

## Customer Statement Guide for First Time Users

The USDA Customer Statement is a special focus of the eGovernment initiatives that Agriculture Secretary Ann M. Veneman announced “brings to the farmer and rancher unprecedented access to their business activities with USDA 24 hours a day, 7 days a week.”

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 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 shows the USDA Customer Statement interface. At the top is the USDA logo and navigation links: Home, About Customer Statement, Help, Contact Us, Logout. A left sidebar lists 'Statement Features' including Customer Statement, Print Statement, Print USDA ID Card, View My Land, and Download Map Data. The main content area contains several summary sections:

- Contact Summary:** Customer Name: John Doe, Statement Date: 05/04/2004, USDA ID: AAB-0001, Email: john.doe@zzzisp.com, Address: 23 County Road A, Telephone: (434) 439-4959, City, State Zip: Champaign, IL 30392. Source: USDA Customer Database Database as of 2004-05-04.
- Conservation Program Contract(s) Summary:** A table with columns: Program, Fiscal Year, Data Source, Application Amount, Contract Amount, Payments, Balance. It lists Environmental Quality Incentive Programs for 2002 (FSA) and 2003 (NRCS). Source: FSA (as of 2004-05-04) FFIS as of 2004-05-04 NRCS (as of 2004-05-04).
- Benefits Summary:** A table with columns: Fiscal Year, Program, Total Amount. It lists payments for 2004 (DIRECT PAYMENT - CORN: \$915, LIVESTOCK ASSISTANCE PROGRAM: \$869) and 2003 (QUALITY INCENTIVE - ENVIRONMENT, NRCS: \$33,048). Total Payments for Period: \$34,832. Source: FSA Financial Inquiries as of 2004-05-04.
- Conservation Plan Information:** A table with columns: Plan Name, State, County, Plan Approval Date, Map. It lists Doe Main Farm Plan and Doe South Farm in Champaign, Illinois. Source: NRCS Conservation Planning Database as of 2004-05-04.
- Farm Loan Program (Direct Loans Summary):** A table with columns: Loan Number, Loan Type, Loan Date, Loan Amount, Interest Rate, Term, Is Loan Past Due. It lists two loans: Operating (04/30/1998, \$36,878.08, 6.0000%, 15 years, NO) and Emergency (04/30/1998, \$81,633.97, 3.7500%, 15 years, NO). Source: FSA FLP (as of 2004-05-04).
- Local USDA Office Contact:** A table with columns: Office Name, Address, Phone, Main Contact. It lists Champaign Service Center and Champaign County Farm Service Agency. Source: OIP Office Information Profile as of 2004-05-04.
- Associated Addresses for Customer:** A table with columns: Address, City, State, Zip. It lists 23 County Road A and PO Box 137 in Champaign, IL. Source: SCIMS Service Center Agencies Customer Database (as of 2004-03-02).

## 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.

**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).

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

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

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

**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.