

For: State Offices and Service Centers

Direct and Counter-Cyclical Program (DCP) Nationwide Customer Service

Approved by: Deputy Administrator, Farm Programs



1 “Nationwide Customer Service” Option

A Background

Web-based 2005 DCP contract software was made available to State and County Offices on October 4, 2004. Nationwide Customer Service is 1 of the options that has been provided with the deployment of the web-based software. Roles for Nationwide Customer Service are going to be further defined through additional security measures. The “Nationwide Customer Service” option is going to be temporarily unavailable to all State and National Office employees. State Offices must designate the State Office employees that should regain access to Nationwide Customer Service.

This lock-out **does not** affect FSA County Office employees. All FSA County Office employees will retain Nationwide Customer Service access.

B Purpose

This notice:

- notifies State Offices that Nationwide Customer Service was disabled for all employees except FSA County Office employees on October 7, 2004
- provides instruction for State Offices to follow to request access for State Office employees to the “Nationwide Customer Service” option
- informs State Offices that Nationwide Customer Service will be available to State Office employees once requested according to subparagraph C.

Disposal Date	Distribution
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1 “Nationwide Customer Service” Option (Continued)

C State Office Action

State Offices shall:

- provide the National Office with all State Office employees that are to have access to Nationwide Customer Service, and include the following:
 - State
 - employee’s legal first and last name
 - employee’s USDA eAuthentication user ID
- FAX the information to Neeru Gulati at 202-720-0051
- contact Common Provisions Branch at 202-720-3464 with any questions or concerns.

Notes: It may be up to 2 weeks before the “Nationwide Customer Service” option is available.

Additional employees can be added any time by requesting access according to this subparagraph.