



OCT 23 2015

Office of the  
Assistant  
Secretary  
for Administration

TO: Materiel Management Service Center Customers

Office of  
Operations

FROM: Carlos Casaus, Director   
Materiel Management Service Center

Materiel  
Management  
Service Center

SUBJECT: New Web Ordering System

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I want to thank everyone for their patience and support during the implementation of the new Web Ordering System. The most significant challenge we are having is loading customers in the new system. If you receive an error upon login, we will need to request your eAuthentication ID number from OCIO. This is a computer security access requirement prior to granting access to all new software application systems for USDA. We will need your agency, Customer ID, email, and eAuth user name. Additional information, instructions and an eAuth request form is posted on the front page of our website ([www.bsc.usda.gov](http://www.bsc.usda.gov)). Once your credentials are loaded, you will receive an email and you may use the system to place your orders. Please review the appropriate User Guide prior to use.

For those that are using the new system, to assist in the transition, we would like to provide additional information that will help address some of your questions. We have developed a Question and Answer (Q&A) page which is attached to this memo.

Please review the Q&A. If your concern is not addressed, please contact us at 301-394-0400 or 1-877-576-6329 and we will be happy to assist you. Our staff is available Monday through Friday from 7:30 am to 4:30 pm, Eastern Standard Time.

Attach: New System Q&A

## New Web Ordering System Questions and Answers (Q&A)

1. **Question:** What is this error notice when I login:



**Answer:** We need to request your eAuth User ID information from OCIO. This is a computer security access requirement prior to granting access to all new software application systems for USDA. We will need your agency, Customer ID, email, and eAuth user name. Additional information, instructions and an eAuth request form is posted on the front page of our website ([www.bsc.usda.gov](http://www.bsc.usda.gov)).

We should have your eAuth information back from OCIO within 5 days. When your account is loaded in the system you will receive an email notification. You may then login and place your orders.

2. **Question:** I have moved to another location/establishment and want to make sure my orders come to my new location, what do I do?

**Answer:** Please call us at 301-394-0400. We will update or add the new or alternate address in the system. **Our System Developers are working to allow customers to enter or change the Customer ID which will automatically update the delivery address.**

3. **Question:** Why can't I find an item in the "search" engine.

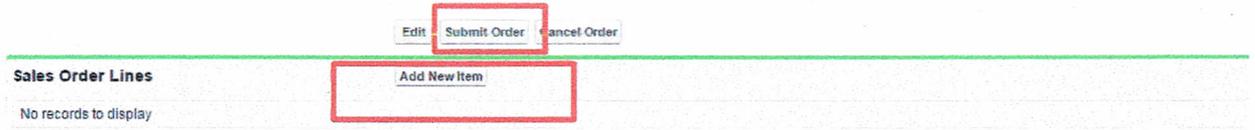
**Answer:** Please select "**All Fields**" below the search line. Try various ways to search for example: to find a toner cartridge you can search on "toner" or "cartridge" or "HP" or "HP 918".

4. **Question:** How do I know when my order has been placed?

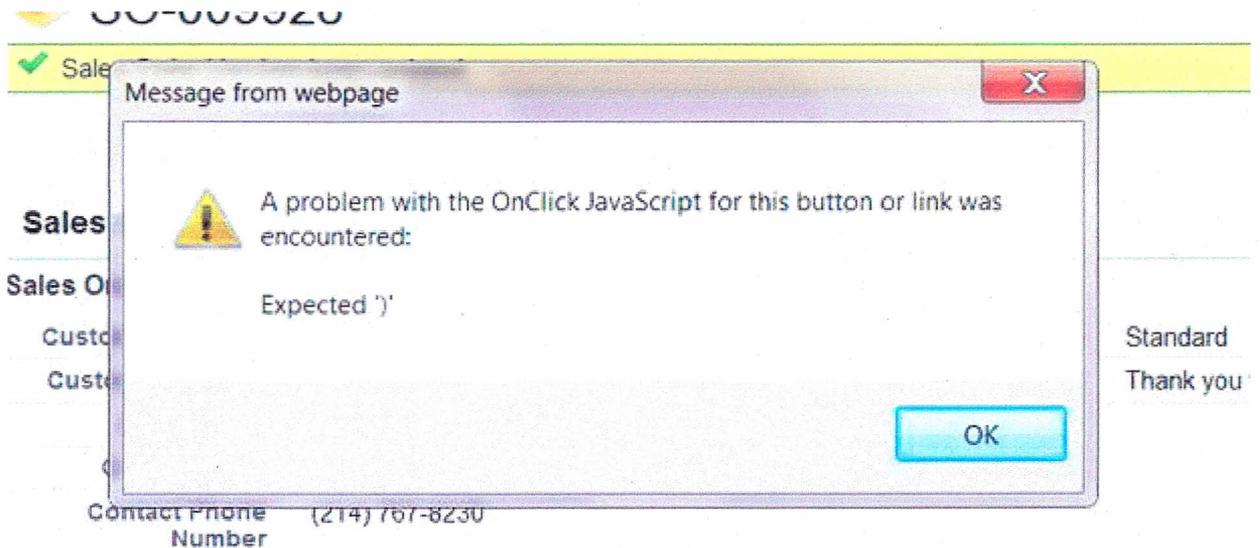
**Answer:** You will get an email from salesforce confirming your order was processed.

5. **Question:** How do I order multiple products on one Sales Order?

**Answer:** Select the button that says “**Add New Item**” then you can search and add the additional products/items until the order is complete. When finished you **MUST** press the “**Submit Order**” button.



6. **Question:** Why am I getting this error message (or one similar)?



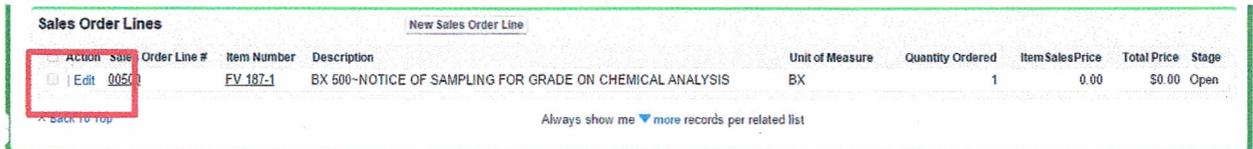
**Answer:** There may be a problem with the delivery address. Please call 301-394-0400 and we will verify.

7. **Question:** There is too much information or too many features in the new system, will that change?

**Answer:** Not at this time. The system will not be a perfect fit for each person. Some customers are enjoying the new features and options. If you prefer to keep it simple, please focus on: create a Sales Order, select/search the items needed, verify the quantity, add new items if needed and submit order.....done!

8. **Question:** How do I change the quantity?

**Answer:** After you select an item and you **"Add to Cart"** or **"Save"** you will see the order line at the bottom of the page (see below). You may click **"Edit"** which will allow you to change the quantity. Don't forget to select the **"Save"** button and when finished, select the **"Submit Order."**



Sales Order Lines		New Sales Order Line						
Action	Order Line #	Item Number	Description	Unit of Measure	Quantity Ordered	Item Sales Price	Total Price	Stage
<input type="checkbox"/> Edit	0050	FV 187-1	BX 500-NOTICE OF SAMPLING FOR GRADE ON CHEMICAL ANALYSIS	BX	1	0.00	\$0.00	Open

Always show me [more records per related list](#)

9. **Question:** How do I know my item is on backorder?



Sales Order Information		Status	In Progress
Sales Order #	SO-010169	Sales Order Type	<b>Back Orders</b>
Order Date	10/16/2015	Stage	Open
Mode of Delivery	BestWay	User	
Picking Label Printed		Picker	USDA FSIS PHILADELPHIA INSPECTOR IN CHAR CATELLI BROTHERS EST 1809

Sales Order Tracking Details		Boxes Packed	1
Warehouse Tracking Numbers		Box Id's	BX-1
Ship Date	10/20/2015		

**Answer:** Your **Sales Order Information** will display the sales order type (as depicted in the screen shot above) as **"Backorder"** and will flash in **"red"**.

10. **Question:** How do I know the status of my order?

**Answer:** In the **Sales Order Information** block, right side (see screen shot in question 9) you will see **"Status"**.

**"In Progress"** means the item is on order but not complete

**"Submitted"** means the order has been submitted

**"Complete"** means order has been shipped

11. **Question:** Since Paperclips Etc. is the new office products supplier how do I find the new SKU or product number?

**Answer:** Please see the cross-reference **Paperclips Etc. Catalog** posted on our website ([www.bsc.usda.gov](http://www.bsc.usda.gov)) or you may "search" (select All Fields) by item description.