools/childcares in Areas K, W, and H?

A: WBSCM rolled out to schools/childcares in Area K, W, and H in mid-to-late January 2022. Schools/childcares should have received an 'Action Required: Register USDA WBSCM User Account' email to complete registration in the production version of WBSCM ahead of placing orders in February - March 2022.

Note: If you were able to access the training site or if you currently participate in the USDA DOD Fresh Fruit and Vegetable Program (meaning, you use FFAVORS), you will need to complete step 2 of the 'Action Required' email.

Q: Is WBSCM the same as the Fresh Fruit and Vegetable Order Receipting System (FFAVORS)?

A: No. WBSCM and FFAVORS are two separate websites. WBSCM is used to order Direct Delivery (aka Brown Box) and Direct Diversion (aka Processing) bulk pounds, whereas FFAVORS is used to order USDA DOD Fresh Fruit and Vegetable Program commodities.

These are accessed using two separate links:

FFAVORS Login: <https://www.fns.usda.gov/usda-foods/fresh-fruits-and-vegetables-order-receipt-system-FFAVORS>

WBSCM Login: <https://www.usda.gov/topics/food-and-nutrition/web-based-supply-chain-management>

Q: Do we order USDA DOD Fresh Fruit and Vegetable Commodities through WBSCM instead of through FFAVORS now?

A: No. You will still use [FFAVORS](#) to order and monitor your USDA DOD Fresh Fruit and Vegetable Program orders and allocation. However, [WBSCM](#) will be required to place Direct Delivery (aka Brown Box) and Direct Diversion (aka Processing) bulk pound orders for school year 2022-23. Ordering will take place in February – March each year.

Q: Will you still place USDA Food orders each month?

A: No. Starting in school year 2022-23 schools/childcares will place their Direct Delivery (aka Brown Box) and Direct Diversion (aka Processing) orders once for the entire year. These orders can be spread across up to 5 different delivery periods throughout the school year.

However, you will still receive monthly distributions of the commodities you ordered to your warehouse. You will need to take your commodities within 60 days of delivery to your warehouse. This means, you will have two distributions to have items delivered to your facility.

Q: Now that USDA Food orders are placed once for the entire school year, will you receive the amount of Direct Delivery (aka Brown Box) commodities you ordered?

A: With the old system design, you were limited on how much you could order based on your schools/childcares size. In WBSCM however, regardless of your schools/childcares size, you can order as much as you want for the delivery period, so long as you have sufficient entitlement. Thus, giving you more control over your orders and entitlement.

Q: Will you still pick up your orders from your warehouse once monthly? And do you still need to contract your own distributor to deliver commodities from your warehouse to your facility?

A: Great news! OGS has contracted a distributor to delivery your Direct Delivery (aka Brown Box) commodities only to your facilities once each month. Picking up orders will no longer be an option.

Note: The way you receive your USDA DOD Fresh Fruit and Vegetable Program, and Direct Diversion (aka Processing) commodities will not change.

Q: Is using the new distributor mandatory?

A: Yes.

Q: Will there be a charge for the delivery of Direct Delivery (aka Brown Box) commodities? And who will pay for the delivery fees?

A: The USDA provides administrative funding that usually covers most of, if not all, the cost of delivery. However, with the addition of this new contract, there could be a minimal fee for distribution.

Q: What happens if you have over or under ordered commodities throughout the year?

A: If you have underestimated the USDA Foods needed, you may spend up to 100% of your remaining entitlement to the USDA DOD Fresh Fruit and Vegetable Program.

If you have over-ordered and will be unable to use or accept delivery of some of your USDA Foods, you can [request a redistribution](#).

Q: Can you adjust or cancel Direct Delivery (aka Brown Box) commodities? Can I transfer USDA entitlement from Direct Delivery (aka Brown Box) to USDA DOD Fresh Fruit and Vegetable Program?

A: No. Once a Direct Delivery (aka Brown Box) order has been placed, it cannot be cancelled by the school. This means USDA entitlement used when ordering Direct Delivery cannot be freely transferred to other programs. However, you can allocate up to 100% of your unspent USDA entitlement to the USDA DOD Fresh Fruit and Vegetable Program.

Q: When do you place your annual USDA Foods order for Direct Delivery (aka Brown Box) and Direct Diversion (aka Processing) commodities?

A: Ordering will take place in February - March of each year, following the Food Preference Survey in January. The catalog for ordering Direct Delivery and Direct Diversion will be opened in mid-to-late February. OGS will be providing in-depth ordering training prior to ordering.

WBSCM Reports FAQ

Q: How do I find out how much USDA entitlement I started the school year with? How much USDA entitlement has been allocated? Or how much USDA entitlement I have remaining available?

A: You can run the Entitlement/Bonus Summary Report in WBSCM. This report will provide a summary of your USDA entitlement.

Q: I want to know how each order has impacted my USDA entitlement; how do I see these details?

A: You can run the RA Entitlement/Bonus Detail Report in WBSCM. This report will provide a line-by-line breakdown showing how each individual order has impacted your USDA entitlement – much like a checkbook.

Q: How can I check or monitor the status of my USDA Food orders, and ensure I am taking my items from the warehouse within 60 days?

A: You can run the Requisition Status Report in WBSCM to view the status of your orders, including the Requested Delivery Date (anticipated delivery date) and the Date Received by your warehouse. The Date Received column can be used to ensure you're taking items within 60 days of their receipt at your warehouse.

Q: My accounting department wants to know the value of all items received throughout the school year; is there a report for this too?

A: Yes. You can run the Value of Commodities Received – RA report in WBSCM. This report will provide the value of all commodities received at your warehouse throughout the school year.

However, this report will not include discrepancies that may have occurred when deliveries are made to your school. This means it is important that your staff is trained to count and verify the commodities received with each delivery to ensure the deliveries are correct.

For assistance with WBSCM reports, please visit <https://ogs.ny.gov/usda-food-distribution/web-based-supply-chain-management> for helpful guides and videos.

Contact Information

Reasons to contact OGS Food Distribution, including but not limited to:

- Needing access to WBSCM and/or FFAVORS
- Requesting an increase to USDA DOD Fresh allocation – Use survey: <https://www.surveymonkey.com/r/KRMVD8H>
- Warehouse/Distributor issues or complaints
- Delivery discrepancies
- [USDA Commodity Complaints](#)
- Questions about WBSCM and/or FFAVORS Reports
- Unable to accept commodities (i.e., within 60 days)

OGS Food Distribution

Phone: 518-474-5122

Email: OGSFoodDistribution@OGS.ny.gov

Hours: 7:30 am – 3:30 pm

**** Please include your RA ID (School Code) in the subject line of your email or have available when calling ****

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