

For: FSA Offices

USDA Customer Statement

Approved by: Deputy Administrator, Management



1 Overview

A Background

On March 3, 2004, USDA Secretary Ann Veneman announced the launch of the new electronic USDA Customer Statement. This effort is a part of the special focus of USDA in 2004 on eGovernment initiatives. The USDA Customer Statement combines a wide range of information about a Service Center customer’s business activity with USDA into a single, online report. It provides “one-stop” access to customers doing business with USDA. The customer can access the secure, confidential report online any place and any time.

Phase 1 will only be available to farmers and ranchers who have a USDA eAuthentication service Level 2 account and have been linked to the SCIMS database.

B Purpose

This notice provides guidance to Service Center personnel on the details of the USDA Customer Statement.

C Contact

If additional information is needed, FSA Service Center employees shall contact their State eGov Coordinator. All other employees shall contact either of the following:

- Ragh Singh at 202-720-7094
- Deborah Johnson at 202-720-0067.

Disposal Date	Distribution
April 1, 2005	All FSA Offices; State Offices relay to County Offices

2 Information

A Instructions for USDA Customer Statement

Instructions are available to customers and Service Center staff explaining the USDA Customer Statement and its contents at <http://customerstatement.usda.gov/Demo/>. Follow the link “Customer Statement Guide for First Time Users” on the first page. The demonstration login is “John Doe” and anything can be entered as the password.

B Program Information

Phase 1 release includes data only in FSA and NRCS. Plans to include data from RMA including crop insurance is expected in the next release. The Common Information Management System (CIMS) team will help merge the access to this information with the USDA Customer Statement.

In Phase 1, employees cannot access a customer report for customers. A subsequent release will permit customers to authorize agency staff access to their information.

Under Phase 1, customers will have access to the following:

- conservation contract information (such as EQIP or CRP)
- account summary of payments
- crop insurance
- land unit data
- customer loans.

Customers will also have access to ortho imagery (DOQQ data), not the aerial imagery from APFO. Later releases will include this imagery as the next generation of imagery and common land unit (CLU) data becomes available.

A new USDA ID number will be assigned to the customer when they begin using the USDA Customer Statement.