



United States Department of Agriculture

Customer Information for:

Farm Production and Conservation Business Center (FPAC-BC)  
Geospatial Enterprise Operations (GEO)  
125 South State Street  
Suite 6416  
Salt Lake City, UT 84138  
801-844-2922

Email: [geo.sales@usda.gov](mailto:geo.sales@usda.gov)

Website: <https://www.fpacbc.usda.gov/geo/index.html>

The following information is provided to inform you of our various geospatial products and services limitations and requirements:

### **SCHEDULED VISITING HOURS**

Due to staffing availabilities all on-site appointments must be scheduled. Walk-in customer visits are no longer supported. Please call 801-844-2922 or email [geo.sales@usda.gov](mailto:geo.sales@usda.gov) for assistance or to schedule an on-site appointment.

### **PAY.GOV**

GEO transitioned payment collections for customer orders to Pay.gov. All payments must now be made to the Pay.gov link provided below or from other correspondence. For your payment to be correctly credited remember to include the seven-digit order number associated with your work request.

USDA PAY.GOV PAYMENT COLLECTION PAGE: <https://www.pay.gov/public/form/start/1178517031>

Payments made after 3:30 PM MTN Time will be applied to your order the following business day.

### **INDEXING & COVERAGE SHAPEFILES**

Flight indexing and coverage shapefiles are available upon request and may be limited for some geographical areas.

### **HARD DRIVE MEDIA**

Flash and hard drive media are limited to available stock on hand. No further inventory will be added as stock is depleted. Current standard delivery is digital download.

### **IMAGERY CERTIFICATION**

We currently do not certify digital aerial imagery. Hardcopy photographic reproductions can be certified for an additional fee. The certification letter is attached to the photograph. A letter of origin or uncertified letter is available upon request at no cost.

### **METADATA**

Metadata is [Federal Geographic Data Committee](#) (FGDC) compliant.

Customer Information (continued)

### **PHOTOGRAPHS**

Imagery furnished is strictly aerial imagery and we do not provide aerial interpretation. There is a nominal general service fee for generating most printable images. Print processing time typically takes 4-8 weeks depending on the quantity and film availability.

Aerial photographic reproductions with annotations (custom prints) are not suitable for legal, engineering, or survey use and are for illustration purposes only. The USDA accepts no liability for any damages caused by any errors or omissions and makes no warranty, expressed or implied, nor does the fact of distribution constitute such a warranty. Users of our annotated photographs are solely responsible for interpretations made from this product.

### **60 DAY GUARANTEE**

Return Policy – Please review delivered imagery products for contents and accuracy. Return any items with discrepancies such as quantity, damage, or quality within 60 days for replacement or refund. Products received after 60 days of delivery will not be accepted. All returns are subject to review prior to the authorization of, like replacement, or refunds.

### **DIGITAL DOWNLOAD**

Deliver times are dependent on total file size, data sets up to one terabyte may be expected to have 1-3 weeks delivery time with data sets larger than 1 TB may take 3-6 weeks.

### **HISTORICAL FILM SCANS**

Digitized historical film images are produced based on a best practice method which includes 12.5-micron scan resolution resulting in a tiled tiff image file. Scan resolution may be customized upon request. An Aerial Photo Guide is available upon request at [geo.sales@usda.gov](mailto:geo.sales@usda.gov) for detailed imagery programs, scales, and examples. Some original film is stored off-site and will require a shipping fee.

### **DIGITAL ELEVATION MODELS (DEM)**

Please refer to the [USDA Geospatial Data Gateway](#) website for available DEM, LiDAR, and point cloud data. Visit the USGS [EarthExplorer](#) website for the authoritative source of elevation data.

### **GEOSPATIAL SERVICES**

Contact the Customer Services team at [geo.sales@usda.gov](mailto:geo.sales@usda.gov) for product availability, pricing and quote requests.

### **COMMON LAND UNIT (CLU)**

Common Land Unit is a county farm and tract boundary and used to measure acreage and determine crop yield among other uses. This dynamic geospatial process is frequently updated to ensure the data set is current. Section 1619 (7 USC § 1619) of the Farm Bill since 2008 restricts sharing of the CLU data. You may submit a Freedom of Information Act (FOIA) request with a description of your intended use to [SM.FP.FOIA@usda.gov](mailto:SM.FP.FOIA@usda.gov) for approval.