

Customer Statement Guide for First Time Users

The USDA Customer Statement is a special focus of the eGovernment initiatives that Agriculture.

The USDA Customer Statement combines a wide range of information on your USDA services and program activity in a single report available online through the Web. You can access the secure, confidential report online, any place, any time. You are able to view or print the report.

To view your Customer Statement you will need to obtain a USDA eAuthentication Service Level 2 Account (User ID and password).

The Customer Statement contains private information about your business with USDA. To protect you, your identity must be verified at a local USDA Service Center before the account can be activated.

1 Use the Internet to obtain a USDA eAuthentication Level 2 account:

1. From your internet browser go to the USDA eAuthentication site at:
<http://www.eauth.egov.usda.gov/eauthCreateAccount.html>
2. Follow the steps described to request a **Level 2 account**.
 - Fill out the online registration form.
 - Create a User ID and password.
 - Respond to the confirmation e-mail the system sends to you.

2 Activation Process:

1. Take your official identification (state ID, state driver's license, military ID, or passport) to your local USDA Service Center.
2. Ask to see a Local Registration Authority (LRA) – a USDA employee who can verify your identity and activate your USDA eAuthentication Account.
3. Request that the LRA ensure that you have a record in the Service Center Customer Database (known to USDA employees as the SCIMS database).

An LRA (USDA Employee) will:

- Identity proof you (verify your identity) against your official identification.
- Activate your USDA eAuthentication Level 2 account.
- Check the USDA Customer Databases (SCIMS for your Customer Record by name and social security number (SSN). A record will be created for you if one doesn't exist currently. A number of items on your statement are linked to your SSN, especially for tax reporting purposes. Lack of an SSN may limit viewing of some information.
- Link your USDA eAuthentication Level 2 account to your record in the Customer Database. This will allow the Customer Statement to locate your USDA customer records when you login to the Customer Statement with your USDA eAuthentication account.

3 Login to Your USDA Customer Statement:

Use your Internet browser to locate the Customer Statement site:

<http://CustomerStatement.usda.gov>

1. Click the 'Login' button on the homepage menu bar.
2. Enter your USDA eAuthentication Level 2 Account user ID and password on the USDA (security) login screen.
3. On your first visit to the Customer Statement, you will be assigned a unique USDA ID and a default profile for your Customer Statement will be created. You may print out a page with your USDA ID from the Customer Statement left navigation menu.

Once your USDA eAuthentication Level 2 account is activated and linked to your customer records, you will be able to logon to the USDA Customer Statement, receive your USDA ID, and view your Customer Statement.

Customer Statement Contents

The components or sections of the statement are supplied by various USDA agencies. The below graphic of the Customer Statement shows the summary information initially presented when you login to the Customer Statement. It is a consolidation of all of your customer information. Review the detailed descriptions of each section beside the graphic.

By selecting links on the summary page, you can review the detail data and source information for each section. The links will take you to either another window within the Customer Statement that displays more information about an item in the summary, or it will take you to the application that supplied the section data for additional questions. In many cases, detail data opens in another browser window. Close the new window to return to Customer Statement.

Source links at the bottom of each section are provided to allow easy follow up with USDA personnel. If no contact information is provided, click the "Contact Us" tab or phone your Service Center.

To protect your identity, the Customer Statement does not show your Social Security Number or Taxpayer ID. Instead, your information is linked to your USDA ID. Your USDA ID is created the first time you login. In the future, your USDA ID will enable you to share your Customer Statement information with anyone you choose without the risks associated with sharing your social security number or your USDA eAuthentication Level 2 user ID and password.

The screenshot displays the Customer Statement Summary Page with the following sections:

- Statement Features:** Customer Statement, Statement Preferences, Print Statement, Print USDA ID Card, View My Land, Download Map Data.
- Contact Summary:** Customer Name: Randy Mum, Statement Date: 3/2/2006, USDA ID: ACA-0001, Email: rmum@formed.com, Address: 2150 Centre Avenue, Fort Collins, CO 80525-1234, Telephone: (555) 555-4405, Source: NRCS as of 2006-03-02.
- NRCS Payment Activity:** Table with columns: Contract, Date, Amount, Status, Check #, Deposit #. Rows show payments for 2/25/2005, 6/23/2005, and 7/13/2005.
- FSA Benefits Summary:** Table with columns: Fiscal Year, Program, Total Amount. Rows include Quality Incentive, Noninsured Assistance, Direct Payment, and Counter Cyclical Payment.
- Farm Loan Programs:** Table with columns: Loan Number, Loan Type, Loan Date, Loan Amount, Interest Rate, Term, Past Due?. Rows show Operating and Emergency loans from 1998.
- Conservation Program Contract(s) Summary:** Table with columns: Program, Contract, Year, Amount, Payments, Balance. Rows show Environmental Quality Incentive contracts.
- Conservation Plan Information:** Table with columns: Plan Name, State, County, Plan Approval Date, Map. Rows show Mum Test Plan and various conservation plans.
- USDA Service Center Farm Records:** Table with columns: Farms Number, State, County, Operator(s), Description. Rows list farm records for Randy Wayne Mum and Maes Enterprises.
- Local USDA Office Contact:** Table with columns: Office Name, Address, Phone, Main Contact. Rows list service centers in Lewiston, Olmsted, and Winona counties.
- Associated Addresses for Customer:** Table with columns: Address, City, State, Zip. Row shows PO Box 26000 in La Crosse, WI.

Customer Statement Summary Page

Navigation Links: Top menu buttons or left side buttons navigate statement. Login and Logout using top menu button.

Contact Summary: Contains your customer information from the eAuthentication Database. Representatives only see selected data.

NRCS Payment Activity: Reports year-to-date payments that you have received from NRCS programs. It also provides totals.

FSA Benefits Summary: Reports year-to-date payments that you have received from FSA programs. It also provides totals.

Farm Loan Program (Direct Loan Status): Reports your direct status loan information. Only active loans are displayed.

Conservation Program Contract(s) Summary: Displays your contracts or conservation program participation information.

The data for this section is supplied by the Natural Resources Conservation Service (NRCS) or the Farm Service Agency (FSA).

Conservation Plan Information: Reports plan and practice information from online data warehouses. Some data may not be available.

USDA Service Center Farm Records: Identifies farm properties.

Local USDA Office Contacts: Displays contacts in all counties associated with your lands.

Associated Addresses for Customer: Displays the address information on file for you on record with any of the participating agencies. Each agency may have unique business rules associated with your contact information.