



Customer Service in the New Organization



NATURAL RESOURCES CONSERVATION SERVICE

OCTOBER 2015

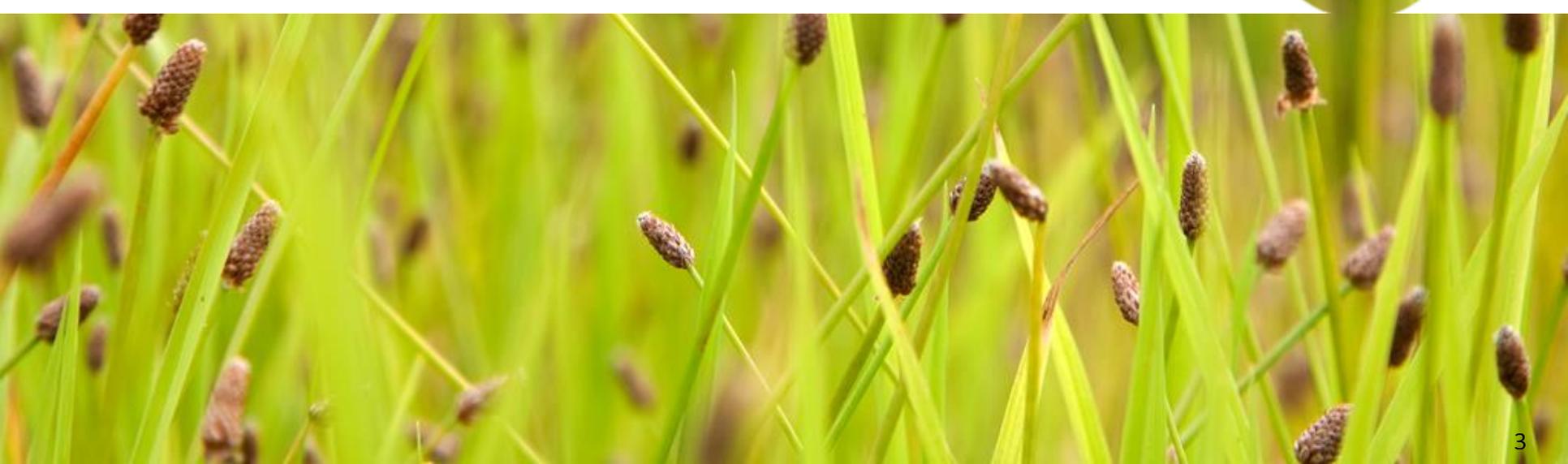
Today's Topics

- A. Update on Administrative Service in the New Organization
- B. Customer Service Specifics by Branch for Procurement & Property, Budget & Financial Management, Human Resources:
 1. Where do I go to get information?
 2. How do I initiate service?
 3. Who do I contact if I have questions?
 4. Who do I contact to escalate issues?





Administrative Service in the New Organization



Administrative Service in the New Organization

As of October 18, administrative employees are now providing service via the new Associate Chief for Operations (ACO) structure.

Transition Ahead

The first few months will be an ongoing transition for customers and service providers to:

- Learn the new way of doing business
- Get acquainted with customer preferences
- Transfer files and customer relations over to the new permanent service branches



Minimizing Service Disruptions During Transition

NRCS is taking several steps to minimize service disruptions during this time and get the new organization operating.

Experience on Interim Teams

- All service delivery branches have employees who helped design the branches or provide interim service via details.

Detail Assignments

- Key supervisory vacancies in the new organization will be filled via detail assignments to help during transition and provide a central point of contact for the branch.

New Hires

- NRCS is working to fill vacancies in the new model as quickly as possible based on priorities and funding availability.

Close Cooperation & Continuity

- This will be a time of transition that will require all of us – service providers and customers – to work together and stay in close contact across branches and divisions. Continuity support will be provided in states without local support positions.

Service Responsibilities & Resources

Customer service is a collaborative effort between customer and service provider.

Service Provider Responsibilities

- Provide high-quality and timely customer service to NRCS employees and partners in accordance with Federal regulations and guidance.

Customer Responsibilities

- Provide timely and accurate information with your request
- Respond promptly to requests for clarification or additional information
- Follow-up with the servicing unit if you don't hear anything back in expected timeframes and escalate service issues if they arise

Customer Resources

- Service branch customer guide explain the branch services and processes. These guides will be made available, along with other customer resources (e.g., recorded trainings, forms), on the Administrative Transformation SharePoint.
- Deep dive customer orientations for each function or branch will be provided soon.

New Administrative Model

Enhanced Capabilities

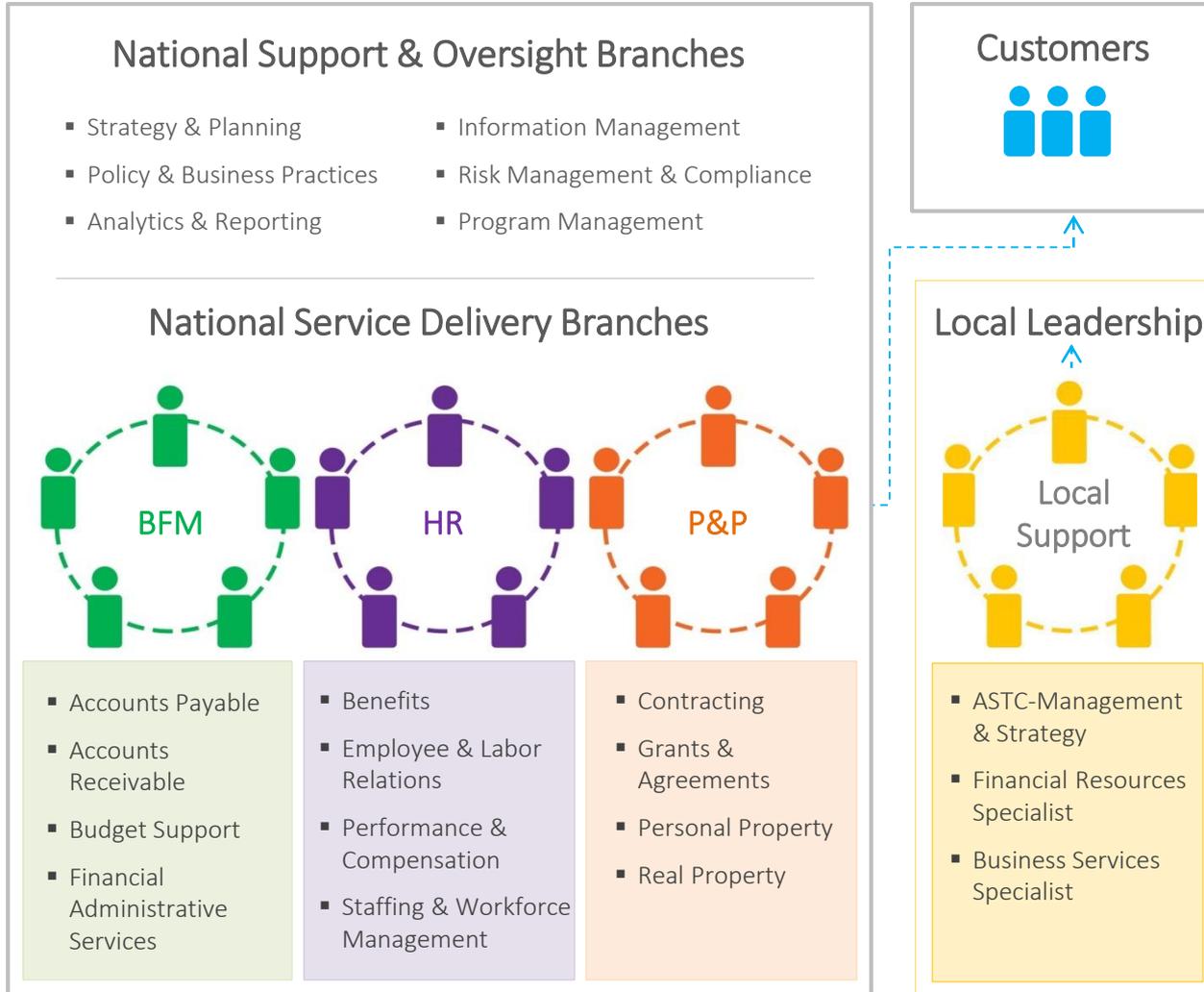
NSOBs oversee and provide additional corporate capabilities for each function.

Virtual Branches

Administrative staff located throughout the country deliver services beyond state, center, & NHQ boundaries.

Specialized Service

NSDBs organized by business process deliver services to states, centers, & NHQ.



Customer Focus

Every aspect of the model was built to provide better, more consistent service for customers.

Leadership Support

Units in state offices & NHQ manage local operations and support leadership.

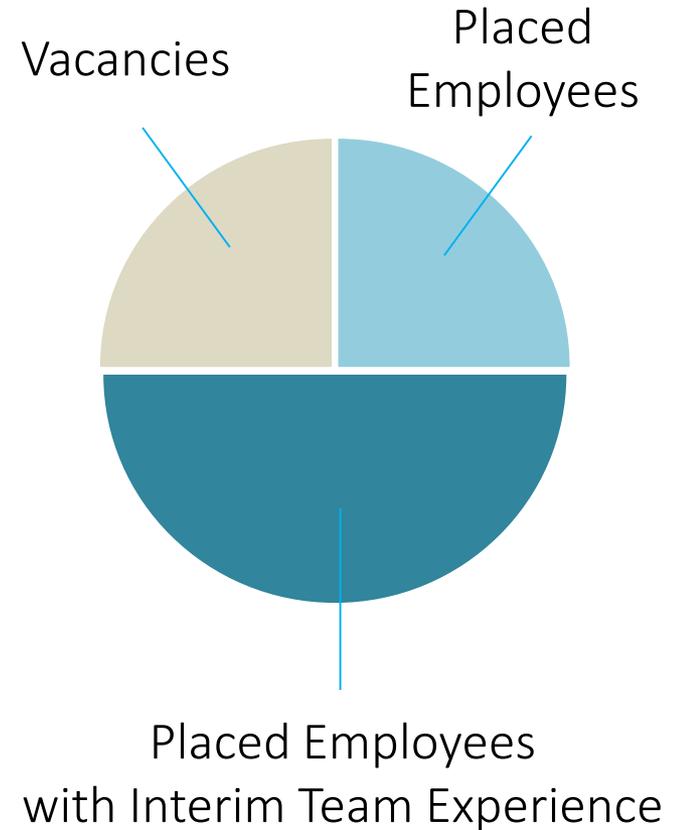
Local Strategy

Local roles help leadership with future-focused analysis and planning for the states, areas, or NHQ.

Service Branch Overview

For Procurement & Property,
Budget & Financial Management,
and Human Resources Branches:

1. Where do I go to get information?
2. How do I initiate service?
3. Who do I contact if I have questions?
4. Who do I contact to escalate issues?

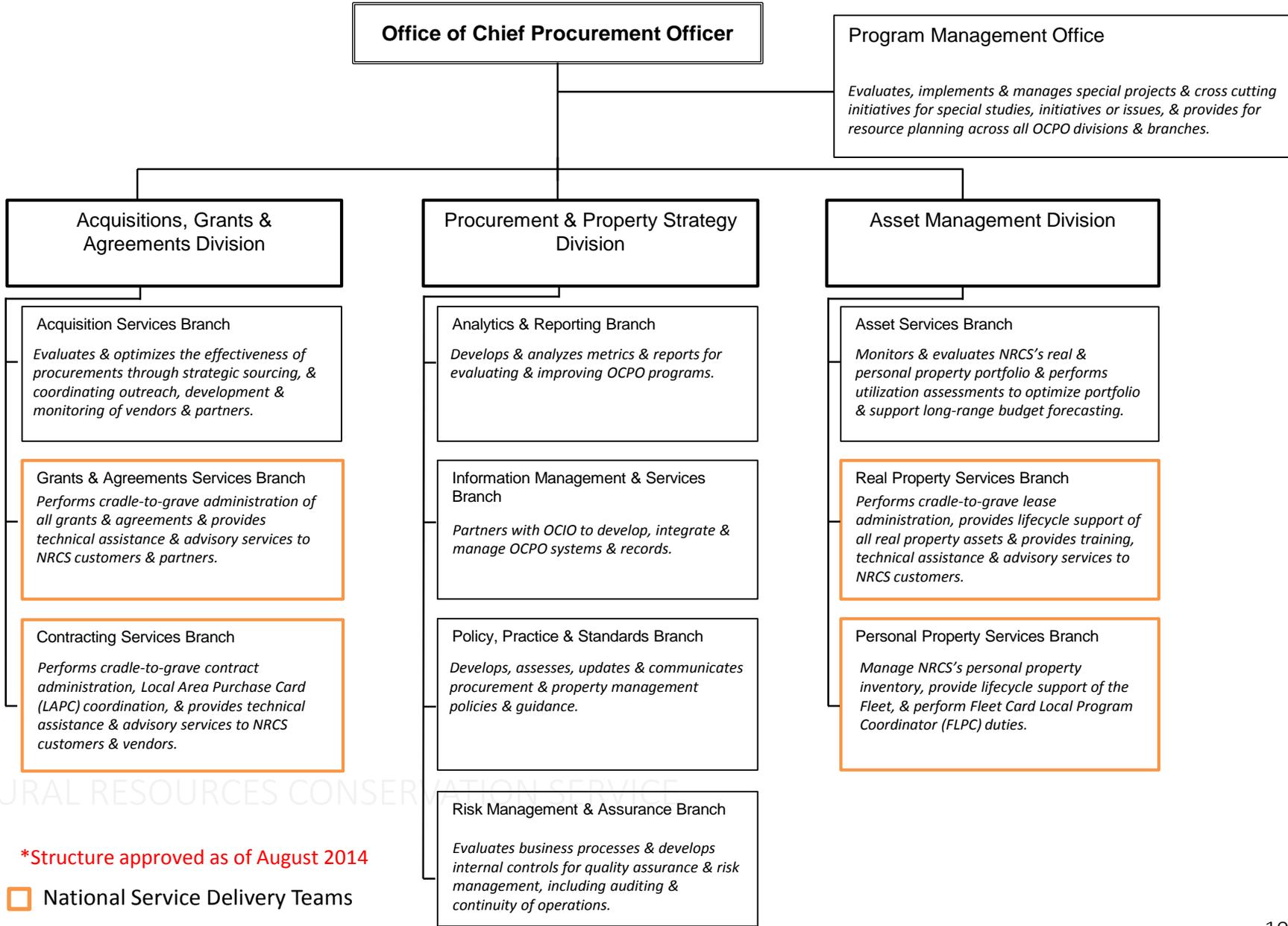




Procurement & Property



PROCUREMENT & PROPERTY



NATURAL RESOURCES CONSERVATION SERVICE

Grants & Agreements Services

How do I initiate service?

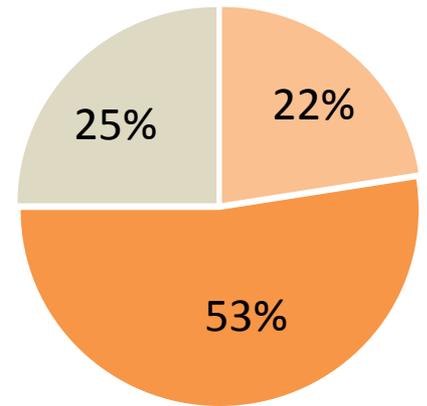
Reach out to your assigned branch supervisor for your area (e.g., state, center, soils, NHQ).

The supervisor will assign you a specialist who will help you in:

- Developing your requirements
- Advising you on the appropriate authority
- What type of instrument to use
- How to best maximize your funding (e.g., analysis of cost-sharing ratio, value of in-kind services).

Who do I contact if I have questions?

Reach out to the branch supervisor for your area (e.g., state, center, soils, NHQ) for any questions.



Grants & Agreements Services, Cont.

Who do I contact to get more information or escalate issues?

Acting Branch Chief

Renee Gardner, Renee.Gardner@wdc.usda.gov, 202.720.0123

Supervisors

Alecia Adams, Alecia.Adams@wdc.usda.gov, 202.720.0040

General Grants & Agreements for NHQ, AL, CT, DE, FL, GA, IN, KY, ME, MD, MA, MI, MS, NH, NJ, NY, NC, OH, PA, PR/Caribbean, RI, SC, TN, VT, VI, WV

Christopher Watkins, Christopher.Watkins@ftw.usda.gov, 817.509.3509

General Grants & Agreements for AR, IL, IA, KS, LA, MN, MO, NE, ND, OK, SD, WI

Janette Jensen, Janette.Jensen@ok.usda.gov, 405.742.1213

General Grants & Agreements for Soils, National Centers (NCSU), AK, AZ, CA, CO, HI/Pacific, ID, MT, NV, NM, OR, UT, WA, WY

Specialized Grants & Agreements (e.g., project agreements)

Contracting Services

How do I initiate service?

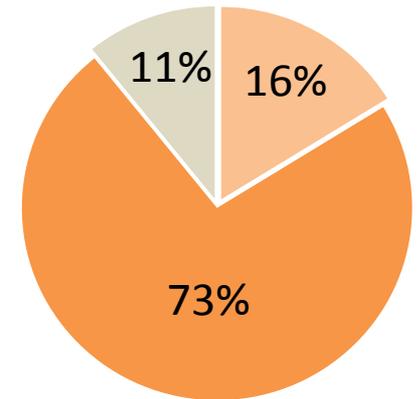
Reach out to the branch supervisor for your area (e.g., state, center, soils, NHQ).

The supervisor will assign a you a specialist who will help you develop your requirements and advise you on the best procurement strategy (e.g., level of competition, set-aside status, procurement vehicle).

Specialists can also provide assistance in developing and reviewing acquisition plans, statements of objectives, and justifications.

Who do I contact if I have questions?

Reach out to the branch supervisor for your area (e.g., state, center, soils, NHQ) for any questions.



Contracting Services, Cont.

Who do I contact to get more information or escalate issues?

Acting Branch Chief

Rhonda Sulsar, Rhonda.Sulsar@wdc.usda.gov, 202.720.3626

Supervisors

Amy Stonebraker, Amy.Stonebraker@wv.usda.gov, 304.284.7557

All General Contracts for CT, DE, IN, ME, MD, MA, MI, NHQ, NH, NJ, NY, OH, PA, RI, VT

Shaukat Syed, Shaukat.Syed@wdc.usda.gov, 817.509.3781

All General Contracts for AL, AR, FL, GA, KT, LA, MI, MO, NC, Puerto Rico (CAR), SC, TN, VA, WV

Willie Mae Johnson, Williemae.Johnson@ftw.usda.gov, 817.509.3505

All General Contracts for AK, AR CA, CO, HI (PIA), ID, MT, NCSU, NV, NM, OR, Soils, TX, UT, WA, WY, IL, IA, KS, MN, NE, ND, OK, SD, WI

Shane Miller, Shane.Miller@ut.usda.gov, 801.524.4592

All Specialized Contracts and purchase card questions and issues

Real Property Services

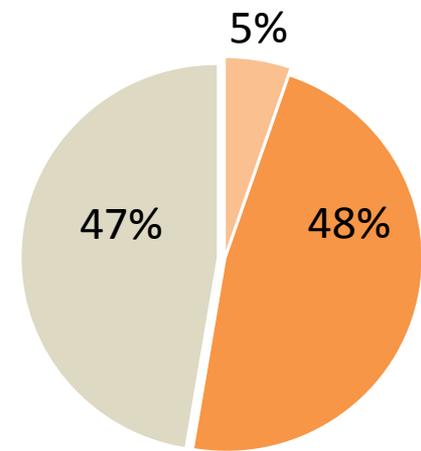
How do I initiate service?

Reach out to the branch supervisor for your area (e.g., state, center, soils, NHQ).

The supervisor will assign a you a specialist who will advise you on the next steps for assessing your space needs, optimizing arrangements and awarding a lease.

Who do I contact if I have questions?

Reach out to the branch supervisor for your area (e.g., state, center, soils, NHQ) for any questions.



Real Property Services

Who do I contact to get more information or escalate issues?

Acting Branch Chief

Tony Doxtater, Tony.Doxtater@or.usda.gov, 503.414.3211

Supervisors

Tony Doxtater, Tony.Doxtater@or.usda.gov, 503.414.3211

DE, HI/Pacific Islands, ME, NV, NC, ND, OR, OK, PR/Caribbean, RI, SC, TX, UT, VT, VA, WA, WV, WI

Rhonda LaFleur, Rhonda.Lafleur@ftw.usda.gov, 817.509.3283

AL, AR, CO, CT, FL, GA, IL, IN, IA, KS, KT, MA, MD, MT, NH, NJ, NM, SD, WY, PA
AK, AZ, CA, ID, LA, MI, MN, MS, MO, NE, NY, OH, TN

Personal Property

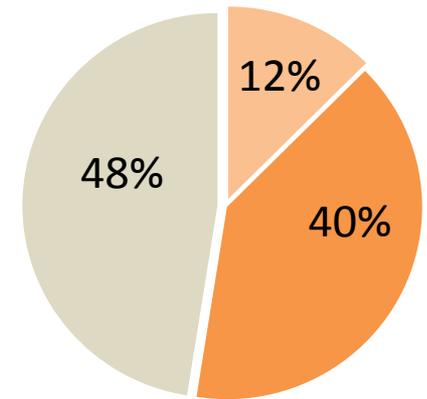
How do I initiate service?

Reach out to your assigned Personal Property Specialist with any questions on your personal property inventory, Fleet Card or when ready to acquire or replace a vehicle.

For vehicle acquisitions, the specialists will help look for a suitable replacement from the excess vehicle inventory or provide you with GSA AutoChoice quotes to initiate the new vehicle acquisition process.

Who do I contact if I have questions?

Reach out to your assigned Personal Property Specialist for your area (e.g., state, center, soils, NHQ) for any questions.



Personal Property Services

Who do I contact to get more information or escalate issues?

Acting Branch Chief

Michael Maloney, Michael.Maloney@wdc.usda.gov, 202.720.9034

Supervisory Points of Contact

Bernita Clark, Bernita.Clark@il.usda.gov, 217.353.6615

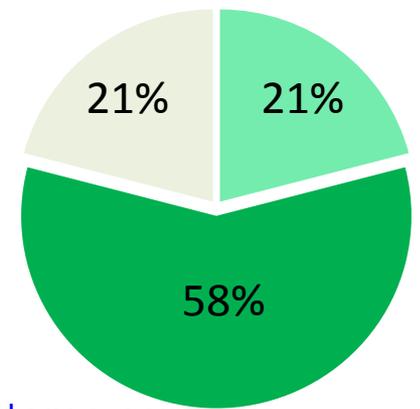
Adam Stiegelmeier, Adam.Stiegelmeier@ia.usda.gov, 515.323.2204



Budget & Financial Management



Accounts Payable Services



Where do I go to get information?

Accounts Payable Services SharePoint

https://ems-team.usda.gov/sites/NRCS_CFO/BFM/NAPST/SitePages/Home.aspx

- Accounts Payable Customer Guide
- Checklist & Instruction Guide
- Previous Version of Customer Orientation Webinar

How do I initiate service?

For new requests, please upload the complete package to the SharePoint site, or email the complete package to the appropriate team email:

- Easements Team NAPST.EASEMENT@wdc.usda.gov
- Grants & Agreements Team NAPST.Grants.Agreements@wdc.usda.gov
- Miscellaneous & Lease Team NAPST.MISC@wdc.usda.gov

Who do I contact if I have questions?

Call 1.855.344.4793 (Select Option 2 for BFM, then select Option 1) to speak to your assigned customer service representative.

Accounts Payable Services, Cont.

Who do I contact to get more information or escalate issues?

Supervisors

Easements

- Gretchen Wagendorf, gretchen.wagendorf@sd.usda.gov, 605.352.1200

Grants & Agreements

- Susan Shearman, susan.shearman@nc.usda.gov, 919.873.2111
- Kim Hyde (Acting), chaka.hyde@wdc.usda.gov, 301.504.3967

Leasing & Other Payments

- Jacquennee Watson (Acting), jacquennee.flowers@fl.usda.gov, 352.338.9519

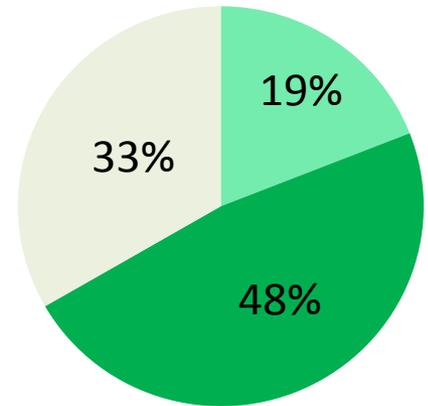
Branch Chief

Joseph Manuel, Joseph.Manuel@wdc.usda.gov, 817.509.3416

Division Director

Selena Miller, Selena.Miller@wdc.usda.gov, 202.690.2010

Accounts Receivable Services



Where do I go to get information?

Accounts Receivable Services SharePoint

https://ems-team.usda.gov/sites/NRCS_CFO/BFM/NARST/SitePages/Home.aspx

- Accounts Receivable Customer Guide
- Checklist
- Previous Version of Customer Orientation Webinar

How do I initiate service?

For new requests, reimbursable agreement modifications, etc. please upload the complete package to the Accounts Receivable Services Branch SharePoint Intake AGMT box.

Who do I contact if I have questions?

Call 1.855.344.4793 (Select Option 2 for BFM, then select Option 2) to speak to your assigned customer service representative.

Accounts Receivable Services, Cont.

Who do I contact to get more information or escalate issues?

Acting Branch Chief

Cheryl Turbeville, Cheryl.Turbeville@la.usda.gov, 318.473.7606

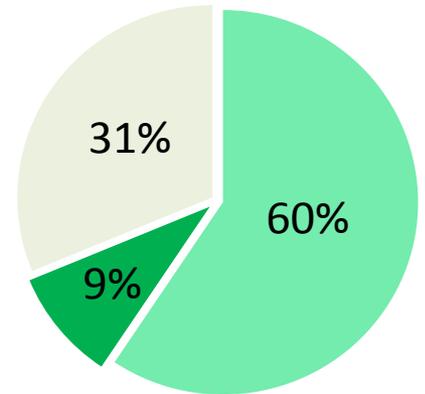
Division Director

Selena Miller, Selena.Miller@wdc.usda.gov, 202.690.2010

Budget Support Services

What is the plan to launch service?

- Interim continuity approach until launch of services
- Further communication to leadership on services & roles
- Training for team members on new budget tools & process
- In depth training to NRCS-wide Financial Resource Specialists
- Launch onboarding process with the Financial Resource Specialists for each individual allowance holder's budget data



What are the new budget tools?

- Budget Management Utility for overall budget & spending plan management
- Remedy Ticketing System for routine requests (e.g. Funds Reservation, B2)

Where do I go to get information?

Budget Support Services SharePoint

https://ems-team.usda.gov/sites/NRCS_CFO/BFM/NBSST/SitePages/Home.aspx

- Budget Support Customer Guide

Budget Support Services, Cont.

Once the team has launched, how do I initiate service?

The Remedy system is the primary tool for initiating routine service.

For Remedy support, visit <https://itsm.sc.egov.usda.gov> and select the NRCS Budget Support - Customer icon.

Who do I contact if I have questions?

Call 1.855.344.4793 (Select Option 2 for BFM, then select Option 3) to speak to your assigned customer service representative.

Who do I contact to escalate issues?

Supervisors

Olivia Martinez (Acting), olivia.martinez@ftw.usda.gov, (817) 509-3515

Dwayne Stewart (Acting), dwayne.stewart@wdc.usda.gov

Theresa Killings (Acting), Theresa.Killings@ny.usda.gov, 315-477-6516

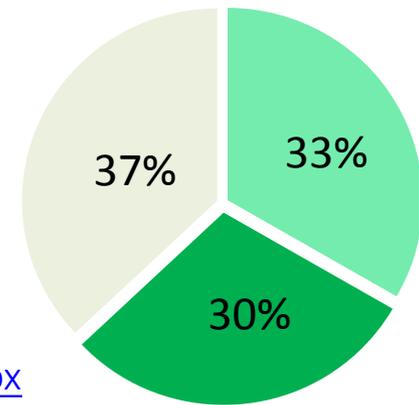
Branch Chief

Darlene Smith, Darlene.Smith@wdc.usda.gov, 301.504.0594

Division Director

Selena Miller, Selena.Miller@wdc.usda.gov, 202.690.2010

Financial Administrative Services



Where do I go to get information?

Financial Administrative Services SharePoint

https://ems-team.usda.gov/sites/NRCS_CFO/BFM/TRAVEL/SitePages/Home.aspx

Financial Administrative Services Customer Guides
(Travel, Timekeeping & Meeting Management)

- Tools, Templates

How do I initiate service?

For routine service, including travel issues, timekeeping-related support and vendor coordination please use the Remedy System:

- Remedy Support: Visit <https://itsm.sc.egov.usda.gov> and select either the NRCS Travel Support icon or the Timekeeping & Vendor Coordination icon

For travel related emergencies:

- Travel 24/7 Hour Support: Call 1.855.344.4793 (Select Option 1) to speak to a customer service representative.

For New Relocation Cases:

- SharePoint: Please upload complete package to FAS SharePoint site

For Meeting Management

- CTAT: Submit your meeting for approval through the USDA mandated system, CTAT.

Financial Administrative Services

Who do I contact to get more information?

Call 1.855.344.4793 (Select Option 1 for Travel or Option 3 for Timekeeping & Meeting Management) to speak to your assigned customer service representative.

Who do I contact to escalate issues?

Acting Travel Team Supervisor

Jackie Voss, jackie.voss@ftw.usda.gov, 817.509.3516

Branch Chief

Robin Kelley, Robin.Kelley@wdc.usda.gov

Division Director

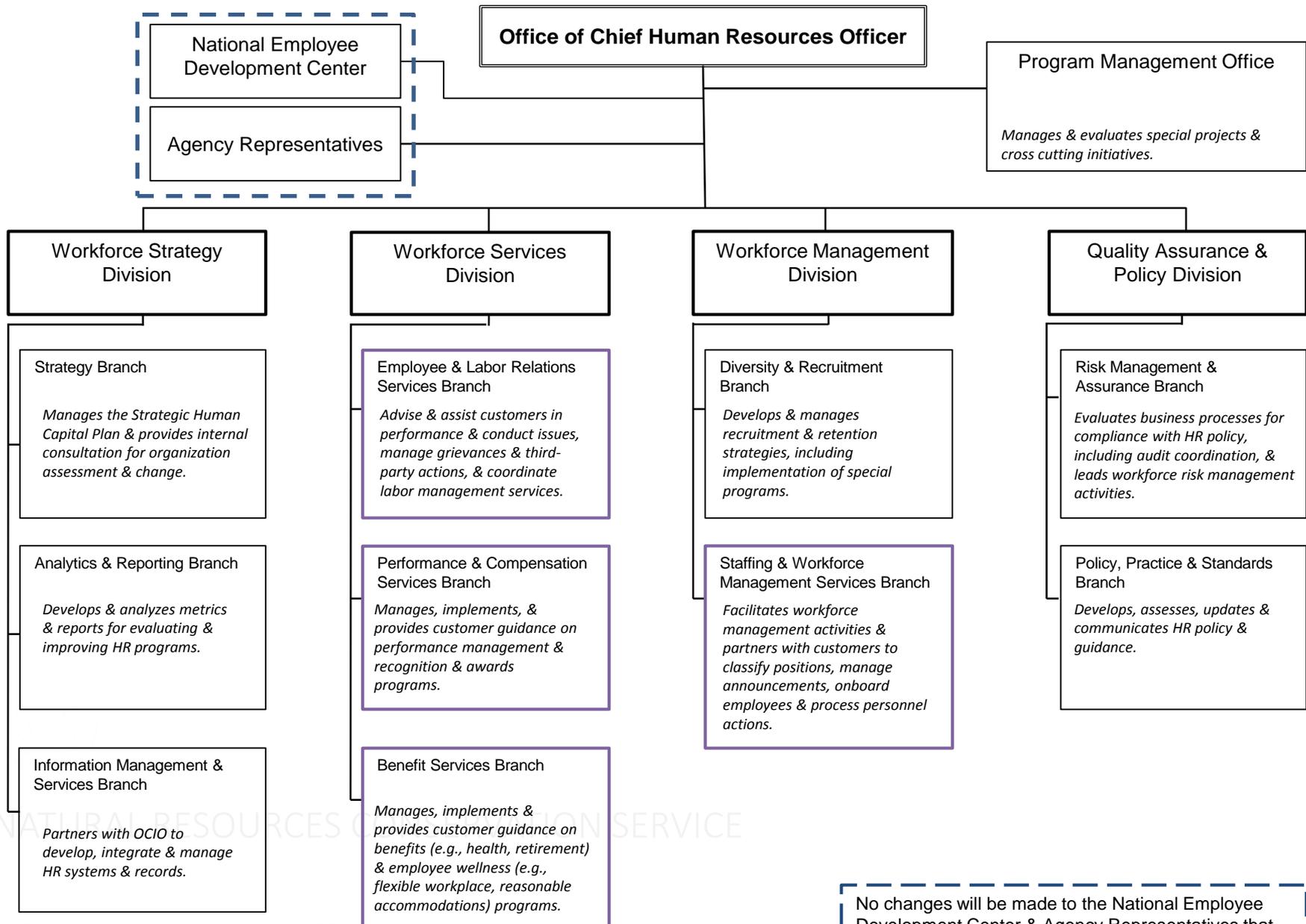
Selena Miller, Selena.Miller@wdc.usda.gov, 202.690.2010



Human Resources



HUMAN RESOURCES



*Structure approved as of August 2014

□ National Service Delivery Teams

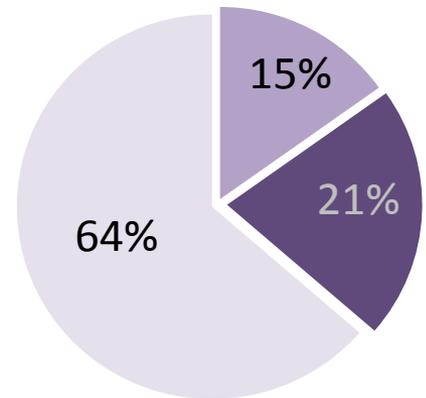
No changes will be made to the National Employee Development Center & Agency Representatives that report to the OCHRO.

Employee & Labor Relations Services

How do I initiate service or get more information?

For new issues or questions, please email the Branch inbox, NRCS.EmployeeRelations@wdc.usda.gov, and a specialist will follow-up to obtain more specifics and work with you on resolution.

For any issue already in-process, continue to work with your assigned specialist.



Who do I contact to get more information or escalate issues?

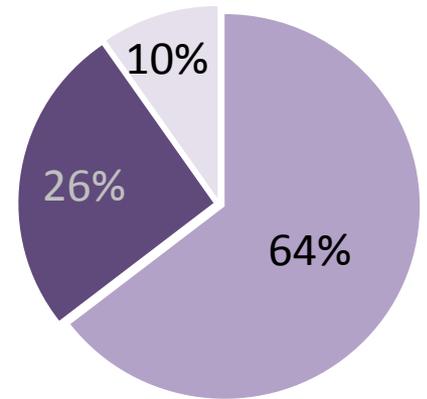
Branch Chief

Craig Kimball, Craig.Kimball@wdc.usda.gov, 202.720.0640

Benefits Services

How do I initiate service?

Please email Monique Salahuddin, monique.salahuddin@wdc.usda.gov.



Qualifying Life Events

Complete SF-2809 and provide any supporting documentation as needed.

Retirements

A Retirement Specialist will help you walk you through the process and complete the retirement checklist that will inform your retirement calculations.

Who do I contact to get more information or escalate issues?

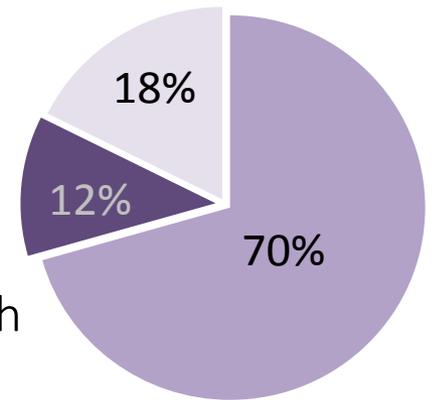
Branch Chief

Please email Monique Salahuddin, monique.salahuddin@wdc.usda.gov.

Performance & Compensation Services

How do I initiate service?

Contact the Branch inbox at PerfComplntake@wdc.usda.gov and a Performance and Compensation Specialist will work with you on your request.



Where do I go to get information?

Performance and Compensation SharePoint

https://ems-team.usda.gov/sites/NRCS_MULTI/nrcspeople/Performance%20Management

Tools & Templates

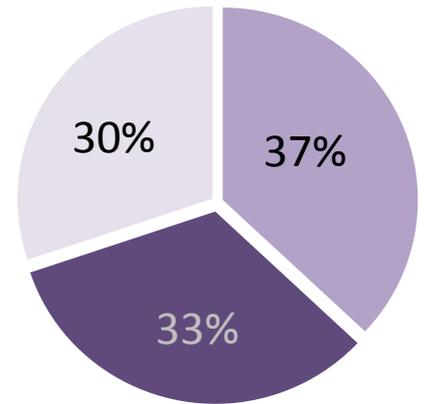
- Performance planning webinar recording: [Performance Planning Training](#)
- Rating & appraising performance webinar recording: [Performance Appraisal/Rating](#)

Who do I contact to get more information or escalate issues?

Acting Branch Chief

Janice Hahn, Janice.Hahn@az.usda.gov, 602.280.8814

Staffing & Workforce Management Services



How do I initiate service?

New Staffing Actions:

- Contact your Staffing Supervisor assigned to your area (e.g., state, center, soils) with any questions and
- Submit your request to the Branch inbox, RA.RC.DCWA2.Intake@wdc.usda.gov.

Hiring Actions:

- **New:** include a completed Intake Checklist, organization chart, and any other hiring documents available (e.g., PD, job analysis, assessment list). Your request will be acknowledged by the Intake Assistant and assigned to a Staffing Specialist for management.
- **In Progress:** Continue to work with your assigned Specialist.

Staffing & Workforce Management Services, Cont.

Who do I contact to get more information or escalate issues?

Workforce Management Division Director

Tammie Edmunds, Tammie.Edmunds@wdc.usda.gov, 202.720.6526

Staffing Team Manager

Bart Huber, Bart.Huber@mt.usda.gov, 406.587.6957

Supervisory Points of Contact

Eileen Jackson, Eileen.Jackson@wa.usda.gov, 509.323.2931

AK, AZ, CA, CO, ID, MT, ND, NM, NV, OR, PIA, SD, UT, WA, WY

Deann Knox, Deann.Knox@ks.usda.gov, 785.823.4522

AR, IA, IL, IN, KS, KY, LA, MN, MO, MS, NE, OK, TX, WI

Terri Odekirk, Theresa.Odekirk@ny.usda.gov, 315.477.6512

AL, CT, DE, FL, GA, MA, MD, ME, MI, NC, NH, NJ, NY, OH, PA, PR, RI, SC, TN, VA, VT, WV, Soils Division



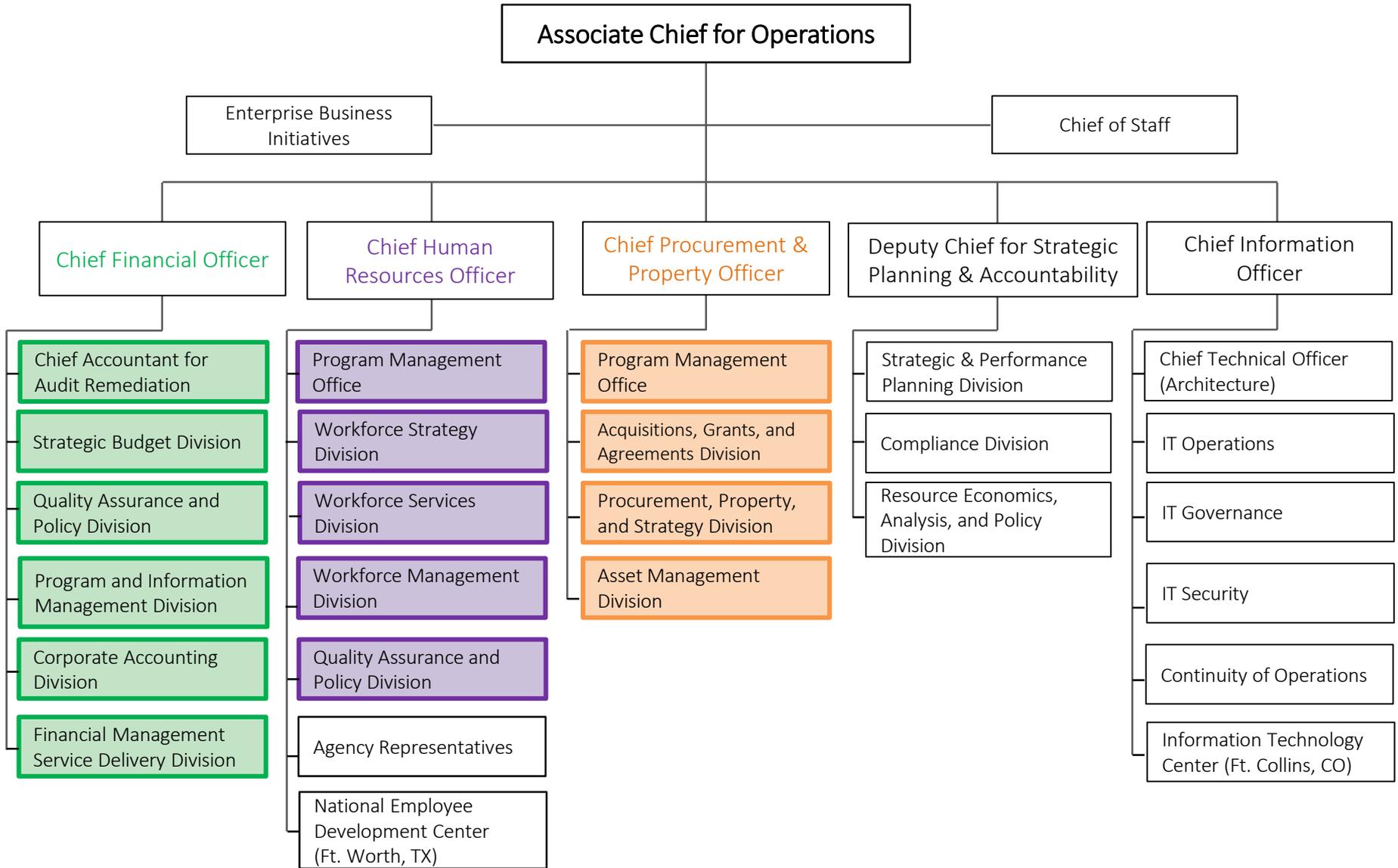
Questions or Feedback?

Contact improvement.efforts@wdc.usda.gov with any questions or feedback.

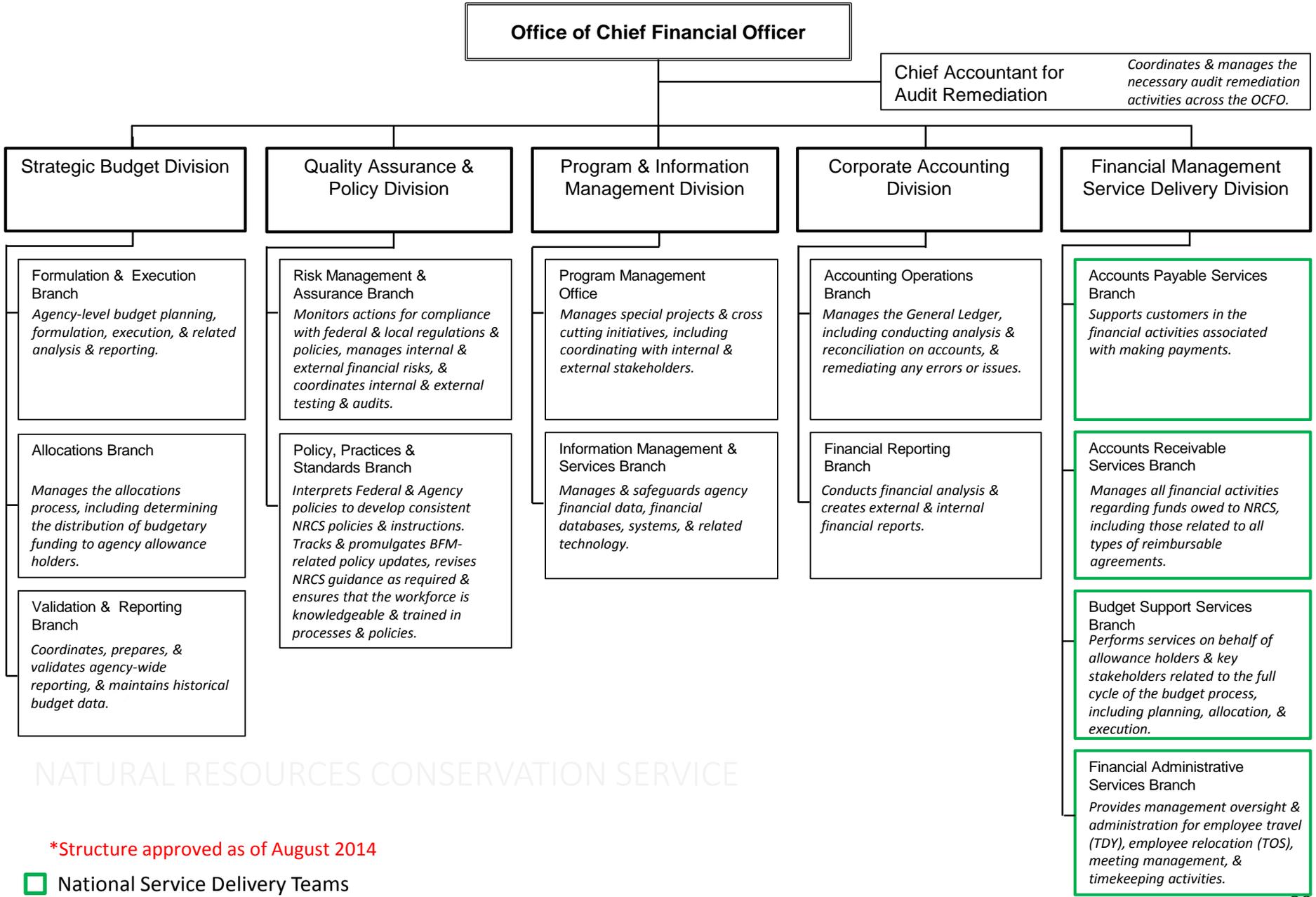


Thank You

NEW ADMINISTRATIVE MODEL



BUDGET & FINANCIAL MANAGEMENT

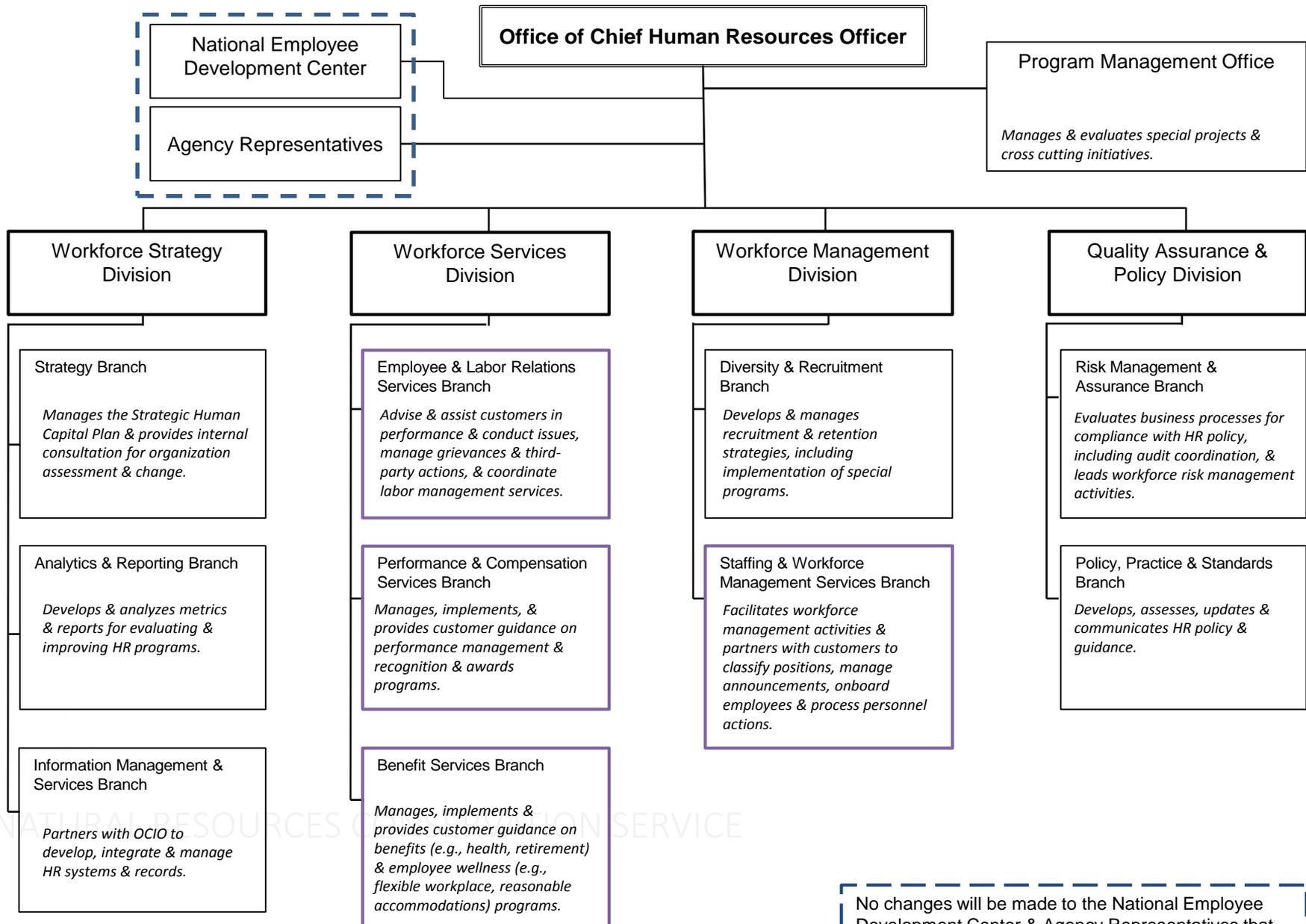


NATURAL RESOURCES CONSERVATION SERVICE

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 National Service Delivery Teams

HUMAN RESOURCES

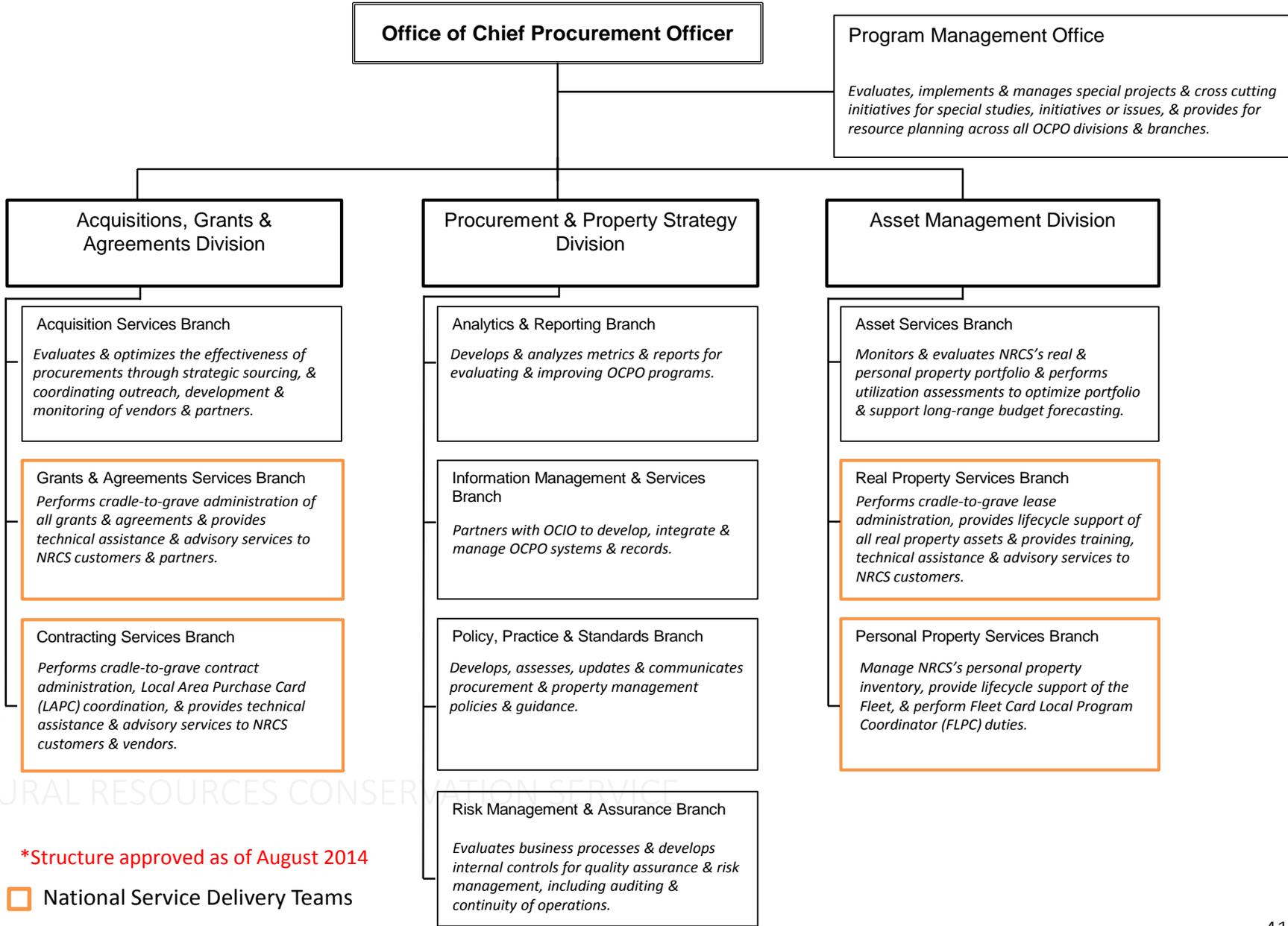


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□ National Service Delivery Teams

No changes will be made to the National Employee Development Center & Agency Representatives that report to the OCHRO.

PROCUREMENT & PROPERTY



NATURAL RESOURCES CONSERVATION SERVICE

Personal Property Services

Points of Contact

Andrea Kannegieter, andrea.kannegieter@sd.usda.gov, 605.352.1237

MT, TX, ND

Billy Ratliff, billy.ratliff@ky.usda.gov, 859.224.7405

IN, FL, PR, SSR 11, SSR 12

Craig Bastian, craig.bastian@wy.usda.gov, 307.233.6789

NE, IA, UT

Daniel Gilbert, daniel.gilbert@nv.usda.gov, 775.857.8500 Ext. 118

CA, NV, OR, WA, HI

Debra Potts, debra.potts@wi.usda.gov, 920.733.1575 Ext 101

MI

Dreana Miller, dreana.miller@nj.usda.gov, 732.537.6047

NC

Personal Property Services

Points of Contact

Hannah Whitley, hannah.whitley@ak.usda.gov, 907.761.7765
AK, CO

John Armstrong, john.d.armstrong@nd.usda.gov, 701.530.2097
WI

Julie Jacobs, julie.jacobs@sd.usda.gov, 605.352.1283
WY, NM, AZ, SSR5

Karen Ertel, karen.ertel@ne.usda.gov, 402.437.4046
AR, GA, PA, SSR 9

Karen Regish, karen.regish@ma.usda.gov, 413.253.4355
CT, MA, RI, NY

Karen Thompson, karen.thompson2@ar.usda.gov, 501.301.3137
ME

Lenny Skieff, lenny.skieff@ks.usda.gov, 785.823.4501
KS, VT, NH

Personal Property Services

Points of Contact

Penny Sheeler, penny.sheeler@wv.usda.gov, 304.363.8861 Ext. 203
KY

Rebecca Dupree, rebecca.dupree@ms.usda.gov, 601.965.5205 Ext. 152
AL, SC, Centers, NEDC

Simon Beuttler, simon.beuttler@tx.usda.gov, 254.742.9960
OK, ID, SD, SSR 6, SSR 8

Stephanie Perry, stephanie.perry@nc.usda.gov, 919.873.2122
NJ, MD, IL, SSR 3, SSR 7

Terry Funches, terry.funches@ms.usda.gov, 601.965.5205 Ext. 185
MO, MS, TN, SSR 4, SSR 10

Wendell House, wendell.house@oh.usda.gov, 614.255.2506
MN, OH, LA, WV

State/Division Code for the Toll-Free Number

Above States

| Division Name | 800# State/ Division Code # | FMMI State/ Division Code |
|--------------------------------|--------------------------------|------------------------------|
| ADM. TRAINEE PROGRAM | 102 | BS |
| ADMIN SERVICE UNIT | 102 | AU |
| ADMINISTRATIVE TRANSFORMATION | 112 | AS |
| AGRICULTURAL WILDLIFE CENTER | 104 | 83 |
| BOOT CAMP | 101 | BC |
| CENTRAL LEASING | 107 | DC |
| CENTRAL NTSC | 104 | 99 |
| CENTRAL OFFICE CNTRL | 60 | 60 |
| CENTRAL REMOTE SENSING LAB | 105 | 74 |
| CUSTOMER SERVICE DIVISION | 102 | CS |
| DC MANAGEMENT | 102 | DM |
| DC PROGRAMS | 103 | PR |
| DC SCIENCE & TECHNOLOGY | 104 | ST |
| DC SOIL SURVEY/RESOURCE ASSESS | 105 | SS |
| DC STRATEGIC PLNG/ACCOUNTABIL | 106 | SP |
| DESIGN CONST SOIL MECH CTR | 104 | 64 |
| EAST NTSC | 104 | 97 |
| EAST REMOTE SENSING LAB | 105 | 73 |
| GEOLOGICAL ANALYSIS SVC ORG | 104 | GE |
| GREENBOOK | 78 | 78 |
| GULF COAST RESTORATION TEAM | 116 | RA |
| INTERNATIONAL PROGRAMS | 105 | IP |

| Division Name | 800# State/ Division Code # | FMMI State/ Division Code |
|--------------------------------|--------------------------------|------------------------------|
| NATIONAL INFO TECH CENTER | 79 | 79 |
| NAT'L CARTO&GEOSPATIAL DB CTR. | 105 | 80 |
| NAT'L EMP DEV STAFF (NEDS) FT | 102 | 81 |
| NAT'L GEOSPACIAL DEV CTR | 105 | 63 |
| NATL HEADQUARTERS | 75 | 75 |
| NAT'L PLANT DATA CENTER, LA | 104 | 85 |
| NAT'L SOIL MECH. CTR. | 104 | 86 |
| NAT'L SOIL SURVEY CTR, LINCOLN | 105 | 87 |
| NAT'L WATER&CLIMATE CTR. | 105 | 88 |
| NHQ-CIVIL RIGHTS DIV | 108 | CD |
| NHQ-FINANCIAL MGT DIV | 109 | FM |
| NHQ-INFORMATION TECHNOLOGY | 79 | IT |
| NHQ-LEGISLATIVE AFFAIRS DIV | 110 | LD |
| NHQ-OUTREACH DIV | 103 | OD |
| NHQ-PUBLIC AFFAIRS DIV | 111 | PD |
| OFC OF THE CHIEF | 100 | CH |
| REGIONAL CONSERVATIONIST | 113 | RC |
| STRATEGIC NATURAL RESOUR INIT | 114 | SN |
| STREAMLINING | 115 | SL |
| WATER MANAGEMENT CENTER | 104 | 76 |
| WEST NTSC | 104 | 98 |
| WEST REMOTE SENSING LAB | 105 | 90 |
| WILDLIFE HABITAT MGMT CENTER | 104 | 92 |

State/Division Code for the Toll-Free Number

N. East

| Division Name | 800# State/ Division Code # | FMMI State/ Division Code |
|---------------|--------------------------------|------------------------------|
| CONNECTICUT | 9 | 09 |
| DELAWARE | 10 | 10 |
| MAINE | 23 | 23 |
| MARYLAND | 24 | 24 |
| MASSACHUSETTS | 25 | 25 |
| MICHIGAN | 26 | 26 |
| NEW HAMPSHIRE | 33 | 33 |
| NEW JERSEY | 34 | 34 |
| NEW YORK | 36 | 36 |
| OHIO | 39 | 39 |
| PENNSYLVANIA | 42 | 42 |
| RHODE ISLAND | 44 | 44 |
| VERMONT | 50 | 50 |
| WEST VIRGINIA | 54 | 54 |

Central

| Division Name | 800# State/ Division Code # | FMMI State/ Division Code |
|---------------|--------------------------------|------------------------------|
| ILLINOIS | 17 | 17 |
| INDIANA | 18 | 18 |
| IOWA | 19 | 19 |
| KANSAS | 20 | 20 |
| MINNESOTA | 27 | 27 |
| MISSOURI | 29 | 29 |
| N DAKOTA | 38 | 38 |
| NEBRASKA | 31 | 31 |
| OKLAHOMA | 40 | 40 |
| S DAKOTA | 46 | 46 |
| TEXAS | 48 | 48 |
| WISCONSIN | 55 | 55 |

S. East

| Division Name | 800# State/ Division Code # | FMMI State/ Division Code |
|---------------|--------------------------------|------------------------------|
| ALABAMA | 1 | 01 |
| ARKANSAS | 5 | 05 |
| FLORIDA | 12 | 12 |
| GEORGIA | 13 | 13 |
| KENTUCKY | 21 | 21 |
| LOUISIANA | 22 | 22 |
| MISSISSIPPI | 28 | 28 |
| N CAROLINA | 37 | 37 |
| PUERTO RICO | 72 | 72 |
| S CAROLINA | 45 | 45 |
| TENNESSEE | 47 | 47 |
| VIRGINIA | 51 | 51 |

West

| Division Name | 800# State/ Division Code # | FMMI State/ Division Code |
|-----------------------------|--------------------------------|------------------------------|
| ALASKA | 2 | 02 |
| ARIZONA | 4 | 04 |
| CALIFORNIA | 6 | 06 |
| COLORADO | 8 | 08 |
| HAWAII | 15 | 15 |
| PACIFIC BASIN AREA - HAWAII | 15 | 71 |
| IDAHO | 16 | 16 |
| MONTANA | 30 | 30 |
| NEVADA | 32 | 32 |
| NEW MEXICO | 35 | 35 |
| OREGON | 41 | 41 |
| UTAH | 49 | 49 |
| WASHINGTON | 53 | 53 |
| WYOMING | 56 | 56 |