

For: State and County Offices

Implementing DR 4370-002 About Providing a Receipt for Service or Denial of Service

Approved by: Acting Deputy Administrator, Farm Programs



1 Overview

A Background

The Food, Conservation, and Energy Act of 2008, Section 14003 (7 U.S.C. 2279-1(e)) requires FSA, NRCS, and RD to issue a receipt, when requested, for service or denial of service to a current or prospective producer or landowner.

Interim FSA guidance about issuing receipts was issued by DAFO in a memorandum dated June 4, 2008.

DR 4370-002, “Providing a Receipt for Service or Denial of Service by the Farm Service Agency, the Natural Resources Conservation Service, the Rural Business Service, the Rural Housing Service, and the Rural Utilities Service”, was issued November 28, 2011. DR 4370-002 requires FSA, NRCS, and RD to use AD-2088 when issuing receipts.

Notes: A copy of DR 4370-002 is available at <http://www.ocio.usda.gov/directives/doc/DR4370-002.pdf>.

AD-2088 is available on the FFAS Employee Forms/Publications Online Website at <http://intranet.fsa.usda.gov/dam/ffasforms/forms.html>.

B Purpose

This notice provides State and County Offices with information about:

- FSA’s implementation of policies contained in DR 4370-002 about issuing a receipt, upon request, using AD-2088
- instructions for maintaining copies of AD-2088’s.

Disposal Date	Distribution
August 1, 2012 1-19-12	State Offices; State Offices relay to County Offices

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2 Implementation

A FSA Policy

DR 4370-002, Section 6a requires that FSA staff provide AD-2088, upon request, when any inquirer, applicant, or customer seeks information about, or requests any benefit or service provided by, FSA. Receipts will be provided by completing AD-2088, items 1 through 10. See instructions for AD-2088 for additional guidance.

Note: All items 1 through 10 on AD-2088 **must** be completed.

If the request for a receipt is made in person, AD-2088 must be provided at the time of the request. Requests made by telephone, FAX, e-mail, or mail must be provided, or mailed, by the next workday.

Important: Using AD-2088 to provide a receipt for service or denial of service does **not** change or impact policies included in 1-APP or program directives about actions required when FSA makes an adverse decision on a request or application.

Notes: DR 4370-002 supersedes guidance contained in the DAFO memorandum dated June 4, 2008.

See DR 4370-002, Section 5 for the definitions of inquirer, applicant, and customer.

B Filing AD-2088

A copy of each completed AD-2088 shall be filed in a temporary file titled, Receipt for Service, under Common Management alphabetically for each FY, until updated filing instructions are issued.

Note: Copies of any receipts issued under the interim DAFO guidance shall be refiled according to this subparagraph.

3 Action

A State Office Action

State Offices shall:

- ensure that County Offices are notified of the contents of this notice
- emphasize to County Offices the importance of providing AD-2088, when requested

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3 Action (Continued)

A State Office Action (Continued)

- direct any questions about this notice to any of the following:
 - Rick Blackwood, PECD, by either of the following:
 - e-mail at **rick.blackwood@wdc.usda.gov**
 - telephone at 202-720-5422
 - Bill Cobb, DAFLP, by either of the following:
 - e-mail at **bill.cobb@wdc.usda.gov**
 - telephone at 202-720-1059
 - Deborah Johnson, DAFO, by either of the following:
 - e-mail at **deborah.johnson@wdc.usda.gov**
 - telephone at 202-720-0067

B County Office Action

County Offices shall:

- provide AD-2088 to any inquirer, applicant, or customer, when requested
- maintain copies of completed AD-2088's according to subparagraph 2 B
- contact the State Office to resolve questions.

4 Future Actions

A Amending 25-AS and 1-CM

Further instructions will be provided in forthcoming amendments to 25-AS and 1-CM about the filing of receipts taken under the interim DAFO guidance and for AD-2088.

B Notifying Inquirers, Applicants, and Customers of the Availability of Receipts

FSA will provide additional guidance about the display of a poster informing inquirers, applicants, and customers of their right to request a receipt as well as other required outreach actions.