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# QAC Step by Step

## Edit Existing Foreign Complaint

FGIS *online*



# QAC Home Page

QAC Home 0.0.8

## Quality Assurance Control Home Page

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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

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- ▶ 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 initiates a report, which is sent to all interested parties.

# Edit Existing Foreign Complaints

**Foreign Complaint Search**

Complaint #:

Carrier ID:

Inspection Date Range:  to

Fiscal Year Range:  to

Foreign Complaint Type:    
Select >> << Remove

Status:    
Select >> << Remove

Commodity Class/Subclass:    
Buckwheat (BUCK)  
Buckwheat Hulls (BUHL)  
Confectionary Sunflower Seed (CSF)  
Crambe (CRAM)  
Hops (H)  
Khorasan (KHOR)  
Millet (MILLET)  
Mustard Seed (MS)  
Popcorn (PS)  
Rapeseed (RAPE)  
Safflower Seed (SAF)  
Wheat (WHEAT)  
Whole Buckwheat Groats (WBWG)  
Barley (BAR)  
Barley (BLY)  
Select >> << Remove

Service Point:    
010890 - DECATUR, AL  
012100 - MOBILE, AL (PUBLIC)  
020070 - CASA GRANDE, AZ  
020900 - YUMA, AZ (BARKLEY SEED)  
030910 - CRAWSFORDSVILLE, AR (Gulf Rice)  
032070 - JONESBORO, AR (SUB OFFICE)  
032071 - Jonesboro, AR (Riceland Parboiled)  
032072 - Jonesboro, AR (Riceland white)  
032420 - MCGHEE, AR (Harvest Rice)  
032880 - NORTH LITTLE ROCK, AR  
033730 - STUTTGART, AR (FIELD OFFICE)  
033731 - Stuttgart, AR (Riceland Parboiled)  
033732 - Stuttgart, AR (Riceland white)  
033733 - Stuttgart, AR (Producers parboiled)  
033734 - Stuttgart, AR (Producers white)  
Select >> << Remove

- If you know the Complaint #, type it in the Complaint # box and press Search.
- To narrow your list, search by choosing dates, fiscal year, type, status, class/subclass, or service points and press Search or Return to cancel.

# Foreign Complaint List

[QAC Home](#) > [Foreign Complaint Search](#) > [Foreign Complaint List](#)

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## Quality Assurance Control Foreign Complaint List

Action	Complaint #	Fiscal Year	Foreign Complaint Type	Status	Date Created
<a href="#">Edit</a>	09-WC-2	2009	Weight	Closed	5/12/2009
<a href="#">Edit</a>	09-WC-1	2009	Weight	Active	5/7/2009
<a href="#">Edit</a>	09-QC-9	2009	Quality	Active	5/19/2009
<a href="#">Edit</a>	09-QC-8	2009	Quality	Active	5/19/2009
<a href="#">Edit</a>	09-QC-6	2009	Quality	Withdrawn	5/15/2009
<a href="#">Edit</a>	09-QC-5	2009	Quality	Active	5/15/2009
<a href="#">Edit</a>	09-QC-4	2009	Quality	Active	5/14/2009
<a href="#">Edit</a>	09-QC-3	2009	Quality	Active	5/12/2009
<a href="#">Edit</a>	09-QC-2	2009	Quality	Active	5/11/2009
<a href="#">Edit</a>	09-QC-13	2009	Quality	Active	6/4/2009
<a href="#">Edit</a>	09-QC-12	2009	Quality	Active	5/19/2009
<a href="#">Edit</a>	09-QC-11	2009	Quality	Active	5/19/2009
<a href="#">Edit</a>	09-QC-10	2009	Quality	Active	5/19/2009
<a href="#">Edit</a>	09-QC-1	2009	Quality	Active	5/11/2009
<a href="#">Edit</a>	09-CC-1	2009	Commodity	Active	5/12/2009
<a href="#">Edit</a>	08-QC-1	2008	Quality	Active	5/11/2009
<a href="#">Edit</a>	06-WC-1	2006	Weight	Active	5/20/2009

[Return](#)

- Page lists Foreign Complaints.
- Foreign Complaint Types are:
  - Quality – USGSA certified Grain.
  - Commodity – AMA certified Beans, Rice, Pulses, and Processed Commodities.
  - Weight – Weight certificates from Cusum/ITW.
- Click the word Edit to pull up a complaint.

# Edit Foreign Complaint - BAR Quality/Commodity

QAC Home > Foreign Complaint Search > Foreign Complaint List > 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:**

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

**Selected Destination Samples:** None created

- BAR clicks the word Edit for each lot.

# Sublot List

[QAC Home](#) > [Foreign Complaint Search](#) > [Foreign Complaint List](#) > [Edit Foreign Complaint](#) > [Sublot List](#)

0.0.7

## Quality Assurance Control Sublot List

**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:**

Action	QAC ID	Other QAC Activities	Sublot #	Sample ID	Inspection Date
<a href="#">Edit</a>	801	SIMS	1	1187244	5/28/2009
<a href="#">Edit</a>	802	SIMS	2	1187243	5/28/2009
<a href="#">Edit</a>	803	SIMS	3	1187242	5/29/2009
<a href="#">Edit</a>	804	SIMS	4	1187241	5/29/2009
<a href="#">Edit</a>	805	SIMS	5	1187240	5/29/2009
<a href="#">Edit</a>	806	SIMS	6	1187239	5/29/2009
<a href="#">Edit</a>	807	SIMS	7	1187238	5/29/2009
<a href="#">Edit</a>	808	SIMS	8	1187237	5/29/2009

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Click Edit to edit each sublot.

# Edit Sublot

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

**Quality Assurance Control**  
**Edit Sublot**

SIMS Foreign Complaint

**Sample Not Available:**  **OSP:** FGIS - New Orleans Field Office  
**QAC ID:** 1620 **Service Point:** 170596 - DESTREHAN, LA (BUNGE)  
**Foreign Complaint Lot Status:** **Special Grades:** n/a  
**Sublot Number:** 16 **Class / Subclass:** Yellow Corn (YC)  
**Movement:** Export **Service Types:** Export (USGSA)  
**Destination(s):** **Lot Number:** C5D48E  
**Grade:** 3+ **File Sample ID:** C5D48E-16  
**Sample Device:** Mechanical Diverter **Carrier:** Ship  
**Carrier ID / Name:** M/V ROYAL PHOENIX **Inspection Level:**  
**Inspector:** Michel, Stephen C - 92470 **BAR/NIR Supervision Special Grade:** [Click to edit](#)  
**Inspection Date:** 5/14/2009 **Final Class / Subclass:** Yellow Corn (YC)   
**BAR/NIR Supervision Inspector:**   **BAR/NIR Supervision Date:**

Factor (uom)	Original Result	Inspector	BAR/NIR Result	BAR/NIR Inspector	BAR/NIR Remarks
HT (%)	0.0	Michel, Stephen C - 92470	<input type="text"/>	<a href="#">Click to edit</a>	<input type="text"/>
DKT (%)	5.8	Michel, Stephen C - 92470	<input type="text"/>	<a href="#">Click to edit</a>	<input type="text"/>
OCOL (%)	0.0	Michel, Stephen C - 92470	<input type="text"/>	<a href="#">Click to edit</a>	<input type="text"/>

**Remarks:**

- BAR enters the BAR/NIR Result, BAR/NIR Supervision inspector number or name, and BAR/NIR Supervision Date.
- BAR can add more factors, if needed.
- Remarks can be added for each factor and/or the sample.
- Press Save to save and exit or Return to cancel.

# Results to OIA

**Quality Assurance Control**  
**Edit Foreign Complaint**

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

**Windows Internet Explorer**

 A notification has been sent to the OIA

Selected Lots:	Action	Certificate #	Inspection Location	Carrier ID	Inspection Date
	<a href="#">Edit</a>	US-POFO-1-00024	361654 - PORTLAND, OR (CLD IRVING)	M/V Mathew	6/2/2006
	<a href="#">Edit</a>	US-NOFO-1-10784-2	171696 - NEW ORLEANS (FIELD OFFICE)	M/V 09/14/209	9/14/2009
	<a href="#">Edit</a>	US-NOFO-1-10784-1	171696 - NEW ORLEANS (FIELD OFFICE)	M/V 09/14/209	9/14/2009
	<a href="#">Edit</a>	US-NOFO-1-7777	170596 - DESTREHAN, LA (BUNGE)	M/V ROYAL PHOENIX	5/16/2009

**Selected Destination:** None created

**Samples:**

- When all BAR results have been entered, click Submit Results to OIA.
- Pop-up informs that an email went to OIA.
- Press Save to save and exit or Return to cancel.

# Results to OIA - example

From: F\_QAC@gipsa.usda.gov  
To: Gillespie, Joshua J; Heckenbach, Anita D  
Cc:  
Subject: Complaint 10-QC-2: Factor Results Submitted

Sent: Wed 12/2/2009 1:25 PM

This is a notification that the Factor Results have been submitted for Foreign Complaint 10-QC-2.

\*\*\* Please **DO NOT** respond! This email was automatically generated. \*\*\*

- Email sent to OIA from BAR when results are submitted.



# Edit Foreign Complaint - FMD Weight

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

**Quality Assurance Control**  
**Edit Foreign Complaint**

**Complaint #:** 10-WC-1      **Date Notified:** 9/18/2009  
**Complaint Type:** Weight      **FAS Office:** Berlin  
**Fiscal Year:** 2010      **Complainant Name:**   
**Destination:** ALGERIA      **Contact Location:**   
**Status:** Active      **Contact Phone:**   
    **Contact Email:**

**Receipt Date:**   
**Interim Response Date:**   
**Response Date:**   
**OIA Remarks:**   
**FMD Remarks:**

**Windows Internet Explorer** [X]

A notification has been sent to the OIA

OK

**Selected Lots:**

QAC ID	Lot #	Sample ID	Original Weight (uom)	Alleged Shortage	Remarks	Reviewer Remarks
1610	ABC1498	3696	500000 (LB)	5.00 %	<input type="text"/>	600000 <input type="text"/>
1609	123ZEN	3703	10000000 (LB)	5.00 %	<input type="text"/>	12000000 <input type="text"/>
1606		4223	8000000 (LB)	10000.00 Tons	<input type="text"/>	8200000 <input type="text"/>

- When all FMD information has been entered, click Submit Results to OIA.
- Pop-up informs that an email went to OIA.
- Press Save to save and exit or Return to cancel.

# Results to OIA - example

From: F\_QAC@gipsa.usda.gov  
To: Gillespie, Joshua J; Heckenbach, Anita D  
Cc:  
Subject: Complaint 09-WC-5: Factor Results Submitted

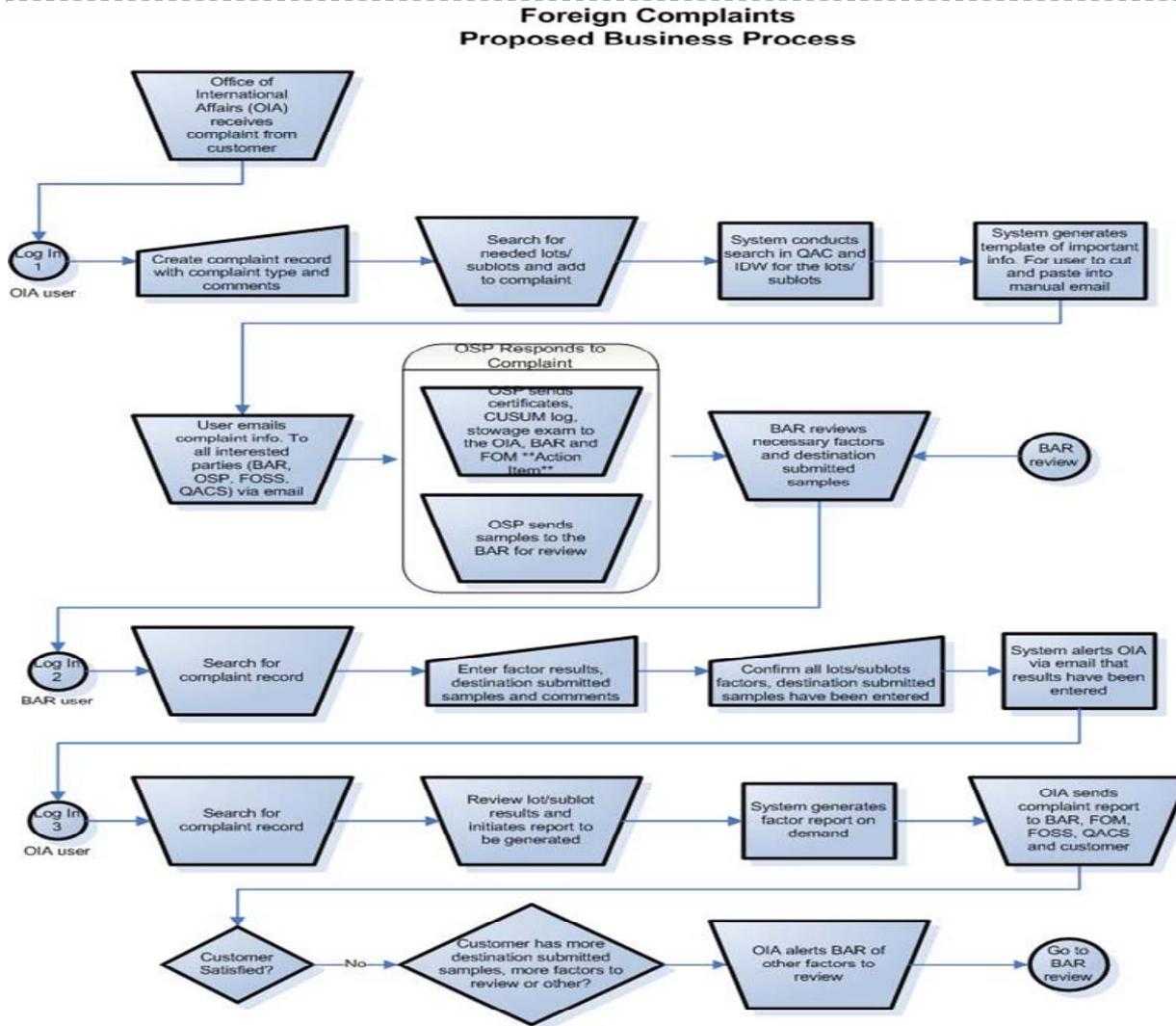
Sent: Wed 12/2/2009 2:59 PM

This is a notification that the Factor Results have been submitted for Foreign Complaint 09-WC-5.

\*\*\* Please **DO NOT** respond! This email was automatically generated. \*\*\*

- Email sent to OIA from FMD when results are submitted.

# Foreign Complaint Flow Chart



# Contacts

- Comments and Questions can be directed to:

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

