
QAC Step by Step Create Foreign Complaint

FGIS *online*



QAC Home Page

QAC Home 0.0.8

Quality Assurance Control Home Page

Performance Create New Targeted SIMS Edit New SIMS Edit Existing SIMS Create New Targeted STEP Edit New STEP Edit Existing STEP	Supervision Samples Create Domestic Complaint Edit Existing Domestic Complaints Create Foreign Complaint Edit Existing Foreign Complaints Other Early Alert Program
Ability Edit Existing Corrective Action Create New Opinion Edit Existing Opinion Create New OTS Edit Existing OTS Create New PAS Edit Existing PAS Create New Referee Edit Existing Referee Create New Survey Edit Existing Survey Create New Voluntary STEP Edit Existing Voluntary STEP	Administration SIMS Tolerances SIMS Distribution Rates Random SIMS Stratified Rates Flagged SIMS Profiles Random STEP Submission Rates Flagged STEP Profiles Factor Threshold Score

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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”.

Foreign Complaint

- ▶ Foreign Complaints are when foreign countries claim that the results/grades/weights are different than what they requested.
- ▶ Office of International Affairs (OIA) will click on the Create Foreign Complaint link and fill out information to perform a search through IDW of possible ships and lots for selection.
- ▶ The OSP sends the samples and work records to the BAR for review. BAR will click Edit Existing Foreign Complaints link and enter their results.
- ▶ OIA will review information and generates the report, which is sent to all interested parties.

Create Foreign Complaint

QAC Home > New Foreign Complaint 0.1.0

Quality Assurance Control
New Foreign Complaint

Complaint Type:

Fiscal Year:

Destination:

- OIA selects Complaint Type from drop down. Choices are:
 - Quality – USGSA certified Grain.
 - Commodity – AMA certified Beans, Rice, Pulses, and Processed Commodities.
 - Weight – Weight certificates from Cusum/ITW.
- OIA types in Fiscal Year of complaint.
- OIA selects Destination Country.
- Press Create to continue or Return to cancel.

Create Foreign Complaint Quality/Commodity

QAC Home > Edit Foreign Complaint 0.1.0

**Quality Assurance Control
Edit Foreign Complaint**

Complaint #: 10-QC-1	Date Notified: 9/18/2009
Complaint Type: Quality	FAS Office: London
Fiscal Year: 2010	Complainant Name: XYZ ABCD
Destination: ANGOLA	Contact Location:
Status: Active	Contact Phone:
Tonnage: 2000000	Contact Email:
Receipt Date: 9/18/2009	
Interim Response Date:	
Sample Receipt Date:	
Response Date:	
OIA Remarks: Moisture is higher than contract specified.	
BAR Remarks:	
Add Lots	
Selected Lots: None selected	
Add Destination Sample	
Selected Destination Samples: None created	

- OIA may enter Tonnage, Receipt Date, Sample Receipt Date, Date Notified (by FAS), FAS Office, Complainant Name, Contact Location, Contact Phone, Contact Email, and OIA Remarks.
- OIA clicks Add Lots to select lots and sublots to be analyzed.

Lot Search

QAC Home > Edit Foreign Complaint > Lot Search 0.0.7

**Quality Assurance Control
Lot Search**

Certificate #:

Carrier ID:

Inspection Date Range: to

Inspection Location:

010890 - DECATUR, AL	▲	
012100 - MOBILE, AL (PUBLIC)		
020070 - CASA GRANDE, AZ		
020900 - YUMA, AZ (BARKLEY SEED)		
030910 - CRAWFORDSVILLE, AR (Gulf Rice)		
032070 - JONESBORO, AR (SUB OFFICE)		
032071 - Jonesboro, AR (Riceland Parboiled)		
032072 - Jonesboro, AR (Riceland white)		
032420 - MCOHEE, AR (Harvest Rice)		
032880 - NORTH LITTLE ROCK, AR	▼	

Select >> << Remove

Certification Location:

010890 - DECATUR, AL	▲	
012100 - MOBILE, AL (PUBLIC)		
020070 - CASA GRANDE, AZ		
020900 - YUMA, AZ (BARKLEY SEED)		
030910 - CRAWFORDSVILLE, AR (Gulf Rice)		
032070 - JONESBORO, AR (SUB OFFICE)		
032071 - Jonesboro, AR (Riceland Parboiled)		
032072 - Jonesboro, AR (Riceland white)		
032420 - MCOHEE, AR (Harvest Rice)		
032880 - NORTH LITTLE ROCK, AR	▼	

Select >> << Remove

Foreign Destination:

AFGHANISTAN	▲	
ALBANIA		
ALGERIA		
ANDORRA		
ANGOLA		
ANGUILLA		
ANTIGUA		
ARGENTINA		
ARMENIA		
ARUBA		
AUSTRALIA		
AUSTRIA		
AZERBAIJAN		
BAHAMAS	▼	

Select >> << Remove

Commodity Class/Subclass:

Barley (BAR)	▲	
Barley (BLV)		
Six-rowed Barley (SRB)		
Two-rowed Barley (TRB)		
Maltng Barley (MLV)		
Six-rowed Blue Maltng Barley (SRBM)		
Six-rowed Maltng Barley (SRMB)		
Two-rowed Maltng Barley (TRMB)		
Canola (C)		
Mixed Corn (XC)		
White Corn (WIC)		
Yellow Corn (YC)		
Flaxseed (FLAX)		
Mixed Grain (XGR)		
Not Standardized Grain (NSG)	▼	

Select >> << Remove

Factors: Select one or more commodities and click 'Refresh'

Grade:

or better	▲	
or better		
or better		
or better	▼	

Select >> << Remove

Carrier Type:

Barge	▲	
Container		
Leah Barge		
Other		
Rail		
Ship		
Truck	▼	

Select >> << Remove

Record Limit:

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

Select Lots

QAC Home > Edit Foreign Complaint > Lot Search > Lot List 0.1.0

Quality Assurance Control Lot List

Select	Certificate #	Inspection Location	Certificate Location	Inspection Date	Commodity	Carrier ID
<input type="checkbox"/>	US-NOFO-1-10789-1	171696 - NEW ORLEANS (FIELD OFFICE)	171696 - NEW ORLEANS (FIELD OFFICE)	9/14/2009	Yellow Corn (YC)	Duplicate Export Inspection
<input type="checkbox"/>	US-NOFO-1-10789-2	171696 - NEW ORLEANS (FIELD OFFICE)	171696 - NEW ORLEANS (FIELD OFFICE)	9/14/2009	Yellow Corn (YC)	Duplicate Export Inspection
<input type="checkbox"/>	US-NOFO-1-10784-1	171696 - NEW ORLEANS (FIELD OFFICE)	171696 - NEW ORLEANS (FIELD OFFICE)	9/14/2009	Yellow Corn (YC)	M/V 09/14/209
<input type="checkbox"/>	US-NOFO-1-10784-2	171696 - NEW ORLEANS (FIELD OFFICE)	171696 - NEW ORLEANS (FIELD OFFICE)	9/14/2009	Yellow Corn (YC)	M/V 09/14/209

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- OIA will click the box in the Select column beside the all samples in the mentioned in the complaint.
- To choose all, click the box next to the word Select.
- Click Select Lots button or Return to cancel.

Add Destination Sample

QAC Home > Edit Foreign Complaint 0.1.0

Quality Assurance Control Edit Foreign Complaint

Complaint #: 10-QC-1	Date Notified: 9/18/2009
Complaint Type: Quality	FAS Office: London
Fiscal Year: 2010	Complainant Name: XYZ ABCD
Destination: ANGOLA	Contact Location:
Status: Active	Contact Phone:
Tonnage: 2000000	Contact Email:
Receipt Date: 9/18/2009	
Interim Response Date:	
Sample Receipt Date:	
Response Date:	
OIA Remarks:	Moisture is higher than contract specified.
BAR Remarks:	

[Add Lots](#)

Selected Lots: None selected

[Add Destination Sample](#)

Selected Destination Samples: None created

- If the Destination country sent samples with the complaint, OIA clicks Add Destination Sample to enter information.

New Destination Sample

QAC Home > Edit Foreign Complaint > New Destination Sample

0.0.7

Quality Assurance Control New Destination Sample

Complaint #: 09-QC-13

Class/Subclass: Yellow Corn (YC) ▼

Factors:

DHT (%)	▲
DIMD (ppb)	
DKT (%)	▼
DLDN (ppb)	
DLMN (ppb)	
DLQ (ct)	
DMAT (ppb)	
DRDM (%)	▼

Select >> << Remove

Create Return

- OIA will choose Class/Subclass from drop down and select factor(s) to be analyzed.
- Press Create.

Edit Destination Sample

QAC Home > Edit Foreign Complaint > Edit Destination Sample

0.0.7

Quality Assurance Control Edit Destination Sample

Complaint #: 09-QC-13

Class/Subclass: Yellow Corn (YC)

File Sample ID:

Factor (uom)	Complaint Result	Complaint Remarks	BAR Result	BAR Remarks
DKT (%)	<input type="text"/>	<input type="text"/>		<input type="text"/>

More Factors...

Save Return

- OIA fills out File Sample ID, Complaint Result, and Complaint Remarks.
- Press Save to save and exit or Return to cancel.



Foreign Complaint Select

QAC Home > Edit Foreign Complaint 0.1.0

Quality Assurance Control
Edit Foreign Complaint

Complaint #: 10-QC-1	Date Notified: 9/18/2009
Complaint Type: Quality	FAS Office: London
Fiscal Year: 2010	Complainant Name: XYZ ABCD
Destination: ANGOLA	Contact Location:
Status: Active	Contact Phone:
Tonnage: 2000000.00	Contact Email:
Receipt Date: 9/18/2009	
Interim Response Date:	
Sample Receipt Date:	
Response Date:	
OIA Remarks: Moisture is higher than contract specified.	
BAR Remarks:	

[Add Lots](#)

Selected Lots:	Action	Certificate #	Inspection Location	Carrier ID	Inspection Date
	View Select Remove	US-POFO-1-00024	361654 - PORTLAND, OR (CLD IRVING)	M/V Mathew	6/2/2006
	View Select Remove	US-NOFO-1-10784-2	171696 - NEW ORLEANS (FIELD OFFICE)	M/V 09/14/209	9/14/2009
	View Select Remove	US-NOFO-1-10784-1	171696 - NEW ORLEANS (FIELD OFFICE)	M/V 09/14/209	9/14/2009

[Add Destination Sample](#)

Selected Destination Samples: None created

- If the word View is grayed out, the Lot has multiple sublots.
 - Click Select to select the sublots of the complaint.
 - When sublots have been chosen and saved, the word View will appear blue.
- If the lot has no sublots, the word View will appear blue.

Select Sublots

QAC Home > Foreign Complaint Search > Foreign Complaint List > Edit Foreign Complaint > Select Sublots 0.0.7

Quality Assurance Control
Select Sublots

Certificate #: US-WA-150-00002
Commodity Class/Subclass: Yellow Corn (YC)
Inspection Location: 462230 - TACOMA, WA (TEMCO)
Carrier ID: M/V MAIROULI
Inspection Date: 5/31/2009
Applicant: applicant

Sublots:

Select <input type="checkbox"/>	QAC ID	Other QAC Activity	Sublot #	Sample ID	Inspection Date
<input type="checkbox"/>	801	SIMS	1	1187244	5/28/2009
<input type="checkbox"/>	802	SIMS	2	1187243	5/28/2009
<input type="checkbox"/>	803	SIMS	3	1187242	5/29/2009
<input type="checkbox"/>	804	SIMS	4	1187241	5/29/2009
<input type="checkbox"/>	805	SIMS	5	1187240	5/29/2009
<input type="checkbox"/>	806	SIMS	6	1187239	5/29/2009
<input type="checkbox"/>	807	SIMS	7	1187238	5/29/2009
<input type="checkbox"/>	808	SIMS	8	1187237	5/29/2009
<input type="checkbox"/>			9	1187236	5/29/2009
<input type="checkbox"/>			10	1187235	5/29/2009
<input type="checkbox"/>			11	1187234	5/29/2009
<input type="checkbox"/>			12	1187233	5/29/2009
<input type="checkbox"/>			13	1187232	5/29/2009
<input type="checkbox"/>			14	1187231	5/29/2009
<input type="checkbox"/>			15	1187230	5/29/2009
<input type="checkbox"/>			16	1187229	5/29/2009
<input type="checkbox"/>			17	1187228	5/29/2009
<input type="checkbox"/>	809	SIMS, STEP	18	1187227	5/29/2009
<input type="checkbox"/>	810	SIMS	19	1187226	5/29/2009

- OIA will click the box in the Select column to beside each subplot listed in the complaint.
- To choose all, click the box next to “Select”.
- Sublots that have been chosen for another QAC activity have a QAC ID and are listed in “Other QAC Activity”.
- Click Save.



Foreign Complaint Template

QAC Home > Edit Foreign Complaint 0.1.0

**Quality Assurance Control
Edit Foreign Complaint**

Complaint #: 10-QC-1 Date Notified: 9/18/2009

Complaint Type: Quality FAS Office: London

Fiscal Year: 2010 Complainant Name: XYZ ABCD

Destination: ANGOLA Contact Location:

Status: Active Contact Phone:

Tonnage: 2000000.00 Contact Email:

Receipt Date: 9/18/2009

Interim Response Date:

Sample Receipt Date:

Response Date:

OIA Remarks: Moisture is higher than contract specified.

BAR Remarks:

Add Lots

Action	Certificate #	Inspection Location	Carrier ID	Inspection Date
View Select Remove	US-POFO-1-00024	361654 - PORTLAND, OR (CLD IRVING)	M/V Mathew	6/2/2006
View Select Remove	US-NOFO-1-10784-2	171696 - NEW ORLEANS (FIELD OFFICE)	M/V 09/14/209	9/14/2009
View Select Remove	US-NOFO-1-10784-1	171696 - NEW ORLEANS (FIELD OFFICE)	M/V 09/14/209	9/14/2009
View Select Remove	US-NOFO-1-7777	170596 - DESTREHAN, LA (BUNGE)	M/V ROYAL PHOENIX	5/16/2009

Add Destination Sample

Selected Destination Samples: None created

- OIA can Remove a lot unless the BAR has reviewed one of the sublots.
- OIA is able to change the status from Active to Withdrawn or Closed.
- When OIA has added all the necessary Lots and Samples, press the 'Generate Email Template' button to create a letter to be sent to OSPs. Letter lists the carrier ID, lot, subplot(s) and any relevant information needed to send samples to the BAR for review.
- Otherwise press Save to save and exit or Return to cancel.

Foreign Complaint Template - example



United States Department of Agriculture
Grain Inspection, Packers & Stockyards Administration

STOP 3620
1400 Independence Ave., SW
Washington, DC 20250-3620

December 02, 2009

TO:

FROM:

SUBJECT: Yellow Corn (YC) Quality Discrepancy

The Office of International Affairs (OIA) has received a quality discrepancy report concerning the shipment described below:

Vessel: MV TUFF STUFF
Origin: 170596 - DESTREHAN, LA (BUNGE)
Date Loaded: 11/16/2009
Grade/Grain: U.S. No. 2 Yellow Corn
Destination: TAJIKISTAN
Lot#: 481
Factors Involved: TW (lb/bu), M (%), HT (%), DKT (%), BCFM (%), BC (%), FM (%), INF (ct), OCOL (%), ODOR (N/A)
FGIS Complaint No.: 10-QC-2

Please send the following information to the OIA by FedEx:

Load Order
Loading Log
Stowage examination certificates
Inspection certificates

Please send the file samples to the Technical Services Division (TSD). (Do not send in samples representing grain that was not delivered to the vessel; for example, material portions and runbacks.) Identify all file samples sent to TSD by vessel name and sublot number. Include photocopies of this letter with the samples. Mark the mailing tags "FOREIGN COMPLAINT". Retain a copy of this letter for your records. Please notify the elevator that a complaint has been filed on this shipment.

Thank you for your assistance.

- A template is opened up in Word.
- OIA fills out the To: and From: and adds any other information deemed necessary.
- Email to all necessary OSPs and the BAR.

Create Foreign Complaint Weight

QAC Home > Edit Foreign Complaint 0.1.0

Quality Assurance Control
Edit Foreign Complaint

Complaint #: 10-WC-1	Date Notified: <input type="text"/>
Complaint Type: Weight	FAS Office: <input type="text"/>
Fiscal Year: 2010	Complainant Name: <input type="text"/>
Destination: <input type="text" value="ALGERIA"/>	Contact Location: <input type="text"/>
Status: <input type="text" value="Active"/>	Contact Phone: <input type="text"/>
	Contact Email: <input type="text"/>
Receipt Date: <input type="text"/>	
Interim Response Date: <input type="text"/>	
Response Date: <input type="text"/>	
OIA Remarks:	<input type="text"/>
FMD Remarks:	

[Add Lots](#)

Selected Lots: None selected

- OIA may add Receipt Date, Date Notified (by FAS), FAS Office, Complainant Name, Contact Location, Contact Phone, Contact Email, and OIA Remarks.
- OIA clicks Add Lots.
- Lots are chosen the same as shown in the Quality section.



Foreign Complaint Template - example

December 02, 2009

TO:
FROM: Office of International Affairs
SUBJECT: Weight Discrepancy

The Office of International Affairs (OIA) has received a short weight discrepancy report from on the shipment described below.

Vessel: M/V Giler
Origin: 172020 - RESERVE, LA (ADM GROWMARK)
Date Loaded: 9/1/2006
Grade/Grain:
Destination: BELGIUM
FGIS Complaint No.: 10-WC-1

Please send the following information to the OIA by overnight mail:

1. Vessel loading logs (weight).
2. All scale tapes (original).
3. Scale test reports for all scales used during loading. (Should include the test before and after the vessel loaded.)
4. The scale record logs (original), from the date of the scale test before loading started, through the date the vessel loaded.
5. Any other documentation used to show scale performance (i.e. daily test weight application logs if officially witnessed, etc.)
6. Grain flow security documentation (seal logs, spill logs, event printer logs, and grain handling system testing checklists) during the period the vessel loaded.
7. Weight certificates.
8. Load order.
9. FGIS-9601 or WH-13, Repair/Modification Notice, if any were issued relative to the time period covered immediately before, during, or after the loading.
10. Copies of the latest Report of Test (ROT) on field standards used to

test the scales.

and the following, if applicable:

1. Copies of seal logs and records of authorized maintenance pertaining to the FGIS automated weighing system computers, workstations, terminals, programmable logic controllers (PLC's), and remote I/O for four months prior to the loading and one month after the loading.
2. Run a programming comparison of the present PLC programming against the master copy at the time of loading. Include a copy of the comparison on a 3 2 inch diskette, and include a photocopy of any documentation of changes in log books or elsewhere pertaining to the security of the programming.
3. Any video tapes of time-lapse recording of the loading

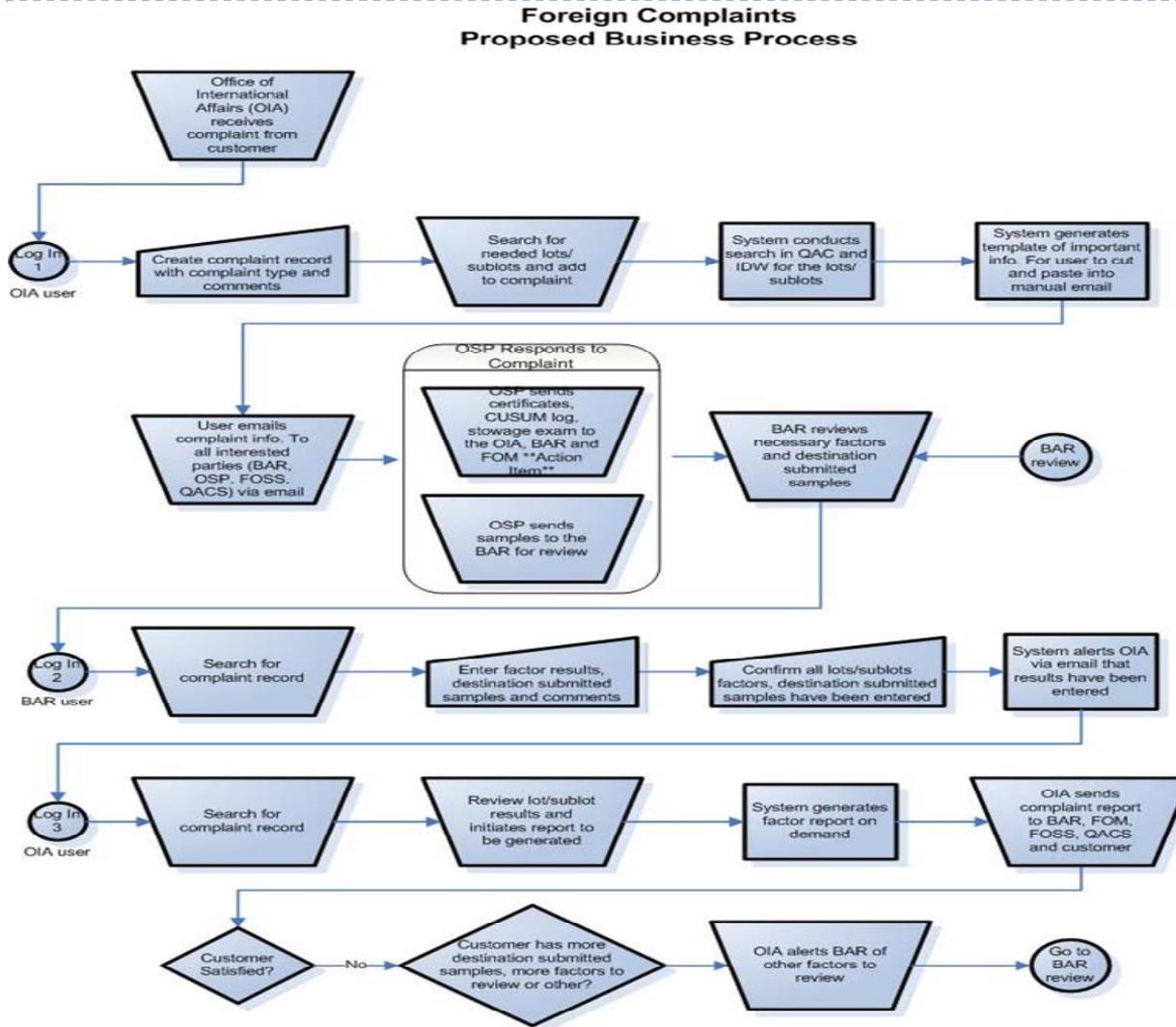
If you have any problems obtaining or providing this documentation, please feel free to call.

Retain a copy of this letter for your records.

Thank you for your assistance.

- A template is opened up in Word.
- OIA fills out the To: and adds any other information deemed necessary.
- Email to all necessary OSPs and FMD.

Foreign 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

