

For: State and County Offices

SCIMS Address Remediation

Approved by: Acting Deputy Administrator, Farm Programs



1 Overview

A Background

The SCIMS address remediation is an ongoing effort to have accurate, reliable data for the success of continuing integration efforts. While addresses in SCIMS may be compliant with 1-CM policy, the addresses may **not** meet the more stringent requirements of Delivery Point Validation (DPV). DPV will be implemented in MIDAS Customer Relationship Management (CRM) Business Partner Release 2 and address remediation efforts are necessary to ensure proper mail delivery to FSA customers.

B Purpose

This notice informs State and County Offices of the:

- current Coding Accuracy Support System (CASS) address validation and future DPV address validation
- report that identifies addresses that do **not** meet DPV standards
- instructions for reviewing and updating SCIMS customer addresses, as necessary
- impact of having addresses in MIDAS CRM Business Partner that do **not** pass DPV.

Disposal Date	Distribution
January 1, 2015	State Offices; State Offices relay to County Offices

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2 Action

A State Office Action

State Offices shall:

- ensure that County Offices are notified of the contents of this notice
- ensure that County Offices complete address remediation according to this notice
- direct questions to either of the following:
 - Kerry Sefton by e-mail to **kerry.sefton@wdc.usda.gov**
 - Michelle Ontiveros by e-mail to **michelle.ontiveros@az.usda.gov**.

B County Office Action

County Offices shall:

- review the DPV Address Report (subparagraph 3 B)
- take the appropriate corrective action, according to subparagraph 4 B as follows:
 - review the SCIMS customer record to determine whether another County Office has already taken action to validate the address, and if so, **no** action is required
 - validate the current SCIMS customer address using the USPS web site listed in subparagraph 4 A
 - correct the address in SCIMS, if needed
 - add a note in the SCIMS customer record of the action taken, as follows:
 - “Validated address, no update required”
 - “Validated address and corrected address”
 - list details of modified information
 - include the initials of the employee performing the validation/correction and date action taken
- contact the State SCIMS Security Officer for assistance with instructions in this notice, as applicable.

Note: The Release 2 cutover date is to be determined and specific communication about cutover will follow. If possible, the address validation and corrections efforts should be made in SCIMS before cutover. It will be necessary to complete any post-cutover edits in CRM, rather than SCIMS. Address validation and correction will not affect or stop cutover for Release 2 and the Business Partner will still be available in CRM, but information messages and address remediation suggestions may occur.

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3 Address Validation Standards

A CASS and DPV Validations

Currently, addresses in SCIMS are verified using the CASS verification process according to 1-CM, paragraph 295. CASS determines the validity of an address according to the USPS CASS master database. However, this particular database only contains ranges of valid addresses for a given ZIP+4 location, rather than a listing of actual physical addresses.

Example: When a user attempts to validate the address, “500 Broad Street, Anywhere, ST 12345”, the database will contain ranges of street numbers for the street in that particular city, and if the address to be validated falls within that range of valid street numbers, an address will be considered valid. This is without consideration as to whether or not that specific address physically exists and mail can be delivered. There could be a “490”, “496”, and “504”, but **no** “500” Broad Street. However, because “500” falls within a valid range, the address will be returned as “valid”.

After MIDAS CRM Business Partner Release 2, DPV will be used to validate addresses in MIDAS CRM Business Partner. During the address validation process, DPV will verify that a particular address does indeed physically exist, is a “delivery point”, and that mail can be delivered to the address.

The following is an example of the 2 validations:

- currently, “500 Broad Street” would be determined a valid CASS address as displayed in the following screen print

Range	Street	City	Zip
300-399	BROAD	ANYWHERE	12345-1001
400-499	BROAD	ANYWHERE	12345-1001
500-599	BROAD	ANYWHERE	12345-1001
600-699	BROAD	ANYWHERE	12345-1001

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3 Address Validation Standards (Continued)

A CASS and DPV Validations (Continued)

- in the future, DPV will return an error message for “500 Broad Street” because the address does **not** exist within the delivery point database, as follows.

DPV	Street	City	Zip
300	BROAD	ANYWHERE	12345-1001
314	BROAD	ANYWHERE	12345-1001
321	BROAD	ANYWHERE	12345-1001
333	BROAD	ANYWHERE	12345-1001
374	BROAD	ANYWHERE	12345-1001
406	BROAD	ANYWHERE	12345-1001
418	BROAD	ANYWHERE	12345-1001
425	BROAD	ANYWHERE	12345-1001
426	BROAD	ANYWHERE	12345-1001
480	BROAD	ANYWHERE	12345-1001
488	BROAD	ANYWHERE	12345-1001
489	BROAD	ANYWHERE	12345-1001
510	BROAD	ANYWHERE	12345-1001
511	BROAD	ANYWHERE	12345-1001
545	BROAD	ANYWHERE	12345-1001
546	BROAD	ANYWHERE	12345-1001
587	BROAD	ANYWHERE	12345-1001
590	BROAD	ANYWHERE	12345-1001
610	BROAD	ANYWHERE	12345-1001
611	BROAD	ANYWHERE	12345-1001
642	BROAD	ANYWHERE	12345-1001

B Accessing the DPV Address Report

To access the DPV Address Report, go to the Program Delivery Branch web site at <http://fsaintranet.sc.gov.usda.gov/ffas/farmbill/ccc/>. Scroll down and under “SCIMS/Business Partner”, CLICK “**DPV Address Reports**”.

Important: The encryption password for each file is “**midasdata**”.

Note: Multi-county producers listed on the DPV Address Report will be listed 1 time for each associated county. Therefore, when accessing the address in SCIMS, it is recommended that users review the “Customer Notes” section **before** taking any action. If there is a note displayed that a County Office has validated the address, **no** additional action is necessary. Validation efforts are only **required** to be taken by 1 of the associated counties, as follows.

- Access the DPV Address Report according to this subparagraph.
- Locate the appropriate State from the list.
- Filter for the appropriate county.

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3 Address Validation Standards (Continued)

B Accessing the DPV Address Report (Continued)

- Review column R, as necessary, for the description of the address discrepancy.
- Save a local copy.

4 Determining Corrective Action

A Accessing Customer Data and USPS Validation Web Site

Access the customer data and USPS validation web site according to this table.

Step	Action
1	Log into SCIMS.
2	Search SCIMS for the customer listed in filtered DPV Address Report.
3	Open the customer record in SCIMS and have the DPV Address Report open.
4	Access the USPS.com Lookup a ZIP Code Screen at https://tools.usps.com/go/ZipLookupAction!input.action .
5	See 1-CM, subparagraph 179 D, as needed, for proper address formats.

B Validating Addresses

Validate addresses according to this table.

Step	IF...	THEN the...	Action
1	in the SCIMS customer record, “Customer Notes” section, a note is displayed that an address validation exists	customer address has already been validated by another County Office.	No action is required for this customer. Proceed to the next customer address on the DPV Address Report.
2	in the SCIMS customer record, “Customer Notes” section, a note is not displayed about an address validation	address requires validation.	Validate the address on the USPS web site at https://tools.usps.com/go/ZipLookupAction!input.action .
3	customer address does not pass USPS validation and minor edits are suggested by USPS	address requires minor corrections to become DPV compliant. Minor corrections include adding and/or removing punctuation, abbreviating content, and correcting misspellings or typographical errors.	Update the customer record in SCIMS with the suggested edits from USPS. In SCIMS, add a “Customer Note” that includes, “Validated address and corrected address” and the details of the modification with the employee’s initials and date.

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4 Determining Corrective Action (Continued)

B Validating Addresses (Continued)

Step	IF...	THEN the...	Action
4	customer address passes USPS validation with no suggested modification	address has been validated.	In SCIMS, add a “Customer Note” that includes, “Validated address, no update required” with the employee’s initials and date.
5	customer address does not pass USPS validation and 1 or more suggested addresses are available from USPS, the USPS suggestion contains a value that is completely different than current SCIMS address (for example, a different building number, street name, or city)	address requires additional validation from customer.	<p>Contact the customer to verify suggested USPS address, and if customer:</p> <ul style="list-style-type: none"> • concurs with suggested USPS address, complete AD-2047 • does not concur with the suggested USPS address, obtain verified address from customer, complete a customer certified AD-2047, and validate customer provided address on USPS web site. <p>In SCIMS, update the customer record with the address from AD-2047 and add a “Customer Note” that includes, “Validated and corrected per AD-2047” and details of correction with employee’s initials and date.</p>
6	customer address does not pass USPS validation and no suggested addresses are available from USPS	address requires additional validation from customer.	<p>Contact the customer to obtain correct address, complete a customer certified AD-2047, and validate the customer provided address on USPS web site.</p> <p>In SCIMS, update the customer record with the address from AD-2047 and add a “Customer Note” that includes, “Validated and corrected per AD-2047” and details of correction with employee’s initials and date.</p>