

## Frequently Asked Questions – Production

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### General Help and Setup:

- **How do I get Help?** There is help under the 'Help' tab in the WBSCM. If you cannot find an answer, please call the WBSCM Help Desk at 877-927-2648 or send an email to [WBSCM.Servicedesk@CACI.com](mailto:WBSCM.Servicedesk@CACI.com). Also there is 24/7 Self-Service Support available via [WBSCM Service Desk Portal](#)  
For procurement questions please contact the AMS Help Desk at [WBSCMAMSHelpDesk@ams.usda.gov](mailto:WBSCMAMSHelpDesk@ams.usda.gov) .
- **I'm having a problem logging into WBSCM, who should I contact?** Please contact the WBSCM Help Desk at the phone number above or contact them via email. Also, please review the system requirements document on our website that may provide specific assistance related to Internet Explorer 11.0. And, there may be technical issues with your computer system which should be referred to the WBSCM Help desk.
- **I received the error message, "User ID or Password entered incorrectly"; what might the problem be?**  
If you are using the Password Saver option in the browser and have recently changed your eAuth password, then you will need to clear your history, clear cookies, and clear passwords from the browser. Open Internet Explorer; go to 'Tools', then 'General Tab', in the browsing section click the button 'Delete History'. This will delete history, cookies, and passwords. Then close browser and re-open. If prompted to save your password for this site, do not agree. This will fix problem and prevent future occurrences.
- **My system has upgraded my Internet Explorer to version 9.0, how can I get back to my previous version?**
  1. Close all programs click Start and click Control Panel.
  2. Click "Uninstall a Program" under Programs category.
  3. Click "View installed updates" option in the task pane.
  4. Now select Windows Internet Explorer 9 shown under Microsoft Windows updates and click Uninstall and follow the instructions on the screen. IE9 uninstall process lasts for minimum 3 minutes and you will be able to access Internet Explorer 8 as usual after restart.
- **What if I have a request for SHIP-TO access or questions for Food Nutrition Service (FNS)?** Those vendor who may server as **further processors** and have a SHIP-TO access problem should send requests to FNS help desk at [WBSCM-SHIP-TO@FNS.USDA.GOV](mailto:WBSCM-SHIP-TO@FNS.USDA.GOV)
- **I received an error message while trying to log in, what does it mean?** If you received one of these messages: "Your USDA eAuthentication account is not registered in the WBSCM system" or "Please have your Admin verify that a WBSCM account was created for you", one needs to take the following action. Make sure that the user goes back to the original email message from WBSCM and click on the **second link** in the message to finish the registration process. Be sure the entire link in the message is highlighted or the link will not work properly. If

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the entire link is not highlighted, copy the entire link (even if it is on two lines) and paste it into the browser search line, and hit Enter.

- **Where can I find step-by-step instructions for the different functions?** AMS has created specific instructions for all the AMS procurement activities (Bidding, Invoicing, ASN creation, etc.) which can be accessed through the following URL: <https://www.ams.usda.gov/selling-food/wbscm>
- **Is it true that my SAM registration must be up-to-date in order for my bid to be accepted?** NO. However, your SAM registration must be up-to-date in **order to be awarded a Purchase Order and to be paid**. WBSCM will allow one to submit a bid by the bid closing date and time. The Contracting Officer may rule your offer as non-responsive as one has to be **active** in SAM/WBSCM prior to any awards. To check to the SAM expiration date, one can review the date on the Supplier Self Service page. For updating the expiration date please use the following URL: [www.sam.gov](http://www.sam.gov)
- **With the new WBSCM system are we still going to receive emails on bids available for products we've bid on in the past?** The award notices on commodities to be purchased will be published on our Internet site and will be emailed to interested parties that have subscribed to our mailing list. Here is the link to subscribe and manage subscriptions. <http://info.ams.usda.gov/CPD/>
- **I get an error message and I can't open any of the files on the Public Procurement Link. What might be the problem?** This is most likely caused by any combination of the following; 1) Cookies must be allowed from this site, 2) Java is not enabled, 3) popups must be allowed for this site, or the browser is not in compatibility mode.

#### **CORPORATE VENDOR ADMIN:**

- **What is the proper naming convention for a new processing plant or shipping point?**  
Name: <PLANT or SHIPPING POINT> NAME-CITY STATE Note: Please enter all information in capital letters  
Example: ACME COLD STORAGE-CHICAGO IL
- **Can I delete one of my plant/shipping points?** No, AMS can inactivate it, but one is not able to delete it from WBSCM. If a plant/shipping point needs to be inactivated, please send an email to the [WBSCMAMSHelpDesk@ams.usda.gov](mailto:WBSCMAMSHelpDesk@ams.usda.gov) asking to inactivate the plant or shipping point.
- **Is there a report where I can see my plants and shipping points?** Yes, for procedures please visit our WBSCM Training and information web-page, and look under training information and materials.  
<http://www.ams.usda.gov/AMSV1.0/ams.fetchTemplateData.do?template=TemplateN&page=CPDWBSCMInfo>
- **What screen shows my plants and shipping points?** One can see the plants and shipping points by clicking **Suppliers→Maintain Organization→Plant/Shipping Point User assignments** and select Assign User to Plant, then select "go." Instructions for adding a plant or shipping point can be found in AMS WBSCM information and Training website under Corporate Vendor Administrator Duties instructions.
- **How do I add a plant and shipping point?** Go to the **Suppliers→Maintain Organization→Plant→Plant/shipping point registration**, fill out the form and check the material groups that

the plant or shipping point is approved. Accept the terms of agreement and click on the Submit button which places the request in the approval list in WBSCM.

After submitting the request in WBSCM, please send an email to [WBSCMAMSHelpDesk@ams.usda.gov](mailto:WBSCMAMSHelpDesk@ams.usda.gov) requesting approval of the new plant(s) and shipping points(s), being sure to provide the complete name and address for each plant and shipping point you entered. Instructions for adding a plant or shipping point can be found in AMS WBSCM information and Training website under Corporate Vendor Administrator Duties instructions.

- **How do I assign a user to a plant?** Only users with the Corporate Vendor Administrator role can assign users to a plant or shipping point. If a user needs to submit offers for a plant, they must have the role of “offeror” and be assigned to that plant and/or shipping point. To accomplish this, in WBSCM, please refer to the AMS WBSCM information and Training website under Corporate Vendor Administrator Duties instructions.
- **What e-Authentication level of access do suppliers need?** All users of the system will need only **LEVEL 1** access under USDA eAuthentication.
- **Will I need separate e-Authentication logon and password for bidder and if we process products under a State processing agreement?** Yes, one will need to have two different e-Auth accounts and WBSCM IDs. This is due to different access rights within the system. However, for both accounts, the e-Authentication level will always be LEVEL 1.
- **What is the procedure for changing the name of a company?** Your company name is taken directly from the System for Award Management (SAM), ([www.sam.gov](http://www.sam.gov)) system. To change your company name, first change it in SAM and WBSCM will automatically be updated. One needs to notify AMS Contracting Staff that a name change was made, however, if a company has to change their DUNS number, one must contact the WBSCM AMS Helpdesk to receive instructions on how to proceed.
- **How do I change a plant or shipping point name, address, or contact information?** If a company needs to change the name of a plant or shipping point that is already in the system, then the corporate vendor administrator needs to send an email to the AMS WBSCM Help Desk at [WBSCMAMSHelpDesk@ams.usda.gov](mailto:WBSCMAMSHelpDesk@ams.usda.gov). The email needs to provide the name of the plant or shipping point, as it is in WBSCM, and the information to be updated.

#### **BIDDING:**

- **Is the Solicitation number the same thing as the Invitation number?** Yes.
- **Is there any way that I can export the solicitation to an Excel format?** Yes, **Release 3.4 provided the** ability for the vendor/bidder to export solicitation details to an external Microsoft Excel file, and then import the file back to WBSCM with prices included during offer creation. *This self-service export/import function takes the place of the “Vendor View” file previously provided by AMS along with each solicitation issuance.* **Note:** The export/import function is not a mandatory part of the offer/response process; it is an optional tool. However, we encourage vendors to become familiar with this function as AMS will no longer be providing the Vendor View file directly along with our distribution of a Solicitation. Procedures can be found on the AMS Website, Selling Food to USDA> WBSCM;

<https://www.ams.usda.gov/sites/default/files/media/Export-Import%20Procedures.pdf>

- **Does the Purchase Order show just the NLT date of the delivery period?** No, the Purchase order line item will show the delivery date, but it is now called the 'required by date' which provides the complete delivery window ( i.e. 06/01/11 to 06/15/11).
- **All of the screens (Vendor Response, Offers, and Constraints) look the same. How do I know if I'm on the correct one?** To see which page you are on, scroll to the top of the page. Each page has a title to identify what page you're on.
- **When I click "Create" on the Offers page, nothing happens. Why doesn't the popup vendor offer form display where the offers can be entered?** Make sure the WBSCM site is added to the Popup Blocker Exceptions List on your browser so it will let the Offer page load. To allow WBSCM popups, open Internet Explorer, click on Tools, scroll over Pop-Up Blockers and click on Pop-up Blocker Settings. On the Address of website to allow, type in [portal.wbscm.usda.gov](http://portal.wbscm.usda.gov), then click add, then click close.
- **How many offers can be submitted per plant?** Only one offer can be entered per PLANT. If a solicitation has several different materials that you're interested in bidding on, you would enter the price on the item level for each material. Just go to the item detail that you want to submit a price for and enter the price. (This is the same procedure as in the old DEBES system.) If you want to submit offers for more than one PLANT, then you would create another offer for that plant. Constraints are entered for each plant offer and can be for the specific materials, delivery period.
- **Under the Item Data tab, where I enter my prices, do I enter prices into both boxes?** No, NEVER enter anything in the right ('Price Per') box. Only the left box is used to enter your bid prices.
- **When I enter my prices, do I need to put '\$' before the price?** No. Enter the price only – do not include the '\$.'
- **What are Constraints?** Constraints are the maximum quantity that a company willing to or able to produce/deliver within a given shipping period. Do not assume this is the quantity on the solicitation; a vendor may enter constraints that are more or less than the quantity on the solicitation. Not all solicitations allow constraints, however, if they are allowed we encourage the use of constraints. Entering a '0' in the constraint field will result in no award for those items.
- **How do I view my constraints?** Constraints can be viewed under the WBSCM constraint page or under the vendor response log for that solicitation number.
- **When entering constraints, is there a way to select multiple lines at once (ex: choosing materials and/or delivery periods)?** Yes. All you need to do is hold down the Ctrl or shift key while, at the same time, you use the up or down arrows to select the line items you want; or you can simply just click on the line items you want.
- **When I close the popup screen after entering my bids, I click the "Refresh" button on the Offers page and nothing appears in my chart. What happened to my bid? The bid was not saved or submitted.** This happens when you do not click the "Submit" button before you close the window. You must *always* click Submit (which means save in this instance) before you close. You will need to create another offer and start over in a new popup window.

- **How do I review my bid prior to and after submitting?** On the Vendor Response page there is a button, “Vendor Response Log”, that will allow one to view the bid at any stage, prior to and after submission.
- **WBSCM says I cannot bid on a certain product we provide, how do I correct this?** Only USDA can add material groups to the list of items your company may bid on. To add a material group or type, please send an email to [WBSCMAMSHHELPDESK@ams.usda.gov](mailto:WBSCMAMSHHELPDESK@ams.usda.gov) and request the addition of the material. AMS will verify that the vendor (plant) is approved for the material group before it will be added to the vendor’s list of materials.

**How do I attach a document to an offer prior to submission in WBSCM?** Instructions can also be found on the AMS web page under “Web-Based Supply Chain Management (WBSCM) System ” at this URL starting on page 7. <https://www.ams.usda.gov/sites/default/files/media/PreAward-SubmittingIFBOffer.pdf>

- **Some bulk products allow for a tolerance (i.e., 35,400-36,400 lbs. for a 36,000 lb. load). How is this handled when the vendor is entering their ASN and invoice?** Materials are currently setup at the maximum delivery unit with an under-tolerance. If one knows how much will be delivered when creating the ASN, then one can make the pounds match, otherwise, one should create an ASN for the entire line item amount, i.e., 40,020. When one submits an invoice it should be the amount that was actually delivered (Bill of Lading) i.e., 40,000 as long it is with the under-tolerance requirements.
- **What is the procedure for entering prices on long -term or IDIQ solicitations?** The instructions for entering bids on Long Term/IDIQ/RFP solicitations may be found on the AMS home page under Commodity Purchasing. There is a link under WBSCM Information that displays the information for submitting Long Term/IDIQ/RFP bids. <https://www.ams.usda.gov/sites/default/files/media/PreAward-SubmittingRFPOffer.pdf>

Select Selling Food to USDA>Web-Based Supply Chain Management (WBSCM) System>Pre-Award Process>Submitting an Offer on Long-Term/RFP Solicitations.

- **Where will awards be posted?** All awards will be posted in WBSCM on the Public Procurement Page under the respective program area’s folder. We will also post the award on our Internet site. Under the WBSCM information is located at ‘Suppliers>Bid Management>Public Procurement Docs’. Click on the appropriate program, select the appropriate month, there will be a list of the solicitations and ‘-PCA’ documents. This contains the award information.
- **How will I know if my company is awarded a Purchase Order?** An email notification of award is sent to the corporate vendor administrator and to those employees that have the role of “offeror” and have been assigned to the plant that is awarded the Purchase order. To see what items you were awarded, you must sign on to WBSCM under the Supplier Self Service (SUS) page to view the Purchase Order.
- **What is the next step after we are awarded a Purchase Order?** After a Purchase Order has been awarded, your next step in WBSCM is to create the Advance Ship Notice (ASN). AMS recommends doing this step once an unloading appointment has been made with the warehouse or recipient. After making the unloading appointment, create the Advance Shipping Notice (ASN) in WBSCM. The ASN will act as a confirmation that you’ve made your unloading appointment. This step MUST be completed before a vendor can submit an invoice. The ASN replaces the need to fax the recipient a delivery notice. This will let the recipient to expect delivery of the product. After the shipment is made and the Proof of Delivery (POD) is received (signed Bill of Lading), an invoice can be created.

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- **How do I view a purchase order?** In order for you to see a particular Purchase Order, you must be assigned to the plant that was awarded the Purchase Order. The Corporate vendor admin for your company can assign you to the plant so you can see the Purchase Order. Instructions for this process can be found in WBSCM under the **Help Tab: work instructions >external >procurement >domestic >how to assign a user to a plant.**
- **How do I print a purchase order?** Instructions can be found on our webpage, and at this link: <https://www.ams.usda.gov/sites/default/files/media/PostAward-PrintingaPO.pdf>

Select Selling Food to USDA>Web-Based Supply Chain Management (WBSCM) System>Post-Award Process>Printing a Purchase Order (PDF).

### **Service Disabled Veteran Owned Small Businesses (SDVOSB):**

- **How is the SDVOSB set-aside process completed in your new system?** The solicitation will state what portion of the upcoming buy will be set-aside for SDVOSB's (it can be 5%, 10% etc.). The SDVOSB must submit an offer (bid prices) for the solicitation for those locations they would like to be considered for an award. The SDVOSB will only be awarded product up to the percentage that is set-aside for them.
- **If we are producing product for a service disabled veteran owned company, who enters the shipping and invoicing information?** The ASN can be issued by anyone that has been assigned the "Advance Shipment Notice" (ASN) dispatcher role by the company's Corporate Vendor Administrator (CVA) or is the CVA.

### **Advance Shipping Notice (ASN):**

- **Where can I find the ASN multiple upload .csv file?** This file allows you to upload several ASN simultaneously. Instructions can be found on our webpage, and at this link: <https://www.ams.usda.gov/selling-food/wbscm> - under "Post-Award Processes" then the "Multiple ASN Upload template (CSV)" link.
- **At what point during the process is the ASN supposed to be completed?** The ASN should be completed after an unloading appointment is made, as far in advance of the ship date as possible, with accurate information including the delivery date and Bill of Lading (BOL) number. As a general rule, it must be completed before the load ships. However, we do understand there will be extenuating circumstances from time to time, which should be the exception and not the rule.
- **Since there isn't an N/D (Notice to Deliver) anymore, what number will we reference when calling to make the unloading appointment, or when calling to discuss the load with USDA?** You will need the Purchase Order number, Purchase Order Line Item number, and Sales Order number. For orders going to the National Warehouses, please use the Sales order line item or the purchase requisition number (if applicable).
- **If I make a mistake on an ASN and have already created it, can I delete it?** No, only USDA has the authority to delete an ASN. If one needs to have an ASN deleted, please contact the Contract Specialist or e-mail the WBSCM AMS Helpdesk.
- **What if the scheduled delivery date changes?** If the scheduled delivery date changes, you must notify the recipient of the change. If the new delivery date is outside the contracted delivery period, you must also notify the Contracting Office and the specialist responsible for that program. If the new delivery date is within a couple days of the date you submitted on the ASN, a change in the system isn't necessary. However, if the change is more drastic, USDA will need to be contacted so that the ASN can be deleted and you will need to re-enter the ASN with the updated information.
- **Does the ASN replace the vendor calling the recipient to make the unloading appointment?** No, it does NOT. The ASN should serve as a confirmation that you have called and made the delivery appointment.
- **If a load is short, will there be a need to change the ASN when we are reviewing our invoice so it also matches? Or will the ASN need to be deleted and re-entered to match the shortage? ?** No change will be needed if the ASN amount does not equal the goods receipt. Invoice approval will consider the Purchase order line item, Goods Receipt quantity and invoice quantity. AMS requires a three way match: Purchase Order, GR, and invoice.

- **When I uploaded my spreadsheet for the Multiple ASNs creation, WBSCM only created one ASN. Why?** It could be one of three reasons: **1)** The Order Number was listed in Column A for the first line item only. The order number must be in Column A for each line. **2)** The same Bill of Lading (BOL) number was listed for all of the line items. In order to create separate ASNs, the BOL number ***must*** be different. **3)** After the form was successfully uploaded in WBSCM, with all the rows from the spreadsheet displayed, when creating the ASN, only one row was selected when creating the ASN's. If only one row is selected, only the information from that row will be used to create the one ASN.
- **Can I use the multiple upload spreadsheet if you're only doing one line item to avoid having to "trash" every other line item?** Yes, just make sure you clear out any prior entries and just have the one line item on the spreadsheet when you upload it.
- **If we save the multiple upload spreadsheet on our computer, can we rename it?** Yes, you can rename the spreadsheet to anything. However, the headings in Row 1 CANNOT be changed or the system will NOT accept the upload and it must retain the '.csv' extension.
- **I am trying to upload my spreadsheet for my offshore loads, but WBSCM is giving me an error message. What is wrong?** Make sure the Means of Transportation column shows the word "Containers".
- **When I am uploading my spreadsheet, it gives me an error message about the date. What did I do wrong?** Please check the format of the date column for each line item. It should be the date format that looks like this: 01/01/2011
- **When I am uploading my spreadsheet, I get an error message about the delivery time. What did I do wrong?** Click Okay to disregard this message as a ship/delivery time is not a required field.
- **I have verified that the column headings, the formatting and information in the cells are correct, but it's still giving me an error message when I try to upload the spreadsheet. What is wrong?** The file MUST be saved in CSV format. Any other format will not be accepted by the system. To save the file as a CSV file, scroll over *Save As*, click *Excel Workbook*, then click the *Save as type* dropdown list and select *CSV (comma delimited) (\*.csv)*. Be sure you have the correct filename before clicking Save. Additionally, there may be an ASN present for that line item. Please check the ASN report, under the report tab, to verify the existence of an ASN.
- **If I was awarded a split shipment, do I complete one ASN for both splits, or separate ASNs?** It depends on the Bill of Lading (BOL), if both shipments are on the same BOL and shipping on the same date, you can complete one ASN for both. If they are shipping on separate BOLs, then it will create two different ASNs, one for each shipment.
- **Am I required to enter an Establishment number?** If you are a Poultry or Livestock vendor, yes it is required. It is not required for Fruit and Vegetable vendors.
- **Do I place an entry in the 'Schedule Line' field?** No, no entry should be placed in the 'Schedule Line' field. Doing so will cause an error.



### **Goods Receipt for Bulk Products:**

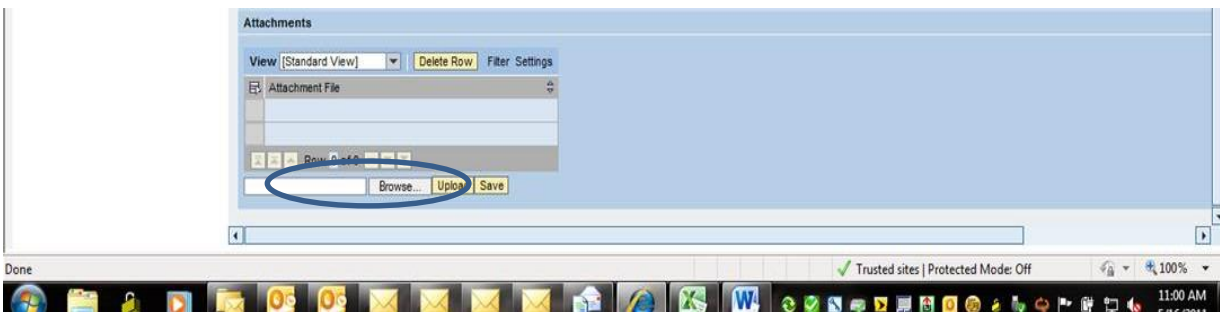
- **Who is responsible for entering the goods receipt for in-plant deliveries?** It is up to each State to determine who will enter the goods receipt, whether it is a State person or a person designated by the State.
- **Where do I find the contact information for the recipient?** All contact information for each recipient will be listed on the Purchase Order for each line item.
- **Will I be notified when the recipient has received a load and entered their Goods Receipt information?** You will not get an automatic email. However, you can request the All Goods Receipt report on your Supplier Self Service (SUS) page.

### **INVOICING**

- **I got an error message saying “Material XXXXXX has quality Inspection setup. No Inspection lots found.” What did I do wrong?** AMS does not require an inspection lot to be completed for their materials, so you should not get this error (unless you are in the training environment). If you get this error message, please contact the WBSCM Help desk and file an incident report.
- **Will I see my invoice number on your invoice screen?** Yes, however, you must enter your invoice number in the space provided in WBSCM in the vendor freeform text box.
- **What number(s) should we show on our Certificate of Loading (COL)?** You will need to show the Purchase Order number, line item from the Purchase Order, Sales order and Sales order item number associated with that line item on the COL. For National Warehouse orders please show the Purchase Requisition number/Purchase Requisition item number.
- **Regarding the Certificate of Loading (COL)/Grading Certificate, will that be completed by the inspector or will this be something we have to input?** The COL/Grading Certificates are required documents (if applicable for that product) that the company will be required to upload during the invoice process. For a complete list of what needs to be uploaded, please read the most current AMS Master Solicitation and the Commodity Specification/Supplement for the commodity for which you are invoicing.
- **When AMS rejects an invoice, do we receive an email? Or do we need to periodically check our Supplier Self-Service (SUS) page?** No, the vendor will not receive an email that the invoice has been rejected, but they can check their supplier self-service page for the status of the invoice. The CVA will receive an e-mail notification that the invoice has been rejected.
- **If we have questions about payment, whom should we contact?** The appropriate person to respond to these types of questions is the specialist managing the procurement. The name and contact information may be found on contact list on the AMS commodity purchasing website. <https://www.ams.usda.gov/selling-food/wbscm>
- **If a vendor submits an invoice and accidentally forgets to upload the documents, will it allow them to resubmit?** An invoice without documentation will be rejected back to the company. The company can then resubmit the invoice with the documentation. If a vendor forgets to attach the documents, one can e-mail the WBSCM AMS Helpdesk and ask for the invoice to be rejected. Once rejected, then the vendor can submit a replacement invoice.

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- **Does the inspector need any paperwork (i.e. formerly the N/D) to load the truck?** The Purchase Order replaces the N/D, so that should be provided to the inspector.
- **Is there a place in WBSCM where we can attach a document to an invoice, or does it get sent in separately?**  
To attach a document to an invoice, while in the WBSCM Supplier Self Service screen, scroll down to the bottom of the page to where it says “Attachments”. Click the “Browse” box. Once the desired file is selected, click open and then click the “Upload” box. Repeat process until all desired files are uploaded. After uploading they should appear in the Attached File table. If all desired files are posted on the table click the “Save” box.



\*Do not mail or fax documents to the AMS procurement office as they will not be accepted.

### **Improper Invoice Rejection Code Description**

- RE 01 ---- Name of Vendor Incorrect/Missing
- RE 02 ---- Invoice Date Incorrect/Missing
- RE 03 ---- Contract Number Incorrect/Missing
- RE 04 ---- Documents Not Readable
- RE 05 ---- Description, Price, Quantity Incorrect
- RE 06 ---- Shipping/Payment Terms Incorrect
- RE 07 ---- Tax Payer ID Number (TIN) Incorrect/Missing
- RE 08 ---- Duplicate Invoice
- RE 09 ---- Contact Name/Phone Number Incorrect/Missing
- RE 10 ---- Other Required Documentation Incorrect/Missing
- RE 11 ---- Reject the lot completely (No Resubmission of lot)
- RE 12 ---- Non-Conforming Product

### **Status of Invoices**

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- **Document Sent** – Invoice is submitted for Approval
- **In Process** – Invoice is not submitted for Approval but “Held” in Supplier Self Supplier
- **Accepted by Customer** – Invoice is approved by USDA
- **Rejected by Customer** – Invoice is rejected by USDA
- **Payment Made** – Payment is sent to the Vendor
- **Cancelled** – Invoice is cancelled:
  1. Vendor cancelled the Invoice before submitting (‘Hold’ the invoice and cancel later)
  2. Invoice is cancelled by USDA after it was released and went thru the approval process