

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

**Common Management and
Operating Provisions
1-CM (Revision 3)**

Amendment 45

Approved by: Deputy Administrator, Farm Programs



Amendment Transmittal

A Background

This amendment provides updated SCIMS screen prints to comply with the new DOTNET formatting.

B Reason for Amendment

Subparagraphs 141 F, 155 A, 155 B, 175 F, 175 G, 175 H, 176 B, 177 A, 177 B, 178 A, 178 B, 179 A, 179 B, 179 C, 179 D, 179 E, 179 F, 179 G, 179 H, 179 I, and 195 B have been amended to provided updated screens.

Subparagraph 156 F has been withdrawn because the exhibits referenced in the subparagraph have been withdrawn.

Subparagraph 175 I content was moved to subparagraph 175 F for clarity.

Subparagraph 177 B has been amended to update to include receiving mail electronically.

Exhibits 12.5 through 12.10 have been withdrawn because the information is outdated.

Page Control Chart		
TC	Text	Exhibit
11	6-43, 6-44	3, page 1
12 (remove)	6-47 through 6-50	page 2 (remove)
	7-3 through 7-6	12.5, pages 1-4 (remove)
	7-9 through 7-20	12.6, pages 1-4 (remove)
	7-43 through 7-52	12.7, pages 1-4 (remove)
	7-55 through 7-58	12.8, pages 1-6 (remove)
	7-62.7, 7-62.8	12.9, pages 1-4 (remove)
	7-63 through 7-100	12.10, pages 1-4 (remove)
	7-107, 7-108	

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937	Reactivating Deleted Records	32-16
938-949	(Reserved)	

Part 33 Socially Disadvantaged, Limited Resource, and Beginning Farmer or Rancher Certification

950	Certification Policy	33-1
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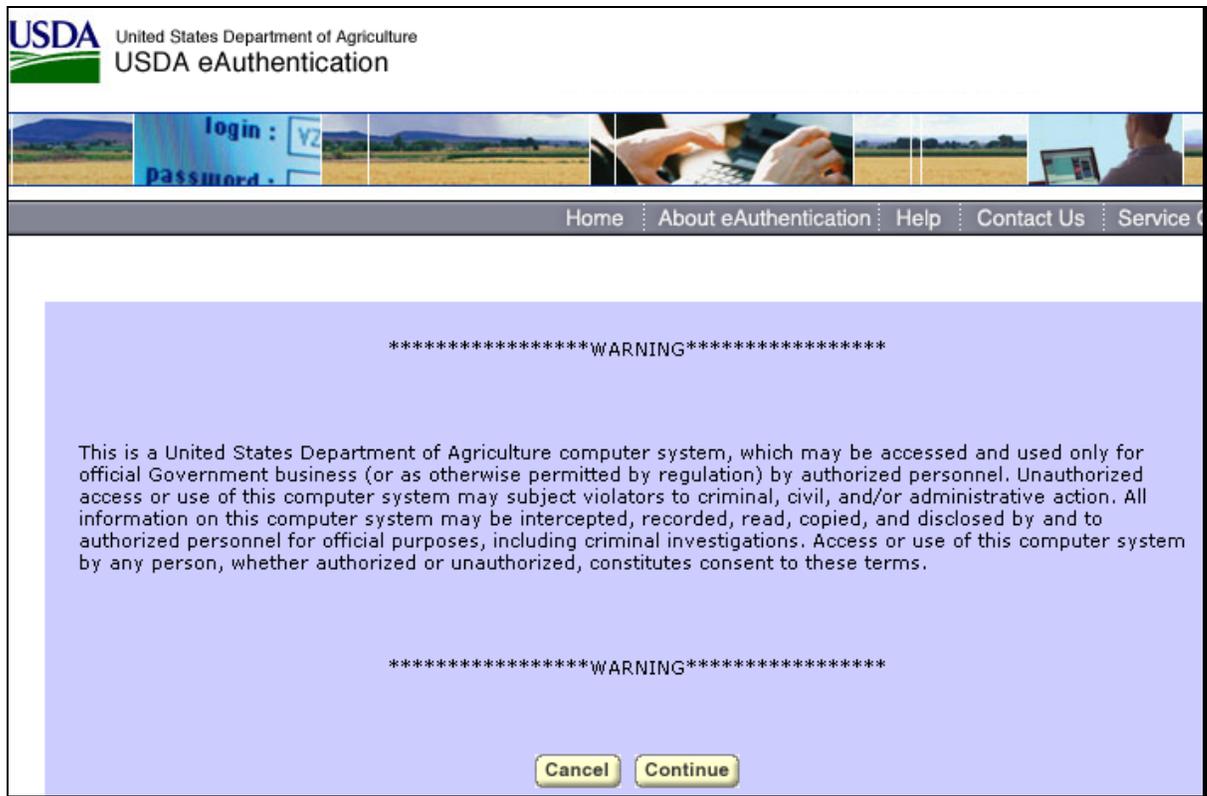
Exhibits

1	Reports, Forms, Abbreviations, and Redelegations of Authority
2	Definitions of Terms Used in This Handbook
3	Menu and Screen Index
4-9	(Reserved)
10	IRS Information About Employer ID Numbers
11	Recording Business Types
11.4	Completing AD-2017
11.5	SCIMS Security Officers
12	Conversion Chart
12.5-12.10	(Withdrawn--Amend. 3)
13	SF-256, Self-Identification of Handicap
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50	Forms and Documents Not Approved for FAXed Signatures
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62	Non-FSA Power of Attorney Certification
63-99	(Reserved)
100	State Codes and State Abbreviations
101	State and County Codes and Counties
102	Approved Abbreviations and Acronyms
103	Approved Facility Types and Codes
104	USPS Abbreviations for SCIMS Name and Address Records

141 Accessing Name and Address From SCIMS (Continued)

*--E FSA's Intranet Homepage (Continued)

USDA's eAuthentication Warning Screen will be displayed. CLICK "Continue".



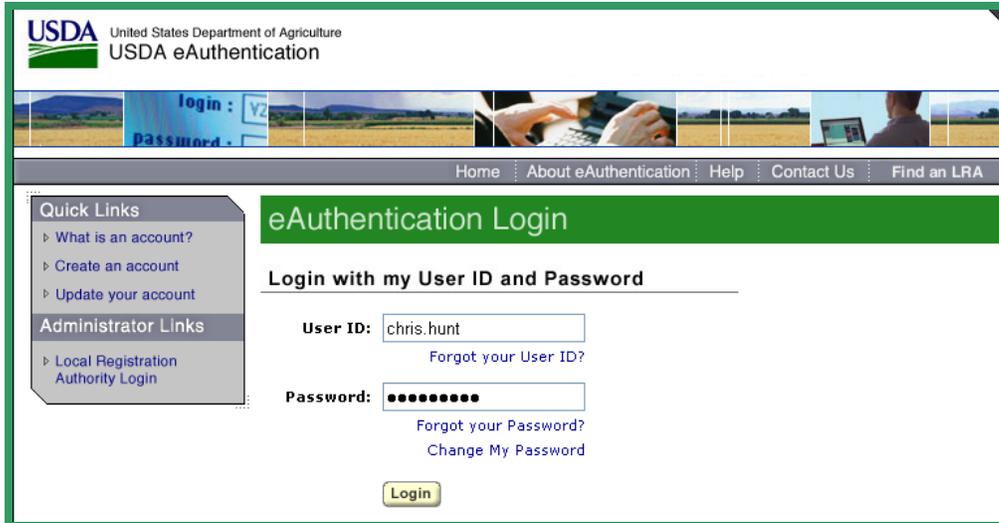
--*

141 Accessing Name and Address From SCIMS (Continued)

F eAuthentication Login Screen

After users CLICK “Continue” on the eAuthentication Warning Screen, the eAuthentication Login Screen will be displayed as follows.

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Enter eAuthentication user ID and password and CLICK “Login”.

If the user does **not** have authority to access SCIMS, the following screen will be displayed. Contact State SCIMS Security Officer for assistance.



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141 Accessing Name and Address From SCIMS (Continued)

F eAuthentication Login Screen (Continued)

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When exiting SCIMS, **always** click either “Exit SCIMS” or “Logout of eAuth” at the top of the screen.

Note: **Never** exit SCIMS from the “Close Box” (Red “X” in the upper right-hand corner of the screen on the blue Microsoft Internet Explorer blue banner) or clicking the “Home” button on the tool bar. Exiting from the “Close Box” or “Home” button will lock-out other users from accessing the last customer accessed for 1 hour. If SCIMS is inadvertently exited from the “Close Box” or “Home” button, user shall **immediately** re-access the applicable record and click either “Exit SCIMS” or “Logout of eAuth” at the top of the screen.--*

***--154 Potential Duplicate Customers**

A SCIMS Potential Duplicate Process

During the SCIMS migration process, customer records were compared to determine whether the customer has potential duplicate records. The potential duplicate process compares customer data that matches other customers, but is not determined an exact match. Not all customers identified as potential duplicates will be duplicates.

Counties shall keep in mind that properly resolving duplicates is a very important process in the success of SCIMS.

B Individual Counts

Individual customer data is compared to other individual customers to determine whether the following data matches:

- last name
- first name
- suffix
- 5-digit ZIP Code.

C Business Criteria

Business customer data is compared to other business customers to determine whether the following data matches:

- business name
- 5-digit ZIP Code.

D Identification Number Criteria

In a separate comparison, the migration process compared individuals and businesses to determine whether only the ID number matches regardless of any other criteria.--*

155 Potential Duplicate Report

--A Accessing the Potential Duplicate Report--

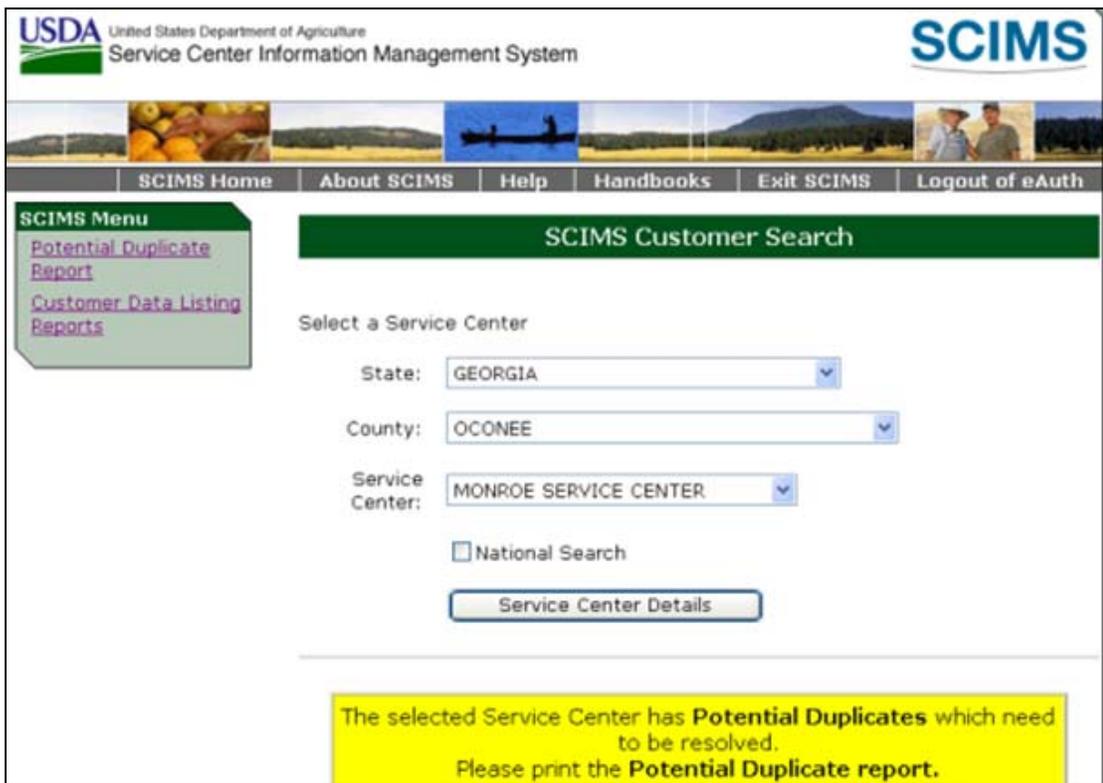
The Potential Duplicate Report lists all potential duplicates that have been identified for every County Office. The Potential Duplicate Report is on the SCIMS web site and can be generated and printed as many times as necessary until all duplicates have been resolved. The potential duplicate’s resolution process should be completed as soon as possible when contacted by the State SCIMS officer and/or when the user receives the yellow banner message stating, “The selected Service Center has **Potential Duplicates** which need to be resolved. Please print the Potential Duplicate report.”, as follows.

Note: Duplicates that have been resolved will **not** be removed from the report until the next workday.

* * *

County Offices shall access and print the Potential Duplicate Report for their county according to the following.

Step	Action
1	Access SCIMS web site according to paragraph 141.
2	On the Customer Search Page, CLICK “ Potential Duplicate Report ”.
3	Select applicable State and Service Center for Potential Duplicate Report.
4	CLICK “ Generate Report ”.
5	*--At the bottom of the report, CLICK “Print This Page”.



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155 Potential Duplicate Report (Continued)

*--A Accessing the Potential Duplicate Report (Continued)

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B Examples of the Potential Duplicate Report

This is an example of the Potential Duplicate Report that the county will be dispatched.

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Tax Id/Type	Last Name	First Name	Name Suffix	Delivery Address Line	City	State	ZIP	Legacy St/Cty
S	PETERS	KENNETH		2496 PANNELL RD	MONROE	GA	30655	NRCS
				2496 PANNELL RD	MONROE	GA	30655	13/297
N				3522 HESTERTOWN RD	MONROE	GA	30655	13/297

--*

***--156 Resolving Potential Duplicates**

A Resolving Duplicates on the Potential Duplicate Report

County Offices shall use the printed Potential Duplicate Report to assist in resolving potential duplicates in their own county as well as potential duplicates in which they are the control county.

Important: The duplicates shall be resolved on the printed Potential Duplicate Report before accessing the customers in SCIMS.

County Offices shall **not**:

- merge more than 15 potential duplicate records at 1 time
- attempt to resolve potential duplicates for Federal Government agencies, as well as BIA's listed with the 52-1176810 TIN.

CED shall notate and certify on the printed Potential Duplicate Report the necessary corrective action before accessing SCIMS to resolve the duplicate. The Potential Duplicate Report shall be kept indefinitely.

In most cases, County Office personnel shall select the customer record that has the correct ID number even if other customer data is incorrect. Data from other merged records will complete data that is not contained in the record that is chosen. Additional data may be added or changed after the records are merged by accessing the record in SCIMS and making the changes.--*

156 Resolving Potential Duplicates (Continued)**D Correcting Customer Records**

After resolution of a potential duplicate, County Office personnel may need to correct the customer's AS/400 records. Since the resolution process will merge customers into one, any merged tax ID number that was active on a farm or in a program will need to be made inactive in the county's AS/400. If the merged ID's were not active on a farm or in a program, then the merge process will automatically move ID to "Delete" status.

Example: A potential duplicate customer's name and address resides in 2 County Office's AS/400. In one county, the customer is in the AS/400 name and address file and on all farm records with a permanent tax ID number. In the other county, the customer is in the AS/400 name and address file and all farm records using a temporary tax ID number. A determination is made to merge the customer using the permanent ID number. After merging, the county where the temporary ID number was being used will have to delete the temporary ID from all customer records and programs in the AS/400 and add the permanent ID number. The temporary ID will remain on the name and address file in the county where it resided as "Pending Delete" until completion of 2 full farm record rollovers. KC-ADC will then move ID to "Deleted" status in the AS/400.

E Not Resolving Potential Duplicates for Federal Government Agencies and BIA's

County Offices shall **not** resolve potential duplicates for Federal Government agencies, as well as BIA's listed with the 52-1176810 Tax ID Number.

* * *

157-163 (Reserved)

175 Customer Search in SCIMS (Continued)

E National Customer Search

When the user selects “National Search” and enters sufficient search data for the customer, SCIMS searches all name and address records on file in the database for the customer. The same criteria used for a State and local search is used for the national search.

Note: When using broad search criteria, such as the last name of Jones or the same ZIP Code, a maximum of 100 customers with similar matching data will be displayed. If the customer is not located, the user shall enter additional customer data to attempt to locate the customer before adding.

F Example of SCIMS Customer Search Screen

This is an example of the SCIMS Customer Search Screen.

Note: User may search by specific “County” and/or “Service Center”. To perform a State search, user must select “All Counties” **and** “All Service Centers” for the State.

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To view the details of the selected Service Center, CLICK “Service Center Details”. The following data will be displayed:

- site name
- site address
- agencies serviced by the Service Center
- telephone number.

175 Customer Search in SCIMS (Continued)

F Example of SCIMS Customer Search Screen (Continued)

*--The Customer Search Page provides the following options:

- “SCIMS Home”
- “About SCIMS”
- “Help”
- “Handbooks”
- “Exit SCIMS”
- “Logout of eAuth”
- “Potential Duplicate Report”
- “Customer Data Listings”
- “Search”
- “Reset”.

Note: As additional SCIMS options are developed, they will be accessed by clicking the applicable option.

When exiting SCIMS, **always** click either “**Exit SCIMS**” or “**Logout of eAuth**” at the top of the screen.

Note: **Never** exit SCIMS from the “Close Box” (Red “X” in the upper right-hand corner of the screen on the blue Microsoft Internet Explorer blue banner) or clicking the “Home” button on the tool bar. Exiting from the “Close Box” or “Home” button will lock-out other users from accessing the last customer accessed for 1 hour. If SCIMS is inadvertently exited from the “Close Box” or “Home” button, user shall **immediately** re-access the applicable record and click either “**Exit SCIMS**” or “**Logout of eAuth**” at the top of the screen.--*

175 Customer Search in SCIMS (Continued)

G Example of SCIMS Search Customer Search Results Screen

This is an example of the SCIMS Search Customer Search Results Screen. In the “Common Name” column, click the customer’s name to access.

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The screenshot shows the SCIMS Customer Search Results page. At the top, there is a navigation bar with links: SCIMS Home, About SCIMS, Help, Handbooks, Exit SCIMS, and Logout of eAuth. Below this is a SCIMS Menu with links for Customer Search and Add Customer. The main heading is "SCIMS Customer Search Results" and it states "Based on selected EASTMAN SERVICE CENTER". Below this, it says "Select a Customer:" and displays a table with the following data:

A/I	Dup	Common Name	Tax ID	Tax ID Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State / County
A	N	JONES		N	1421 OLD DODGE HIGH RD	EASTMAN, GA 31023 - 2541		GEORGIA / DODGE
A	N	JONES		S	PO BOX 453	EASTMAN, GA 31023 - 0453		GEORGIA / DODGE
					PO BOX 453	EASTMAN, GA 31023 - 0453		GEORGIA / DOOLY
A	N	JONES		S	191 MILAN CEMETERY RD	MILAN, GA 31060 - 4440		GEORGIA / DODGE

--*

H Example of No Records Available Screen

This is an example of the No Records Available Screen.

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The screenshot shows the SCIMS Customer Search Results page with the message "No records are available for this search." in red text. Below the message are two buttons: "Add New Customer" and "Search Again". The rest of the page layout, including the navigation bar and SCIMS Menu, is identical to the previous screenshot.

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From this page, the user may elect to add a new customer or return to the Search Page.

Note: Search criteria from previous search will be displayed on Customer Search Page when user elects to search again.

176 Adding Customers to SCIMS

A Purpose

Customer data that is not in the SCIMS database shall be added according to this paragraph and paragraphs 177 through 179. Sufficient customer core data is required to add a customer. If sufficient data is not entered, a download to the AS/400 name and address files will not occur.

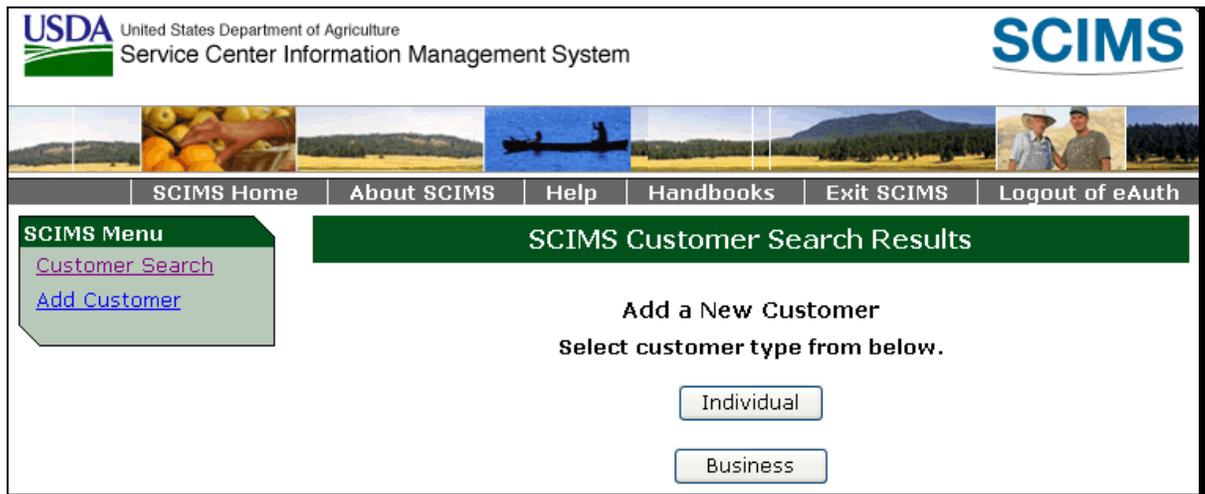
B Type of Customer

The customer shall be added as either of the following:

- “Individual”
- “Business”.

This is an example of the Add Customer Screen.

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176 Adding Customers to SCIMS (Continued)

C Entering Identification Data

Screens for adding a customer are different depending upon whether the add customer selection is “Individual” or “Business”.

The optional and required fields for core customer data for:

- an individual are described in paragraphs 177 and 179
- a business are described in paragraphs 178 and 179.

***--Note:** Required fields for core customer data are marked with an asterisk.--*

Service Centers shall obtain sufficient information about the customer to create a complete record for downloading to the AS/400.

Obtaining information that is considered optional about the customer is encouraged as long as the customer is willing to provide the information. In no case is the optional data required, except as noted for FLP customers.

177 Entering Customer Core Data for an Individual

A Selecting an Individual

This is an example of the Add A New Individual Customer Screen.

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After selecting an individual, the following information may be added.

Field	Required	Valid Entry	
Tax ID		Customer's Social Security number, EIN, or TIN; required if the customer wants to receive monetary benefits. If an ID number is not entered and the customer is linked to a county, a customer ID will be assigned by SCIMS. *--Notes: Do not change tax ID if they were ever an FLP customer without notifying FLP.--* Assigned customer ID will not be displayed in SCIMS.	
Tax ID Type		IF an ID number is...	THEN click the drop-down menu to select...
		entered	"IRS Number" or "Social Security Number".
		not entered	"No Tax Id".
Last Name	X	Customer's last name.	
First Name	X	Customer's first name.	

177 Entering Customer Core Data for an Individual (Continued)

A Selecting an Individual (Continued)

Field	Required	Valid Entry
Name Suffix		Use the drop-down menu to select 1 of the following suffixes: <ul style="list-style-type: none"> • “JR” • “SR” • “I” • “II” • “III” • “IV” • “V” • “DDS” • “DVM” • “MD”.
ZIP Code	X	The customer’s ZIP Code is required (for mailing address). Note: To add a customer with a foreign address that contains alphanumeric characters in the ZIP Code, a 5-digit number using the County Office’s respective ZIP Code *--will initially have to be entered to continue to the--* Enter Customer Data Page. The “ZIP Code” field will not accept alphanumeric characters.

After the data in this subparagraph is entered, CLICK “Add”. To clear the fields entered without adding, CLICK “Reset”.

If a “potential duplicate” message is received, see paragraph 192 for resolving the potential duplicate.

177 Entering Customer Core Data for an Individual (Continued)

B Entering Additional Customer Data

Customer information entered on the previous page is brought forward to the Customer Information Screen. Additional customer data is entered according to the table in this subparagraph. Sufficient customer data should be entered to easily identify the customer.

This is an example of the Customer Information Screen.

*..

The screenshot displays the SCIMS Customer Information screen. At the top, there is a navigation bar with links: SCIMS Home, About SCIMS, Help, Handbooks, Exit SCIMS, and Logout of eAuth. Below this is a SCIMS Menu with links for Customer Search, Return To Search Results, Race Types, Disabilities, Addresses, Phone Numbers, E-Mail Addresses, Notes, Program Participation, Legacy Links, and Bottom. The main section is titled 'Customer Information' and contains the following fields:

- Common Name: MATHEW SMITH
- * Customer Type: Individual (Change button)
- Tax Id: [Empty]
- Tax Id Type: No Tax Id
- * Last Name: SMITH
- Prefix: None
- * First Name: MATHEW
- Suffix: None
- Middle Name: [Empty]
- * Legal Name: Yes No (No is selected)
- * Gender: Male
- Birth Date: [Empty] (Ex: mm/dd/yyyy)
- * Gender Determination: Employee Declared
- Birth Date Determination: Select One
- Citizenship Country: UNITED STATES
- Marital Status: Unknown N/A
- Veteran: Unknown or N/A
- * Voting District: WEST VIRGINIA *02
- Receive Mail Indicators: FSA, NRCS, RD, Electronically
- Language Preference: English
- Limited Resource Producer: No
- Employee Type: Not an Employee
- Resident Alien: Unknown or N/A
- * Ethnicity: Not Hispanic or Latino
- Inactive Customer Indicator: Active Record
- * Ethnicity Determination: Employee Declared

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The options on the navigation bar at the top of this page may be used to access the information sections described in paragraph 179. Clicking “Bottom” will take the user to the very bottom of the page where the “Submit” and “Reset” buttons are located as described in subparagraph 179 K.

177 Entering Customer Core Data for an Individual (Continued)

B Entering Additional Customer Data (Continued)

The following table lists additional customer data elements. Some entries are required to create the core data in SCIMS.

Field	Required	Valid Entry
Common Name		<p>The common name will download to the AS/400.</p> <p>Examples: Robert Smith is known as Bob Smith. Jerry Saar DBA Saar Ranch.</p> <p>Note: If left blank, the customer’s first name, middle initial, and last name and suffix will default. However, the common name can be changed.</p>
Customer Type		<p>Individuals may be changed to a business with a Social Security number for only the following:</p> <p>* * *</p> <ul style="list-style-type: none"> •*-LLC’s (paragraph 178.6) • revocable trusts (paragraph 178.8).--*
Middle Name		Enter either the customer’s complete middle name or an initial.
Gender	X	Use the drop-down menu to select the gender of the customer.
Gender Determination Code	X	<p>To indicate how the gender of the customer was determined, use the drop-down menu to select either of the following:</p> <ul style="list-style-type: none"> • “Customer Declared” indicates verbal information directly from the customer or submission by the customer on a standard disclosure form • “Employee Declared” indicates an unsubstantiated judgment or information obtained through a third party.
Citizenship Country	X	<p>The citizenship of the customer:</p> <ul style="list-style-type: none"> • defaults to “United States” • may be changed by selecting a country from the drop-down menu.
Veteran		<p>The veteran status of the customer:</p> <ul style="list-style-type: none"> • defaults to “Unknown or N/A” • may be changed by selecting from the drop-down menu. <p>Note: An entry of “Y” or “N” is required for FLP customers.</p>

177 Entering Customer Core Data for an Individual (Continued)

B Entering Additional Customer Data (Continued)

Field	Required	Valid Entry
Receive Mail Indicators		<p>The receive mail indicators:</p> <ul style="list-style-type: none"> • default to blank • must be checked if the customer has requested to receive mail from applicable agency. <p>*--Notes: Receive Mail “Electronically” applies to all agencies that have “Receive Mail” checked. If Receive Mail Indicator; “Electronically” is checked, customer must have a “Primary” e-mail address recorded in the “E-Mail Address” field.--*</p> <p>The FSA receive mail indicator is downloaded to all counties for a customer. However, during the SCIMS download, the AS/400 only updates the receive mail indicator if it is a new customer. Any subsequent updates to the receive mail indicator would need to be made on the System 36 through Name and Address Maintenance.</p>
Limited Resource Producer		<p>To indicate the limited resource producer status, use the drop-down menu to select 1 of the following:</p> <ul style="list-style-type: none"> • “Yes” • “No” (default) • “Unknown”. <p>Note: See Exhibit 2 for definition of “limited resource producer” before updating this field.</p>
Resident Alien		<p>To indicate the resident alien status, use the drop-down menu to select 1 of the following:</p> <ul style="list-style-type: none"> • “Yes” • “No” • “Unknown or N/A” (default).

177 Entering Customer Core Data for an Individual (Continued)

B Entering Additional Customer Data (Continued)

Field	Required	Valid Entry
Language Preference	X	Use the drop-down menu to select either of the following: <ul style="list-style-type: none"> • “English” (default) • “Other” • “Spanish”.
Employee Type	X	Use the drop-down menu to select 1 of the following: <ul style="list-style-type: none"> • “Not an Employee” (default) • “Business Associate” of an FSA/NRCS employee • “Close Relative” of an FSA/NRCS Service Center employee such as, uncle, aunt, nephew, or niece • “Family Member” of an FSA/NRCS Service Center *--employee such as, wife, husband, son, or daughter, including minor children--* • “FSA Employee/Producer”, including DD’s, State Office employees, SED, STC, NRCS AC, and NRCS State Conservationist • “Service Center Employee”, including employees of other Service Center agencies. <p>Note: Ensure that employee type is changed when customer’s status changes.</p>
Ethnicity	X	Use the drop-down menu to select either of the following: <ul style="list-style-type: none"> • “Hispanic or Latino” • “Not Hispanic or Latino”.
Ethnicity Determination Code	X	To indicate how the ethnicity of the customer was determined, use the drop-down menu to select either of the following: <ul style="list-style-type: none"> • “Customer Declared” indicates verbal information directly from the customer or submission by the customer on a standard disclosure form • “Employee Declared” indicates an unsubstantiated judgment or information obtained through a third party. <p>Note: The determination code must be the same as the determination code entered in “race”.</p>

178 Entering Customer Core Data for a Business

A Selecting a Business

This is an example of the Add Business Customer Screen.

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After the selection of a business, the following information may be added.

Field	Required	Valid Entry
Tax ID		Business' Federal TIN; required if the business wants to receive monetary benefits. To record Federal agencies as landowners, use the ID numbers in subparagraph 125 A. Note: If the Federal agency is not listed in subparagraph 125 A, follow subparagraph 125 D.

--*

178 Entering Customer Core Data for a Business (Continued)

A Selecting a Business (Continued)

Field	Required	Valid Entry	
--Tax ID Type--		IF an ID number is...	THEN click the drop-down menu to select...
		entered	1 of the following: <ul style="list-style-type: none"> • “Employer ID” • “Federal” • “Social Security”. Note: The only businesses that can be loaded with a Social Security number are the following: <ul style="list-style-type: none"> • LLC’s (paragraph 178.6) • revocable trusts (paragraph 178.8). For CMA or LSA, ID type must be “employer ID”.
		not entered	“No Tax Id”.
Business Name	X	The business’ name is required.	
***		***	
Business Type	X	Select the business type from the drop-down menu. Notes: The business type selected will download to AS/400 an entity type. See Exhibit 11 for the entity type codes. For CMA or LSA, business type must be “Corporation”.	
ZIP Code	X	The business’ ZIP Code is required. Note: To add a customer with a foreign address that contains alphanumeric characters in the ZIP Code, the County Office’s respective ZIP Code will initially have to be entered to continue to the Enter Customer Data Page. The “ZIP Code” field will not accept alphanumeric characters.	

After the data in this subparagraph is entered, CLICK “Add”. To clear the fields of data entered without adding, CLICK “Reset”.

If a “potential duplicate” message is received, see paragraph 192 for resolving the potential duplicate.

178 Entering Customer Core Data for a Business (Continued)

B Entering Additional Business Data

Business information entered on the previous page is brought forward to the Business Information page. Additional customer data is entered according to the table in this subparagraph. Sufficient customer data should be entered to easily identify the customer.

This is an example of the Business Information page.

*..

..*

The options on the navigation bar at the top of this page may be used to access the information sections described in paragraph 179. Clicking on “Bottom” will take the user to the very bottom of the page where the “Submit” and “Reset” buttons are located as described in subparagraph 179 K.

178.9 Establishing Unknowns in SCIMS

A Purpose

There are instances when County Offices do not know who is the owner of a farm/tract of land. If owners/operators are unknown, County Offices shall do thorough research to ensure that the owner/operator is unknown. If the owner/operator is determined to be unknown, County Offices shall record the “unknown” owner/operator in SCIMS as an “unknown”.

B Recording an “Unknown” in SCIMS

Record the “unknown” in SCIMS as follows:

- use the administrative county name for the unknown customer’s “first name”
- use the State abbreviation for the last name
- use the administrative County Office address for all “unknowns”
- follow procedure in 3-CM to add the “unknown” to the farm and remove the previous owner.

Notes: County Offices shall only establish 1 unknown with the administrative county and State abbreviation as the name. This creates 1 customer ID. The **same** customer ID will be used for all unknown owners and/or operators.

Unknown customers are **not** to be entered in SCIMS with any reference to or use of the word “**Delete**”, and any records previously recorded or migrated from the System 36 referencing “Delete” shall be changed to “Unknown” according to this paragraph.

* * *

179 Additional Customer Entries

A Introduction

The following subparagraphs detail customer information to enter for individual or business customers.

After the addition of information in each of the following sections, the Customer Information page will be redisplayed.

B Race Type

Race information for a customer is added by clicking “Add” in the Race Type section. Multiple races may be entered by clicking “Add” for each additional race type.

*--

* Race Type			
Click To Modify	Click To Delete	Race Type	Race Determination
Modify	Delete	White. Origins in original peoples of Europe, the Middle East, N Africa	Employee Declared




Customer Race Information

Please select Race Type and Determination.
All items marked with asterisk are required.

* Race Type:

* Race Determination:

--*

179 Additional Customer Entries (Continued)

B Race Type (Continued)

Race is required for an individual. Enter at least 1 race from the following table. Race may be entered for a business, but it is not required.

Note: The determination code is required if an entry is made in “Race”.

Race	Definition
American Indian or Alaska Native	A person having origins in any of the original peoples of North, South, or Central America, and who maintains cultural identification through tribal affiliation or community recognition (includes Aleuts and Eskimos).
Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent (including Japan and the Philippines).
Black or African American	African American indicates a person having origins in the black racial groups of Africa.
Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of the Hawaiian Islands, Guam, or Samoa.
White	A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

The user shall select from either of the following options to show how the race was determined:

- “Customer Declared” indicates verbal information directly from the customer or submission by the customer on a standard disclosure form
- *--“Employee Declared” indicates an unsubstantiated judgment or information obtained--* through a third party.

Note: The determination code must be the same as the “Ethnicity” determination code.

To retain the entered data, CLICK “**OK**”. To return to the Customer Information Page and not retain the entered data, CLICK “**Cancel**”.

179 Additional Customer Entries (Continued)

C Disability Information

Information concerning the customer’s disability may be added by clicking “Add” in the Disability Information section. Multiple disabilities may be entered by clicking “Add” for each additional disability.

Disability information is:

- not required for a customer
- required for an FSA or Federal Service Center employee.

If the customer provides disability information, the user shall select disability information from the drop-down menu. See Exhibit 13 for SF-256.

*--

Click To Modify	Click To Delete	Disability Type	Disability Determination
Modify	Delete	No handicap	Employee Declared

USDA SCIMS

Customer Disability Information

Please select Disability Type and Determination.
All items marked with asterisk are required.

* Disability Type:

* Disability Determination:

--*

179 Additional Customer Entries (Continued)

C Disability Information (Continued)

The user shall select from either of the following determination options to show how the disability was determined:

- “Customer Declared” indicates verbal information directly from the customer or submission by the customer on a standard disclosure form
- *--“Employee Declared” indicates an unsubstantiated judgment or information obtained--* through a third party.

Note: Disability information does not apply to a business customer.

To retain the entered data, CLICK “**OK**”. To return to the Customer Information Page and not retain the entered data, CLICK “**Cancel**”.

179 Additional Customer Entries (Continued)

D Address Information

Address information for the customer:

- is a required entry
- shall be added by clicking “Add” in the Address Information section.

Note: Users shall enter the administrative County Office address for the customer, if the customer's address is unknown.

The customer must have at least 1 valid current address. Multiple addresses may be entered by clicking “Add” for each additional address.

*--

* Address Information						
Active	Click To Modify	Click To Delete	Address Lines	City, State ZIP Code	Carrier Route	Current Address
Active	Modify	Delete	PO BOX 27	CHARLES TOWN, WV 25414-5104	R004	Yes

Customer Address Information

All items marked with asterisk are required.

Information Line: * City:

* Delivery Address Line: * State:

* Country: * Zip Code: -

Foreign Addr Line: (Foreign City, State, and Postal Code) Carrier Route:

Current Address:

*** Address Type**

Mailing Address: Shipping Address: Street Address:

--*

179 Additional Customer Entries (Continued)

D Address Information (Continued)

Address information shall be entered according to the following table.

Field	Required	Valid Entry
Information Line		<p>This field is used if the “Delivery Address Line” field has a secondary name or c/o.</p> <p>Example: SCIMS Farms c/o Jerry Davis 1500 Hawthorne Court Manly VA 20110</p> <p>“c/o Jerry Davis” is entered in the “Information Line” field.</p> <p>Note: “Information Line” data will be sent to the AS/400.</p>
***		***

179 Additional Customer Entries (Continued)

D Address Information (Continued)

Field	Required	Valid Entry
Delivery Address Line	X	<p>This line identifies the delivery address for the customer using 1 of the following:</p> <ul style="list-style-type: none"> • PO Box XXX • RR X Box XXX • HC X Box XXX • street address and apartment number. <p>Note: The “Delivery Address Line” and the “Last Line (Post Office)” of addresses should be completely standardized using USPS standard abbreviations and/or as shown in the current USPS ZIP+4 File.</p> <p>Example: BILL GREY (Recipient Line) C/O ABC GRAIN INC (Information Line-Optional) 1500 E MAIN AVE STE 201 (Delivery Address Line) SPRINGFIELD VA 22162-1010 (Last Line (Post Office))</p>
Foreign Address Line		<p>Enter either of the following only if the address includes a foreign country or military address (such as APO or FPO):</p> <ul style="list-style-type: none"> • foreign country *-- <div data-bbox="609 911 1161 1281" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; background-color: #006633; color: white; margin: 0;">Customer Address Information</p> <p style="text-align: center; font-size: small;">All items marked with asterisk are required.</p> <p>Information Line: <input type="text"/> City: <input type="text"/></p> <p>* Delivery Address Line: <input type="text" value="PO BOX 310"/> State: <input type="text" value="No Selection Required"/></p> <p>Country: <input type="text" value="CANADA"/> Zip Code: <input type="text"/> - <input type="text"/></p> <p>* Foreign Addr Line: <input type="text" value="LOCKPORT NS BOTLCL"/> Carrier Route: <input type="text"/></p> <p style="text-align: right;">Current Address: <input checked="" type="checkbox"/></p> <p style="text-align: center;">* Address Type</p> <p>Mailing Address: <input checked="" type="checkbox"/> Shipping Address: <input type="checkbox"/> Street Address: <input type="checkbox"/></p> </div> <p style="text-align: right;">--*</p> <p>Note: Make no entries in “City”, “State”, or “ZIP Code” fields.</p> <ul style="list-style-type: none"> • military address. *-- <div data-bbox="609 1432 1161 1801" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; background-color: #006633; color: white; margin: 0;">Customer Address Information</p> <p style="text-align: center; font-size: small;">All items marked with asterisk are required.</p> <p>Information Line: <input type="text"/> City: <input type="text"/></p> <p>* Delivery Address Line: <input type="text" value="PSC 50 BOX 371"/> State: <input type="text" value="No Selection Required"/></p> <p>Country: <input type="text" value="UNKNOWN"/> Zip Code: <input type="text"/> - <input type="text"/></p> <p>* Foreign Addr Line: <input type="text" value="APO AE 09494-0371"/> Carrier Route: <input type="text"/></p> <p style="text-align: right;">Current Address: <input checked="" type="checkbox"/></p> <p style="text-align: center;">* Address Type</p> <p>Mailing Address: <input checked="" type="checkbox"/> Shipping Address: <input type="checkbox"/> Street Address: <input type="checkbox"/></p> </div> <p style="text-align: right;">--*</p> <p>Note: Replace the foreign city with APO or FPO and the State name with AA, AE, or AP followed by the applicable special ZIP Code. Make no entries in "City", "State", or "ZIP Code" fields.</p>

179 Additional Customer Entries (Continued)

D Address Information (Continued)

Field	Required	Valid Entry
Current Address	X	<p>Check this box if the customer has indicated this address as the current address.</p> <p>Notes: An individual may have multiple addresses, but can have only 1 current address.</p> <p>A business may have multiple addresses and multiple current addresses.</p>
City	X	Enter a city name.
State	X	Select a State from the drop-down menu.
ZIP Code	X	<p>Enter the:</p> <ul style="list-style-type: none"> • first 5 digits of the ZIP Code • last 4 digits of the ZIP Code, if known. <p>Notes: The ZIP Code can be obtained from the USPS web site at http://www.usps.com/zip4/.</p> <p>To add a customer with a foreign address that contains alphanumeric characters in the ZIP Code, a five digit number using the County Office's respective ZIP Code will have to be entered to continue to the Enter Customer Data Page. The ZIP Code block will not accept alphanumeric characters.</p>
Country	X	<p>The country:</p> <ul style="list-style-type: none"> • defaults to "United States" • may be changed by selecting a country from the drop-down menu •*--select "UNKNOWN" from the drop-down menu for military addresses.--*
Mailing Address		<p>Check this box if the address is the customer's mailing address.</p> <p>Note: A customer may have multiple mailing addresses if mail is received in different locations.</p>
Shipping Address		<p>Check this box if the address is the customer's shipping address.</p> <p>Note: A customer may have multiple shipping addresses.</p>
Street Address		<p>Check this box if the address is the customer's street address.</p> <p>Note: A customer may have multiple street addresses.</p>
Carrier Route		Enter the alphanumeric code assigned by USPS. The carrier route can be obtained from the USPS web site at http://www.usps.com/zip4/ .
--Contact Person		<p>Enter applicable contact person's name.</p> <p>Note: This field is only available for business customers and is entered and displayed only on the USDA-SCIMS add or update pop-up screen.--</p>

To retain the entered data, CLICK "OK". To return to the Customer Information Page and not retain the entered data, CLICK "Cancel".

179 Additional Customer Entries (Continued)

E Phone Number

Information about the customer’s telephone numbers may be added by clicking “Add” in the Number box. Multiple telephone numbers may be entered by clicking “Add” for each additional telephone number.

*--

Phone Number

Click To Modify	Click To Delete	Number	Type	Extension	Primary	Unlisted
Modify	Delete	304-725-1234	Home		Yes	No
Modify	Delete	304-283-1234	Cellular		No	No

Customer Phone Information

All items marked with asterisk are required.

Please enter phone number without any dashes "-", parenthesis "(" or spaces. Ex 1234567890

* Number:

Extension:

* Type:

Location State:

Location County:

Country:

Primary Phone:

Unlisted:

--*

Telephone information shall be entered according to the following table.

Field	Required	Valid Entry
Number		Enter area code and 7-digit number without spaces or dashes. Note: The telephone number will not be sent to AS/400. Update AS/400 with the current telephone number.
Extension		Enter extension number, if applicable.

179 Additional Customer Entries (Continued)

E Phone Number (Continued)

Field	Required	Valid Entry
Type	X	Use the drop-down menu to select 1 of the following: <ul style="list-style-type: none"> • “Barn” • “Business” • “Cellular” • “Data” • “Fax” • “Home” • “TDD” • “Video”. <p>This field is required if a telephone number is entered.</p>
Location State		Select the State from the drop-down menu. <p>Note: This may be helpful if the customer has telephone numbers in different States.</p>
Location County		Select the county from the drop-down menu. <p>Note: This may be helpful if the customer has telephone numbers in different counties.</p>
Country	X	The country where the telephone number is located: <ul style="list-style-type: none"> • defaults to “United States” • may be changed by selecting a country from the drop-down menu. <p>This field is required if a telephone number is entered.</p>
Primary Phone	X	Check this box if the telephone number is the primary telephone number for the customer. <p>This field is required if a telephone number is entered.</p> <p>Note: The customer may have only 1 primary telephone number.</p>
Unlisted		Check this box if the telephone number is unlisted.

To retain the entered data, CLICK “OK”. To return to the Customer Information Page and not retain the entered data, CLICK “Cancel”.

179 Additional Customer Entries (Continued)

F E-Mail Address

Information about the customer’s e-mail address may be added by clicking “Add” in the E-Mail Address section. Customers may have several e-mail addresses. Multiple e-mail addresses may be entered by clicking “Add” for each additional e-mail address.

*--

Click To Modify	Click To Delete	Address	Type	Primary
Modify	Delete	msmith@yahoo.com	Business	Yes

USDA SCIMS

Customer Email Information

All items marked with asterisk are required.

* E-mail Address:

* Type:

Primary:

--*

179 Additional Customer Entries (Continued)

F E-Mail Address (Continued)

E-mail address information shall be entered according to the following table.

Field	Required	Valid Entry
E-mail Address		Enter the e-mail address for the customer.
Type	X	Use the drop-down menu to select either of the following: <ul style="list-style-type: none"> • “Business” • “Home”. This field is required if an e-mail address is entered.
Primary	X	Check this box if this e-mail address is the primary e-mail address for the customer. This field is required if an e-mail address is entered. Note: The customer may have only 1 primary e-mail address.

To retain the entered data, CLICK “OK”. To return to the Customer Information Page and not retain the entered data, CLICK “Cancel”.

179 Additional Customer Entries (Continued)

G Customer Notes

This option allows for entering notes about the customer to be entered. Customer notes are optional. Service Centers may use this section to record any pertinent information about the customer that is necessary or could be useful, such as the following:

- date address was changed
- date the customer inquired about a program
- date the customer was in the Service Center
- special needs of the customer
- date legacy link was added or deleted.

Note: The maximum number of characters and spaces that can be entered is 225. As many notes as needed can be added.

*_

Click To Modify	Click To Delete	Date	Text
Modify	Delete	1/12/2010	Mean black dog in dairy barn.

All items marked with asterisk are required.

* Note Type:

* Notes:

_*

To retain the entered data, CLICK “OK”. To return to the Customer Information page and not retain the entered data, CLICK “Cancel”.

179 Additional Customer Entries (Continued)

H Program Participation

Program Participation is used for recording the interest a customer has with an agency within the Service Center. Data in this section will be expanded as additional phases and programs are implemented.

*--

 * Program Participation				
Click To Modify	Click To Delete	Program	Servicing Organization	Current Participant
Modify	Delete	FSA Customer	JEFFERSON COUNTY FARM SERVICE AGENCY, WV	No
Modify	Delete	AG NRCS	RAMSON SERVICE CENTER, WV	No




Customer Program Participation Information

All items marked with asterisk are required.

* Program: 

* State:

* County:

* Organization Name:

* General Program Interest: 

* Current Participant: 

--*

If the customer has interest in more than 1 county serviced by a Service Center, only 1 program participation record has to be established for the Service Center under the applicable program.

179 Additional Customer Entries (Continued)

H Program Participation (Continued)

Program Participation record and correct Servicing Organization **must** match for **all** newly added and existing records, for the record to be updated. If the records do **not** match, the following screen will be displayed with error messages to alert users of the mismatched data.

*--

The screenshot shows the SCIMS (Service Center Information Management System) interface. At the top, there is a navigation bar with links: SCIMS Home, About SCIMS, Help, Handbooks, Exit SCIMS, and Logout of eAuth. Below this is a SCIMS Menu with links for Customer Search, Return To Search Results, Race Types, Disabilities, Addresses, Phone Numbers, E-Mail Addresses, Notes, Program Participation, Legacy Links, and Bottom. A prominent red and yellow error message box states: "PROGRAM PARTICIPATION RECORD(S) USING INVALID SERVICING ORGANIZATION. Please correct the program participation record(s) highlighted in yellow by deleting them and adding appropriate new record(s)". At the bottom of the interface is a green button labeled "Customer Information".

 * Program Participation				
Click To Modify	Click To Delete	Program	Servicing Organization	Current Participant
Modify	Delete	AG NRCS	NAHUNTA SERVICE CENTER, GA	No
Modify	Delete	FSA Customer	PIERCE COUNTY FARM SERVICE AGENCY, GA	No

--*

User shall research mismatched data and correct the records by deleting and/or adding records, as necessary, to clear the error message and update the record.

Note: If mismatched records are related to a multi-county customer, user shall consult with applicable County Offices **before** adding and/or deleting records.

179 Additional Customer Entries (Continued)

H Program Participation (Continued)

Add information to this section according to the following table. All Program Participation data is required.

Field	Valid Entry
Program	Identify why the customer is being added to SCIMS by using the drop-down menu to select 1 of the following: <ul style="list-style-type: none"> • “Non-AG NRCS Customer” • “Inactive Customer” • “Technical Service Provider” • “Non County FSA Customer” • “RD Customer” • “AG NRCS Customer” • “FSA Customer”. <p>Note: “FSA Customer” must be selected for a download to AS/400 to occur.</p>
State	Identify the State where the customer is participating by selecting the State from the drop-down menu.
County Served	Identify the county where the customer is participating by selecting the county from the drop-down menu. <p>*--Note: “State Office” has been added to the top of the county drop-down menu for Financial Services use.--*</p>
Organization Name	Identify the Service Center organization where the customer is participating by selecting the Service Center site from the drop-down menu.
General Program Interest	Identify the interest a customer has by using the drop-down menu to select 1 of the following: <ul style="list-style-type: none"> • “Has interest in the program” • “Does not have interest in the program” • “Unknown”.
Current Participant	Identify if the customer is a current participant by using the drop-down menu to select 1 of the following: <ul style="list-style-type: none"> • “Application Made” • “Currently Enrolled and Participating” • “Not Currently Participating”.

To retain the entered data, CLICK “OK”. To return to the Customer Information page and not retain the entered data, CLICK “Cancel”.

Note: The Program Participation and the Legacy Link State and county must match for the record to be updated.

179 Additional Customer Entries (Continued)

H Program Participation (Continued)

The General Program Interest code must be in sync with the Current Participant code or the following Warning Screen will be displayed.

*--

The screenshot shows a warning dialog box with the following content:

- Logos for USDA and SCIMS at the top.
- Title: Customer Program Participation Information
- Warning message: **General Program Interest Code must be 'Has interest in the program' if Current Participant Code is 'Application made' or 'Currently Enrolled and Participating'.**
- Note: All items marked with asterisk are required.
- Fields:
 - * Program: FSA Customer
 - * State: WEST VIRGINIA
 - * County: JEFFERSON
 - * Organization Name: JEFFERSON COUNTY FARM SERVICE AGENCY
 - * General Program Interest: Does not have interest in the program
 - * Current Participant: Currently Enrolled and Participating
- Buttons: OK and Cancel

--*

179 Additional Customer Entries (Continued)

I Legacy Link

The legacy link is used to direct the customer’s core data to the appropriate AS/400 for use by specific programs. All FSA customers **must** be linked to at least 1 State and county.

*--

Click To Modify	Click To Delete	State	County	Address
Modify	Delete	WEST VIRGINIA	JEFFERSON	PO BOX 27, CHARLES TOWN, WV 25414-5104

State:

County:

* Select One	Delivery Address	City, State ZIP Code
<input checked="" type="radio"/>	261 NEW CASTLE DR	CHARLES TOWN, WV 25414-5104

--*

Add information to this section according to the following table. All legacy link data is required.

Field	Valid Entry
State	Identify the State where the customer’s record should be downloaded to by selecting from the drop-down menu. The default is the State corresponding to the Service Center selected according to subparagraph 141 F.
County	Identify the county where the customer’s record should be downloaded to by selecting from the drop-down menu. The default is the county corresponding to the Service Center selected according to subparagraph 141 F. Note: “State Office” has been added to the top of the drop-down menu for Financial Services’ use.
Check One	Identify the customer’s address that should be linked with the State and county selected.

179 Additional Customer Entries (Continued)

I Legacy Link (Continued)

Before creating a legacy link, review and make any modifications to the customer’s core data.

For any customer with:

- 1 address, that address should be linked to each county in which the producer participates
- multiple addresses, an address must be linked to each county in which the producer participates.

Note: In some cases, different addresses may be linked to different counties. The customer must specify which address is to be directed to each Service Center.

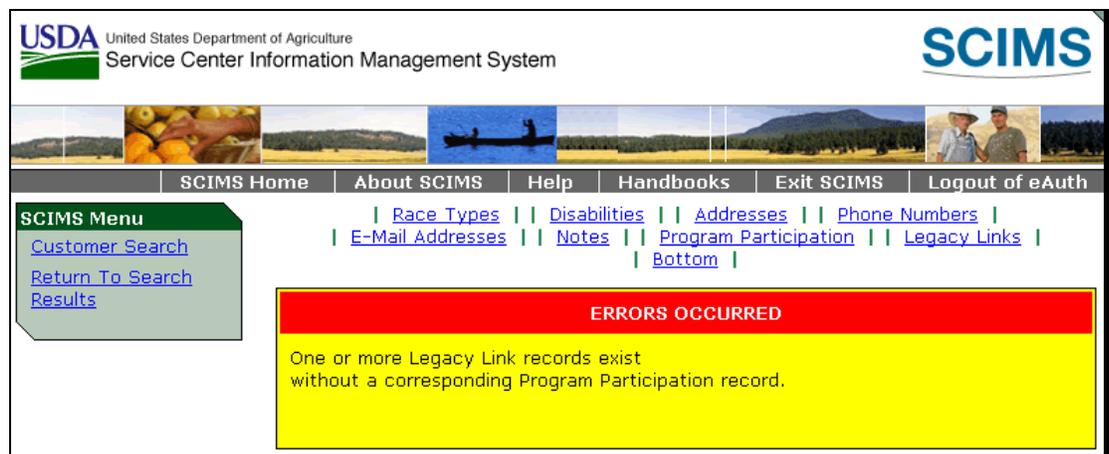
If a linked address is:

- modified, the updated address will be sent to each Service Center it is linked
- deleted, the legacy link must be deleted also.

To retain the entered data, CLICK “OK”. To return to the Customer Information Page and not retain the entered data, CLICK “Cancel”.

Note: FSA Program Participation records and corresponding Legacy Link records **must** exist for **all** newly added and existing records, for the record to be updated. If corresponding records do **not** exist, the following screens will be displayed with error messages to alert users of the missing data.

*--

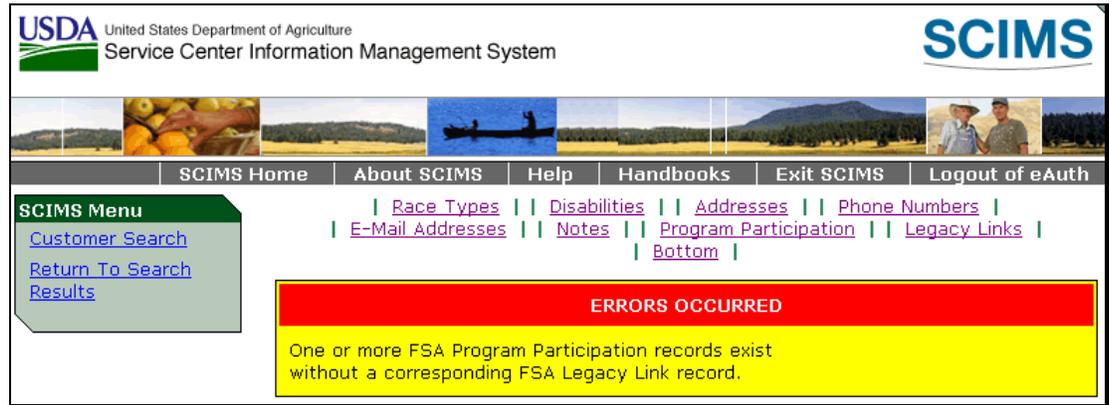


--*

179 Additional Customer Entries (Continued)

I Legacy Link (Continued)

*--



--*

User shall research missing data and add or delete FSA Program Participation records and Legacy Link records as necessary to clear the error message and update the record.

Note: If missing corresponding records are related to a multi-county customer, user shall consult with applicable County Offices **before** adding or deleting records.--*

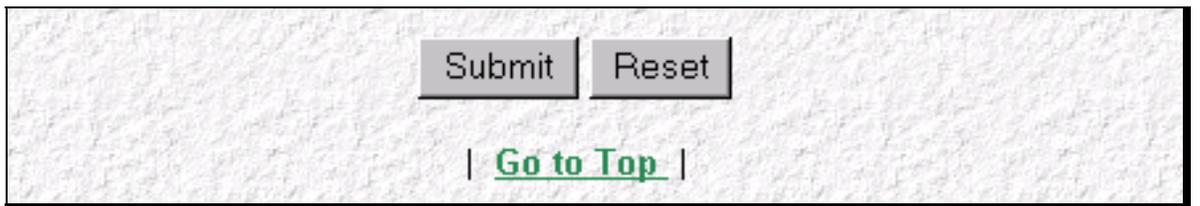
179 Additional Customer Entries (Continued)**J Option to Modify or Delete a Record**

In each section of the Customer Information Page and the Business Information Page, existing records can be modified or deleted. To:

- change data in a specific record, CLICK “Modify”, correct the data, and CLICK “OK”
- clear entered changes, CLICK “Cancel”; the changes will not be retained
- delete a record, CLICK “Select for Deletion”.

Note: A confirmation dialog box will be displayed. CLICK:

- “OK” to delete the record
- “Cancel” to retain the record.

K Submitting Data to SCIMS

CLICK:

- “Submit” to:
 - retain new data entered
 - retain modified data
 - delete the selected record

Note: When users CLICK “Submit”, a series of validations will be processed and core data that is stored in the name and address files on the AS/400 will be downloaded to the AS/400 in all Service Centers where the customer is linked. If the validations are not met, appropriate error messages will be displayed at the top of the Customer Information page or Business Information page, as applicable.

- “Reset” to:
 - clear data entered
 - clear modified data
 - not delete the record selected.

180-190 (Reserved)

194 Changing or Adding Tax ID Number in SCIMS (Continued)

D Payment to an Incorrect ID Number

If an incorrect ID number has been used and payments have been issued using the incorrect number, immediately change the ID number according to subparagraphs B and C. Future payments shall be issued to the correct ID number. After changing the ID number in SCIMS, select the correct ID number from the County Office’s AS/400 name and address file and add it to all records where the incorrect ID was used.

195 Unlinking Customer in SCIMS

A Introduction

When it is no longer necessary to have a customer in the County Office’s AS/400 name and address record, the customer’s legacy link should be deleted. The customer will be moved to “Pending Delete” status in the county’s AS/400 if the customer is eligible to be unlinked.

B Deleting Legacy Link

To unlink a customer from a County Office, the customer must be eligible to be unlinked. To be eligible, the customer must be inactive in the County Office that is to be unlinked. Areas where the customer may be active include, but are not limited to:

- accounting
- contracts
- entity files
- farm loan programs

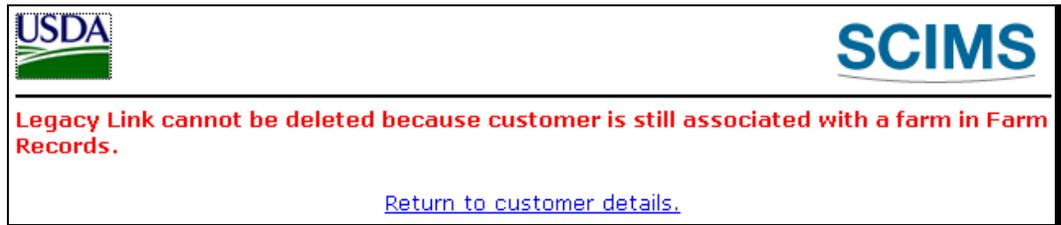
195 Unlinking Customer in SCIMS (Continued)

B Deleting Legacy Link (Continued)

- farm records

Note: Records **cannot** be unlinked in SCIMS when the customer is still active on a farm in Farm Records. The following message will be displayed.

*--



--*

- loans.

After the customer is made inactive in all programs and records in the County Office, unlink the customer in SCIMS according to the following table.

Step	Action
1	Perform a search of the customer in SCIMS according to subparagraph 175 C.
2	Select the customer to unlink from the Search Results Screen.
3	Select the Legacy Link section.
4	CLICK "Select for Deletion" field for the State and county link record to be deleted.
5	Answer the deletion confirmation prompt.
6	Select the Program Participation section.
7	CLICK "Select for Deletion" field in the Program Participation record for the State and county that was deleted in the Legacy Link section.
8	Answer the deletion confirmation prompt.
9	CLICK "Submit" to submit the changes to SCIMS.
	<p>Note: When producer is linked to other counties, the County Office should be able to submit at this point. In cases where the producer is only linked to the 1 county, the County Office needs to add back a "Program Participation" entry. When adding a "Program Participation" entry back in, select "Inactive Customer" with your State, county, and Service Center. When "Inactive Customer" is selected, "General Program Interest" and "Current Participant" fields will be unavailable to access. Do not add back the NRCS record. County Offices can now submit this record.</p>

Menu and Screen Index

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