

For: State and County Offices

**Service Center Information Management System (SCIMS) “Exact Match” Search Modification**

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



**1 Search Modification**

**A Background**

SCIMS software has been modified to change the customer search by “Name” default option from “Starts With” to “Exact Match”. Software has been modified to encourage users to enter complete customer name information when performing a customer search in SCIMS. Entering the entire name will greatly reduce the time required by servers in Kansas City to complete searches (i.e. search for SCIMS customer “ABC Farms, LLC” takes only a fraction of the time to search when the complete customer name is entered, as opposed to entering only “ABC Farm”.) It is anticipated that complying with the provisions of this notice will greatly reduce the server related problems which Kansas City has been experiencing.

**B Purpose**

This notice advises all SCIMS users that SCIMS, as well as all applicable web-based applications, now default to “Exact match” rather than “Starts With” when conducting a customer search in SCIMS.

**C Action**

Users shall make every effort to enter as much information as possible when conducting customer searches. Be advised that the option to search customer records by “Starts With” may continue to be used when complete information is not available or practical by simply selecting the “Starts With” from the customer search by “Name” option.

**D Contacts**

For additional information about this notice, State Offices shall contact Mike Sienkiewicz at either:

- e-mail by [mike.sienkiewics@wdc.usda.gov](mailto:mike.sienkiewics@wdc.usda.gov)
- telephone by 202-720-8959.

**Note: FSA Offices shall ensure that all NRCS State Office and Service Center employees receive a copy of this notice.**

<b>Disposal Date</b>	<b>Distribution</b>
January 1, 2009	State Offices; State Offices relay to County Offices and NRCS State Offices