QAC Step by Step
Create Domestic Complaint

FGIS*online*

QAC Home Page

The small link at the top left (example is "QAC Home") is called a Breadcrumb. These can be clicked to navigate to other pages or come back "Home".

Domestic Complaint

- Domestic Complaints are caused when someone claims that results/grades obtained from one circuit are different than results/grades obtained from another circuit.
- When QACS/FOSS receives a complaint they will click the Create Domestic Complaint link. QACS will perform a search of IDW for all the records needed and attach the records.
- Each OSP sends the samples and work records to the BAR for review. BAR will click Edit Existing Domestic Complaints link and enter their results.
- QACS or FOSS can review data. QACS will email results to involved OSP, FOSS, and BAR.

Create Domestic Complaint

- QACS or FOSS types in Fiscal Year of complaint.
- Press Create.

Create Domestic Complaint (cont)

QAC Home > Edit Domestic Complaint 0.0.8

Quality Assurance Control
Edit Domestic Complaint

Complaint #: 2009DOM10
Fiscal Year: 2009
Status: Active
Complainant Name:
Contact Location:
Contact Phone
Contact Email:
Origination Location Remarks:
Destination Location Remarks:
BAR Remarks:

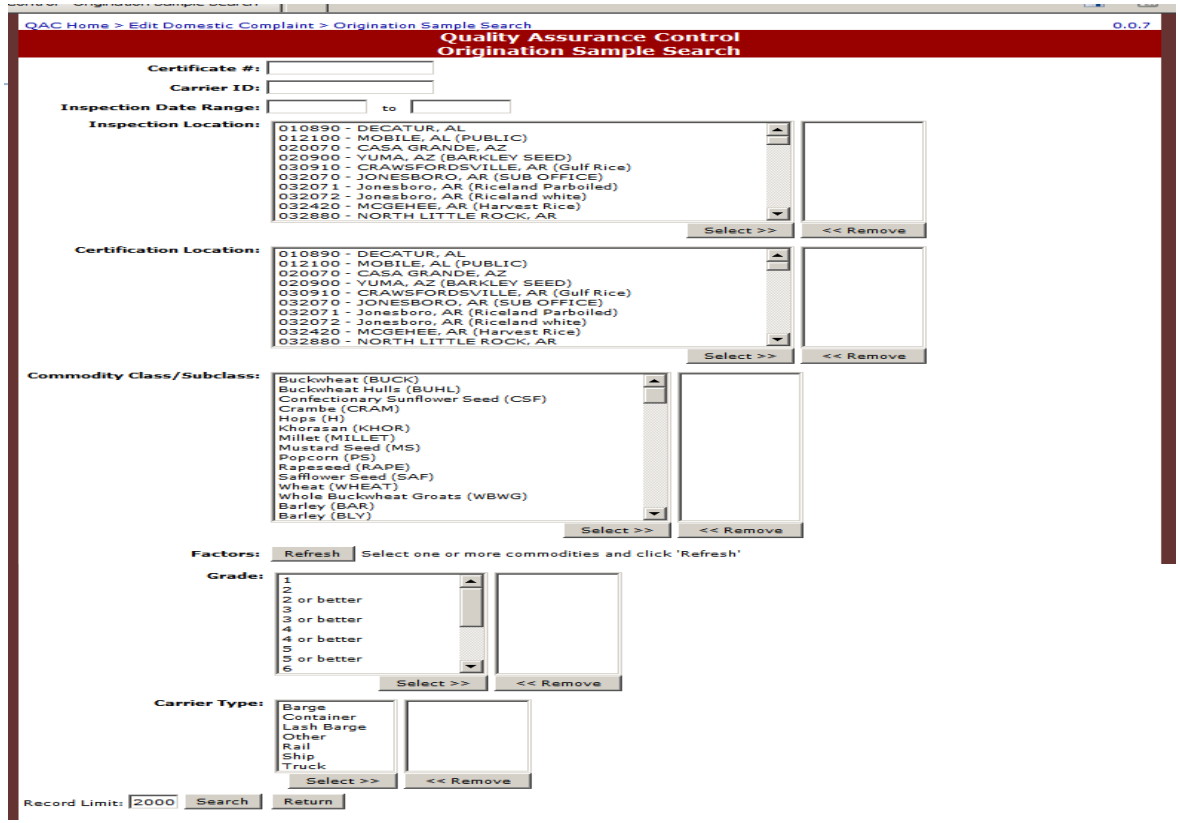
Add Origination Sample
Origination Location Samples: None selected

Add Destination Sample
Destination Location Samples: None selected

Save | Submit Results to QACS | Send Email Notifications | Return

- QACS adds Complainant Name, Contact Location, Phone, Email, and remarks about the Origination or Destination.
- Click Add Origination Samples.

Domestic Complaint - search



- If you know the Certificate number or Carrier ID, type the number in appropriate box and press Search.
- This process searches all IDW and QAC for records.
- To narrow the list, search by choosing dates, inspection or certification location, class/subclass, factors, grades or carrier type.
- Changing the Record Limit to a smaller number of samples, will make the search faster.

Choose Origination/Destination Samples

QAC Home > Domestic Complaint Search > Domestic Complaint List > Edit Domestic Complaint > Origination Sample Search > Origination Sample List0.0.7

Quality Assurance Control
Origination Sample List

Select ☐	Certificate #	Inspection Location	Certificate Location	Inspection Date	Commodity	Carrier ID
☐	KS3010687	151370 - DODGE CITY, KS	151370 - DODGE CITY, KS	9/15/2006	Yellow Corn (YC)	25662 GC COOP CHARL
☐	KS4005705	152660 - HUTCHINSON, KS	152660 - HUTCHINSON, KS	9/15/2006	Yellow Corn (YC)	76939 SCOULAR
☐	KS3010686	151370 - DODGE CITY, KS	151370 - DODGE CITY, KS	9/15/2006	Yellow Corn (YC)	25660 GC COOP CHARL
☐	KS2002036	151060 - COLBY, KS	151060 - COLBY, KS	9/15/2006	Yellow Corn (YC)	22782 SCOULAR
☐	KS2002039	151060 - COLBY, KS	151060 - COLBY, KS	9/15/2006	Yellow Corn (YC)	22786 SCOULAR
☐	KS4005706	152660 - HUTCHINSON, KS	152660 - HUTCHINSON, KS	9/15/2006	Yellow Corn (YC)	76944 SCOULAR
☐	KS6002351	154900 - SALINA, KS	154900 - SALINA, KS	9/15/2006	Yellow Corn (YC)	55054
☐	KS6002367	154900 - SALINA, KS	154900 - SALINA, KS	9/15/2006	Yellow Corn (YC)	NCK HOPE
☐	KS6002304	154900 - SALINA, KS	154900 - SALINA, KS	9/15/2006	Yellow Corn (YC)	55006
☐	KS4005707	152660 - HUTCHINSON, KS	152660 - HUTCHINSON, KS	9/15/2006	Yellow Corn (YC)	76959 SCOULAR
☐	KS4005725	152660 - HUTCHINSON, KS	152660 - HUTCHINSON, KS	9/15/2006	Yellow Corn (YC)	MKC M C 55 I SR
☐	KS4005709	152660 - HUTCHINSON, KS	152660 - HUTCHINSON, KS	9/15/2006	Yellow Corn (YC)	76966 SCOULAR
☐	KS3010617	151370 - DODGE CITY, KS	151370 - DODGE CITY, KS	9/14/2006	Yellow Corn (YC)	62959 ADM 1082
☐	KS3010612	151370 - DODGE CITY, KS	151370 - DODGE CITY, KS	9/14/2006	Yellow Corn (YC)	62952 LANSING 15435
☐	KS3010606	151370 - DODGE CITY, KS	151370 - DODGE CITY, KS	9/14/2006	Yellow Corn (YC)	62943 HANNE 115929
☐	KS3010608	151370 - DODGE CITY, KS	151370 - DODGE CITY, KS	9/14/2006	Yellow Corn (YC)	62945 HANNE 115934
☐	KS3010618	151370 - DODGE CITY, KS	151370 - DODGE CITY, KS	9/14/2006	Yellow Corn (YC)	62961 WR 27553
☐	KS4005671	152660 - HUTCHINSON, KS	152660 - HUTCHINSON, KS	9/14/2006	Yellow Corn (YC)	76801 SCOULAR
☐	KS4005672	152660 - HUTCHINSON, KS	152660 - HUTCHINSON, KS	9/14/2006	Yellow Corn (YC)	76807 SCOULAR

- QACS will click "Select" beside the all Origination samples in the complaint.
- To choose all, click the box next to "Select".
- Click Select Lots button.
- QACS will click on the "Add Destination Samples" and repeat process.

Edit Domestic Complaint – QACS

QAC Home > Domestic Complaint Search > Domestic Complaint List > Edit Domestic Complaint 0.0.7

Quality Assurance Control
Edit Domestic Complaint

Complaint #: 2009DOM9
Fiscal Year: 2009
Status: Active

Origination Location Remarks: Complaintant feels Moisture is too low

Destination Location Remarks:

BAR Remarks: Difference is real

Add Origination Samples

Origination Location Samples:

Action	Certificate #	Inspection Location	Carrier ID	Inspection Date
View Select Remove	SH235205	140730 - BELMOND, IA	ACFX 36414	7/7/2006
View Select Remove	SH235203	140730 - BELMOND, IA	ACFX 37758	7/7/2006
View Select Remove	SH235206	140730 - BELMOND, IA	ACFX 57311	7/7/2006
View Select Remove	SH235213	140730 - BELMOND, IA	ACFX 96748	7/7/2006
View Select Remove	SH235196	140730 - BELMOND, IA	ACFX 99257	7/7/2006
View Select Remove	SH235201	140730 - BELMOND, IA	ACFX 99251	7/7/2006

Add Destination Samples

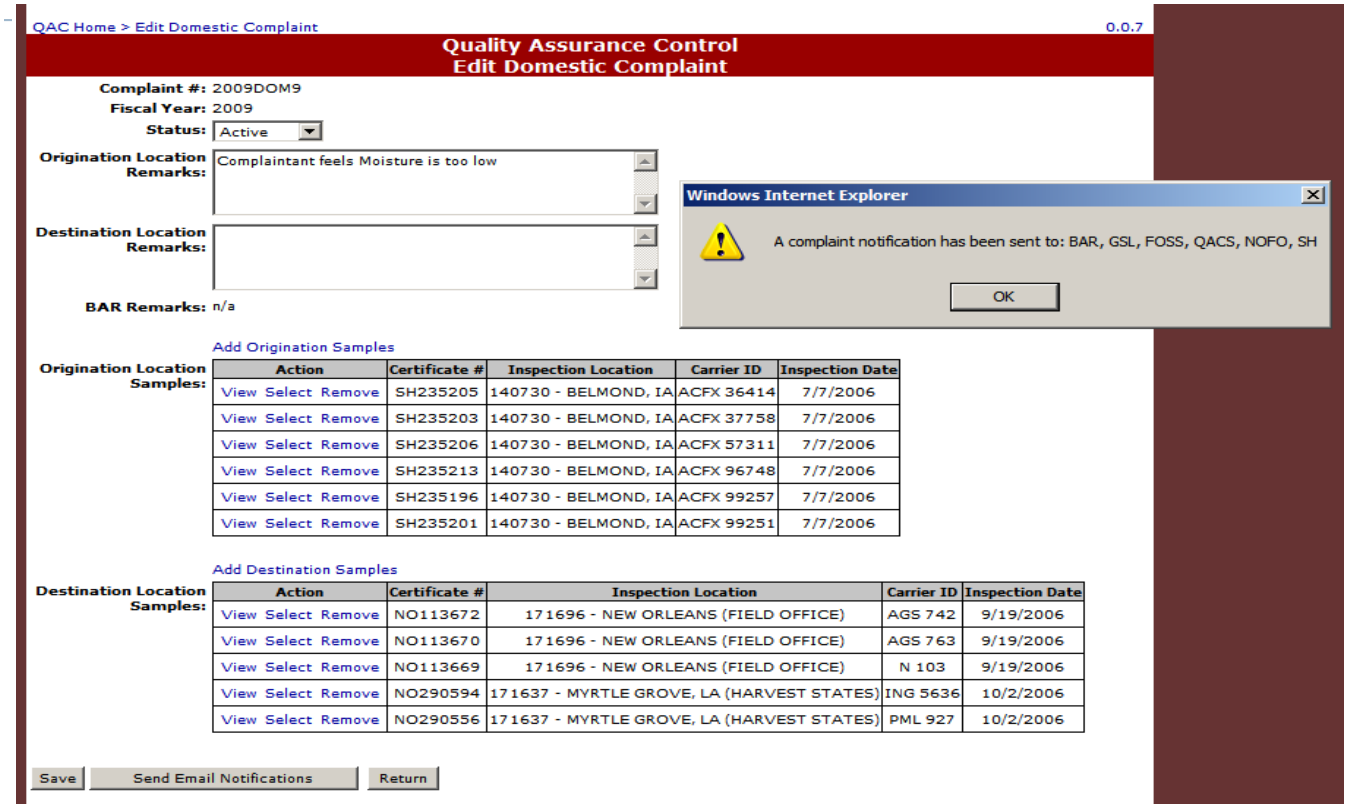
Destination Location Samples:

Action	Certificate #	Inspection Location	Carrier ID	Inspection Date
View Select Remove	NO113672	171696 - NEW ORLEANS (FIELD OFFICE)	AGS 742	9/19/2006
View Select Remove	NO113670	171696 - NEW ORLEANS (FIELD OFFICE)	AGS 763	9/19/2006
View Select Remove	NO113669	171696 - NEW ORLEANS (FIELD OFFICE)	N 103	9/19/2006
View Select Remove	NO290594	171637 - MYRTLE GROVE, LA (HARVEST STATES)	ING 5636	10/2/2006
View Select Remove	NO290556	171637 - MYRTLE GROVE, LA (HARVEST STATES)	PML 927	10/2/2006

Save | Send Email Notifications | Return

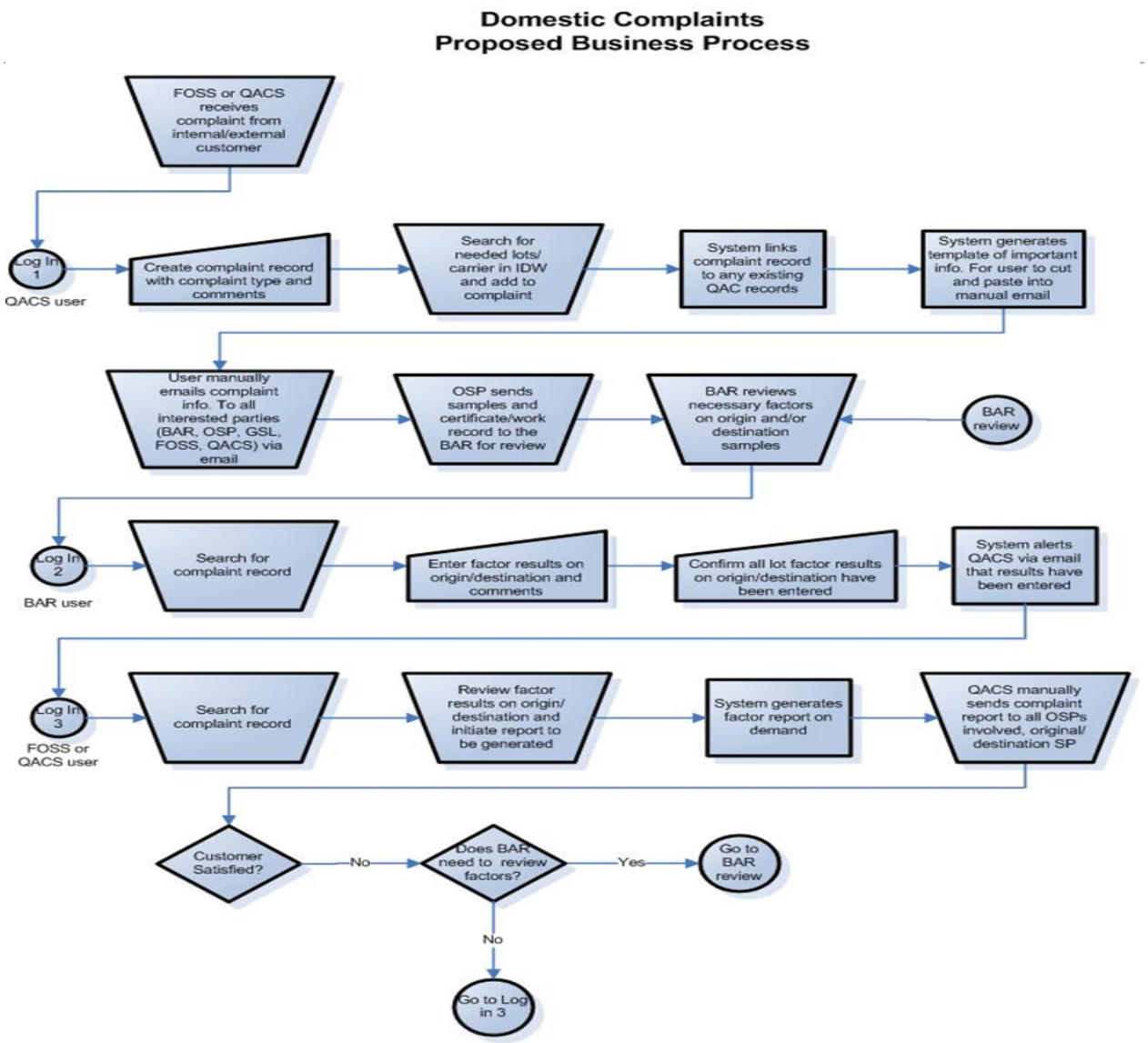
- QACS may add additional Origination/Destination samples.
- QACS can add comments to Origination and/or Destination remark fields.
- QACS can remove samples, unless the BAR has entered data.
- If the word View is gray, there are multiple sublots. QACS will press Select to choose the desired sublots.

Domestic Complaint Notification



- When ready to start process, press the Send Email Notifications button.
- A pop-up appears showing emails were sent.
- Press Save to save and exit or Return to cancel.

Domestic Complaint Flow Chart



Contacts

- Comments and Questions can be directed to:
  - QAC Program Manager
    - Anita Heckenbach anita.d.heckenbach@usda.gov 816-891-0416
  - USDA-FGIS-QACS
    - Ken Critchfield Ken.L.Critchfield@usda.gov (316) 617-3771
  - QAC Team members
    - David Ayers cdgid@aol.com
    - Jim Brown James.F.Brown@usda.gov
    - Larry Freese Larry.D.Freese@usda.gov
    - Dale Phetteplace Dale.E.Phetteplace@usda.gov