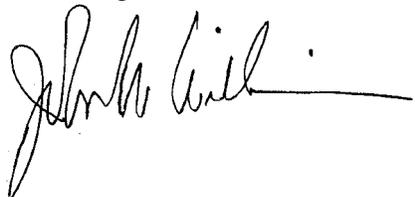


For: FSA Offices

Representative Link Manager System (RLMS)

Approved by: Deputy Administrator, Management



1 Overview

A Background

RLMS is an Intranet-based, web-enabled software application developed to maintain records of certain representative and relationship roles. RLMS was developed to provide electronic mechanisms for managing, collecting, and disseminating information to customers. The complete application, including the software, program interface, and database, is called eRep. RLMS is available through the Intranet to allow authorized Service Center employees to register representatives to conduct USDA business electronically.

Example: If a customer has an eAuthentication level 2 account that has been linked with the Service Center Information Management System (SCIMS) with ID Link Manager (IDLMS), and has been associated through eRep, the customer can then do business electronically with USDA, using electronic Loan Deficiency Payment (eLDP) if all other eLDP requirements have been met according to Notice PS-495, for themselves and for the entities they represent.

B Purpose

This notice provides:

- eRep guidance and policies
- access to the RLMS software application
- information about the RLMS user’s manual
- RLMS training information.

Disposal Date	Distribution
October 1, 2005 10-14-04	All FSA Offices; State Offices relay to County Offices

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1 Overview (Continued)

C Contact

For assistance with:

- technical issues associated with the RLMS application software, contact the Centralized Help Desk at 1-800-457-3642
- eRep policy issues, State Office and Service Center employees shall contact the State eGov Coordinator. All other employees shall contact Ragh Singh at 202-720-7094.

2 RLMS Resources

A RLMS Training

A user's manual explaining the RLMS process is available online at the field operations training site at <http://intranet.fsa.usda.gov/fsatraining/>.

Note: The user's manual can also be accessed by clicking the "Help" button on any page of the RLMS application.

B RLMS Access

To access the RLMS application, Service Center employees should use their eAuthentication ID and password to log-in to the following uniform resource locators:

- Representative Customer Maintenance
<https://aegean.sc.egov.usda.gov/Representatives/DelegationMaint/FindRep.asp>
- Representative Maintenance
<https://aegean.sc.egov.usda.gov/Representatives/RepresentativeMaint/FindRep.asp>

3 General Information and Related References

A General Information

The RLMS software application was developed to provide management capabilities of the Representation-Roles for representatives. Representatives are defined as those who may act on behalf of another person, company, or group. RLMS software provides functions that maintain the legal responsibilities (Representation-Roles), the legal relationships between a representative and their customers, and the relationship between representatives and other representatives. This is very critical software for eLDP, financial services, and other FSA eGov projects.

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3 General Information and Related References (Continued)

A General Information (Continued)

Specific instructions for using the RLMS software release are in agency directives. Software for this function shall not be used until employees review the following documentation:

- Representative Link Manager System User's Manual, Version 1, Volume 1, dated September 10, 2004
- Notice CM-500.

B Related References

Related references include the following:

- Notice AO-1295
- Notice IRM-357.

4 Responsibilities

A State Office Responsibilities

State Offices shall ensure that all employees who deal with farm programs are familiar with the eRep process and its relationship with eAuthentication, IDLMS, eLDP, and other eGov projects.

B Service Center Responsibilities

Service Center responsibilities include the following:

- all employees shall learn the eRep process
- all FSA customers, who have an active eAuthentication account and represent other customers, shall be associated through RLMS according to Notice CM-500
- all FSA Local Registration Authority (LRA) shall ensure that all new eAuthentication accounts are linked with SCIMS through IDLMS and, if applicable, accounts shall also be linked with RLMS
- LRA's who are also producers are not authorized to establish customer representation for themselves, immediate family members, or for members of their household.