



October 15, 2015

Subject: webReceipt for Service

Dear NH Agricultural Stakeholder;

We appreciate our partnership and look forward to continuing our work with you as we support the farmers and ranchers in our community. We want to notify you of an important change with the USDA Receipt for Service Program.

USDA has implemented the first phase of web receipt for service (webRFS) for all current or prospective producers or landowners. Previously, policy established in the 2008 Farm Bill meant receipts were to be granted when requested. The 2014 Farm Bill revised that policy to require service center agencies to issue a receipt for service to every customer seeking assistance or information.

A receipt is required for any agricultural program benefit or service requested from the Farm Service Agency, Natural Resources Conservation Service and Rural Development. We have worked together to develop technology and guidance that works for all three agencies.

Receipts provided will include 1) the date of the request 2) the subject of the request, and 3) the action taken or recommended. A service is any information, program and /or loan assistance provided to an individual or entity.

The first phase of webRFS includes recording contact method or interaction conducted during a customer office visit, customer email, customer fax or customer letter. Receipts will include the date, summary of the visit and any agricultural information, program and/or loan assistance provided to an individual or entity. In some cases, a form or document — such as a program enrollment form — will serve as the customer receipt instead of a printed or electronic receipt.

Fully and effectively implementing Receipt for Service is a departmental priority and one that requires the full participation of USDA employees across the nation.

As an important partner in reaching our shared customers, we wanted to make you aware of our commitment to improved and stronger customer service.

Sincerely,

A handwritten signature in blue ink that reads "Linda L. Grames". The signature is fluid and cursive, written in a professional style.

Linda L. Grames

Acting State Executive Director

Farm Service Agency
James C. Cleveland Federal Building
53 Pleasant Street, Room 1601
Concord, NH 03301
603-224-7941