

FSA
HANDBOOK

Receipt for Service

For FSA Employees

SHORT REFERENCE

1-RFS

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

Receipt for Service 1-RFS	Amendment 3
--------------------------------------	--------------------

Approved by: Administrator



Amendment Transmittal

A Reason for Issuance

Subparagraph 10 B has been amended to clarify Receipt for Service policy about entering receipts for entities and individuals when someone else is acting on their behalf.

Paragraph 20 has been amended to include new RFS options in the new software update.

Exhibit 7 has been updated to include a new example of a blank RFS Input Screen.

Page Control Chart		
TC	Text	Exhibits
	2-1, 2-2 3-1 through 3-8	7, pages 1, 2

Table of Contents

Page No.

Part 1 General Information

1	Overview.....	1-1
2	Roles and Responsibilities	1-3
3-9 (Reserved)		

Part 2 RFS Policy and Procedure Provisions

10	RFS Policy	2-1
11-19 (Reserved)		

Part 3 RFS - Receipt for Service System

20	Instructions for Accessing and Using RFS System	3-1
21-29 (Reserved)		

Part 4 Farmers.gov Software

30	Instructions for Accessing and Using Farmers.gov	4-1
----	--	-----

Exhibits

1	Reports, Forms, Abbreviations, and Redelegations of Authority
2	Definitions of Terms Used in This Handbook
3-6 (Reserved)	
7	RFS Input Screen – Blank Copy

Part 1 General Information**1 Overview****A Handbook Purpose**

This handbook provides guidance and direction on policies, procedures, and methods for employees issuing Congressionally mandated Receipts for Service.

B Sources of Authority

The sources of authority for Receipt for Service includes:

- **Statutory Authority:**
 - Food, Agriculture, Conservation, and Trade Act of 1990 (1990 Farm Bill), Section 2501A
 - Food, Conservation, and Energy Act of 2008 (2008 Farm Bill), Section 14003
 - Agricultural Act of 2014 (2014 Farm Bill), Section 12204
- **Federal Authority**, 7 CFR Subtitle B Parts 700-799 and 1400-1499 provide authority and agricultural programs
- **Regulatory Authority**, DR 4370-002, “Providing a Receipt of Service or Denial of Service by the Farm Service Agency, the Natural Resources Conservation Service, the Rural Business Service, the Rural Housing Service and the Rural Utilities Service”, dated November 28, 2011.

1 Overview (Continued)

C Related Handbook

- *--1-NAP (Rev. 2) for RFS requirements related to NAP 72-hour notification of loss.
- 2-CP (Rev. 16) for information related to providing copies of completed FSA-578 Report of Acreage and maps along with a receipt.--*

D Limitations

This handbook constitutes FSA's internal operating guidelines issued by DAFO for carrying out the provisions of regulations. Handbook provisions are considered interpretive of regulations. Whenever an unintended conflict appears to exist between any handbook provision and the pertinent applicable Federal regulations, regulations apply.

2 Roles and Responsibilities

A SED's

SED's will ensure receipts are issued timely and according to this handbook.

B DD's

*--DD's will ensure that each County Office prominently displays an unobstructed 8 ½ x 11 RFS framed poster on the service center counter in the FSA office, not just on the wall. Posters can be downloaded from the DAFP intranet at <https://inside.fsa.usda.gov/program-areas/dafp/common-processes/receipt-for-service/index>.

C State and County Office Employees

Employees are required to enter receipts timely and according to this handbook. Employees are to create only **one** receipt per customer per visit, regardless of the number of programs discussed and/or number of employees a customer may work with in a single visit. One employee will complete a single receipt which provides a summary of the customer's visit on behalf of the other employees who also met with the customer on the same day. Employees must also ensure that all services rendered, and programs discussed are properly reflected in that receipt.

Note: Employees shall not change the date of service after a receipt is created unless an error is discovered. If another customer interaction occurs on a different day or at a different time, then a new receipt must be entered.

Example: Jane Farmer visits the County Office on Monday to complete and sign five Acreage Reports, submit her crop production, sign three NAP Actual Production History and Approved Yield Record forms, update her Farm Operating Plan, and submit her AGI. She also notifies the County Office that her bank account information has changed. She works with Employee A and Employee B during her visit. Employee B enters **one** receipt for Jane Farmer and selects the following programs: NAP, Acreage Report, Payment Eligibility/Limitation Changes/Updates, and SF-3881 Direct Deposit Form. Employee B also includes all items received or provided and any programs mentioned during the visit as well as any other relevant information. Jane Farmer stops back into the office on Thursday to return the completed Direct Deposit Form to Employee A. Employee A enters a new receipt for the interaction and does not modify the original one from Monday.

D Responsibility for Issuing Receipts

To support the Secretary's RFS requirement, FSA has incorporated issuing receipts as a required performance standard in the Customer Experience Element of employees' annual performance plans.--*

3-9 (Reserved)

Part 2 RFS Policy and Procedure Provisions

10 RFS Policy

A Overview

Section 14003 of the 2008 Farm Bill amended Section 2501A of the 1990 Farm Bill (7 U.S.C. 2279-1) by adding a provision requiring FSA, NRCS, and RD to provide a receipt, upon request, to any current or prospective producer or landowner requesting a USDA benefit or service.

The requirements established by the 2008 Farm Bill were further amended by Section 12204 *--of the 2014 Farm Bill. This amendment requires FSA, NRCS, and RD to provide a receipt--* when a current or prospective producer or landowner requests a USDA benefit or service. Specifically, 7 U.S.C. 2279-1, as amended by the 2014 Farm Bill, provides:

“(e) Receipt for service or denial of service

In any case in which a current or prospective producer or landowner, in person or in writing, requests from the Farm Service Agency, the Natural Resources Conservation Service, or an agency of the Rural Development Mission Area any benefit or service offered by the Department to agricultural producers or landowners, the Secretary shall issue, on the date of the request, a receipt to the producer or landowner that contains-

- (1) the date, place, and subject of the request; and*
- (2) the action taken, not taken, or recommended to the producer or landowner.”*

* * *

10 RFS Policy (Continued)

B General Provisions

Employees are required to issue a receipt for a USDA service or benefit by any contact method including; office visit, phone, email, digital, virtual visit, mail, fax, field visit, etc.

--An RFS is for customers doing business with FSA and is not to be used to record general-- activity such as mass mailings or requesting a customer to come into the office for an appointment.

*--Receipts for customers who are entities require contact information to be entered for the person who is interacting with FSA on behalf of the entity. Additionally, contact information must be entered for customers who are individuals when someone else is acting on their behalf whether a power of attorney form is on file or not.

Example: Spouse drops off signed acreage reports for the other spouse.--*

Providing the producer or landowner with a copy of a completed Agency form documenting the action taken no longer serves as a receipt for service.

Examples of when FSA is **not** required to issue a receipt include but are not limited to:

- when FSA employees are conducting outreach at in-person conferences or an outreach event
- other Federal agencies, guaranteed lenders, third parties, and individuals/groups that have entered into a memorandum of understanding or agreement (contribution, direct, or reimbursable) such as:
 - when guaranteed lenders submit guaranteed requests
 - third parties such as Extension Service or Crop Insurance Agents
 - milk checks and poultry checks that come directly to FSA from the milk coop/poultry integrator
- *--when an NRCS employee requests the status of CCC-941 for a producer who--* recently filed for program benefits

10 RFS Policy (Continued)

*--B General Provisions (Continued)

- hand delivered ballots for COC elections
- Level 2 eAuthentication requests from realtors, lenders, etc.
- inquiries about non-USDA services, such as asking directions to the John Deere dealership
- when a prospective FLP applicant asks for the telephone number of the FLP loan team in another county
- when a borrower makes a payment, unless a receipt is specifically requested by the customer
- when an FLP borrower requests a list of approved vendors for FLP borrower training.--*

10 RFS Policy (Continued)

***--C Issuing Receipts**

Receipts are required to be issued electronically using the RFS System at <https://rfs.sc.egov.usda.gov/RFS/default.aspx>. Users will follow Part 3 for RFS System instructions. Designated Salesforce license holders will continue to issue receipts using Farmers.gov at <http://fsa.my.salesforce.com/>, **only** for new applications of the programs administered within Farmers.gov. All other receipts regarding WHIP, WHIP+, STRP, and MFP interactions that are **not** related to **new** applications will be created in the RFS System. Users will follow Part 4 for Farmers.gov software instructions.

An RFS may be issued on the next workday only if the RFS System is unavailable, service or benefit is received late in the day, during a field visit, or after the office has closed.

Call Center employees are not required to complete an RFS using the RFS System. The DAFO Call Center SharePoint Intake Form is completed for these interactions. The Call Center Intake Form captures customer contact information and details about the call.

D Employee Training

Training for the RFS System and the RFS System User Guide can be found on the DAFP intranet at <https://inside.fsa.usda.gov/program-areas/dafp/common-processes/receipt-for-service/index>.

Training for RFS functionality in Farmers.gov can be found on AgLearn. Employees will take the following actions:

- go to <https://aglearn.usda.gov/>
- CLICK “**Login**” and enter eAuthentication user ID and password
- CLICK “**Find Learning**” and select “**Courses**”
- in the “**Search by**” box, type in “FPAC-000002” and CLICK “**Search**” to display the training course
- CLICK “**Farmers.gov Features Part 1; Access, Features, & Customer Interactions**”
- CLICK “**Farmers.gov Features Part 1 Online Course Content**”
- CLICK “**Enter**” to start the course.

Additional RFS guidance for Farmers.gov can be found in the WHIP, WHIP+, STRP, and MFP user guides.--*

10 RFS Policy (Continued)**E Issuing RFS When System Is Unavailable**

All FSA Service Centers must maintain blank copies of the FSA input screen for manual completion of RFS if system is unavailable. A blank copy of the input screen is available in Exhibit 7 and on the DAFP intranet at <https://inside.fsa.usda.gov/program-areas/dafp/common-processes/receipt-for-service/index>. The original copy of the manually completed RFS will be provided to the customer. A copy will be maintained by FSA for entry once the system becomes available. An entry must be made in the “Receipt For Service Description” field indicating the receipt was provided manually. A copy of the RFS System generated receipt does not have to be provided to the customer; however, the appropriate box should be selected to accurately reflect how the manual RFS was provided to the customer.

F Receipt Requirement

All receipts issued **before** the launch of the RFS electronic system on **December 10, 2014**, will be maintained on file according to 32-AS. All receipts entered into the RFS System or Farmers.gov are retained by the system and are not required to be printed and maintained as hard copies with the exception of an RFS for NAP Notice of Loss reporting, which must be printed and attached to the CCC-576 according to 1-NAP (Rev. 2). The RFS System and Farmers.gov search capabilities can be used to find and print a receipt if needed in the future.

***--G Oversight and Reporting**

FSA supervisors and managers shall access the Receipt for Service Dashboard located at: <https://cxodashboard.dl.usda.gov/#/site/FPAC/workbooks/6308/views> to ensure receipts are issued timely and according to this handbook.--*

11-19 (Reserved)

Part 3 RFS - Receipt for Service System

20 Instructions for Accessing and Using the RFS System

A Accessing RFS System

Access the RFS System according to the following table.

Step	Action
1	Using Google Chrome or Microsoft Edge access the FSA Applications page at https://intranet.fsa.usda.gov/fsa/applications.asp .
2	On the left side under FSA Applications CLICK “P-Z” .
3	Under Applications Directory, P to Z, CLICK “RFS-Receipt for Service” .
4	On the eAuthentication Screen CLICK “Log In LincPass (PIV)” and enter PIV pin, or enter user ID and password and CLICK “Login” , to display the Receipt for Service Home Screen.

Note: The RFS System can be accessed directly at **<https://rfs.sc.egov.usda.gov/RFS/default.aspx>**.

20 Instructions for Accessing and Using the RFS System (Continued)

B Example of Receipt Entry Screen

Following is an example of the Receipt Entry Screen.

Note: See Exhibit 7 for the full blank copy to be used when the RFS System is unavailable.

*--

USDA Receipt For Service User: [Redacted] Session Timeout: 20 Min. LOGOUT PROGRAM TABLE

RECEIPT ENTRY RECEIPT SEARCH

Agency: * NRCS FSA RD Expand All Collapse All

Customer Information

Search SCIMS Clear Customer Information

Individual Name: * First Name Middle Name Last Name Suffix: --

Business Entity: Optional

SCIMS ID:

Information Line:

Street Address:

City:

State: -- Foreign State/Region:

Zip Code: Postal Code:

Country Name: --

Standard Phone:

Cell Phone:

Email: For Sending Receipt

Re-Enter Email: Must Match Customer Email

Contact Information

Search for and add Contact name when customer is an:

- Entity/business;
 - The RFS system will require a contact name.
- Individual;
 - Only when some other person is acting on behalf of the individual.
 - The RFS system cannot validate if the Contact Name is required in this scenario and employees will have to manually follow policy to add the Contact Name when applicable.

Search SCIMS Clear Contact Information

Receipt Information

Contact Method: * Office Visit Phone Email Digital Virtual Visit U.S. Mail Fax Field Visit

Receipt For Service Description: Maximum 2000 Characters

What Brought Customer to USDA: * Type what brought customer to USDA..

Additional Information: Maximum 2000 Characters

Program Area for Interaction with USDA: Type program area for interaction with USDA...

Additional Information: Maximum 2000 Characters

Items Received from Customer: Type item received..

Additional Information: Maximum 2000 Characters

Items Provided to Customer: Type item provided..

Additional Information: Maximum 2000 Characters

Date Of Service: * 05/23/2022

Receipt (Multi-Select): * Hand Delivered Email U.S. Mail Customer Declined

--*

20 Instructions for Accessing and Using the RFS System (Continued)

B Example of Receipt Entry Screen (Continued)

*--

The screenshot displays a web interface for receipt entry. It features two main sections: 'County Office Information' and 'Attachments Information'. The 'County Office Information' section includes dropdown menus for 'Office Location: State' and 'Servicing Office'. The 'Attachments Information' section contains a link 'Click HERE to select files to upload', a warning that the total number of attachments must not exceed 10 and the total size must not exceed 19 MBs, a dashed drop zone with the text 'Drag one or more files to this drop zone', and an 'Uploaded Files' area. A 'Submit' button is located at the bottom left of the form area.

--*

20 Instructions for Accessing and Using the RFS System (Continued)

C Entering Data in the RFS System

From the Receipt for Service Home Screen, CLICK “Receipt Entry”. Complete the RFS data entry according to the following table.

Notes: Items denoted with an * are required fields.

See subparagraph 20 B for an example of the RFS input screen.

Field	Description
Agency*	USDA agency (NRCS, FSA, RD) – agency selection determines the relevant receipt entry screen. FSA employees must select FSA.
Customer Name– First, Middle, Last, Suffix *	Individual customer name loaded from SCIMS Search or Ad Hoc Entry. Note: If the name of the customer is unknown, enter First Name as “Customer” and Last Name as “USDA”. Do not create a record in Business Partner with this name. “Customer USDA” should be used in Ad Hoc receipts only.
Business Entity	Business (Entity) customer name loaded from SCIMS Search or Ad Hoc Entry.
--SCIMS ID	SCIMS ID (SCIMS Core Customer ID or CCID) displayed-- from SCIMS Customer Search. Will not render on the receipt given to the customer. Internal Use Only
Information Line	Information line loaded from SCIMS Search or Ad Hoc Entry.
Customer Street Address	Customer street address loaded from SCIMS Search or Ad Hoc entry.
Customer City	Customer city loaded from SCIMS Search or Ad Hoc entry
Customer State	Customer State loaded from SCIMS Search or Ad Hoc entry
Foreign State/Region	Customer foreign State/region loaded from SCIMS Search or Ad Hoc entry. Field should only be used for customers with a foreign mailing address
Customer Zip Code	Customer zip code loaded from SCIMS Search or Ad Hoc entry.

20 Instructions for Accessing and Using the RFS System (Continued)

C Entering Data in the RFS System (Continued)

Field	Description
Postal Code	Customer foreign postal code loaded from SCIMS Search or Ad Hoc entry. Field should only be used for customers with a foreign mailing address.
Country Name	Customer foreign country name loaded from SCIMS Search or Ad Hoc entry. Field should only be used for customers with a foreign mailing address.
Customer Standard Phone	Customer standard phone loaded from SCIMS Search or Ad Hoc entry.
Customer Cell Phone	Customer cell phone loaded from SCIMS Search or Ad Hoc entry.
Customer Email	Customer email loaded from SCIMS Search or Ad Hoc entry.
Re-Enter Email	Customer email re-entered from SCIMS Search or Ad Hoc entry. Re-enter For Ad Hoc entries email fields must match.
--Contact Information	Information about the individual who was acting on behalf of another customer (entity or another individual) with the County Office.--
Contact Method*	Contact Method is the method in which the interaction took place. Current options include: Office Visit, Phone, Email, Digital, Virtual Visit, U.S. Mail, Fax, and Field Visit.
Receipt for Service Descriptions	Free text field to document the overall interaction.
What Brought Customer to USDA*	Required field with drop-down picklist options. Multiple options can be selected to document the interaction.
Additional Information for What Brought Customer to USDA	Free text field to supplement "What Brought Customer to USDA" when "Other" is selected.
Program Area for Interaction with USDA	Optional field with drop-down picklist options. Multiple options can be selected to document the Program Area of the interaction.
Additional Information for Program Area for Interaction with USDA	Free text field to supplement "Program Area for Interaction with USDA" when "Other" is selected or the program discussed is not available in the list.
Items Received from Customer	Optional field with drop-down picklist options. Multiple options can be selected to document items received during the interaction.

20 Instructions for Accessing and Using the RFS System (Continued)

C Entering Data in the RFS System (Continued)

Field		Description
Additional Information		Free text field to supplement “Items Received from Customer” when “Other” is selected or the item received is not available in the list.
Items Provided to Customer		Optional field with drop-down picklist options. Multiple options can be selected to document items provided during the interaction.
Additional Information		Free text field to supplement “Items Provided to Customer” when “Other” is selected or the item provided is not available in the list.
Date of Service*		Date the customer interaction took place and service was provided. This field will default to the current date but can be edited to a prior date. * * *
Receipt (Multi-Select)*		This is the delivery method of the receipt. Options are Hand Delivered, Email, U.S. Mail, or Customer Declined.
Office Location*	State	The State field defaults to the State found in the user’s eAuth account. This field can be edited.
	Servicing Office	The Servicing Office field defaults to the Office found in the user’s eAuth account. This field can be edited.
--Source System		Automatically added by the RFS system to indicate if the receipt was created while the user was logged into RFS or if it was autogenerated via a downstream system, for example, CARS.--

Additional RFS instructions can be found in the training and user guide located on the DAFP intranet at

<https://inside.fsa.usda.gov/program-areas/dafp/common-processes/receipt-for-service/index>.

20 Instructions for Accessing and Using the RFS System (Continued)**D Generating and Printing RFS**

After completing all applicable data fields, click the “Submit” button to generate the RFS. The RFS System will assign a system-generated sequential receipt number that will be reflected on the lower right corner of the receipt.

Note: Receipt numbers are assigned sequentially on a nationwide basis for all USDA offices (FSA, NRCS, and RD) using RFS. Therefore, receipt numbers may not be sequential for each Service Center.

If “e-mail” is selected as the method of delivery of the receipt, the message “Receipt Email Sent Successfully” will be displayed on the screen.

Note: RFS System does not validate that the receipt e-mail was delivered to the customer. Delivery confirmation may be explored in future iterations of the RFS tool.

See subparagraph F for an example of a completed RFS generated from the RFS System.

If the office information printed on the receipt needs to be updated, follow the instructions in the RFS User Guide located on the DAFP intranet at

<https://inside.fsa.usda.gov/program-areas/dafp/common-processes/receipt-for-service/index>.

Receipts can be reprinted at a later date by using the “Receipt Search” option. Employees may complete searches using any of the following fields:

- Receipt Number
- Customer First Name, Last Name
- Last Name
- Business Entity (Name)
- Customer Street Address
- Customer Location: State and/or City
- ZIP Code
- Customer Email.
- Agency
- Office Location (must use both State and servicing Office)
- Date of Service
- *--Source System.--*

20 Instructions for Accessing and Using the RFS System (Continued)

E RFS User Guide

Additional RFS instructions including steps for creating and using templates and cloning receipts can be found in the training and user guide located on the DAFP intranet at <https://inside.fsa.usda.gov/program-areas/dafp/common-processes/receipt-for-service/index>.

20 Instructions for Accessing and Using the RFS System (Continued)

F Example of Completed RFS Generated Through the RFS System

Following is an example of a completed RFS generated through the RFS System.

<p>6/21/2021</p>  <p>U.S. Department of Agriculture</p>	<p>Receipt #: 2122349</p>	<p>USDA HEADQUARTERS FACILITY 1400 INDEPENDENCE AVE SW WASHINGTON, DC 20250-0002</p>
<p>USDA Receipt for Service</p> <p style="font-size: small; margin: 0;">*****</p>		
<p>ANY A PRODUCER 1400 INDEPENDENCE AVE SW WASHINGTON, DC 20250-0002 Email: any.a.producer@gmail.com</p>		
<p>Date of Service: 06/21/2021 Receipt No: 2122349</p>		
<p>Summary of Visit</p> <p>What Brought Customer to USDA</p> <ul style="list-style-type: none"> • Preexisting Customer in for Routine Business <p>Receipt for Service Description: Inquiring about new Fam Programs.</p>		
<p>Service Center Details</p> <p>Employee: Office: USDA HEADQUARTERS FACILITY Contact Method: Email</p>		
<p>Program Area of Interaction</p> <ul style="list-style-type: none"> • FP – (CFAP 2) Coronavirus Food Assistance Program 		
<p>Questions, Comments?</p> <p>If you have questions or concerns about the service you received related to this receipt, please contact:</p> <p>USDA HEADQUARTERS FACILITY 1400 INDEPENDENCE AVE SW WASHINGTON, DC 20250-0002 2027203833</p> <p>www.fsa.usda.gov</p> <p>Thank you for your business and contribution to agriculture!</p>		
<p>Non-Discrimination Statement</p> <p>In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.</p> <p>Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.</p> <p>To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.</p> <p style="text-align: center;">USDA is an equal opportunity provider, employer, and lender.</p>		
<p>https://rfs.sc.egov.usda.gov/RFS/ReceiptSearch.aspx 1/1</p>		

21-29 (Reserved)

Part 4 Farmers.gov Software

30 Instructions for Accessing and Using Farmers.gov

A Accessing Farmers.gov

Access Farmers.gov according the following table.

Step	Action
1	Using Google Chrome or Microsoft Edge access the FSA Applications page at https://intranet.fsa.usda.gov/fsa/applications.asp .
2	On the left side under FSA Applications CLICK “ D-F ”.
3	Under Applications Directory, D to F, CLICK “ Farmers.gov Employee Portal ”.
4	On the eAuthentication Screen CLICK “ Log In LincPass (PIV) ” and enter PIV pin, or enter user ID and password and CLICK “ Login ”, to display the Farmers.gov Home Screen.

Note: Farmers.gov can be accessed directly at <http://fsa.my.salesforce.com/>.

B Entering Data in Farmers.gov

Designated Salesforce license holders will continue to issue receipts using Farmers.gov **only** for new applications of the programs administered within Farmers.gov. All other receipts, including receipts regarding WHIP, WHIP+, STRP and MFP interactions that are **not** related to new applications, are to be issued using RFS System.

Instructions on how to enter applications and issue associated receipts for programs administered within Farmers.gov can be found on the DAFP intranet at **<https://inside.fsa.usda.gov/program-areas/dafp/dafp-training/index>**.

Reports, Forms, Abbreviations, and Redelegations of Authority

Reports

None.

Forms

This table lists all the forms referenced in this handbook.

*--

Number	Title	Display Reference	Reference
CCC-576	Notice of Loss and Application for Payment Noninsured Crop Disaster Assistance Program for 2020 and Subsequent Years		10
FSA-578	Report of Acreage		10
N/A	Call Center Intake Form		10
CCC-941	Average Adjusted Gross Income (AGI) Certification and Consent to Disclosure of Tax Information		10

--*

Reports, Forms, Abbreviations, and Delegations of Authority (Continued)

Abbreviations Not Listed in 1-CM

The following abbreviations are not listed in 1-CM.

Approved Abbreviation	Term	Reference
MFP	Market Facilitation Program	10
RFS	Receipt for Service	Text and Exhibits
STRP	Seafood Trade Relief Program	10, 30
WHIP	Wildfire and Hurricane Indemnity Program	10, 30
WHIP+	Wildfire and Hurricane Indemnity Program Plus	10, 30

Delegations of Authority

None.

Definitions of Terms Used in This Handbook

Benefit or Service

Benefit or Service means any information, program and/or loan assistance provided to an individual or entity that is a current or potential agricultural producer or landowner. This does not include providing RFS to any fellow USDA agency, lender, or individual/group in which FSA, RD or NRCS has a current memorandum of understanding or agreement (contribution, direct, or reimbursable).

Conferences

Conferences mean organized or planned functions with defined topics or themes lasting for 1 or more days in duration.

Customers

Customers means individuals, groups, populations, communities or organizations who receive, pay for, or are affected by a product, service, or process of USDA agencies.

Note: Customers receive products and services either directly from USDA agencies or indirectly through other people or organizations that actually receive the intended benefit of its products and services.

Digital

Digital means the contact method option in RFS includes submissions by Box and/or OneSpan.

In Person or In Writing

In person or in writing means requests made at an FSA Service Center and/or received in an FSA Service Center by e-mail, FAX, or U.S. mail

Definitions of Terms Used in This Handbook (Continued)

Receipt for Service

Receipt for Service means the receipt provided to a current or prospective customer, producer and/or landowner, through RFS-Receipt for Service or Farmers.gov, which electronically documents the service or benefit requested and the action(s) taken by USDA.

Service Center

Service Center means a satellite or mobile office jointly staffed and funded by USDA agencies that facilitates access to applicable programs and services by members of farming and rural communities. This is the first step toward achieving “1-stop-shopping” for USDA agriculture-program customers.

Virtual Visit


Virtual Visit contact method option in RFS includes Teams and/or Zoom interactions.

* * *

RFS Input Screen – Blank Copy

Following is an example of a blank RFS Input Screen.

*--



Receipt For Service

RECEIPT ENTRY

Agency: * NRCS FSA RD

Customer Information

Individual Name: * Suffix:

Business Entity:

Information Line:

Street Address:

City:

State: **Foreign State/Region:**

Zip Code: **Postal Code:**

Country Name:

Standard Phone:

Cell Phone:

Email:

Re-Enter Email:

Contact Information
Add contact name when customer is an:

- Entity/business;
- Individual;
 - Only when some other person is acting on behalf of the individual.

Receipt Information

Contact Method: * Office Visit Phone Email Digital Virtual Visit U.S. Mail Fax Field Visit

Receipt For Service Description:

What Brought Customer to USDA: *

RFS Input Screen – Blank Copy (Continued)

*--

Additional Information:

Program Area for Interaction with USDA:

Additional Information:

Items Received from Customer:

Additional Information:

Items Provided to Customer:

Additional Information:

Date Of Service: *

Receipt (Multi-Select): * Hand Delivered Email U.S. Mail Customer Declined

County Office Information

Office Location: * **State:** **Servicing Office:**

--*