

For: State and County Offices

Service Center Information Management System (SCIMS) Performance

Approved by: Deputy Administrator, Farm Programs



1 Overview

A Background

State and County Office employees have requested information from the National Office about guidance in reporting problems to the National Help Desk when submitted data in SCIMS is not updated to the S/36 system.

B Purpose

This notice provides instructions for reporting SCIMS problems to the National Help Desk.

2 State and County Office Action

A Reporting SCIMS Problems

State and County Office employees shall report SCIMS problems according to this notice. Once SCIMS users finish updating data in SCIMS, users should be able to access the new/modified data on the S/36 system within 10 minutes. If this does not occur, report the problem to the National Help Desk at 800-457-3642.

Note: This only applies to FSA customers that have a program participation record and a legacy link. NRCS and RD customers are not updated to the S/36 system.

B Additional Information or Assistance

For additional information about this notice, contact Mike Sienkiewicz at 202-720-8959.

<p>Disposal Date</p> <p>November 1, 2003</p>	<p>Distribution</p> <p>State Offices; State Offices relay to County Offices</p>
-----------------------------------------------------	----------------------------------------------------------------------------------------