Important Information & Best Practices

General
- The Web Based Supply Chain Management (WBSCM) system will be required for ordering USDA Direct Delivery (aka brown box) and Direct Diversion (aka processing) commodities.
- **Best Practice:** Always provide your school code (i.e., K031) when contacting OGS Food Distribution.

Ordering
- Procure Direct Diversion (processing) commodities prior to placing your order in WBSCM.
- Plan out your school year before placing your orders for Direct Delivery (brown box) and Direct Diversion (processing) commodities.
- Orders will begin arriving to your area distributor August/September.
- Once ordered, Direct Delivery commodities cannot be cancelled, only redistributed.
- Schools/Childcares must take commodities within 60 days (from the date delivered to your area distributor)
- **Best Practice:** Run the Requisition Status Report bi-weekly to monitor orders and commodities arriving at the area distributor.
- **Best Practice:** If it is determined that commodities cannot be accepted within 60 days, contact OGS Food Distribution to Request a Redistribution.

Commodity Complaints & Issues
- If the wrong number of items are received upon delivery, do not accept additional items (have them returned with the driver) and contact OGS Food Distribution and your area distributor.
- If out of condition, damaged, or compromised commodities are discovered after receiving a delivery, take pictures of all the affected items and complete a USDA Commodity Complaint form. Submit this completed form with pictures to OGS Food Distribution so a complaint can be submitted.

Important WBSCM Terms

**No Later Than (NLT):** Date determined by OGS to place orders by – also called ‘order-by date’.
**Requested Delivery Date:** End of the 2-week period an order is anticipated to arrive at an area distributor.
**Date Received:** Date that area distributor received a commodity.
**Item/Material:** USDA assigned Item/Material #.
**Item/Material Description:** USDA Item/Material Description. This often includes the pack size.
**Sales Order #:** USDA Assigned sales order #.
**Program:** NSLP or CACFP.
**RA ID:** Recipient Agency code. Also known as a school code.
**Sales Order Status:** Status of the order.
**Req/Redist. Status:** Cancelled/credit loads indicated here.
**Requested Qty.** Amount of product requested in cases or Lbs.

**OGS Food Distribution**
Phone: 518-474-5122
Email: OGSFoodDistribution@OGS.ny.gov

**Technical Support**
WBSCM Service Desk:
Phone: 1-877-927-2648
Email: WBSCM.servicedesk@caci.com