



May 11, 2004

OKLAHOMA BULLETIN NO. OK130-4-5

SUBJECT: AGN – The Customer Statement and Role of Local Registration Authorities

Purpose: To provide information on the need for all Service Center Employees and District Partners to understand the process for customers to establish eGov accounts for access to the Customer Statement and other applications.

Expiration Date: September 30, 2004

We have been made aware of a situation that continues to occur all too often in our agency across the nation. Numerous customers report visiting a USDA Service Center Office for assistance with their eAuthentication account, only to be turned away by the Service Center employee, because they have NO idea what eAuthentication is, or what it is used for.

A customer should NEVER have to experience this situation. We understand that not all service center employees are Local Registration Authorities (LRAs); however, all members of the service center staff who may interact with the public should be familiar with eAuthentication terminology and its requirements. In addition, they should know "who" the certified LRAs are in the office, so they can direct customers to them for assistance, or contact another LRA in the team, or Suzanne Collier (405.742.1234) at the State Office for immediate assistance.

Attached to this bulletin is an information sheet on the Customer Statement. This should be printed front and back for use at the NRCS counter and for use by Service Center employees. If you have access to the HP4600 in the Service Center, on the print dialog box, click the **Properties** button, then select the **Finishing** tab, under document options select **Print on Both Sides**.

It is imperative that our LRAs understand the entire eAuthentication registration process for all requests, and that all requests have all registration processes completed based on the type of request. This might include the SCIMS ID bind for FSA, RD, and NRCS customers, producers, and Technical Service Providers, or it might include an affiliate link for District partners. If an LRA is not certain about the steps or is not able to complete the process, they should request assistance from Suzanne Collier, NRCS State eAuthentication Coordinator.

These problems are not specific to NRCS alone, they are also shared by FSA and RD as well. In fact, reports of our customer's negative experience and problems associated with eAuthentication have escalated to the USDA-OCIO, Scott Charbo and to a Deputy Under Secretary for the Farm Service Agency. As a result, National team leaders from each agency have been charged to work aggressively across the agencies on processes to increase understanding and awareness, and educate our employees on the various eAuthentication requirements.

Thank you for your assistance in making our producers more aware of this very important service.

/s/

M. DARREL DOMINICK
State Conservationist

Attachment

DIST: AE