UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

Common Management and Operating Provisions 1-CM (Revision 3)	Amendment 38

Approved by: Acting Deputy Administrator, Farm Programs

Amendment Transmittal

A Background

Several enhancements have been made in SCIMS. Paragraphs and related screen prints have been updated accordingly.

B Reasons for Amendment

Subparagraphs 141 F and 175 F have been amended to update the Customer Search Page.

Subparagraph 179 H has been amended to add a note that "State Office" has been added to the top of the county drop-down menu for Financial Services use.

Subparagraph 192 C has been amended to add ID/type as comparison criteria for potential duplicates for individuals.

Subparagraph 192 D has been amended to:

- update information for tax ID numbers/types already recorded in SCIMS

- add a note to advise users that duplicate ID numbers/types are now blocked from being entered in SCIMS.

Subparagraph 195 B has been amended to include a new message that displays when a user attempts to unlink a record that is still associated with a farm in Farm Records.

Page Control Chart		
TC	**Text**	**Exhibit**
3, 4	6-47 through 6-50 7-43, 7-44 7-77, 7-78 7-101 through 7-104 7-107, 7-108	

.

Table of Contents (Continued)

Table of Contents (Continued)

141   Accessing Name and Address From SCIMS (Continued)

F   eAuthentication Login Screen (Continued)

*--

--*

Notes: When exiting SCIMS, **always** CLICK "Log Off" on the navigation bar on the left side of the screen.

Never exit SCIMS from the "Close Box" (Red "X" in the upper right-hand corner of the screen on the blue Microsoft Internet Explorer blue banner) or clicking the "Home" button on the tool bar. Exiting from the "Close Box" or "Home" button will lock-out other users from accessing the last customer accessed for 2 hours. If SCIMS is inadvertently exited from the "Close Box" or "Home" button, user shall **immediately** re-access the applicable record and "Log Off" from the navigation bar.

175 Customer Search in SCIMS (Continued)

E National Customer Search

When the user selects "National Search" and enters sufficient search data for the customer, SCIMS searches all name and address records on file in the database for the customer. The same criteria used for a State and local search is used for the national search.

Note: When using broad search criteria, such as the last name of Jones or the same ZIP Code, a maximum of 100 customers with similar matching data will be displayed. If the customer is not located, the user shall enter additional customer data to attempt to locate the customer before adding.

F Example of Customer Search Screen

This is an example of the Customer Search Page.

Note: User may search by specific "County" and/or "Service Center". To perform a State search user must select "All Counties" **and** "All Service Centers" for the State.

*--

--*

175 Customer Search in SCIMS (Continued)

F Example of Customer Search Screen (Continued)

To view the details of the selected Service Center, click on "Service Center Details". The following data will be displayed:

- site name
- site address
- agencies serviced by the Service Center
- telephone number.

G Example of Search Results Screen

This is an example of the Search Results Screen.
*--

--*

Click on the customer to be accessed.

H Program Participation (Continued)

Add information to this section according to the following table. All Program Participation data is required.

Field	Valid Entry
Program	Identify why the customer is being added to SCIMS by using the drop-down box to select 1 of the following: • "Non-AG NRCS Customer" • "Inactive Customer" • "Technical Service Provider" • "Non County FSA Customer" • "RD Customer" • "AG NRCS Customer" • "FSA Customer". **Note:** "FSA Customer" must be selected for a download to AS/400 to occur.
State	Identify the State where the customer is participating by selecting the State from the drop-down box.
County Serviced	Identify the county where the customer is participating by selecting the county from the drop-down box. *--**Note:** "State Office" has been added to the top of the county drop-down menu for Financial Services use.**--***
Organization Name	Identify the Service Center organization where the customer is participating by selecting the Service Center site from the drop-down box.
General Program Interest	Identify the interest a customer has by using the drop-down box to select 1 of the following: • "Has interest in the program" • "Does not have interest in the program" • "Unknown".
Current Participant	Identify if the customer is a current participant by using the drop-down box to select 1 of the following: • "Application Made" • "Currently Enrolled and Participating" • "Not Currently Participating".

To retain the entered data, CLICK "OK". To return to the Customer Information page and not retain the entered data, CLICK "Cancel".

Note: The Program Participation and the Legacy Link State and county must match for the record to be updated.

179   Additional Customer Entries (Continued)

H Program Participation (Continued)

The General Program Interest code must in be in sync with the Current Participant code or the following Warning Screen will be displayed.

Section 4   Automated Procedure for Modifying Records

191   Modifying Customer Data in SCIMS

A   Introduction

Modifications to customer core data must be made in SCIMS. Customer information added to SCIMS according to the paragraphs 177 through 179 must be modified through SCIMS. Changes to customer core data will be downloaded to all FSA AS/400's that the customer is linked.

B   Accessing Customer in SCIMS

Access SCIMS according to paragraph 141. Perform a search for the customer according to paragraph 175.

C   Core Data Modifications

After locating the customer, modify the customer's core data by:

- selecting the section to modify
- clicking "Modify"
- making changes to data described in paragraph 179.

Modify the data and CLICK "Submit" to update the changes. Core data that is stored in the name and address files on the AS/400 will be downloaded to the AS/400 in all Service Centers that the customer is linked.

192   Duplicate Customer

A   Purpose

Customer core data needs to be entered only 1 time in SCIMS. To prevent duplicate entries of customers, the software makes every attempt to identify the customer before the user adds a customer.

B   Exact Match

If a customer already resides in SCIMS, the user will be notified when a tax ID and ID type have been entered that match a customer currently in SCIMS. The message will alert the user that the customer is already in SCIMS and adding the customer will result in duplicate entries.

192   Duplicate Customer (Continued)

C   **Similar Match**

When attempting to load a customer with similar data, the system will prompt the user that the customer may be a duplicate entry. The user must determine whether the data is the same customer before adding the customer.

For an individual, the software will compare the following for potential duplicates:

- last name
- first name
- suffix
- ***--ID/type--***
- ZIP Code.

For a business, the software will compare the following for potential duplicates:

- business name
- business type
- ID/type
- ZIP Code.

192   Duplicate Customer (Continued)

D   Error Messages for Potential Duplicate Customers

If the customer's data entered on the Add Customer Screen matches a customer already in the SCIMS database, 1 of the messages in the following table will be displayed. The user must determine whether adding the customer will result in duplicate customers on the SCIMS database. Before adding the customer, use the following table to determine whether the customer will result in a duplicate customer.

		Action	
Message	**Reason for Message**	**IF the customer being added is...**	**THEN...**
"The customer entered will result in a potential duplicate with another customer on the database"	The customer data entered on the Add Customer Screen matches a customer in the SCIMS database who has similar data.	a duplicate	select the duplicate customer who is displayed.
		not a duplicate	CLICK "Add" to add the new customer.
"The customer entered already exists in the database and would result in a duplicate customer"	The customer data entered on the Add Customer Screen matches a customer with the same data already on the database.	a duplicate	select the duplicate customer who is displayed.
		not a duplicate	determine whether information for the customer is correct. If the customer is not the same, CLICK "Add" to add the new customer.
"The tax identification of the customer entered is already in the database"	*--The tax ID number/ type entered on the Add Customer Screen already exists in the database. **Note:** Duplicate tax ID numbers and types are now blocked from being entered in SCIMS.--*	a duplicate	*--click on the common name displayed to view the details of the customer.--*
		not a duplicate	determine whether incorrect information has been entered for 1 of the customers. **Note:** The same tax ID cannot be used for more than 1 customer. The user must resolve the customer's ID number.

193   SCIMS Error Reports

A   Introduction

An error report will print on the AS/400 system printer to notify the Service Center when a
--SCIMS to AS/400 name and address error has occurred. The report will print if a--
customer's data in SCIMS has been changed and is not allowed to be changed in the AS/400
name and address record. Refer to paragraphs 194 through 196 for an explanation of the
errors and corrective action.

B   Example of Report

This is an example of the SCIMS to Name and Address Update Report.
*--

```
                              U.S. Department of Agriculture                Prepared:04-10-02
  C. FRB-SUBS                       Farm Service Agency
  Report ID: MACI01-RO01        SCIMS To Name and Address Update Report          Page:    1

  ID-Num & Type          Name                      Message
  -------------          --------------------      -------------------------------------------
  22-3335555 E           TOM SMITH                 ID has been unlinked in SCIMS, but cannot be
                                                   deleted from the AS/400 name and address file
                                                   because it is associated with the following:
                                                   (See 1-CM)

                                                     Active Producer
                                                     Active on a Farm
                                                     CY Permitted Entity File
                                                     Combined Entity File
                                                     Loans
                                                     CRP
                                                     ACP
                                                     Other Conservation
                                                     Farm Loan Program
                                                     Accounting


  333-33-3333 S          BILL JONES                ID has been changed to 444-44-4444 S, but the
                                                   previous ID cannot be deleted from AS/400 Name
                                                   and Address file because it is associated with
                                                   the following: (See 1-CM)

                                                     Active Producer
                                                     Active on a Farm
                                                     CY Permitted
                                                     Entity File
                                                     Combined Entity File
                                                     Loans
                                                     CRP
                                                     ACP
                                                     Other Conservation
                                                     Farm Loan Program
                                                     Accounting
  123-54-3028 S          Star Five Ranch           Entity Type has been changed in SCIMS but
                                                   cannot be changed on the AS/400 Name and
                                                   Address file because it is active in the
                                                   Permitted Entity File
                                                   (see 1-CM)
```

--*

194   Changing or Adding Tax ID Number in SCIMS (Continued)

D   Payment to an Incorrect ID Number

If an incorrect ID number has been used and payments have been issued using the incorrect number, immediately change the ID number according to subparagraphs B and C. Future payments shall be issued to the correct ID number. After changing the ID number in SCIMS, select the correct ID number from the County Office's AS/400 name and address file and add it to all records where the incorrect ID was used.

195   Unlinking Customer in SCIMS

A   Introduction

When it is no longer necessary to have a customer in the County Office's AS/400 name and address record, the customer's legacy link should be deleted. The customer will be moved to "Pending Delete" status in the county's AS/400 if the customer is eligible to be unlinked.

B   Deleting Legacy Link

To unlink a customer from a County Office, the customer must be eligible to be unlinked. To be eligible, the customer must be inactive in the County Office that is to be unlinked. Areas where the customer may be active include, but are not limited to:

- accounting

- contracts

- entity files

- farm loan programs

195   Unlinking Customer in SCIMS (Continued)

   B   Deleting Legacy Link (Continued)

   - farm records

   *--Note: Records cannot be unlinked in SCIMS when the customer is still active on a farm
                   in Farm Records. The following message will be displayed.

                                                                                    --*

   - loans.

   After the customer is made inactive in all programs and records in the County Office, unlink
   the customer in SCIMS according to the following table.

Step	Action
1	Perform a search of the customer in SCIMS according to subparagraph 175 C.
2	Select the customer to unlink from the Search Results Screen.
3	Select the Legacy Link section.
4	CLICK "Select for Deletion" field for the State and county link record to be deleted.
5	Answer the deletion confirmation prompt.
6	Select the Program Participation section.
7	CLICK "Select for Deletion" field in the Program Participation record for the State and county that was deleted in the Legacy Link section.
8	Answer the deletion confirmation prompt.
9	CLICK "Submit" to submit the changes to SCIMS. **Note:** When producer is linked to other counties, the County Office should be able to submit at this point. In cases where the producer is only linked to the 1 county, the County Office needs to add back a "Program Participation" entry. When adding a "Program Participation" entry back in, select "Inactive Customer" with your State, county, and Service Center. When "Inactive Customer" is selected, "General Program Interest" and "Current Participant" fields will be unavailable to access. Do not add back the NRCS record. County Offices can now submit this record.