



United States  
Department of  
Agriculture

Grain Inspection,  
Packers and Stockyards  
Administration

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1400 Independence Ave., SW  
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December 21, 2009

Reference # 224

TO: FGIS POLICY BULLETIN BOARD

FROM: Robert Lijewski, Acting Director  
Field Management Division

SUBJECT: Maintaining Records of Service Requests

ORIGINATING OFFICE: Policies, Procedures, and Market Analysis Branch

## 1. PURPOSE

This memorandum reinforces requirements for maintaining records of official service requests from applicants for official export inspection and weighing services for containers and railcars. This policy is also applicable for domestic inspection services where composite analysis, CuSum loading plan (including average quality shipments), or combined lot procedures are requested by the shipper.

## 2. BACKGROUND

In Fiscal Year 2009, FGIS initiated a "Contract Review Program" to compare requests for export official inspection and weighing services to the associated contract's specifications for compliance with the U.S. Grain Standards Act (USGSA) and associated regulations. Information obtained during the program revealed that some Official Agencies accept verbal service requests from their applicants when providing official export inspection and weighing services for containers and railcars. While a verbal request in lieu of a written request for service is acceptable under certain conditions, we found that some Official Agencies accepting verbal requests for export services were not creating a written record as required by the USGSA and associated regulations.

## 3. APPLICATION PROCEDURES AND RECORD KEEPING REQUIREMENTS

GIPSA regulations require that a record of all service requests must be maintained and such records include certain information:

1. The identification, quantity, and specific location of the grain;
2. The name and mailing address of the applicant;
3. The kind and scope of services desired; and
4. Any other information requested by the agency or field office.

#### **4. POLICY**

GIPSA regulations in effect at the time of this policy memorandum allow Official Agencies to accept verbal service requests from applicants to provide official export inspection and weighing services for containers and railcars. However, Official Agencies remain responsible for maintaining a written record of each request, including all information required by section 3 of this memo.

Routine service requests for submitted samples, export rail inspection (individual grade per carrier), and domestic lots may be exempt from this policy. Routine service is defined as single lot inspection service (e.g., trucklot, rail) that is provided for an individual customer at a location where official personnel are present on a daily basis.

All domestic and export rail car inspections performed on the basis of the CuSum loading plan (including average quality lots), composite analysis, or combined lot procedures will require detailed service records as described above.

#### **5. QUESTIONS**

Direct any questions concerning this policy to Robert Lijewski, Policies, Procedures, and Market Analysis Branch, at (202) 720-0224 or email at [Robert.S.Lijewski@usda.gov](mailto:Robert.S.Lijewski@usda.gov).