

For: State and County Offices

Service Center Information Management Systems (SCIMS)-Resolving Potential Duplicates

Approved by: Deputy Administrator, Farm Programs



1 Overview

A Background

County Offices were notified in Notice CM-455 to cease resolving potential duplicates in the SCIMS database. This notice advises counties that the Potential Duplicate Report will be available Monday, November 17, 2003, and they shall proceed with resolving potential duplicates.

Duplicate and potential duplicate records are customer records that either match, or potentially match, another customer's record from either the same county or another county.

Records that meet the criteria to be a potential duplicate will be flagged as potential duplicates in SCIMS and must be resolved by County Office personnel.

B Purpose

This notice provides State and County Offices with information about:

- criteria for customers that will be determined potential duplicates
- potential duplicate reports
- potential duplicate customer resolution procedure
- **not** merging more than 5 potential duplicate records at one time
- procedure order for merging more than 5 potential duplicate records
- **not** resolving duplicates for:
 - Federal and State Government agencies
 - national, regional, and State associations
- examples of resolving potential duplicates
- National Office contact person.

<p>Disposal Date</p> <p>January 1, 2004</p>	<p>Distribution</p> <p>State Offices; State Offices relay to County Offices</p>
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2 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 Criteria

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 identification number matches regardless of any other criteria.

3 Potential Duplicate Report

A Purpose

A potential duplicate report is available that lists all potential duplicates that have been identified for every County Office. The report is on the SCIMS website and can be generated and printed as many times as necessary until all duplicates have been resolved. The potential duplicate's resolution process should begin as soon as possible.

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

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3 Potential Duplicate Report (Continued)

B Accessing Report

Access to the Potential Duplicate Report is now available. County Offices shall access and print the Potential Duplicate Report for their county according to the following table.

Step	Action
1	Access SCIMS website according to 1-CM, paragraph 141.
2	On the Customer Search Page, click on “Reports”
3	Select the State and Service Center for requested report.
4	Click on “Generate Report”
5	Select “Print” from the browser’s Navigation Bar.

Counties shall follow the schedule in the table below to generate and print their report on the day assigned to their State. Counties shall not generate the report except for their scheduled day to ensure maximum performance when requesting the report.

Counties are reminded that the report must build each time it is selected. Building of the report requires SCIMS to search the entire database to identify potential duplicate customers for the selected county. Counties will be notified when access to their Potential Duplicate Report is no longer limited.

Day	States Accessing and Printing the Potential Duplicate Report
Monday	AL, CO, FL, ID, KS, MS, MO, NM, OK, RI, VI, WI, WY
Tuesday	AK, AZ, CA, GA, GU, HI, MA, MT, NV, NC, ND, OR, SC, SD, UT, WA, AS, MP, PR
Wednesday	AR, CT, DE, LA, ME, MD, MN, NE, NH, NJ, NY, OH, PA, TN, VT, WV
Thursday	IL, IN, IA, KY, MI, TX, VA
Friday	County Offices that missed their scheduled day because of unavoidable circumstances. Example: All County Office employees with access to SCIMS were out of the office on their scheduled day and they were unable to access the report.

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3 Potential Duplicate Report (Continued)

C Examples of the Potential Duplicate Report

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


USDA Service Center
Information Management System


Customer Search
Log Off

Based on selected Servicing Site **SULPHUR SPRINGS SERVICE CENTER**

POTENTIAL DUPLICATE REPORT - INDIVIDUALS

TaxId/Type	Last Name	First Name	Name Suffix	Delivery Address Line	City	St	Zip	Legacy St/Cty
N	COX	FRED		610 MAIN	DALLAS	TX	75698	48/223
465943028 S	COX	FRED		610 MAIN	DALLAS	TX	75698	48/119
N	COX	FRED		223PINE RD	GILMER	TX	75698	48/217
N	JONES	JAMES	JR	PO BOX 231	ASPEN	CO	53621	48/223
N	JONES	JAMES	JR	PO BOX 231	ASPEN	CO	53621	08/001
N	JONES	JAMES	JR	PO BOX 231	ASPEN	CO	53621	19/001

POTENTIAL DUPLICATE REPORT - BUSINESSES

TaxId/Type	Business Type	Business Name	Delivery Address Line	City	St	Zip	Legacy St/Cty
757542328 E	Corp w/StdHldrs	SMITH DAIRY	RR 1	VAN	TX	72590	48/223
N	Corp w/StdHldrs	SMITH DAIRY	RR 1	VAN	TX	72590	48/223

POTENTIAL DUPLICATE REPORT - MATCHING TAX ID'S									
TaxId/Type	Business Type	Last/Business Name	First Name	MI	Delivery Address Line	City	St	Zip	Legacy St/Cty
264943028 E	Trust Irrevoble	RON GOOD TRUST			RR 4	COMO	TX	75482	48/223
264943028 S		FORD	JIM		6507 TRAVIS	SHERMAN	TX	75092	48/181
752343308 E	Gen Partnership	TIRPLE A PARTNERSHIP			PO BOX 21	ALBA	TX	23459	48/223
752343308 E	Joint Venture	TRIPLE A PARTNERSHIP			PO BOX 21	ALBA	TX	23459	48/499
752345878 E	Gen Partnership	DAVIS FARMS			PO BOX 765	DIKE	TX	89627	29/001
752345878 E	Gen Partnership	JIM DAVIS FARM			PO BOX 765	DIKE	TX	89627	48/223

4 Resolving Potential Duplicates

A Resolving Duplicates on the Report

County Offices shall use the printed 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 report before accessing the customers in SCIMS.

County Offices shall **not**:

- merge more than 5 potential duplicate records at one time
- attempt to resolve potential duplicates for Federal and State Government agencies, as well as national, regional, and State associations, that is, Parks and Wildlife, Traveler's Insurance, Docks Unlimited, etc.

CED shall certify on the printed report that the duplicate is resolved before accessing SCIMS to resolve the duplicate. The duplicate report shall be kept indefinitely.

In most cases, County Office personnel shall select the customer record that has the correct identification 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.

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4 Resolving Potential Duplicates (Continued)

B Resolving Duplicate Responsibilities

County Offices:

- shall work with other County Offices listed on the report to ensure proper resolution of potential duplicate customers
- may print a list of customers in which they are the control county according to 2-PL, paragraph 129.

The following table outlines who has primary responsibility for resolving duplicate customers listed on their report.

IF the potential duplicate customer on the report is in...	THEN the duplication shall be resolved by...
only 1 county	county where the duplicate resides.
more than 1 county and there is a control county for the customer	control county.
more than 1 county, but is not multi-State, and there is not a control county for the customer	county with the lowest county code.
more than 1 county and State, and there is not a control county for the customer	county with the lowest State and county code.

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4 Resolving Potential Duplicates (Continued)

C Resolving Duplicate Customers in SCIMS

After resolving the potential duplicate on the printed report, access the customer in SCIMS according to following table.

Note: If the County Office experiences problems trying to resolve a duplicate customer, contact the State Office SCIMS Security Officer before making any attempts to resolve a duplicate. State Offices may contact the Common Provisions Branch (CPB) at 202-720-3464 for assistance in resolving the duplicate. Resolving a duplicate improperly may result in the customer’s record being permanently removed when merged. KC-ITSD cannot reset the record. Users should select “Cancel” and resolve the duplicate at a later time if they are uncertain.

Step	Action	Result
1	Access the customer’s record that will be kept according to 1-CM, paragraph 175.	The user will be notified that the customer has potential duplicates. The user will be asked, “Do you want to resolve duplicate at this time?”
2	When more than 5 records exist to be merged, users shall ensure that the selected customer record that needs to be preserved is used as the master in the final merge and not before. The master record should be left as unchecked as all the other records are merged. Note: When the first set of records are merged, the subsequent set will display with the master record at the bottom and should be left unchecked.	When performing this procedure, new name and address tax ID’s will be created and deleted as you merge them. The first merge keeps a tax ID of 55555555, the other records’ tax ID’s are attempted to be deleted and a new record added with 55555555. The 55555555 is eventually deleted when the final merge with the correct master record with tax ID 123456789 is completed.
3	The user must select “OK” to resolve the duplicates when prompted or select “Cancel” to access the customer’s record.	The selected customer and potential duplicates will be displayed.
4	Select each customer that has been determined to be a duplicate by clicking on the box marked “Merge” and click the “OK” button.	The user will be asked “Are you sure you want to merge these customers?” <ul style="list-style-type: none"> • Select “OK” to merge customers • Select “Cancel” to return to merge page. If “OK” was selected, selected customer or customers will be merged with the customer that has been selected to keep. Note: The customer not selected is still flagged as a Potential Duplicate so that the customer can be merged or resolved by selecting that record. It will then display with the record resolved previously on the bottom.

4 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 identification 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 identification number. In the other county, the customer is in the AS/400 name and address file and all farm records using a temporary tax identification number. A determination is made to merge the customer using the permanent identification number. After merging, the county where the temporary identification number was being used will have to delete the temporary identification 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-ITSD will then move ID to "Deleted" status in the AS/400.

E Not Resolving Potential Duplicates for Federal Government Agencies

County Offices shall **not** resolve potential duplicates for Federal and State Government agencies, as well as national, regional, and State associations, that is, Parks and Wildlife, Travelers Insurance, Docks Unlimited, etc. CPB, PECD will advise State Office SCIMS Security Officers of the procedure for resolving these potential duplicates at a later date.

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4 Resolving Potential Duplicates (Continued)

F Examples of Resolving Potential Duplicates

Exhibits 1 through 6 provide the following examples of resolving duplicates

Exhibit	Example
1	Potential duplicate customer with both a temporary and a permanent tax identification number.
2	Potential duplicate customer in 3 counties with only a temporary tax identification number.
3	Potential duplicate customers in 2 counties with different names.
4	Potential duplicate customer in 2 counties, but not a duplicate in 3 rd county.
5	Potential duplicate customer based on matching tax identification numbers with different business types.
6	Potential duplicate customer with matching tax identification numbers with different names and business types.

G Contact Person

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

5 Action

A County Office Action

County Offices shall begin resolving potential duplicates immediately.

Notes: All potential duplicates must be resolved by the County Office with the exception of Federal Government agencies.

Do **not** attempt to merge more than 5 (master record plus 4) potential duplicate records at one time.

B State Office Action

State Offices shall:

- monitor County Office’s progress to ensure that duplicate records are resolved as soon as possible
- assist County Offices as necessary
- contact PECD as necessary for assistance.

Example of a Potential Duplicate Customer With Both a Temporary and a Permanent Tax Identification Number

Situation: Smith Dairy appears on the report as a potential duplicate. Smith Dairy was migrated to SCIMS from 1 county with both a temporary tax identification number and a permanent tax identification number.

Determination: The County Office has determined that Smith Dairy is a duplicate and should be merged using data from the permanent tax identification number's record.

POTENTIAL DUPLICATE REPORT - BUSINESSES							
TaxId/Type	Business Type	Business Name	Delivery Address Line	City	St	Zip	Legacy Sv/Cty
757542328 E	Corp w/SHhd	SMITH DAIRY	RR 1	VAN	TX	72590	48/223
H	Corp w/SHhd	SMITH DAIRY	RR 1	VAN	TX	72590	48/223

Resolving the duplicate:

Step	Action
1	County Office shall access SCIMS and search for Smith Dairy using the permanent tax identification number.

This is an example of Smith Dairy when accessed in SCIMS by county 48/223 using the permanent tax identification number.

 Search Results							
Based on selected Servicing Site: SULPHUR SPRINGS SERVICE CENTER							
Select a customer:							
Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
SMITH DAIRY	757542328	Employer Id	RR 1	VAN, TX 72590		TEXAS	HOPKINS

Example of a Potential Duplicate Customer With Both a Temporary and a Permanent Tax Identification Number (Continued)

Step	Action
2	After selecting customer Smith Dairy, user will be notified that Smith Dairy has potential duplicates. The user shall select "OK" to resolve the duplicate. If "Cancel" is selected, SCIMS process will continue to the customer information screen for the customer that was selected. The duplicate customers will not be displayed and the customers will remain until resolved.

This is an example notification that potential duplicates exist.

The screenshot shows a web application window titled "165.221.16.47 - [JavaScript Application]". A modal dialog box is displayed in the center with a question mark icon and the text: "Customer Has Potential Duplicates. Do you want to resolve them now?". Below the text are "OK" and "Cancel" buttons. The background shows a "Select a customer:" section with a table of customer information. The table has columns for Common Name, Tax Id, Tax Id Type, Delivery Address Line, City, State ZIP Code, Phone No, Legacy State, and Legacy County. The first row of data is for "SMITH DAIRY" with Tax Id "767542328", Tax Id Type "Employer Id", Delivery Address Line "RR 1", City, State ZIP Code "VAN, TX 72600", Legacy State "TEXAS", and Legacy County "HOPKINS".

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
SMITH DAIRY	767542328	Employer Id	RR 1	VAN, TX 72600		TEXAS	HOPKINS

Example of a Potential Duplicate Customer With Both a Temporary and a Permanent Tax Identification Number (Continued)

Step	Action
3	If "OK" was selected, Smith Dairy and duplicate will be displayed. The user shall select the duplicate to merge with the top record by clicking on the duplicate in the merge block and then clicking on the "OK" button.

This is an example of the page showing potential duplicates.

Duplicate Resolution

Selected Customer

Business Name	Tax Id	TaxId Type	Business Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
SMITH DAIRY	757542323	E	Corp w/Sthldg	RR 1	VAH	TX	72590		TEXAS	HCPKINS

Potential Duplicates
Check the "Merge" column for every row that is a duplicate of the above customer. If a row is not a duplicate, or cannot be determined to be a duplicate at this time, leave it unchecked. If no rows are checked, when "OK" is pressed, the selected customer will be recorded as being a unique, non-duplicated customer.

Merge	Last/ Business Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Bus. Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
<input checked="" type="checkbox"/>	SMITH DAIRY					E	Corp w/Sthldg	RR 1	VAH	TX	72590		TEXAS	HCPKINS

Example of a Potential Duplicate Customer With Both a Temporary and a Permanent Tax Identification Number (Continued)

Step	Action
4	The user will be asked the question, "Are you sure you want to merge customers?" The user shall select "OK" to merge or "Cancel" to return to the duplicate resolution screen. When "OK" is selected, Smith Dairy with the temporary tax identification number will merge with the record containing the permanent tax identification number.

Duplicate Resolution

Selected Customer

Business Name	Tax Id	TaxId Type	Business Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
SMITH DAIRY	767542323	E	Cow w/60hdw	RR 1	VAN	TX	72590		TEXAS	HCP-415

Potential Duplicates
Check the "Merge" column for any row that is a duplicate. If no rows are checked, they will be determined to be a duplicate of this first unique, non-duplicated customer.

Merge	Last Business Name	First Name	Middle Name	Zip Code	Phone No	Legacy State	Legacy County
<input checked="" type="checkbox"/>	SMITH DAIRY*			72590		TEXAS	HCP-415

165.221.16.47 - [JavaScript Application]

? Are you sure you want to merge these customers?

Notes: After merging, if the temporary tax identification number was on any programs/applications in the AS/400, it must be removed and replaced with the permanent tax identification number. The temporary tax identification number will remain in the AS/400 name and address file as "Pending Delete" until 2 full farm record rollovers. KC-ITSD will then move the record to "Delete" status in the AS/400.

If the temporary tax identification number was not associated with any programs/applications, then the tax identification number will immediately be moved to "Delete" status in the AS/400 name and address file.

Example of a Potential Duplicate Customer in 3 Counties With Only a Temporary Tax Identification Number

Situation: James Jones appears on the report as a potential duplicate in 3 States/counties using a temporary tax identification. The county with the lowest State code is responsible for resolving the duplicate. The County Office should contact the other county Office listed to determine whether the customer is a duplicate.

POTENTIAL DUPLICATE REPORT - INDIVIDUALS							
TaxId/Type	Last Name	First Name	Name Suffix	Delivery Address Line	City	St Zip	Legacy St/Cty
N	JONES	JAMES	JR	PO BOX 231	ASPEN	CO 53621	48/223
N	JONES	JAMES	JR	PO BOX 231	ASPEN	CO 53621	09/001
N	JONES	JAMES	JR	PO BOX 231	ASPEN	CO 53621	19/001

Determination: After contacting other County Offices, it is determined that the customer is a duplicate and should be merged using the data from St/Cty 48/223.

Resolving Duplicate:

Step	Action
1	County Offices shall access SCIMS and select the customer record from State/County 48/223.

This is an example of James Jones, Jr., when accessed in SCIMS.

 Search Results							
Based on selected Servicing Site: SULPHUR SPRINGS SERVICE CENTER							
Select a customer:							
Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
JAMES JONES JR		No Tax Id	PO BOX 231	ASPEN, CO 53621		TEXAS	HOPKINS

Example of a Potential Duplicate Customer in 3 Counties With Only a Temporary Tax Identification Number (Continued)

Step	Action
2	After selecting customer James Jones, Jr., the user will be notified that the customer has potential duplicates. The user shall select "OK" to resolve the duplicates. If "Cancel" is selected, the SCIMS process will continue to the customer information screen for the customer that was selected. The duplicate customers will not be displayed and the customers will remain duplicates until resolved.

This is an example notification that potential duplicates exist.

The screenshot shows the USDA Service Center Information Management System interface. A dialog box titled "165.221.16.47 - [JavaScript Application]" is displayed in the center, containing the text: "Customer Has Potential Duplicates. Do you want to resolve them now?" with "OK" and "Cancel" buttons. Below the dialog, a table titled "Select a customer:" is visible. The table has the following columns: Common Name, Tax Id, Tax Id Type, Delivery Address Line, City, State ZIP Code, Phone No, Legacy State, and Legacy County. The first row of data shows: JAMES JONES JR, (blank), No Tax Id, PO BOX 231, ASPEN, CO 53621, (blank), TEXAS, HOPKINS.

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
JAMES JONES JR		No Tax Id	PO BOX 231	ASPEN, CO 53621		TEXAS	HOPKINS

Example of a Potential Duplicate Customer in 3 Counties With Only a Temporary Tax Identification Number (Continued)

Step	Action
3	If "OK" was selected, James Jones, Jr., and potential duplicates will be displayed. The user shall select all duplicates to merge by clicking on the "Merge" block and then selecting "OK".

This is an example of the page showing potential duplicates.

Duplicate Resolution

Selected Customer

Last Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
JONES	JAMES		JR		N	PO BOX 231	ASPEN	CO	81621		TEXAS	HOPKINS

Potential Duplicates

Check the "Merge" column for every row that is a duplicate of the above customer. If a row is not a duplicate, or cannot be determined to be a duplicate at this time, leave it unchecked. If no rows are checked when "OK" is pressed, the selected customer will be recorded as being a unique, non-duplicated customer.

Merge	Last/ Business Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Bus. Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
<input checked="" type="checkbox"/>	JONES	JAMES		JR		N		PO BOX 231	ASPEN	CO	81621		COLORADO	ADAMS
<input checked="" type="checkbox"/>	JONES	JAMES		JR		N		PO BOX 231	ASPEN	CO	81621		ICWA	ADAIR

Example of a Potential Duplicate Customer in 3 Counties With Only a Temporary Tax Identification Number (Continued)

Step	Action
4	The user will be asked the question, "Are you sure you want to merge customers?" The user shall select "OK" to merge or "Cancel" to return to the duplicate resolution screen. When "OK" is selected, all records checked will be merged.

Note: James Jones, Jr. will become 1 customer in SCIMS with no tax identification number. In each county's AS/400 name and address file, the customer will keep the temporary tax identification number that was assigned before the merge. The temporary tax ID number in the master record is added to the merged county's name and address, and the merged county's temporary tax ID is deleted or flagged as "Pending Delete".

Example of Potential Duplicate Customers in 2 Counties With Different Names

Situation: Jim Davis Farm is listed on the report as a potential duplicate in 2 States/counties. In this example, the customer is in both counties' AS/400 name and address files with a permanent tax identification number. Control County 48/223 is using Jim Davis Farm and county 29/001 is using Davis Farms. The automatic merge process did not merge the records due to the difference in the names. The records appear on the potential duplicate report based on matching tax identification numbers.

POTENTIAL DUPLICATE REPORT - MATCHING TAX ID'S								
TaxId/Type	Business Type	Last/Business Name	First Name	MI	Delivery Address Line	City	St Zip	Legacy Sv/Cty
752345878 E	Partnership	DAVIS FARMS			PO BOX 765	DIKE	TX 89627	29/001
752345878 E	Partnership	JIM DAVIS FARM			PO BOX 765	DIKE	TX 89627	48/223

Determination: After the control county contacts the other county, it is determined that the customer is a duplicate and should be merged using the information for Jim Davis Farm.

Resolving the Duplicate:

Step	Action
1	The control county shall access Jim Davis Farm in SCIMS.

This is an example of Jim Davis Farm when accessed in SCIMS.

Search Results							
Based on selected Servicing Site: SULPHUR SPRINGS SERVICE CENTER							
Select a customer:							
Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
JIM DAVIS FARM	752345878	Employer Id	PO BOX 765	DIKE, TX 89627		TEXAS	HOPKINS

Example of Potential Duplicate Customers in 2 Counties With Different Names (Continued)

Step	Action
2	After selecting customer Jim Davis Farm, user will be notified that customer has potential duplicates. The user shall select "OK" to resolve the potential duplicates. If "Cancel" is selected, the SCIMS process will continue to the customer information screen for the customer that was selected. The duplicate customers will not be displayed and the customers will remain duplicates until resolved.

This is an example notification that potential duplicates exist.

The screenshot shows the USDA Service Center Information Management System interface. A dialog box titled "165.221.16.47 - [JavaScript Application]" is displayed in the foreground. The dialog contains a question mark icon and the text: "Customer Has Potential Duplicates. Do you want to resolve them now?". Below the text are "OK" and "Cancel" buttons. In the background, a table titled "Select a customer:" is visible, listing customer information.

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
JIM DAVIS FARM	752346878	Employer Id	PO BOX 765	DIKE, TX 89627		TEXAS	HOPKINS

Example of Potential Duplicate Customers in 2 Counties With Different Names (Continued)

Step	Action
3	If "OK" was selected, Jim Davis Farm and duplicate Davis Farms will be displayed. The user shall select the duplicate to merge with the top record by clicking on the "Merge" in the merge block and then selecting "OK".

This is an example of the page showing potential duplicates.

Duplicate Resolution

Selected Customer

Business Name	Tax Id	TaxId Type	Business Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
JIM DAVIS FARM	752345873	E	Gen Partnership	PO BOX 765	DIKE	TX	75627		TEXAS	HOPKINS

Potential Duplicates
 Check the "Merge" column for every row that is a duplicate of the above customer. If a row is not a duplicate, or cannot be determined to be a duplicate at this time, leave it unchecked. If no rows are checked when "OK" is pressed, the selected customer will be recorded as being a unique, non-duplicated customer.

Merge	Last/ Business Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Bus. Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
<input checked="" type="checkbox"/>	DAVIS FARMS				752345873	E	Gen Partnership	PO BOX 765	DIKE	TX	75627		MISSOURI	ADAIR

Example of Potential Duplicate Customers in 2 Counties With Different Names (Continued)

Step	Action
4	When "OK" is selected, the user will be asked the question, "Are you sure you want to merge these customers?" The user shall select "OK" to merge or "Cancel" to return to the duplicate resolution screen. When "OK" is selected, Davis Farms will merge with Jim Davis Farm.

Duplicate Resolution

Selected Customer

Business Name	Tax Id	TaxId Type	Business Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
JIM DAVIS FARM	752345873	E	Gen Partnership	PO BOX 765	DIKE	TX	38627		TEXAS	HOPKINS

Potential Duplicates
 Check the "Merge" column for every row that is a duplicate. If no rows are checked, the row will be determined to be a duplicate at this time. If checked, the row will be determined to be a unique, non-duplicate customer.

Merge	Last/ Business Name	First Name	Middle Name	Initial	Zip Code	Phone No	Legacy State	Legacy County
<input checked="" type="checkbox"/>	DAVIS FARMS				89627		MISSOURI	ADAIR

165.221.16.47 - [JavaScript Application]

Are you sure you want to merge these customers?

Note: Neither County Office will have to change the AS/400 county records since the tax identification numbers were the same. In county 29/001, the name will change in the AS/400 to Jim Davis Farm.

Example of Potential Duplicate Customer in 2 Counties, But Not Duplicate in 3rd County

Situation: Fred Cox is listed on the report as a potential duplicate in 3 counties. One county is using a permanent tax identification number and 2 counties are using a temporary tax identification number. There is not a control county for the customer. County 48/119 is responsible for resolving the potential duplicate.

POTENTIAL DUPLICATE REPORT - INDIVIDUALS								
TaxId/Type		Last Name	First Name	Name Suffix	Delivery Address Line	City	St Zip	Legacy St/Cty
	N	COX	FRED		610 MAIN	DALLAS	TX 75098	48/223
465943026	S	COX	FRED		610 MAIN	DALLAS	TX 75098	48/119
	N	COX	FRED		223PINE RD	GILMER	TX 75098	48/217

Determination: After contacting the other counties, it is determined that Fred Cox is the same customer in counties 48/223 and 48/119, but is not the same customer in 48/217. It was determined county 48/217 is inadvertently using the wrong ZIP code for their customer. Since the customer has a permanent tax identification number in county 48/119, it was determined to use that customer's information and merge the information from county 48/223.

Resolving the Potential Duplicate:

Step	Action
1	County 48/119 shall access SCIMS and search for customer Fred Cox using the permanent tax identification number.

This is an example of Fred Cox when accessed in SCIMS.

Search Results							
Based on selected Servicing Site COOPER SERVICE CENTER							
Select a customer:							
Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
FRED COX	465943026	Social Security	610 MAIN	DALLAS, TX 75098		TEXAS	DELTA

**Example of Potential Duplicate Customer in 2 Counties, But Not Duplicate in 3rd County
(Continued)**

Step	Action
2	After selecting customer Fred Cox, user will be notified that customer has potential duplicates. The user shall select "OK" to resolve the potential duplicate. If "Cancel" is selected, the SCIMS process will continue to the customer information screen for the customer that was selected. The duplicate customers will not be displayed and the customers will remain duplicates until resolved.

This is an example notification that potential duplicates exist.

The screenshot shows a web application interface. At the top, a browser window title reads "165.221.16.47 - [JavaScript Application]". A modal dialog box is displayed in the center, containing a question mark icon and the text: "Customer Has Potential Duplicates. Do you want to resolve them now?". Below the text are two buttons: "OK" and "Cancel".

In the background, a table titled "Select a customer:" is visible. The table has the following columns: Common Name, Tax Id, Tax Id Type, Delivery Address Line, City, State ZIP Code, Phone No, Legacy State, and Legacy County. The first row of data is for "FRED COX" with Tax Id "465943028", Social Security as the Tax Id Type, Delivery Address Line "610 MAIN", City, State ZIP Code "DALLAS, TX 75698", and Legacy State "TEXAS" and Legacy County "DELTA".

**Example of Potential Duplicate Customer in 2 Counties, But Not Duplicate in 3rd County
(Continued)**

Action	
3	If "OK" was selected, Fred Cox and potential duplicates will be displayed. The user shall select the duplicate from county 48/223 to merge by clicking in the merge box and then selecting "OK".

This is an example of the page showing potential duplicates.

Duplicate Resolution

Selected Customer

Last Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
COX	FRED			465943028	E	610 MAIN	DALLAS	TX	75698		TEXAS	DELTA

Potential Duplicates
 Check the "Merge" column for every row that is a duplicate of the above customer. If a row is not a duplicate, or cannot be determined to be a duplicate at this time, leave it unchecked. If no rows are checked when "OK" is pressed, the selected customer will be recorded as being a unique, non-duplicated customer.

Merge	Last/ Business Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Bus. Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
<input type="checkbox"/>	COX	FRED				N		223PINE RD	91MER	TX	75368		TEXAS	HILL
<input checked="" type="checkbox"/>	COX	FRED				N		610 MAIN	DALLAS	TX	75698		TEXAS	HCPKINS

**Example of Potential Duplicate Customer in 2 Counties, But Not Duplicate in 3rd County
(Continued)**

Step	Action
4	After selecting "OK", the user will be asked the question, "Are you sure you want to merge customers?" The user shall select "OK" to merge or "Cancel" to return to the duplicate resolution screen. When "OK" is selected, Fred Cox's record from counties 48/119 and 48/223 will merge. Fred Cox's record that was not selected (48/217) remains as potential duplicate until resolved.
5	After merging the customer records, County 48/223 will need to correct the customer's records if the temporary tax identification number is being used in any programs/applications in the AS/400. County 48/223 must remove the temporary tax identification number from all programs/applications in the AS/400 and add the permanent tax identification number.
6	County 48/217 must now resolve the potential duplicate for their county as it will appear on their potential duplicate report. County 48/217 shall access customer Fred Cox in SCIMS through their county to resolve the duplicate.

This is an example of Fred Cox when accessed in SCIMS by county 48/217.

 Search Results							
Based on selected Servicing Site HILLSBORO SERVICE CENTER							
Select a customer:							
Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
FRED COX		No Tax Id	223PINE RD	GILMER, TX 75698		TEXAS	HILL

**Example of Potential Duplicate Customer in 2 Counties, But Not Duplicate in 3rd County
(Continued)**

Step	Action
7	After selecting customer Fred Cox, user will be notified that customer has potential duplicates. The user shall select "OK" to resolve the duplicate. If "Cancel" is selected, the SCIMS process will continue to the customer information screen for the customer that was selected. The duplicate customers will not be displayed and the customers will remain duplicates until resolved.

The screenshot shows a Microsoft Internet Explorer browser window. A dialog box is overlaid on the page, asking the user to resolve potential duplicates. The background web page displays a table with customer information.

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
FRED COX		No Tax Id	223PINE RD	GILMER, TX 75698		TEXAS	HILL

**Example of Potential Duplicate Customer in 2 Counties, But Not Duplicate in 3rd County
(Continued)**

Step	Action
8	If "OK" was selected, Fred Cox and potential duplicates will be displayed. Since customer Fred Cox in Hill County, Texas, is not the same customer as Fred Cox in Delta County, the user shall select "OK". After selecting "OK", the customers will become unique, non-duplicate.
9	After resolving the duplicate, Hill County shall access the customer's record through SCIMS and correct the ZIP code.

Duplicate Resolution

Selected Customer

Last Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
COX	FRED				N	223 PINE RD	GILVER	TX	75698		TEXAS	HILL

Potential Duplicates

Check the "Merge" column for every row that is a duplicate of the above customer. If a row is not a duplicate, or cannot be determined to be a duplicate at this time, leave it unchecked. If no rows are checked when "OK" is pressed, the selected customer will be recorded as being a unique, non-duplicate customer.

Merge	Last Business Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Bus. Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
<input type="checkbox"/>	CCX	FRED			465943028	S		61C MAIN	DALLAS	TX	75698		TEXAS	DELTA

Example of Potential Duplicate Customer Based on Matching Tax Identification Numbers With Different Business Types

Situation: Triple A Partnership appears on the potential duplicate report as a potential duplicate based on matching tax identification numbers. In county 48/223, the business type is a General Partnership. In county 48/499, the business type is a Joint Venture. The records did not merge because of the difference in the business types.

POTENTIAL DUPLICATE REPORT - MATCHING TAX ID'S								
TaxId/Type	Business Type	Last/Business Name	First Name	MI	Delivery Address Line	City	St Zip	Legacy St/Cty
752343308 E	Gen Partnership	TIRPLE A PARTNERSHIP			PO BOX 21	ALBA	TX 23459	48/223
752343308 E	Joint Venture	TRIPLE A PARTNERSHIP			PO BOX 21	ALBA	TX 23459	48/499

Determination: After contacting the other county, it is determined that the customer is a duplicate and should be merged using the information from county 48/223.

Resolving Duplicate:

Step	Action
1	<p>Since the customers to be merged have different business types and the customer record from county 48/499 will be merged with the customer record from county 48/223, county 48/499 must check to see if the customer is active in the current year entity file.</p> <ul style="list-style-type: none"> If the customer is active, the record must be deleted from the current year entity file before county 48/223 merges the customer. If county 48/499 does not delete the record from the current year entity file before the merge, county 48/499 will receive an error report that the entity type for the customer could not be changed in SCIMS and they should "change it back". If the customer was not active in the current year entity file, the customer's business type record in county 48/499 will be changed in the county's AS/400 name and address records upon completion of the merge.
2	County 48/223 shall access SCIMS and search for Triple A Partnership by using the tax identification number.

Example of Potential Duplicate Customer Based on Matching Tax Identification Numbers With Different Business Types (Continued)

This is an example of Triple A Partnership when accessed in SCIMS.

Search Results

Based on selected Servicing Site **SULPHUR SPRINGS SERVICE CENTER**

Select a customer:

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
TRIPLE A PARTNERSHIP	752343308	Employer Id	PO BOX 21	ALBA, TX 23459		TEXAS	HOPKINS

Step	Action
3	After selecting customer Triple A Partnership, user will be notified that customer has potential duplicates. The user shall select "OK" to resolve the duplicate. If "Cancel" is selected, the SCIMS process will continue to the customer information screen for the customer that was selected. The duplicate customers will not be displayed and the customers will remain duplicates until resolved.

This is an example of the notification that potential duplicates exist.

USDA Service Center Information Management System

165.221.16.47 - [JavaScript Application]

? Customer Has Potential Duplicates
Do you want to resolve them now?

Select a customer:

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
TRIPLE A PARTNERSHIP	752343308	Employer Id	PO BOX 21	ALBA, TX 23459		TEXAS	HOPKINS

Example of Potential Duplicate Customer Based on Matching Tax Identification Numbers With Different Business Types (Continued)

Step	Action
4	If "OK" was selected, Triple A Partnership and potential duplicate Triple A Partnership (Joint Venture) will be displayed. User shall select the duplicate to merge with the top record by clicking in the merge block for the duplicate and then select "OK".

This is an example of the screen showing potential duplicates.

Duplicate Resolution

Selected Customer

Business Name	Tax Id	TaxId Type	Business Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
TRIPLE A PARTNERSHIP	752343308	E	Gen Partnership	PC BOX 21	ALBA	TX	23459		TEXAS	HOPKINS

Potential Duplicates

Check the "Merge" column for every row that is a duplicate of the above customer. If a row is not a duplicate, or cannot be determined to be a duplicate at this time, leave it unchecked. If no rows are checked when "OK" is pressed the selected customer will be recorded as being a unique, non-duplicated customer.

Merge	Last/ Business Name	First Name	Middle Name	Name Suffix	Tax Id	TaxId Type	Bus. Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
<input checked="" type="checkbox"/>	TRIPLE A PARTNERSHIP				752343308	E	Joint Venture	PC BOX 21	ALBA	TX	23459		TEXAS	WOOD

Example of Potential Duplicate Customer Based on Matching Tax Identification Numbers With Different Business Types (Continued)

Step	Action
5	The user will be asked "Are you sure you want to merge customers?" The user shall select "OK" to merge or "Cancel" to return to the duplicate resolution screen. When "OK" is selected, Triple A Partnership's record from counties 48/119 and 48/223 will merge.

Duplicate Resolution

Selected Customer

Business Name	Tax Id	TaxId Type	Business Type Code	Address	City	State	Zip Code	Phone No	Legacy State	Legacy County
TRIPLE A PARTNERSHIP	752343308	E	Gen Partnership	PC EDX 21	ALBA	TX	23469		TEXAS	HOPKINS

Potential Duplicates

Check the "Merge" column for every row that is a duplicate. If no rows are checked, the customer will not be determined to be a duplicate at this time. If one or more rows are checked, the customer will be determined to be a duplicate, non-duplicated customer.

Merge	Last/ Business Name	First Name	Middle Name	City	Zip Code	Phone No	Legacy State	Legacy County
<input checked="" type="checkbox"/>	TRIPLE A PARTNERSHIP				23469		TEXAS	WOOD

165.221.16.47 - [JavaScript Application]

Are you sure you want to merge these customers?

Example of Potential Customer With Matching Tax Identification Numbers With Different Names and Business Types

Situation: In this example, 2 customers from different counties with the same tax identification number appear on the potential duplicate report. The customers' names, business types, and tax identification types are different. This example has 3 possible reasons for the tax identification number being the same, each with a different solution. The 3 possibilities and solutions are as follows:

- One of the customer's tax identification number is incorrect. Follow 1-CM, paragraph 194 to change the tax identification number in SCIMS. After changing the tax identification number, the customer will not be a potential duplicate on the report.
- Both customers tax identification numbers are correct. One customer was assigned the number by the Social Security Administration as social security number and the other customer was assigned the number as an employer identification. If this is the case, follow the steps below to make the customers unique, non-duplicate customers.
- Both customers are the same. One of the tax identification numbers is entered using the wrong tax identification type. If this is the case, follow the steps below to merge the customers. Some of the customer data may need to be corrected in SCIMS after merging the customers records.

POTENTIAL DUPLICATE REPORT - MATCHING TAX ID'S								
TaxId/Type	Business Type	Last/Business Name	First Name	MI	Delivery Address Line	City	St Zip	Legacy St/Cty
264943028 E	Trust Irrevocle	RON GOOD			RR 4	COMO	TX 75482	48/223
264943028 S		FORD	JIM		6507 TRAVIS	SHERMAN	TX 75092	48/181

Example of Potential Customer With Matching Tax Identification Numbers With Different Names and Business Types (Continued)

Step	Action
1	County Offices shall access SCIMS and search for the customer by tax identification number.

This is an example of the customer when searched in SCIMS.

 Search Results							
Based on selected National Search							
Select a customer:							
Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
JIM FORD	264943028	Social Security	6507 TRAVIS	SHERMAN, TX 75092		TEXAS	GRAYSON

Example of Potential Customer With Matching Tax Identification Numbers With Different Names and Business Types (Continued)

Step	Action
2	After selecting the customer, user will be notified that potential duplicates exist. User shall select "OK" to resolve the duplicate. If "Cancel" is selected, the SCIMS process will continue to the customer information screen for the customer that was selected. The duplicate customers will not be displayed and the customers will remain duplicates until resolved.

Example of page notifying that potential duplicates exist.

The screenshot shows the USDA Service Center Information Management System interface. A dialog box is displayed in the center with the following text: "Customer Has Potential Duplicates. Do you want to resolve them now?". Below the text are two buttons: "OK" and "Cancel". The background shows a search results table with the following data:

Common Name	Tax Id	Tax Id Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
JIM FORD	264943028	Social Security	6507 TRAVIS	SHERMAN, TX 75092		TEXAS	GRAYSON

Example of Potential Customer With Matching Tax Identification Numbers With Different Names and Business Types (Continued)

Step	Action
3	If "OK" was selected, Jim Ford and potential duplicates will be displayed. The user shall select the duplicate to merge by clicking on the merge box, if the customers are duplicates. If the customers are not duplicates, then the user will not click on the merge box and click "OK" and the customers will become unique, non-duplicate customers.