



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.

WBSCM Reports & Training



How to Run the Entitlement/Bonus Summary Report

Provides a summary of a school's entitlement balances.

How to Run the Requisition Status Report

Provides a list of all items requested by a school and the status of the order.

How to Run the RA Entitlement/Bonus Detail Report

Provides all transactions that impact a school's entitlement.

How to Run the Value of Commodities Received – RA Report

Provides the value of all commodities a school received at your distributor.

Training and resources are available at <https://ogs.ny.gov/usda-food-distribution/training-resources-0>.

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 #.

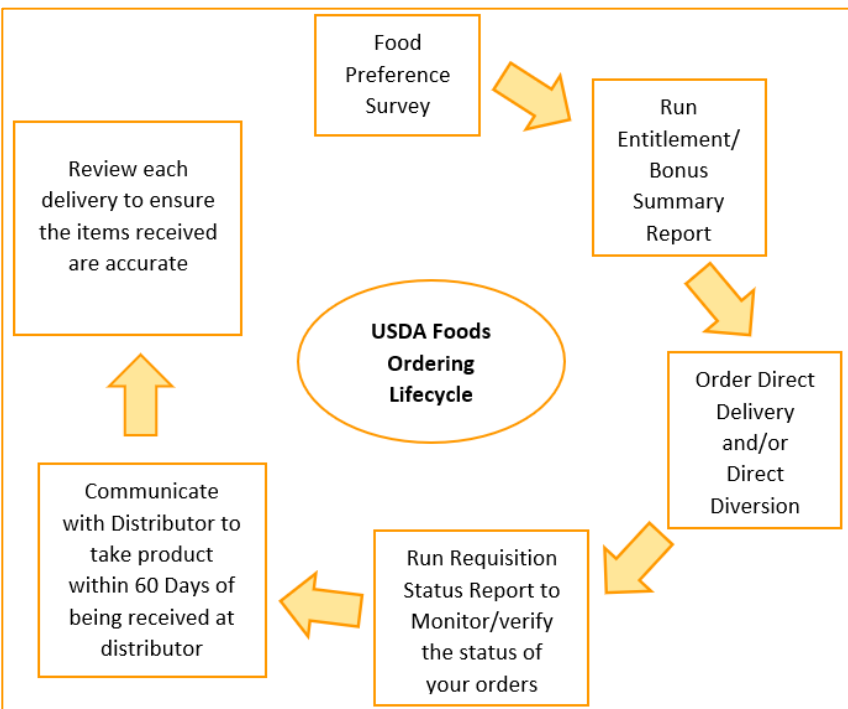
Program: NSLP or CACFP.

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

