

WBSCM Job Aid

Sales Order and Complaint Statuses

Domestic Sales Order Statuses

Status	Definition
Draft	Requisition created by customer, but not submitted for approval
Cancelled	Requisition/order cancelled
Ready for Approval	Requisition created & submitted to Co-op or SDA for approval
Returned by Co-op	Requisition returned by Co-op for changes
Approved by Co-op	Requisition approved by Co-op
Returned by SDA	Requisition returned by SDA for changes
Approved by SDA	Requisition approved by Co-op
Returned by SpAgency	Order returned by FNS
Approved by SpAgency	Order approved by FNS
On Invitation	Order that has been placed on a bid invitation
Purchased	Order that has been fully purchased
Order Received	Order that has been received

Complaint Statuses

If you have any questions, please contact the WBSCM Help Desk
 Call us at: 1-877-WBSCM-4U or 877-927-2648
 Or send us an email at: WBSCMhelp@ams.usda.gov



WBSCM Job Aid

Sales Order and Complaint Statuses

Status	Definition
<i>Domestic Complaints</i>	
Draft	Indicates that the customer (SDA/ITO) has started the complaint process, but the complaint has not yet been submitted to FNS. At this stage, the complaint may still be modified by the customer. The complaint cannot be searched for or displayed by FNS Complaint Specialists until it is “submitted.”
Submitted	Indicates that the customer (SDA/ITO) has submitted the complaint to FNS. At this stage, the customer can display, but cannot modify the complaint. The FNS Complaint Specialist may make modifications or add comments.
FNS – FST or CT Review	Indicates the complaint is in review with either the Food Safety Team or the Complaints Team. At this stage, routing has begun, and the complaint is sent to the appropriate team (the food safety team for food safety related complaints or the complaints team for non-food-safety complaints). This status lets you know which team is reviewing it.
Closed	Indicates there is a resolution to the complaint. At this stage, the FNS Complaint Specialist (from the Complaints Team) will select a resolution code, document any final notes on the case, and make any necessary preparations to properly handle the complaint. The complaint is now closed and no modifications can be made at this time.
<i>International Complaints</i>	
Draft	Indicates the PVO, IO, or Freight Forwarder has started the complaint process, but the complaint has not yet been submitted to USAID or FAS. At this stage, the PVO, IO, or Freight Forwarder may still modify the complaint. The sponsoring agency (USAID or FAS) will not have access to search for, display, or modify the complaint as it is not yet submitted.
Submitted	Indicates that the PVO, IO, or Freight Forwarder has submitted the complaint to USAID or FAS. At this stage, the PVO, IO, or Freight Forwarder can no longer modify the complaint. The Complaint Specialist from the sponsoring agency will begin resolving the complaint (this individual is a USAID Complaint Specialist for USAID Complaints, an FAS Complaint Specialist for FAS Complaints, an FSA Complaint Specialist for FSA Complaints).
Action Approved	Indicates that the complaint entered and the action has been approved.
Closed	Indicates that there is a resolution to the complaint.

If you have any questions, please contact the WBSCM Help Desk
 Call us at: 1-877-WBSCM-4U or 877-927-2648
 Or send us an email at: WBSCMhelp@ams.usda.gov

