

## Report Incidents through WBSM Portal WBSM Improvement Branch

There used to be no mechanism for WBSM users to submit helpdesk incidents through the WBSM Portal. However, with the March 2023 release, WBSM is now providing this capability to the users.

Previously, internal or external users running into any issue in WBSM had to log a helpdesk incident via email. With this enhancement, users are now able to create an incident with WBSM helpdesk directly from the WBSM portal. The system provides the standard template for them to answer questions related to their issue and provides instructions on how to capture the error message and embed in their incident. The system automatically populates the user ID and the email of the user. The user will simply fill out the template, attach the screenshot of the error message and submit their incident. This will automatically generate an incident and a confirmation email will be sent to their email address with the incident number.



### Reporting Incident Template:

A screenshot of the 'Report WBSM Incident' form. The form is titled 'Report WBSM Incident' and shows the user's name 'Darla Sydnor (SYDNORD0001)' and email 'Email: Darla.Sydnor@usda.gov, Organization: Agricultural Marketing Service (0004000302)'. Below the header, there is a blue box with instructions: 'Please complete the form below to submit an incident with the WBSM Service Desk. Detailed information allows us to resolve your issue more quickly.' The form contains several input fields: 'Incident Type and Impact' (a dropdown menu with 'I have an issue impacting me.' selected), '\*Short Description (Required):' (a text box with a 50-character limit), '\*Please provide details about your issue, question, or suggestion. (Required):' (a text box with a 2000-character limit and examples), 'Please provide associated identifiers:' (a text box with a 2000-character limit and examples), 'For report issues, please provide' (a text box with a 2000-character limit and sub-points for 'Exact name of report' and 'Selection criteria:'), and 'Please list error message(s):' (a text box with a 2000-character limit and instruction to describe and attach a screenshot). At the bottom, there is a blue box with instructions: 'Please provide a full page screenshot.' and a link 'How to Get Full Page Screenshot'. Below this is an 'Upload Files' section with supported file types and a '+ Upload' button. At the very bottom, there is a 'Submit' button and a note: 'Please review all information in the form. Submit your incident when ready.'

## How to capture the full screenshot?

### How to Get Full Page Screenshot

A full page screenshot includes everything, including the browser and task bars. Do not select a smaller area. Depending on the software installed, different tools may be available.

For most Windows users:

1. Select the WBSM tab with the screen to be captured.
2. Hold down **Alt + Print Screen** to capture the full page.
3. Open a new document or image editing app (e.g., Paint).
4. Press **Ctrl + V** to paste the saved screenshot from the clipboard into the document or canvas.
5. Save the document or image to your computer.
6. Return to the incident form tab.
7. Use the **+ Upload** option to attach the saved screenshot file to the incident form.
8. Repeat for additional screenshots as needed.

Close

## Confirmation Message:

Report WBSM Incident

Richa Goel (GOELR0003)  
Email: richa.goel@usda.gov, Organization: Agricultural Marketing Service (0004000302)

Your ticket has been submitted to WBSM Service Desk. Successfully. You will receive an email confirmation including Incident (ticket) number shortly thereafter. Thank you.

Please use the form below to enter a ticket with the WBSM Service Desk. Providing the following information can help us resolve your issue more quickly, so please be thorough.

Impact:

\*Short Description (Required):

\*What function are you trying to perform? (Required):

## Service Now Incident number with email notification:

Incident INC0345890 Created -- ASN issue

IT Service Desk <cacifiedrampdev@servicenow.com>  
To: Goel, Richa -MRP-AMS

Retention Policy: USDA 7 Year Permanently Delete (7 year) Expires: 3/18/2030

short description: ASN issue  
Description:  
Incident: INC0345890

Comments:  
2023-03-20 10:15:25 EDT - Guest <sup>HTML content</sup>  
received from: QASPSL\_no\_reply@usda.gov

wbcmuser@richa.goel@usda.gov  
\*Caller ID: GOELR0003  
\*Caller Full Name: Richa Goel  
\*Caller Organization Name: Agricultural Marketing Service (0004000302)  
\*Caller Last Login Date: 2023-03-20 08:54:30  
\*Caller Job Accepted Date: 2023-03-04 13:47:56

\*Impact  
Issue that impacts Only Me

\*Q1: What function are you trying to perform?  
Uploading ASN

\*Q2: Please provide all pertinent document identifiers

\*Q3: For report issues, please provide: ??? EXACT NAME of the report ??? selection criteria you entered

\*Q4: Please list any error messages you may have received

Ref:AMS0898611

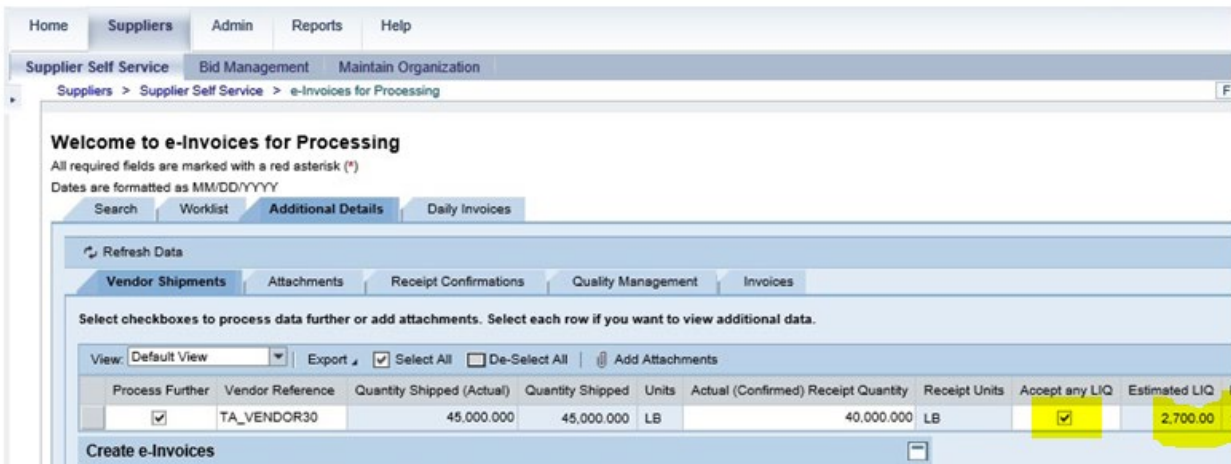
## New Pop-up message for “Accept Any LIQ”

In order to streamline the payment process, we introduced “Accept Any LIQ” check box in September 2021, for domestic vendors to accept the liquidated damages for the late shipments. Some vendors were accidentally checking the box and were charged liquidated damages. With the WBSCM April 2023 release, vendors will now receive a confirmation pop-up message if the “Accept LIQ” box is checked during the vendor confirmation process.

**Note:** Ensure all documents are attached and reviewed prior to accepting the LIQ checkbox. If documents are attached after receipt quantity changes or clicking “**Accept any LIQ**” checkbox, the receipt quantity changes will be lost and checkbox will revert to unchecked.

Under the “Vendor Shipments” tab, review the “Estimated LIQ”, and if the vendor agrees that the receipted quantity is late and agrees with the LIQ being charged, click the “Accept any LIQ” checkbox.

If the vendor does not agree with the LIQ being charged, do not check the box.



The screenshot shows the 'e-Invoices for Processing' interface. The 'Vendor Shipments' tab is selected. Below the tabs, there is a table with columns: Process Further, Vendor Reference, Quantity Shipped (Actual), Quantity Shipped, Units, Actual (Confirmed), Receipt Quantity, Receipt Units, Accept any LIQ, and Estimated LIQ. The first row has a checked checkbox under 'Process Further', 'TA\_VENDOR30' under 'Vendor Reference', '45,000,000' under 'Quantity Shipped (Actual)', '45,000,000' under 'Quantity Shipped', 'LB' under 'Units', and '40,000,000' under 'Receipt Quantity'. The 'Accept any LIQ' checkbox is checked, and the 'Estimated LIQ' is 2,700.00.

Process Further	Vendor Reference	Quantity Shipped (Actual)	Quantity Shipped	Units	Actual (Confirmed)	Receipt Quantity	Receipt Units	Accept any LIQ	Estimated LIQ
<input checked="" type="checkbox"/>	TA_VENDOR30	45,000,000	45,000,000	LB		40,000,000	LB	<input checked="" type="checkbox"/>	2,700.00

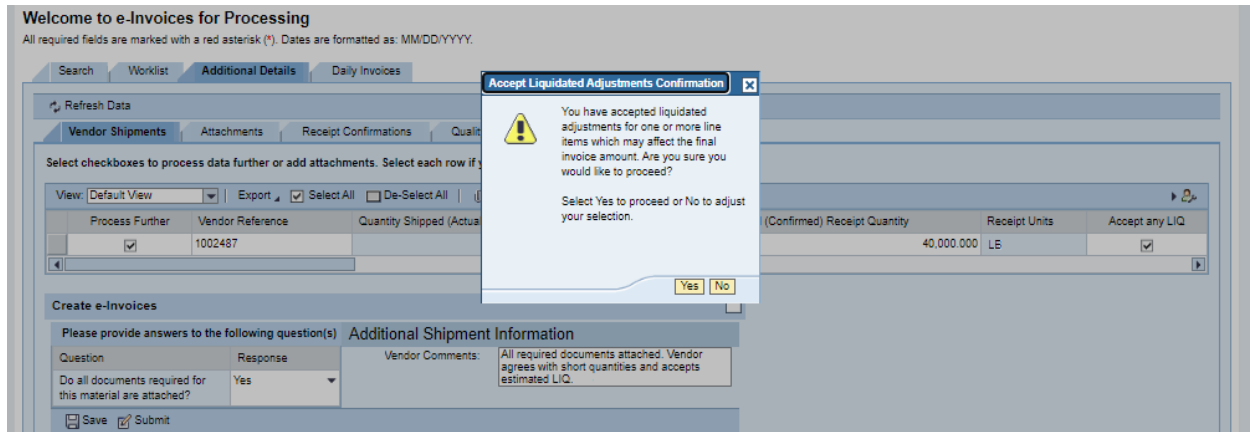
Click the “**Submit**” button to confirm all required documents have been attached, required certification questions have been answered, **the vendor accepts LIQ**, and the vendor confirmation process is complete.

The *Accept Liquidated Adjustments Confirmation* Pop-Up displays only if the “**Accept any LIQ**” checkbox is selected.

- “**You have accepted liquidated adjustments for one or more line items which may affect the final invoice amount. Are you sure you would like to proceed? Select Yes to proceed or No to adjust your selection.**”

Click the “**Yes**” button to confirm the accepted LIQ. Once submitted, this triggers auto-approval of the shipment and generates the electronic invoice.

If the user does not agree with the LIQ, click the “**No**” button and uncheck the “**Accept any LIQ**” checkbox. Once submitted, Shipment Status moves to Pending Approval and the shipment must be approved by USDA.



### Bid Array saved in Excel Format

Previously, the bid array was posted to the AMS CP Website in various formats, but mostly as a PDF document. Now, the bid array will be posted in Excel format, which will enable our stakeholders and partners to use that report information to analyze data in a more usable form. Also, on the website the report was either labeled as bid array or bid award. However, to ensure consistency, the report will be labeled "Bid Array".