

**For:** State and County Offices

**Service Center Information Management System (SCIMS) -  
KC-ITSDO “Dear Producer/Owner/Operator Letters”**

**Approved by:** Deputy Administrator, Farm Programs



**1 Overview**

**A**

**Background**

The National and Kansas City Offices have received more than 880,000 returned mailings and replies of the “Dear Producer Letter” and “Dear Owner/Operator letters” as a result of incorrect addresses. These letters were nationally mailed from KC-ITSDO to all owners and operators currently residing on the Name and Address Mainframe System. It is essential that these replies and returned mailings be responded to and/or resolved accordingly. The new Farm Bill will require many mailings, and it is essential that records are accurate and complete to ensure that all prospective program participants are duly notified.

**B**

**Purpose**

This notice advises State and County Offices of the National Office’s plan to resolve the subject replies and returned mailings.

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| <b>Disposal Date</b> | <b>Distribution</b>                                  |
| January 1, 2003      | State Offices; State Offices relay to County Offices |

## 2 Resolving “Dear Producer Letter” Replies and Returned Mailings

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### A

#### National Plan to Resolve “Dear Producer Letter” Replies and Returned Mailings

The National Office has initiated the following plan for responding to and resolving replies and returned mailings resulting from the “Dear Producer/ Owner/Operator letters” mailed to all customers currently residing on the Name and Address mainframe files on or about May 24, 2002. To ensure that subject replies and returned mailings are updated and responded to in a timely manner, State and County Offices shall review the following National Plan and comply with its instructions accordingly.

- The National Office will serve as the clearing house for all replies and returned mailings resulting from the subject letter mailed from Kansas City. The National Office will:
  - review all subject correspondence
  - update requested and necessary address changes in SCIMS
  - forward correspondence requesting deletion from the name and address files and/or special or unique instructions to the appropriate State Office.
- State Offices shall:
  - review all correspondence forwarded from the National Office
  - forward correspondence requesting deletion from the name and address files and/or special or unique instructions to the appropriate County Office with instructions to respond and/or update necessary records accordingly
  - monitor County Offices to ensure that appropriate action is taken in a timely manner.
- County Offices shall:
  - review all correspondence received from the State Office
  - research the current customer records
  - provide the requested response
  - update or delete the records accordingly.

**Note:** Customers requesting to be deleted from FSA’s name and address files that are associated with a valid farm shall be updated in SCIMS as “Unknown” pursuant to Notice CM-442 for future reference.

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**Notice CM-444**

**2 Resolving “Dear Producer Letter” Replies and Returned Mailings (Continued)**

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**B**

**State Office  
Action**

State Offices shall:

- monitor County Offices’ progress to ensure that records are updated or deleted in a timely manner and according to this notice
  - record number of items of correspondence sent to County Offices and FAX a progress report by memo to Sandy Bryant at 202-720-0051 by COB each Friday until all correspondence is clear.
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**C**

**National Contact  
Person**

Direct questions about this notice to Mike Sienkiewicz, Program Specialist, PECD/CPB at 202-720-8959.

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