

For: FFAS Employees

**Management Services Division (MSD) Customer Service Center**

**Approved by:** Deputy Administrator for Management



**1 MSD Customer Service Center**

**A Background**

Management Services Division (MSD) plays a major role in promoting efficient and effective service to FSA, FAS, and RMA employees in support of the American agriculture producers and American public. In an effort to improve customer service and streamline work activities and assignments, MSD has implemented a customer service center. The customer service center provides direct assistance and information to FFAS employees making service requests simple and more efficient. MSD's customer service center allows direct communication with customers who have service requests, questions and/or problems. Customers will receive an acknowledgement of their requests within 24 hours and a response or status within two business days.

**B Purpose**

This notice:

- establishes the MSD customer service center, and
- provides contact information for the service center.

**C MSD Customer Service Center Help Line and E-Mail Box**

All RMA, FAS headquarter, FSA headquarter, and state office customers can contact the MSD customer service center by any of the following methods:

- e-mail to [AskMSD@wdc.usda.gov](mailto:AskMSD@wdc.usda.gov),
- telephone at 202-720-1MSD or 202-720-1673, or
- visit Room 5739 in the south building.

**Disposal Date**

May 1, 2017

**Distribution**

All FAS, FSA, and RMA Employees; State Offices relay to County Offices

## 1 Establishing the MSD Customer Service Center (Continued)

### C MSD Customer Service Center Help Line and E-Mail Box

If the customer service inquiry pertains specifically to the Kansas City beacon building, then contact MSD by either of the following:

- e-mail to [FSA.BeaconBuildingServices@kcc.usda.gov](mailto:FSA.BeaconBuildingServices@kcc.usda.gov), or
- telephone at 816-926-6111.

**Note:** Both e-mail accounts are monitored daily during core business hours from 8 a.m. until 5 p.m.

**County office** employees should contact their state office before contacting the MSD customer service center.

### D MSD Services Available From the Customer Service Center

In lieu of contacting individual MSD program areas directly customers should contact the customer service center regarding any of the following MSD services:

- directives (handbooks and notices),
- freedom of information (FOIA) and personal identifiable information (PII),
- forms,
- fleet and vehicle management,
- recycling,
- building property passes,
- service support staff,
- personal property (office furniture, moves, etc.),
- office supplies,
- real property (leasing),
- event planning and meeting coordination,
- printing,
- transit subsidy benefits,
- records management, or
- space and facilities.

### E Contact

For questions regarding this notice contact Kendra Tyler by either of the following:

- e-mail to [kendra.tyler@wdc.usda.gov](mailto:kendra.tyler@wdc.usda.gov), or
- telephone at 202-690-4770.