



Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180

United States Department of Agriculture

July 3, 2013

IOWA INTRAOFFICE INSTRUCTION 270-180 - STATE OFFICE Fax2Mail RESOURCE
ACCOUNT (RA) MANAGEMENT

IA180.0 PURPOSE

This Iowa Intraoffice Instruction provides the Standard Operating Procedures (SOP) for the management of the Fax2Mail Resource Accounts (RA) at the State Office, effective upon receipt of this instruction.

IA180.1 SCOPE

These instructions will be followed by all State Office employees.

IA180.2 FILING INSTRUCTIONS

This Iowa Instruction will be posted on the Iowa NRCS Employee Website, which can be accessed under the Iowa NRCS eDirectives System section at this link [Iowa NRCS eDirectives website](#).


Jay T. Mar
State Conservationist

Attachment

SOE

(IA Intraoffice Instruction 270-180 First Edition – July 2013)

IOWA INTRAOFFICE INSTRUCTION 270-180 - STATE OFFICE Fax2Mail RESOURCE
ACCOUNT (RA) MANAGEMENT

1. PURPOSE:

This Iowa Intraoffice Instruction provides the Standard Operating Procedures (SOP) for the management of the Fax2Mail Resource Accounts (RA) at the State Office, effective upon receipt of this instruction.

2. ROLES AND RESPONSIBILITIES:

Fax2Mail has been approved for all Iowa NRCS Service Centers and the NRCS State Office; this has been implemented due to fax volume and as an effort to reduce costs.

Three Fax2Mail Resource Accounts (RA) have been established for State Office use, they are as follows:

RA.RC.IADe2.efax3319 – This account has been assigned to the Easement Programs staff only and will be managed by the Programs staff. Duties regarding account management will be assigned by the ASTC-Programs. The Fax2Mail number for this account is 855-261-3319.

RA.RC.IADe2.efax3323 – This account has been assigned to the Human Resources staff only and will be managed by the Human Resources staff. Duties regarding account management will be assigned by the ASTC-Management. The Fax2Mail number for this account is 855-261-3323.

RA.RC.IADe2.efax3544 – This account has been assigned to all employees at the State Office and will be managed by the Operations staff. Duties regarding account management have been assigned by the ASTC-Operations to the State Office Secretaries. The process regarding account management will be outlined in this instruction below. The Fax2Mail number for this account is 855-261-3544.

3. PROCESS:

As stated above, RA.RC.IADe2.efax3544 account will be managed by the State Office Secretaries. Each of the five State Office Secretaries will be responsible for managing the State Office all employee account one day per week. The schedule will be as follows:

Monday	Elmer Foxx	(Cindy Slagle - Back-up)
Tuesday	Tara Kinyon-Anderson	(Kim Broders – Back-up)
Wednesday	Lisa Hobbs	(Elmer Foxx - Back-up)
Thursday	Kim Broders	(Tara Kinyon-Anderson – Back-up)
Friday	Cindy Slagle	(Lisa Hobbs - Back-up)

The secretary responsible for the account for the day will be responsible for ensuring they have back-up. Shelly Grimmus will serve as back-up if both secretaries are out of the office and an alternate is not available.

A subset of folders has been established and will be maintained for each division under the RA.RC.IADe2.efax3544 account and will be as follows:

Ecological Sciences and Conservation Planning
Engineering
Management
Operations
Programs
Public Affairs
Soils/Geographic Information
State Conservationist

At a minimum, the RA.RC.IADe2.efax3544 account will be monitored for new fax messages three times per day at 8:00 a.m., 11:30 a.m. and 3:45 p.m.

As faxes/emails are received, it is the responsibility of the assigned secretary to complete the following:

- Forward the fax/email by email to the appropriate recipient(s). If the recipient(s) is not easily identifiable, review the content of the fax/email and forward it to the appropriate division lead.
- After the fax/email has been forwarded to the appropriate recipient(s), the fax/email should be placed in the appropriate division folder as described above.

Standard encryption rules apply when forwarding faxes containing PII from the Fax2Mail Inbox. Attached for your convenience, is NRCS's SOP for Encryption and Password Protection to Safeguard Sensitive and Private Information.

State Office employees who need assistance in sending faxes via Fax2Mail may ask any of the Secretaries for assistance; they do not have to contact the Secretary who is assigned to check for incoming faxes that day.

Division mailboxes will be cleaned out quarterly (March, June, September, and December) by the State Office secretary who is assigned to the division, questions should be directed to the division lead.

Any questions regarding this instruction should be referred to the ASTC-Operations at 515-323-2209.

Approved By: 

Date: 7/5/13

Jay T. Mar
State Conservationist
Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180

Attachment

(IA Intraoffice Instruction 270-180 First Edition – July 2013)