# FSA HANDBOOK

# Customer Data Management

To access the transmittal page click on the short reference

## For State and County Offices

SHORT REFERENCE

## 11-CM

UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

**UNITED STATES DEPARTMENT OF AGRICULTURE**
Farm Service Agency
Washington, DC 20250

| Customer Data Management<br>11-CM | Amendment 2 |
| --- | --- |

**Approved by:** Acting Deputy Administrator, Farm Programs

## Amendment Transmittal

### A Reasons for Amendment

Subparagraph 25 C has been amended to include additional BP search criteria and their descriptions.

Subparagraph 25 E has been amended to reference new paragraph 39.

Subparagraph 38 F has been amended to include procedure for exporting BP data with the intention of generating mailing lists.

Paragraph 39 has been added to provide procedure to search for customers within a service center or county.

Subparagraph 58 C has been amended to add a note about the "Show Duplicates" button.

Subparagraph 59 C has been amended to:

- add a note prohibiting temporary ID's
- provide the correct country code for US territories
- add a note about e-mail as a preferred communication method.

Subparagraph 60 C has been amended to specify system action on mail indicator flags following confirmation of a customer's death.

Paragraph 66 has been amended to clarify procedure on managing customer address data.

Subparagraph 68 C has been amended to add a note about valid entry of customer telephone numbers.

Subparagraph 69 C has been amended to clarify use of e-mail for FLP.

Subparagraph 74 E has been amended to add a note about the importance of updating the linked address in an associated county.

Paragraph 90 has been amended to:

- modify the characters in a customer name validated by IRS
- specify necessary actions to re-validate customer data with IRS
- clarify appropriate use of "Manually Validated".

## Amendment Transmittal (Continued)

### A Reasons for Amendment (Continued)

Paragraph 119 has been added to provide workaround procedure for a change in SSN Family member program participation.

Subparagraph 132 D has been amended to prohibit inactivation of a customer record solely due to a customer's death.

Subparagraph 150 B has been amended to clarify procedure for taking action on CRM alerts.

Paragraph 151 has been amended to specify systematic actions following confirmation of a customer's death.

Paragraph 167 has been added to provide procedure for establishing county records for unknown customers.

Part 6 has been added to provide information about NRCS access to MIDAS CRM.

Part 8 has been added to provide procedure for the Payments to Producers Identified as Deceased database.

Exhibit 5 has been amended to modify the appropriate CRM@FSA role for SED's.

Exhibit 20 has been added to provide NRCS user CRM security role permissions.

| Page Control Chart | | |
|---|---|---|
| **TC** | **Text** | **Exhibit** |
| 1-4<br>5 (add) | 1-1, 1-2<br>2-67, 2-68<br>2-71, 2-72<br>2-125 through 2-156<br>3-17, 3-18<br>3-23, 3-24<br>3-27, 3-28<br>3-31, 3-32<br>3-41, 3-42<br>3-51, 3-52<br>3-59 through 3-62<br>3-73, 3-74<br>3-101 through 3-104<br>3-211 through 3-230<br>3-259, 3-260<br>3-281 through 3-320<br>3-321, 3-322 (add)<br>5-1, 5-2<br>6-1 through 6-4 (add)<br>6-5 (add)<br>8-1 through 8-30 (add) | 1, pages 1, 2<br>3, page 1<br>5, pages 1, 2<br>20, pages 1, 2 (add) |

## Table of Contents

## Table of Contents (Continued)

**Page No.**

## Table of Contents (Continued)

**Page No.**

**Part 3 Customer Business Partner Records (Continued)**

**Section 3 Representative Capacity**



**Section 4 Relationships**



**Section 5 SSN Family**



**Section 6 Potential Duplicates and Cleansing Cases**



**Section 7 Key Field Change Requests**

## Table of Contents (Continued)

**Page No.**

## Table of Contents (Continued)

**Page No.**

# Part 1 Business Partner Automation

## 1 Overview

### A Handbook Purpose

This handbook contains common management and automation procedure for MIDAS CRM/Business Partner, SCIMS, and PPID.

### B Public Information

When making determinations on providing requested customer information to the public, follow instructions in 2-INFO.

### C Related handbooks

The following FSA handbooks are related to customer data management:

- 16-AO for State and county organization and administration
- 32-AS for record keeping requirements
- 1-CM for common management and operating provisions
- 3-CM for farm records
- 10-CM for MIDAS/CRM farm records
- ***--**12-CM for Enterprise Data Warehouse procedures**--***
- 1-CMA for CMA and LSA procedures
- 1-FI for processing payments through NPS
- 62-FI for reporting data to IRS
- 63-FI for Financial Services web application
- 2-INFO for information available to the public
- 3-PL (Rev. 1) for web-based subsidiary files (2009 and subsequent years)
- 4-PL for payment limitation procedure.

### D Sources of Authority

Authority for this handbook is in:

- Commodity Credit Corporation Charter Act, as amended
- Food Security Act of 1985
- Federal Agriculture Improvement and Reform Act of 1996
- Food, Conservation, and Energy Act of 2008
- Agricultural Act of 2014.

## 2 MIDAS CRM Training and Reference Documents

### A Overview

MIDAS training was delivered to State and County Offices in early 2013, before MIDAS Release 1, and again in late 2014, before MIDAS Release 2. Both training sessions included a variety of:

- AgLearn courses
- instructor-led courses
- simulations (task-specific)
- work instructions (task-specific).

All training material remains available for reference by users that have completed the training.

### B MIDAS Training Courses

All AgLearn courses can be re-reviewed by users that have already completed training, or can be completed by users who have not yet received the training. See Exhibit 4 for a comprehensive list of required MIDAS/CRM training. See Exhibit 5 for a list of CRM@FSA roles.

### C Business Partner Work Instructions and Simulations

All Business Partner work instructions (WI's) and simulations are available for CRM users to reference while completing a specific task. The comprehensive list of WI's and simulations are provided in Exhibit 6, and also on the Bulletin Board/Training section of the MIDAS Portal.

## 3-9 (Reserved)

## Part 2 Business Partner in CRM@FSA

### 10 Accessing CRM@FSA

#### A Overview

Access CRM@FSA through the FSA Applications Page at **http://fsaintranet.sc.egov.usda.gov/fsa/applications.asp** and CLICK "MIDAS CRM". The MIDAS Portal will be displayed.

#### B Example of MIDAS Portal

Following is an example of the Welcome to the MIDAS Portal Screen.


#### C Action

Click the "CRM@FSA" tab to open CRM and access Business Partner, Farm Records, Product Master and the Worklist. The CRM@FSA Home Screen will be displayed. See paragraph 18 for additional information.

## 11 Selecting CRM@FSA Roles

### A Overview

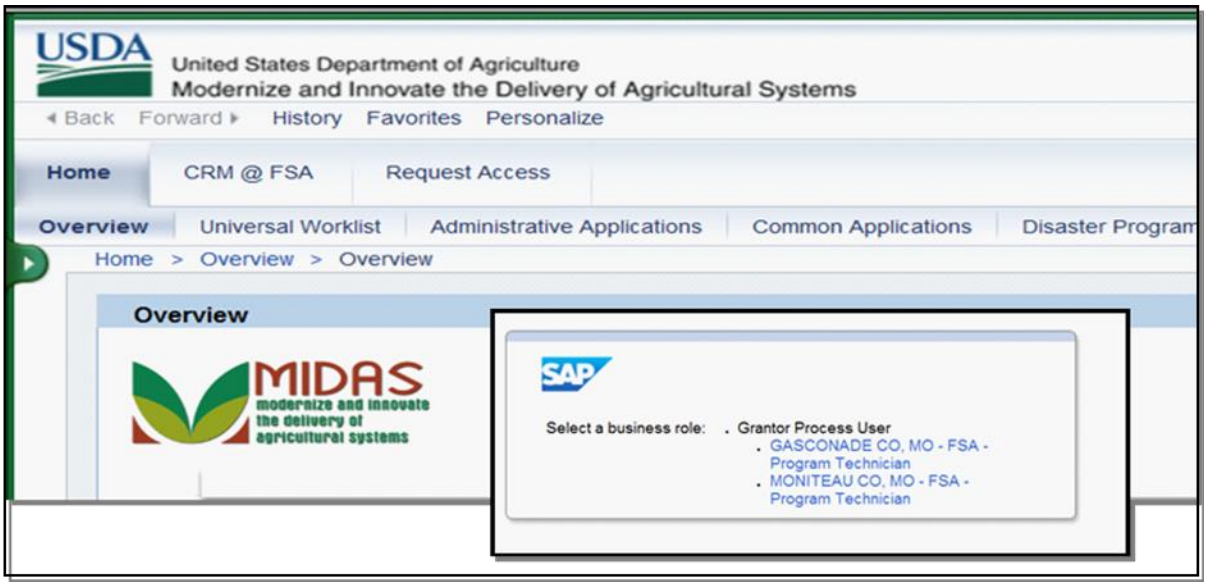
The Select a Business Role Screen will be displayed after clicking CRM@FSA for employees that are:

- assigned to multiple counties
- authorized for multiple CRM@FSA roles (Exhibit 5).

**Note**: This screen will **not** be displayed for users that are assigned a single CRM@FSA role for a single County. The search screens in CRM will automatically default to the users' assigned State and County.

### B Select a Business Role Screen Example

Following is an example of the Select a Business Role Screen.




### C Action

The user shall click the State/County and Business Role with which to log into CRM. The chosen selection will allow CRM to default search information specific to the CRM@FSA role or county selected.

## 12-15 (Reserved)

## Section 1 CRM@FSA Home Screen

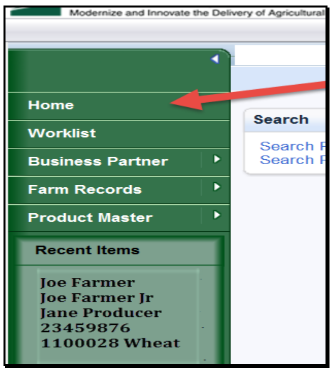
### 16 CRM@FSA Left Navigation Bar

#### A Overview

The left navigation menu on the CRM@FSA Home Screen allows quick access to Worklist, Business Partner, Farm Records, Product Master and Recent Items.

#### B CRM@FSA Left Navigation Menu Example

Following is an example of the CRM@FSA left navigation menu.




#### C CRM@FSA Left Navigation Menu Options

The following table provides the options available on the CRM@FSA left navigation menu.

| Option | Description |
|---|---|
| Home | Displays the CRM@FSA Home Screen. See paragraph 18 for additional information. |
| Worklist | Displays alerts and workflow tasks assigned to the user. See Part 3, Section 8 for additional information on alerts and workflow tasks. |
| Business Partner | Displays the Business Partner Home Screen. See paragraph 23 for additional information.<br><br>**Note:** When the arrow is selected next to Business Partner in the left Navigation menu, a fly-out menu will be displayed. The following options are available in the fly-out menu.<br><br>• Search Customers/Contacts.<br>• Search Employees.<br>• Search Member Hierarchies. |
| Farm Records | Displays the Farm Records Screen. See 10-CM for additional information. |
| Product Master | Displays the Product Master Screen. See 2-CP for additional information. |
| Recent Items | Displays a list of recently viewed customers, farms, and/or products. The number of recent items can be personalized up to 25 lines. |

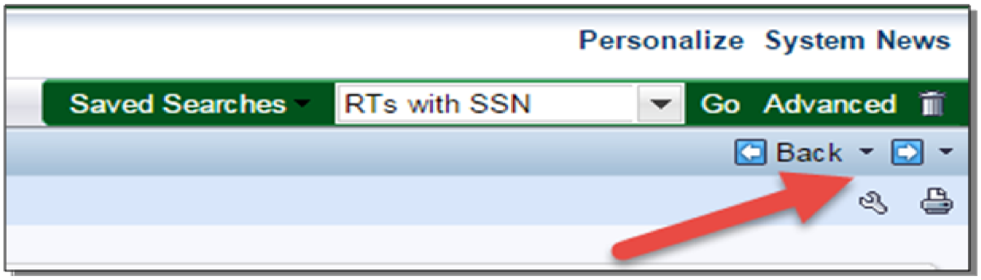
# 17 Back and Forward Arrows

## A Overview

The Back and Forward arrow options allow users to return to previously viewed screens.

## B Example of Back and Forward Arrows

Following is an example of the back and forward arrows.




## C Options

Once the Back Arrow option has been selected and viewed, the Forward Arrow option becomes active and when clicked allows user to move forward. Both Back and Forward Arrows options function similar to the Back and Forward buttons in a web browser. The Arrow drop-down menu contains a list of previously reviewed screens, populated during the current login session.

## 18 CRM@FSA Home

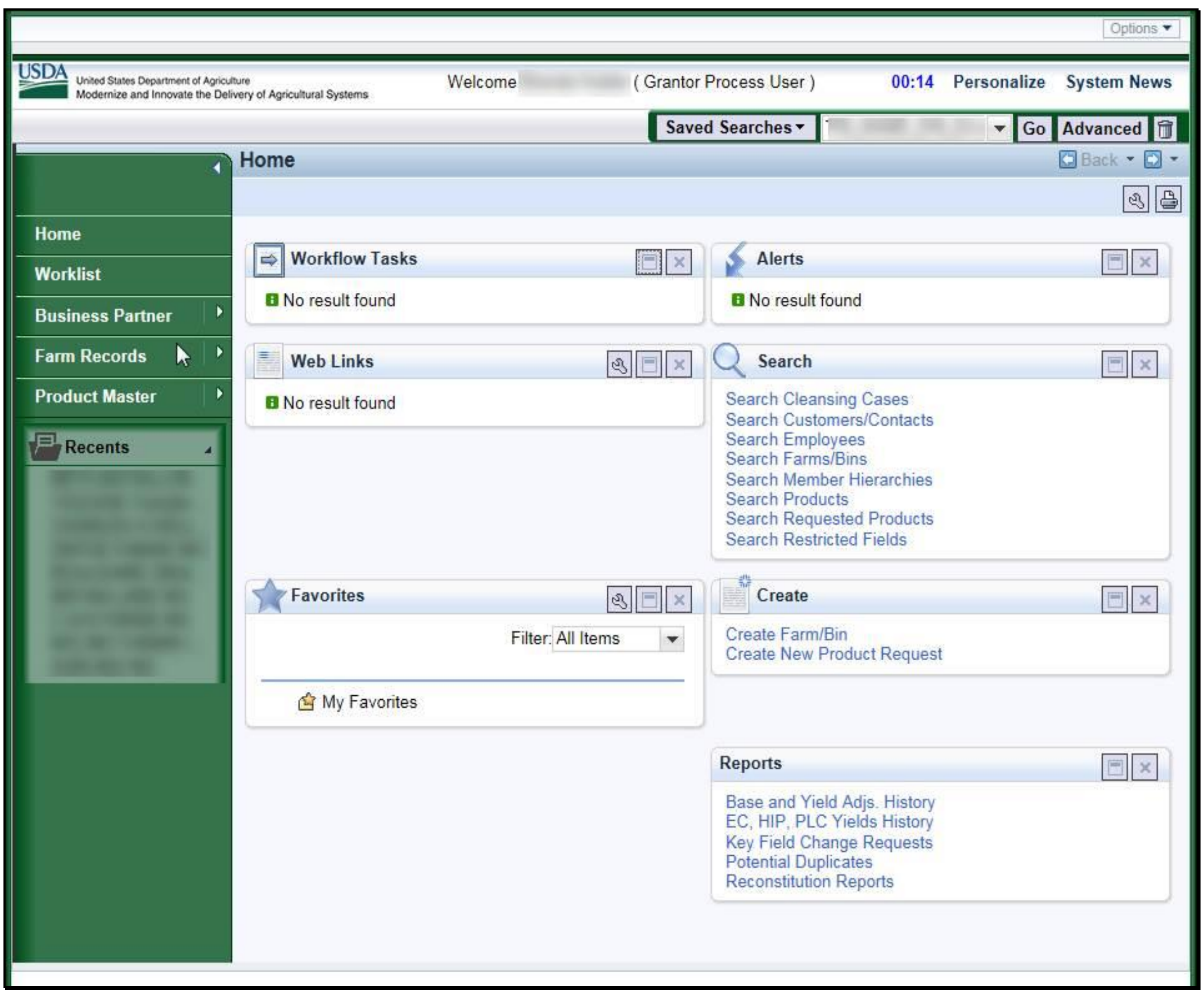
### A Overview

The CRM@FSA Home Page will be displayed with the following assignment blocks, by default:

- Workflow Tasks
- Web Links
- Favorites
- Alerts
- Search
- Create
- Reports.

### B CRM@FSA Home Page Example

Following is an example of the CRM@FSA Home Page.



## 18 CRM@FSA Home (Continued)

### C CRM@FSA Home Assignment Blocks

The following table provides the assignment blocks available on the CRM@FSA Home Screen Page.

**Note:** Assignment blocks can be personalized using the wrench in the upper right corner.

| Assignment Block | Description | Action |
|---|---|---|
| Workflow Tasks | Displays notification of pending action to be taken by the user. The tasks will be displayed for all users with responsibility for that customer or farm.<br><br>**Example:** A multi-county customer's date of death notification will appear in the Workflow Tasks of all users that are assigned to all counties to which the deceased producer is associated. Once one employee has taken action, the Workflow item(s) will be removed from all other employees' Workflow Task list. | Select the hyperlink to open the item. |
| Web Links | Displays quick links for frequently used web sites. | Select the wrench tool to personalize the web links. |
| Favorites | Displays quick links to FR or BP records previously saved as favorites. | Select the hyperlink to open the item. |
| Alerts | Alerts are processed from the CRM Worklist or the Alert assignment block on the CRM Homepage.<br><br>The Alerts notify the user of:<br><br>• failed actions (such as replication errors)<br>• pending or completed Cleansing Cases.<br><br>Users will receive alerts, as appropriate, according to their CRM@FSA Role and Org Structure assignment. | Selecting the hyperlink to open the alert. |

## 18 CRM@FSA Home (Continued)

### C CRM@FSA Home Options (Continued)

| Assignment Block | Description | Action |
|---|---|---|
| Search | Provides search options for CRM@FSA.<br><br>Search options are as follows:<br><br>• Search Attachment Folder<br>• Search Cleansing Cases<br>• Search Customer/Contacts<br>• Search Employees<br>• Search Farm/Bins<br>• Search Member Hierarchies<br>• Search Products<br>• Search Requested Products<br>• Search Restricted Fields. | Select the hyperlink to open the applicable search screen. See Section 3 for additional information on searching. |
| Create | Provides the option to:<br><br>• Create a Farm/Bin<br>• Create New Product Request.<br><br>**Note:** There is not a "Create Customer" or "Create Contact" option. Users must perform a thorough Search for existing Business Partner records before creating a new Customer or Contact record. See paragraph 23 for additional information on searching. Only after a thorough Search is completed will the user have the option to create a new record. | Select the hyperlink for the applicable option. |
| Reports | Provides the option for:<br><br>• Key Field Change Request<br>• Potential Duplicate Report. | Select the applicable report. See paragraph 30 for additional information on the Key Field Change Request. See paragraph 44 for additional information on the Potential Duplicate Report. |

## 19-22 (Reserved)

## Section 2 Business Partner Home

### 23 Business Partner Home Screen

#### A Overview

The Business Partner Home Screen provides users the ability to search Business Partner records and view reports.

#### B Business Partner Home Screen Example

Following is an example of Business Partner Home Screen.


#### C Business Partner Home Screen Assignment Blocks

The following table provides the assignment blocks available on the Business Partner Home Screen.

| Assignment Block | Options | Description |
|---|---|---|
| Search | Cleansing Cases | Search Cleansing Cases Screen will be displayed. See paragraph 24 for additional information. |
| | Customers/Contacts | Search Customers Screen will be displayed. See paragraph 25 for additional information. |
| | Documents | Document Search Screen will be displayed. See paragraph 26 for additional information. |
| | Employees | Search Employees Screen will be displayed. See paragraph 27 for additional information. |
| | Member Hierarchies | Search Member Hierarchies Screen will be displayed. See paragraph 28 for additional information. |
| | Restricted Fields | Locked Fields in a Restricted BP Screen will be displayed. See paragraph 29 for additional information. |
| Reports | Key Field Change Requests | KFCR Search Result Page will be displayed. See paragraph 30 for additional information. |
| | Potential Duplicates | Potential Duplicate Report Screen will be displayed. See paragraph 31 for additional information. |

# 24 Search Cleansing Cases

## A Overview

After selecting Search Cleansing Cases from the "Search" assignment block, the Search: Cleansing Cases screen will be displayed.

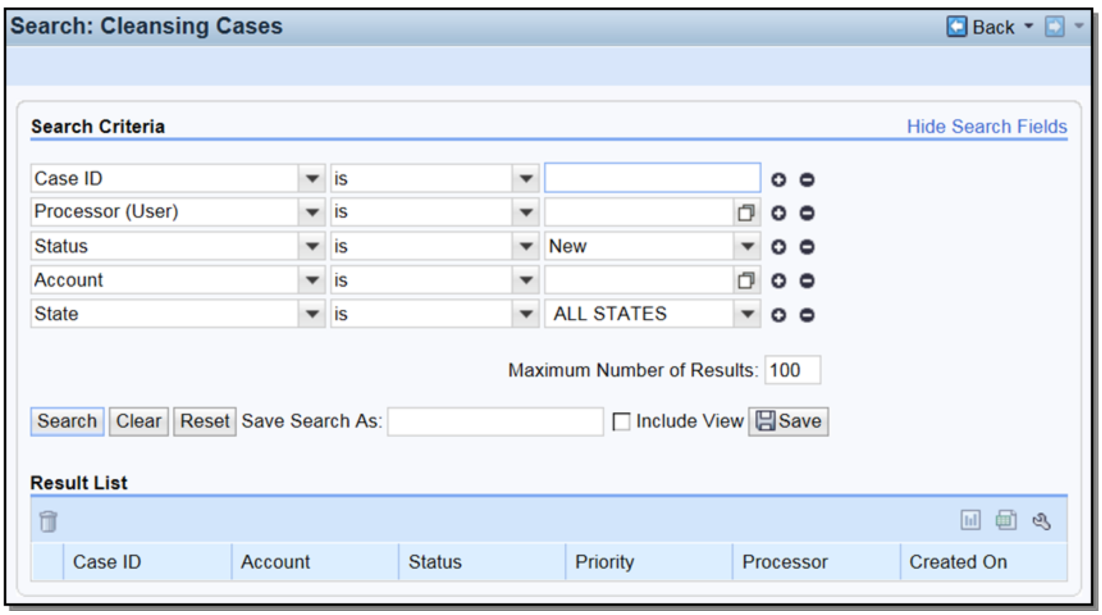
Cleansing Cases are created when an employee has confirmed that two or more records exist for the same individual or entity and must be merged. The Cleansing Case can be created by the State or County Office, and be searched for and accessed at a later time for merge completion by SSO.

See Part 3, Section 6 for more information on Potential Duplicate Check, Cleansing Cases, and Merges, and Exhibit 7 for a list of SSO's.

The existing Cleansing Cases can be searched to determine the status, processor, and link to each Cleansing Case.

## B Search Cleansing Cases Screen Example

Following is an example of the Search: Cleansing Cases Screen.



## 24 Search Cleansing Cases (Continued)

### C Search Criteria

The following table provides the available search criteria.

| Criteria | Default | Description |
|---|---|---|
| Account | X | The Business Partner Record to select. Input Help ⧉ is used to search for a Business Partner record. |
| Case ID | X | The unique identifier assigned to each Cleansing Case. |
| Changed On | | The date of the last change. Input Help ⧉ will display a calendar. |
| Created By | | The user who created the cleansing case. Input Help ⧉ will display a search screen to search for the use. |
| Created On | | The date the cleansing case was created. Input Help ⧉ will display a calendar. |
| Priority | | The following priorities can be selected:<br><br>• Very Important<br>• Important<br>• Within 7 Days. |
| Processor (User) | X | The user that created the Cleansing Case. Input Help ⧉ is used to facilitate the User Search. |
| State | X | Select to search by State Name or All States. State defaults are determined by searching employee's assignment in Org Structure. |
| Status | X | The following are statuses of Cleansing Case(s):<br><br>• New<br>• In Process<br>• Completed<br>• Rejected.<br><br>Leaving this field blank will return all statuses. |

## 24 Search Cleansing Cases (Continued)

### D Result List

The result list will be displayed with the record(s) that match the search criteria entered. The Case ID field is hyperlinked to the Cleansing Case.

**Note:** "Processor" is the name of the employee that created the Cleansing Case. The Cleansing Case is not assigned to a specific SSO, therefore their name is not captured directly in the Cleansing Case. The SSO that completed the Cleansing Case and merged the records will be displayed in the Change History section of the Customer Record.

**Result List:** 4 **Cleansing Cases Found**

| Case ID | Account | Status | Created On | Processor... | State |
|---|---|---|---|---|---|
| 6632 | Any Producer | In Process | 02/17/2015 | Employee Joe | KANSAS |
| 6703 | That Farmer | Completed | 03/25/2015 | Employee Meg | KANSAS |
| 6734 | Nice Farm LLC | In Process | 04/22/2015 | Employee Joe | KANSAS |
| 6771 | Familyman Rev Trust | Rejected | 05/13/2015 | Employee Dan | KANSAS |

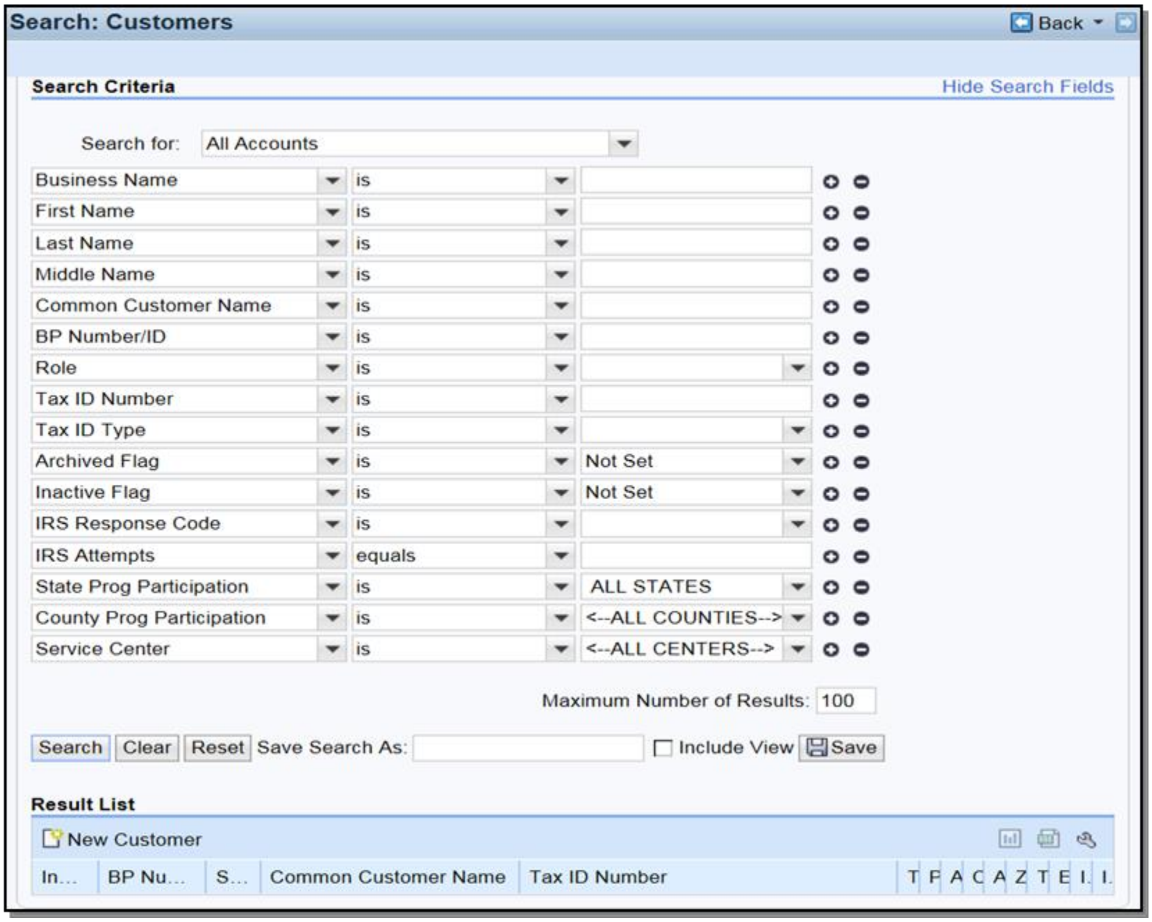
# 25 Search Customers/Contacts

## A Overview

After selecting Search Customers/Contacts from the "Search" assignment block, the Search: Customers Screen will be displayed.

## B Search Customers Screen Example

Following is an example of the Search: Customers Screen.



**25 Search Customers/Contacts (Continued)**

**C Search Criteria**

The following table provides the default search criteria. Additional Search Fields can be selected by using the drop-down arrows.

**Notes:** Some search defaults are based on the user's CRM@FSA role. See Exhibit 5 for CRM@FSA roles.

Use wildcards if only part of the search criteria is known. See paragraph 36 for additional information.

| Criteria | Default | Description |
|---|---|---|
| Search For | X | The type of record being searched. Defaults to All Accounts which includes both customers and contacts. If Customers is selected, only customer records will be returned. If Contacts is selected, only contact records will be returned. |
| Address Line 1 | | The first line of the customers/contacts address. Use wildcards if only part of the address is known. See paragraph 36 for additional information. |
| Address State | | The State attached to the customer's/contact's address. |
| Archived Flag | X | The following options are available:<br><br>• Not Set<br>• Set<br>• Blank.<br><br>The default "Not Set" option will return records that are not archived. "Set" will return records that are archived. "Blank" will return both archived and not archived records. See paragraph 63 for additional information on archived records. |
| BP Number/ID | X | The system assigned number assigned to a customer/contact. |
| Business Name | X | The customer's business name. |
| City | | The city attached to the customer's/contact's address. |

## 25 Search Customers/Contacts (Continued)

### C Search Criteria (Continued)

| Criteria | Default | Description |
|---|---|---|
| Common Customer Name | X | The common customer name of the customer. |
| Country | | The country attached to the customer's/contact's address. |
| ***--**County Associated County | | The county where the customer is associated for FLP and/or FSA programs.**--*** |
| County Prog Participation | X | The county where the customer is participating. |
| Customer Type | | The customer type tied to the program participation record. The following options are available:<br><br>• Non-ag NRCS customer<br>• Inactive customer<br>• Technical service provider<br>• Non county FSA customer<br>• RD customer<br>• Ag NRCS customer<br>• FLP customer<br>• FSA customer. |
| Date of Birth | | The customer's date of birth. |
| Date of Death | | The customer's date of death. |
| Death Confirmed Flag | | The following options are available:<br><br>• Set<br>• Not Set<br>• Blank.<br><br>The default is "Blank" which will return customers with or without the death confirmed flag set. "Set" will return customers with the death confirmed flag set. "Not Set" will return customers without the death confirmed flag set. |
| E-Mail Address | | The e-mail address of the customer. |
| ***--**FSA Mail Indicator Flag | | The flag indicating the customer's preference to receive mail from FSA.**--*** |
| First Name | X | The first name of the customer. |

## 25 Search Customers/Contacts (Continued)

### C Search Criteria (Continued)

| Criteria | Default | Description |
|---|---|---|
| Inactive Flag | X | The following options are available:<br><br>• Not Set<br>• Set<br>• Blank.<br><br>Defaults to "Not Set" which will return records that are active. "Set" will return records that are inactive. "Blank" will return both active and inactive records. See paragraph 63 for additional information on inactive records. |
| IRS Attempts | X | The number of attempts made to IRS to validate the customer's tax ID number. |
| IRS Response Code | X | The tax ID validation response code received from IRS. |
| Last name | X | The last name of the customer. |
| Middle Name | X | The middle name of the customer. |
| ***--**NRCS Mail Indicator Flag | | The flag indicating the customer's preference to receive mail from NRCS.**--*** |
| Paying Entity | | The following options are available:<br><br>• Set<br>• Not Set<br>• Blank.<br><br>The default is "Blank" which will return customers with or without the paying entity flag set. "Set" will return customers with the paying entity flag set. "Not Set" will return customers without the paying entity flag set. |
| ***--**RD Mail Indicator Flag | | The flag indicating the customer's preference to receive mail from RD. |
| RMA Mail Indicator Flag | | The flag indicating the customer's preference to receive mail from RMA.**--*** |

## 25 Search Customers/Contacts (Continued)

### C Search Criteria (Continued)

| Criteria | Default | Description |
|---|---|---|
| Relationship | | The type of relationship tied to the customer. The following options are available:<br><br>• Has Conservator<br>• Has Contact Person<br>• Has FSA Attorney in Fact<br>• Has Family Member/Business Associate<br>• Has Member Signature<br>• Has Non-FSA Attorney in Fact<br>• Has Parent/Guardian<br>• Has Revoked Spousal Signature Authority<br>• Has Signature Authority<br>• Is Conservator<br>• Is Contact Person Of<br>• Is FSA Attorney in Fact<br>• Is FSA Employee/Producer<br>• Is Married To<br>• Is NRCS Employee/Producer<br>• Is Non-FSA Attorney in Fact<br>• Is Not Authorized to Sign for Spouse<br>• Is Signature Authority. |
| Relationship BP Number/ID | | The BP ID of a customer that is the receiver of the relationship (“Is” and not “Has”). |
| Restricted | | The following options are available:<br><br>• Set<br>• Not Set<br>• Blank.<br><br>The default is “Blank” which will return customers regardless of the restricted status. “Set” will return customers that are restricted. “Not Set” will return customers that are not restricted. |

## 25 Search Customers/Contacts (Continued)

### C Search Criteria (Continued)

| Criteria | Default | Description |
|---|---|---|
| Role | X | The role of the customer. The following options are available:<br><br>• Individual<br>• Bureau of Indian Affairs<br>• City Owned<br>• Corp with No Stockholders<br>• Corporation<br>• County Owned<br>• Estate<br>• Federal Entity<br>• Financial Institution<br>• General Entity Member<br>• General Partnership<br>• Group of Individuals<br>• Indian Tribal Venture<br>• Indians Rep by BIA<br>• Indv. Operating Business<br>• Joint Venture<br>• Limited Liability Company<br>• Limited Partnership<br>• Loss Adjustor Contractor<br>• News Media<br>• Non-Profit or Tax-Exempt<br>• Other<br>• Public Body<br>• Public School<br>• State/Local Government<br>• Trust – Irrevocable<br>• Trust – Revocable<br>• Unknown/Not applicable.<br><br>The result returned will be displayed with customers that used the selected role anytime from FY 2000 to current year. |
| SCIMS ID Number | | The core customer ID number from SCIMS. This was the system assigned number for each customer. |
| Service Center | X | The service center tied to the county where the producer is participating. This field is populated after a State and County Program Participation is selected. |

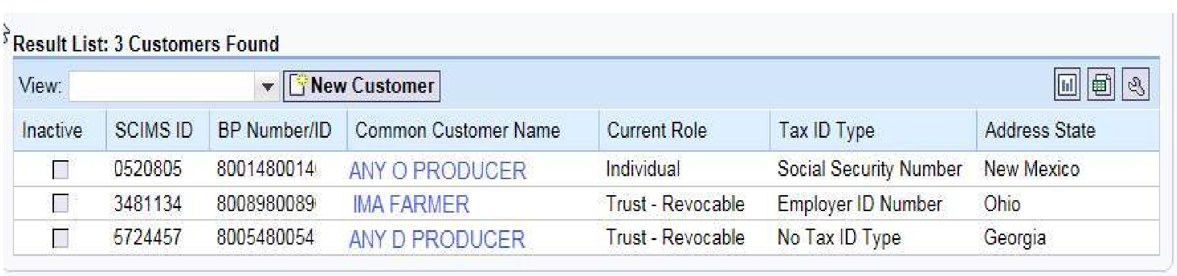
## 25 Search Customers/Contacts (Continued)

### C Search Criteria (Continued)

| Criteria | Default | Description |
|---|---|---|
| Standard Address | | The following options are available:<br><br>• Set<br>• Not Set<br>• Blank.<br><br>The default is "Blank" which will return customers regardless of the standard address flag. "Set" will return customers with the standard address flag set. "Not Set" will return customers without the standard address flag set. |
| State by Country | | Can be populated using the input help button. |
| ***--**State Associated County | | The State where the customer is associated for FLP and/or FSA programs.**--*** |
| State Prog Participation | X | The State where the customer is participating. |
| Tax ID Number | X | The tax ID number of the customer. |
| Tax ID Type | X | The tax ID type of the customer. |
| Telephone | | The telephone number of the customer. |
| ZIP Code | | The ZIP code attached to the customer's address. |

### D Result List

The result list, when displayed, will provide the record(s) that match the search criteria entered. The Common Customer Name Field contains a hyperlink to the customer's record. See Part 3 for additional information about customer records.



Result List: 3 Customers Found

View: New Customer

| Inactive | SCIMS ID | BP Number/ID | Common Customer Name | Current Role | Tax ID Type | Address State |
|---|---|---|---|---|---|---|
| ☐ | 0520805 | 8001480014 | ANY O PRODUCER | Individual | Social Security Number | New Mexico |
| ☐ | 3481134 | 8008980089 | IMA FARMER | Trust - Revocable | Employer ID Number | Ohio |
| ☐ | 5724457 | 8005480054 | ANY D PRODUCER | Trust - Revocable | No Tax ID Type | Georgia |

## 25 Search Customers/Contacts (Continued)

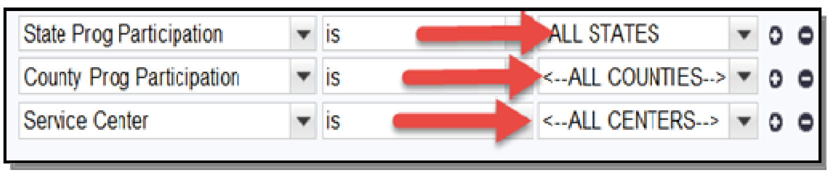
### E Performing an Accurate Customer Search

When looking for a specific record, the user should enter as much information about the customer in order to quickly find the record. This is known as a **narrow search**. A narrow search might include the BP Number, Tax ID Number, or First and Last name.

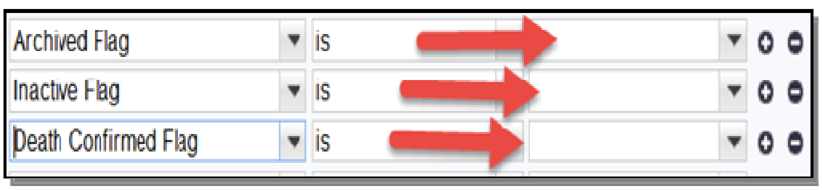
If the record is not immediately returned, the user should remove Search Criteria in order to widen the search. It is critical to perform a **wide and thorough** search of customer records before creating a new customer record, to ensure duplicate records are not created.

A thorough search includes several searches using the following techniques.

- National Search in which State and County Program Participation values are “All States”, “All Counties” and “All Service Centers”.




- Search in which Archived, Inactive, and Death Confirmed Flags are {Blank}.




- Search by First and Last Name, or Business Name, using wildcards.
- Search by TIN, or partial TIN.
- Search by Common Customer Name, using wildcards.

***--**See paragraph 39 for searching for customer records within a specific county or Service Center.**--***

## 26 Search Documents

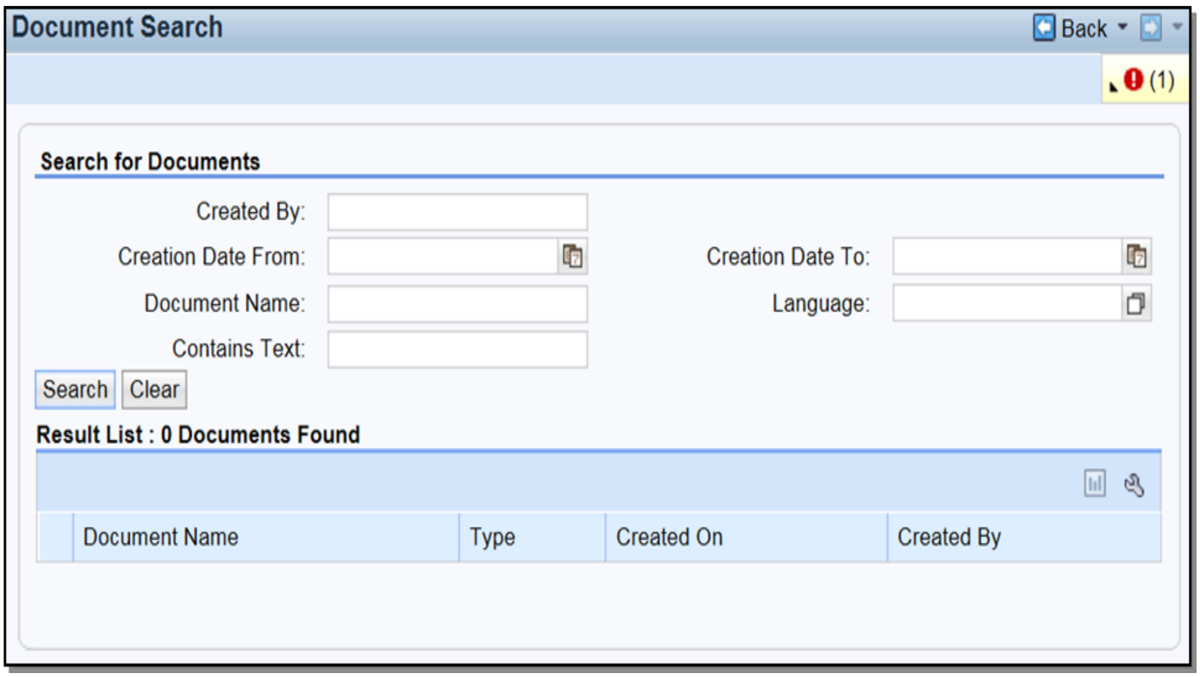
### A Overview

After selecting Search Documents from the "Search" assignment block, the Document Search Screen will be displayed.

Documents that have been attached to a customer's record may be searched and viewed using the "Search Documents" option. See paragraph 76 for additional information on Attachments.

### B Document Search Screen Example

Following is an example of the Document Search Screen.



## 26 Search Documents (Continued)

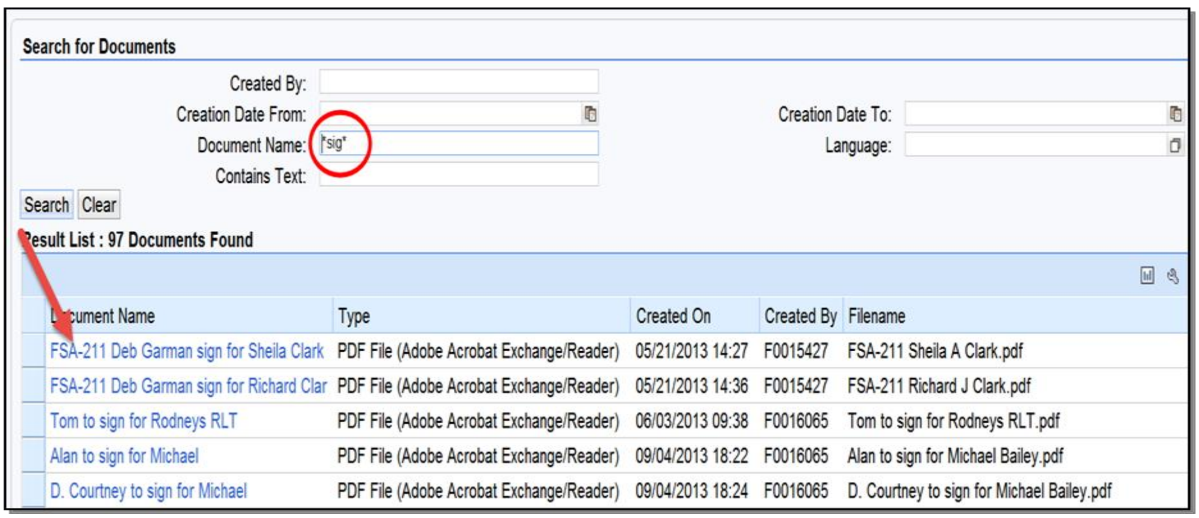
### C Search for Documents

The following table provides the available search criteria.

| Criteria | Description |
|---|---|
| Created By | The User Name/FID of the employee that loaded the attachment document. The User Name/FID can be found by first performing an employee record search using the employee's name. See paragraph 27 for additional information. |
| Creation Date From | The date the attachment was created. Dates can be entered using the calendar Input Help. |
| Creation Date To | The end date of the attachment. |
| Document Name | The name of the attachment as entered by the user. |
| Language | Multiple language choices are available from the Input Help. |
| Contains Text | Any text contained within the attachment. |

### D Result List

The result list will be displayed with the document(s) that match the search criteria entered. The document name is hyperlinked to the scanned attached document.



## 27 Search Employees

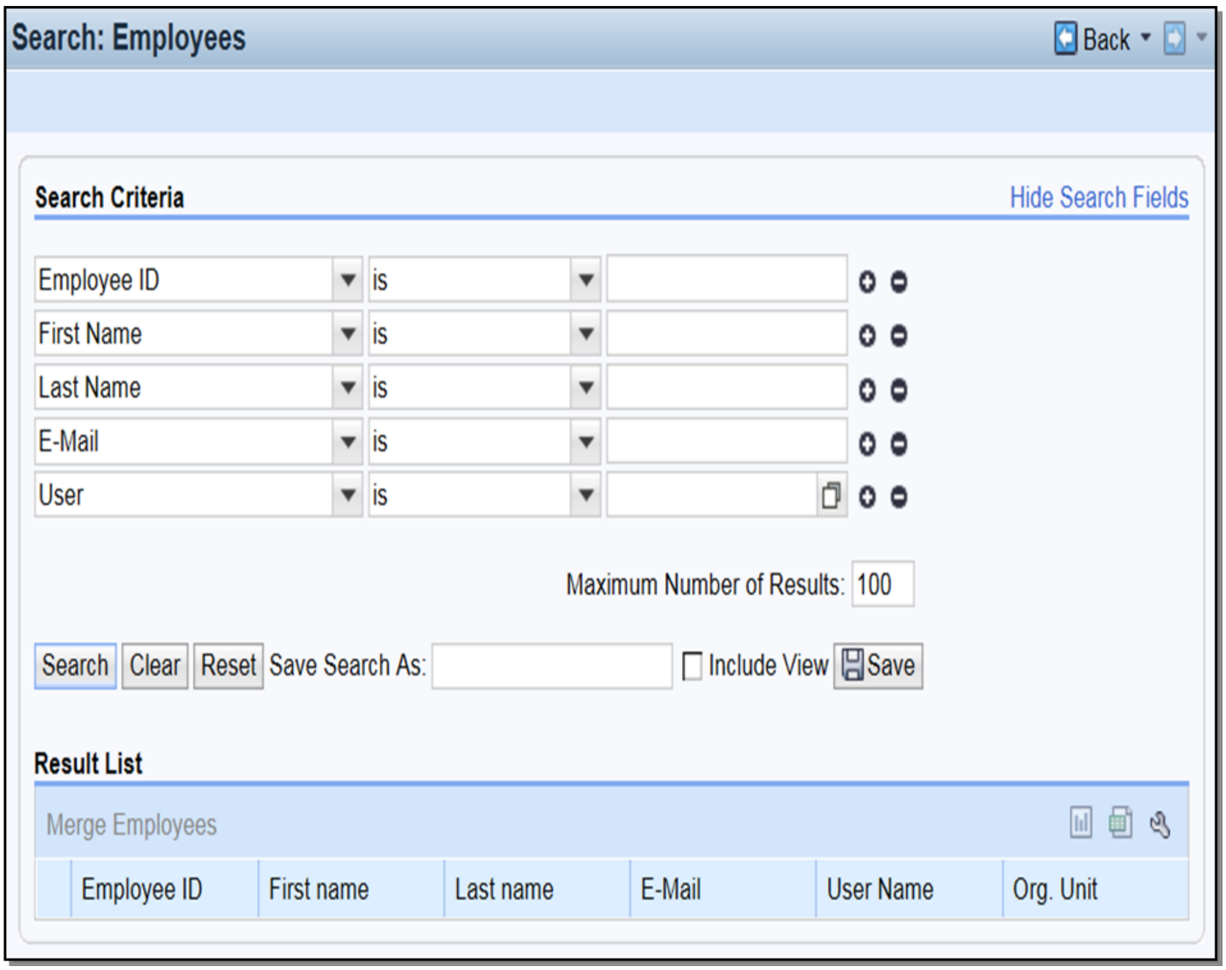
### A Overview

After selecting Search Employees from the "Search" assignment block, the Search: Employees Screen will be displayed.

Employee records are available as view-only in Business Partner. All employee data is managed in the source applications: EmpowHR and MRT. Modifications to employee record data in Business Partner is prohibited.

### B Search: Employees Screen Example

Following is an example of the Search: Employees Screen.



## 27 Search Employees (Continued)

### C Search Criteria

The following table provides the available search criteria.

| Criteria | Description |
|---|---|
| E-Mail | The e-mail address of the employee. |
| Employee ID | The ID of the employee. This is an internal system generated ID number. |
| First Name | The first name of the employee. |
| Last Name | The last name of the employee. |
| User | The user name of the employee. This is an internal system generated identifier. |

### D Result List

The result list will be displayed with the record(s) that match the search criteria entered. The Last Name field contains a hyperlink which will provide the employee record when selected. See Part 5 for more information about Employee records.

**Result List: 4 Employees Found**

Merge Employees

| Employee ID | First Name | Last Name | E-Mail | User Name |
|---|---|---|---|---|
| 7851 | Fine | Worker | fine.worker@mo.usda.gov | |
| 7779 | Good | Employee | good.employee@az.usda.go | F0017750 |
| 26541 | Eager | Beaver | eager.beaver@ga.usda.gov | F0323123 |
| 28923 | Kind | Colleague | kind.colleague@ok.usda.gov | F0921759 |

## 28 Search Member Hierarchies

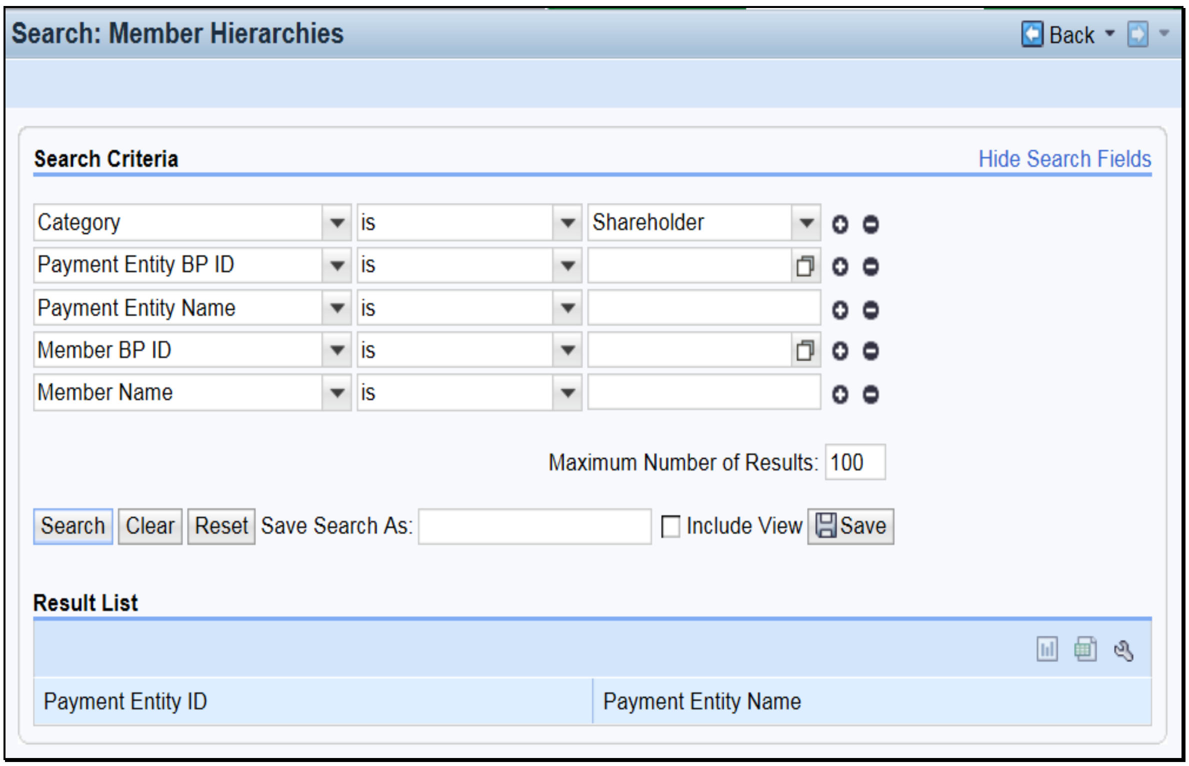
### A Overview

After selecting Search Member Hierarchies from the "Search" assignment block, the Search: Member Hierarchies Screen will be displayed.

Member Hierarchy data is displayed by an interface with Business File, the source system for this data. The Member Hierarchy is the membership of any entity (General Partnership, Corporation, LLC, etc). See 3-PL for additional information on Business File.

### B Search Member Hierarchies Screen Example

Following is an example of the Search Member Hierarchies Screen.



## 28 Search Member Hierarchies (Continued)

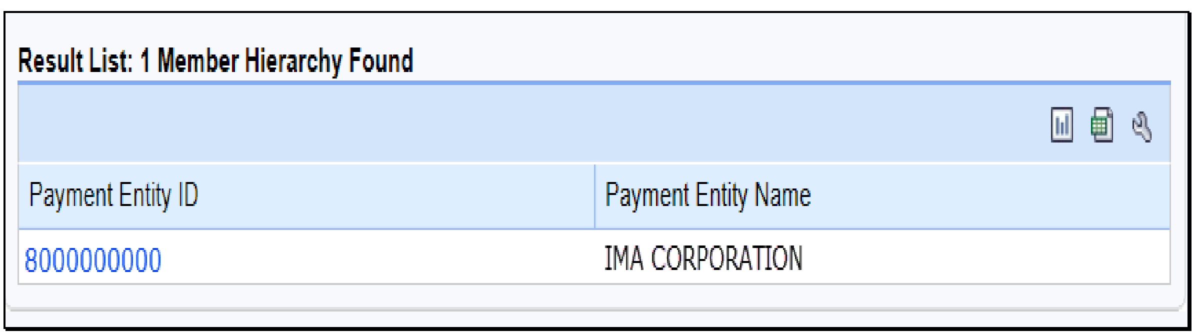
### C Search Criteria

The following table provides the default search criteria.

| Criteria | Description | Result |
|---|---|---|
| Category | Select shareholder or leave blank. | |
| Member BP ID | The BP ID number of a member of an entity (the BP ID will be automatically entered using the Input Help and searching for the member). | The Result list will be displayed with all entities to which the customer is associated, including the individual record. |
| Member Name | The name of the member of an entity. | |
| Payment Entity BP ID | The BP ID Number of the entity (the BP ID will be automatically entered using the Input Help and searching for the entity). | The Result list will be displayed with members for the payment entity. |
| Payment Entity Name | The name of the entity. | |

### D Result List

The result list will display the record(s) that match the search criteria entered. The Payment Entity ID field contains a hyperlink which will take the user to the Member Hierarchy Screen. See Part 3, Section 9 for additional information.



## 29 Search Restricted Fields

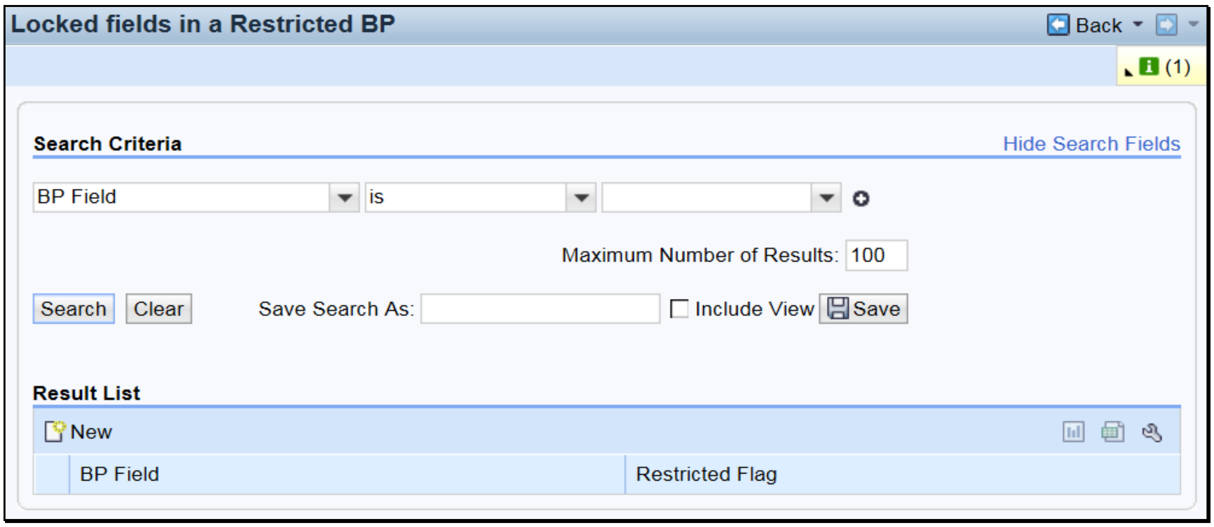
### A Overview

After selecting Search Restricted Fields from the “Search” assignment block, the Locked Fields in a Restricted BP Screen will be displayed.

**Note:** Search Restricted Fields is for National Office use only.

### B Locked Fields in a Restricted BP Screen Example

Following is an example of the Locked Fields in a Restricted BP Screen.




### C Search Criteria

The following table provides the default search criteria.

| Criteria | Description |
|---|---|
| BP Field | The BP field which has restricted entry. |

### D Result List

The result list will be displayed with the record(s) that match the search criteria entered.

## 30 Key Field Change Requests

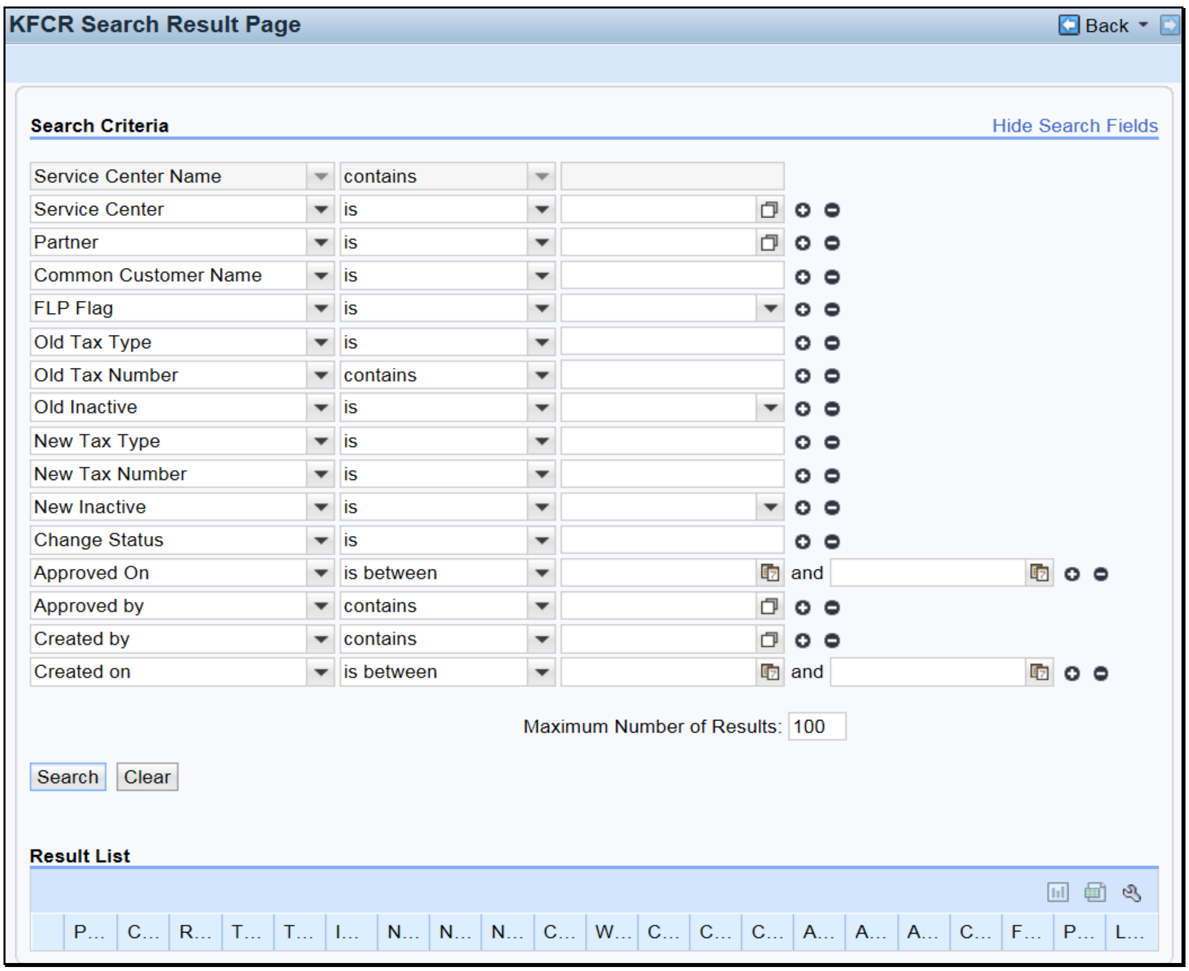
### A Overview

After selecting Key Field Change Requests from the "Reports" assignment block, the KFCR Search Result Page Screen will be displayed.

**Note:** Key Field Change Requests are processed by the BP SSO. See Exhibit 7 for BP SSO's.

### B KFCR Search Result Page Screen Example

Following is an example of the KFCR Search Result Page Screen.



## 30 Key Field Change Requests (Continued)

### C Search Criteria

The following table provides the available search criteria.

| Criteria | Description |
|---|---|
| Service Center Name | The service center associated with the KFCR. |
| Partner | The Business Partner associated with the KFCR. |
| Common Customer Name | The common name of the customer associated with the KFCR. |
| FLP Flag | The Yes/No indicator for an FLP Program Participation in the customer record associated with the KFCR. |
| Old Tax Type | The original Tax ID Type of the customer associated with the KFCR. |
| Old Tax Number | The original Tax ID number of the customer associated with the KFCR. |
| Old Inactive | The original inactive status of the customer associated with the KFCR. |
| New Tax Type | The new Tax ID Type of the customer associated with the KFCR. |
| New Tax Number | The new Tax ID Number of the customer associated with the KFCR. |
| New Inactive | The new inactive status of the customer associated with the KFCR. |
| Change Status | The status of the KFCR. |
| Approved On | The date the KFCR was approved. |
| Approved By | The employee that approved the KFCR. |
| Created By | The employee that created the KFCR. |
| Created On | The date the KFCR was created. |

### D Result List

The result list will be displayed with the record(s) that match the search criteria entered. See paragraph 43 for KFCR Reports.

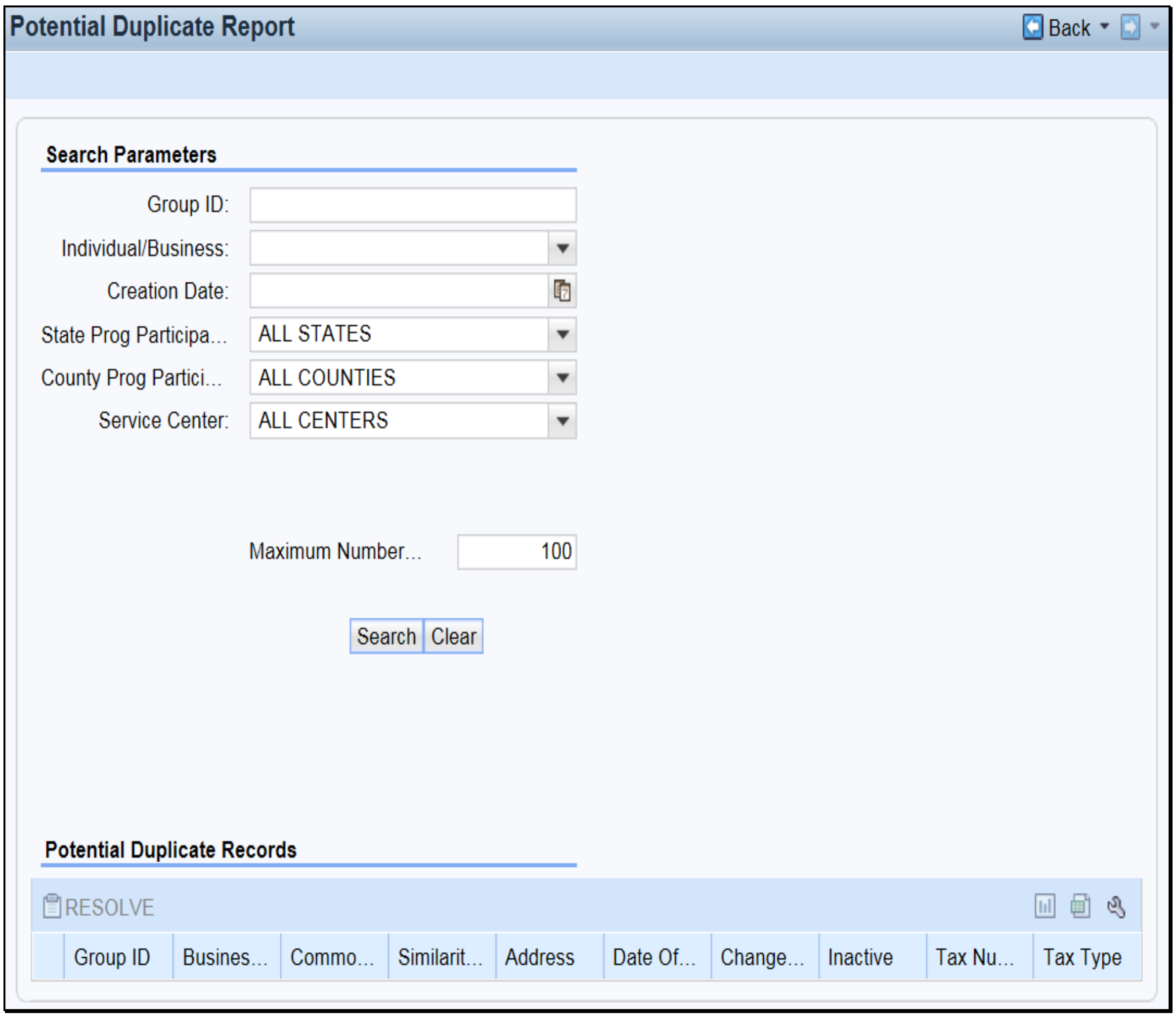
## 31 Potential Duplicates

### A Overview

After selecting Potential Duplicates from the "Reports" assignment block, the Potential Duplicate Report Screen will be displayed.

### B Potential Duplicate Report Screen Example

Following is an example of the Potential Duplicate Report Screen.



## 31 Potential Duplicates (Continued)

### C Search Parameters

The following table provides the default search parameters.

| Criteria | Description |
|---|---|
| Group ID | The system generated number assigned to the group of duplicates. |
| Individual/Business | The role of the duplicate customer. |
| Creation Date | The creation date of the duplicate. |
| State Prog Participation | The State where the duplicate customer participates. |
| County Prog Participation | The county where the duplicate customer participates. |
| Service Center | The Service Center where the duplicate customer participates. |

### D Result List

The result list will be displayed with the record(s) that match the search criteria entered. See paragraph 44 for Potential Duplicate Reports.

## 32-35 (Reserved)

## 36 Search Criteria

### A Overview

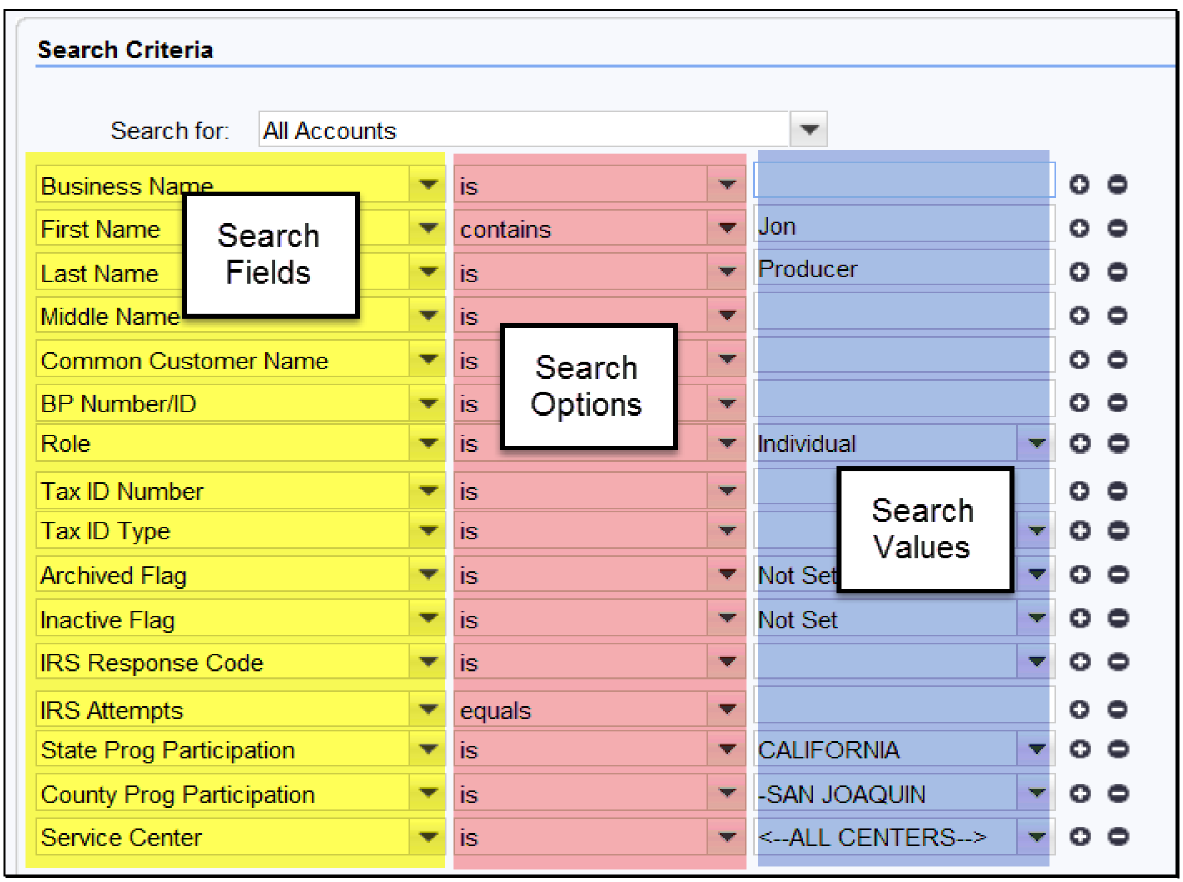
The Search Criteria defines how a search will be performed. There are many ways to select and use search criteria.

The Search Criteria section of most search screens is divided into three distinct areas:

- Search Fields
- Search Options
- Search Values.

### B Example of Search Criteria

Following is an example of the search criteria section of a search screen showing the three distinct search areas.



## 36 Search Criteria (Continued)

### C Search Fields

The search fields are defaulted to the most common fields used to perform searches. The default search fields differ based on the search screen. The following table provides references for additional information on default search fields for each search screen.

| Search Screen | Paragraph |
|---|---|
| Search Cleansing Cases | 24 |
| Search Customers/Contacts | 25 |
| Search Documents | 26 |
| Search Employees | 27 |
| Search Member Hierarchies | 28 |
| Search Restricted Fields | 29 |
| Search KFCR | 30 |
| Search Potential Duplicates | 31 |

### D Search Options

The following table provides the available search options.

| Search Option | Description |
|---|---|
| Is | The applicable field of the desired record(s) *exactly* matches the value entered. |
| Contains | The applicable field of the desired record(s) *contains* the value entered. |
| Starts With | The applicable field of the desired record(s) *begins with* the value entered. |

### E Search Values

In the search values section, the user enters or selects the values to query in the search. The specific data from the desired record is entered into the search value fields. Entering many search values will yield a very narrow result list. Entering few search values will yield a large result list.

The Wildcard (*) can be used to represent unknown information. The location of the Wildcard (*) in the Search Value field will determine the outcome of the results. The Wildcard (*) can be used:

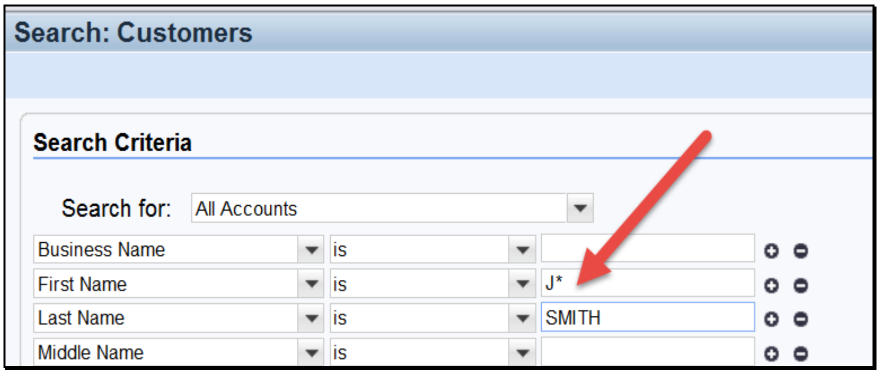
- after search values
- before search values
- before **and** after search values.

**Note:** Wildcard (*) **cannot** be used in conjunction with the Search Option “Contains”.

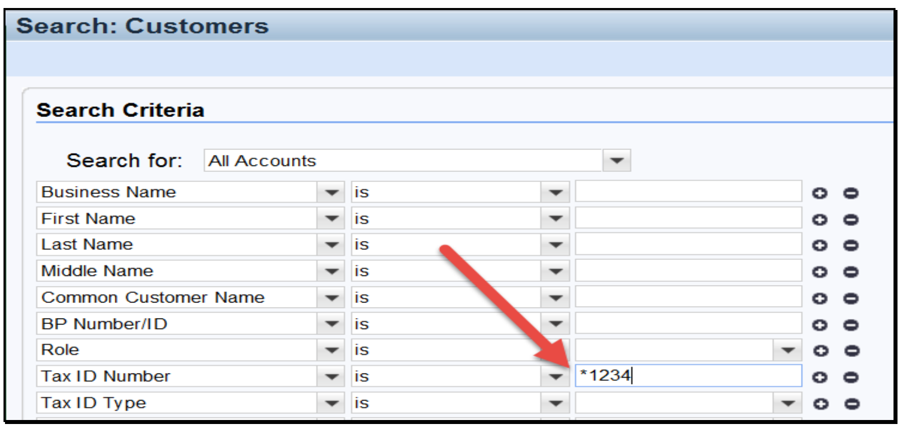
## 36 Search Criteria (Continued)

### E Search Values (Continued)

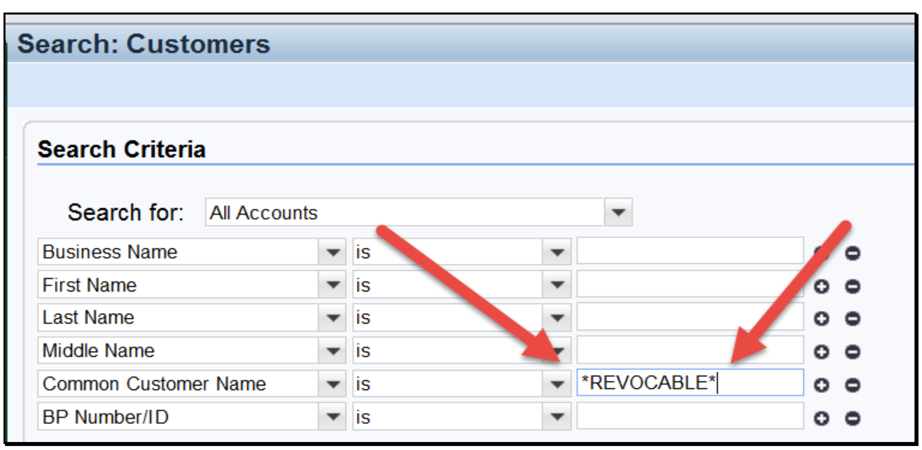
**Example 1:** Search for customers with the first name starting with "J" and the last name "Smith".




**Example 2:** Search for customers with a Tax ID number ending in "1234".




**Example 3:** Search for customers with a common customer name that contains the word "Revocable".



## 37 Basic Search Techniques

### A Overview

There are many ways to perform a search in BP. This paragraph provides basic techniques that can be used when searching in BP.

### B Adding and Removing Search Lines

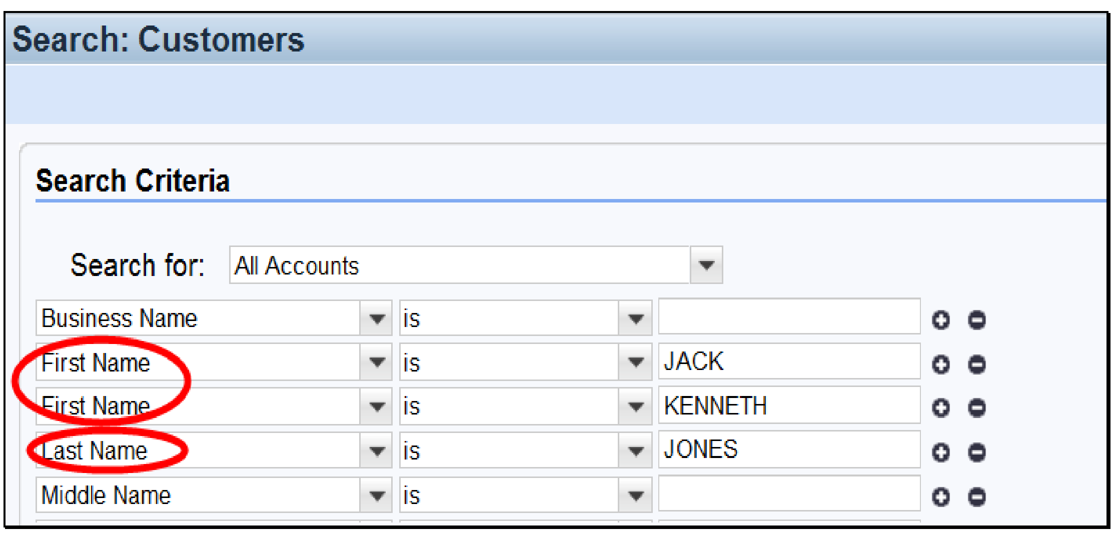
To add an additional line to the Search Criteria, click the "+" at the end of the field. This will add a 2nd line item for the same Search Field.

To remove a line from the Search Criteria, click the "-"at the end of field. Alternatively, users can click the "Reset" button at the bottom of the Search page to return to the original default Search settings.

### C And vs Or

When using different types of Search Fields, the operator is "And" (First Name And Last Name). When using multiple line items of the same Search field, the operator is "Or" (First Name Or First Name).

**Example:** In the following screen shot, the First Name field has two separate line entries. The Last Name field has only one entry. The Search Criteria is seeking records with the First Name of Jack Or Kenneth And the Last Name of Jones. Jack Jones and Kenneth Jones would both be returned, if a match is found.



## 37 Basic Search Techniques (Continued)

### D Clearing/Resetting Search Fields

There are two options available to clear Search Criteria:

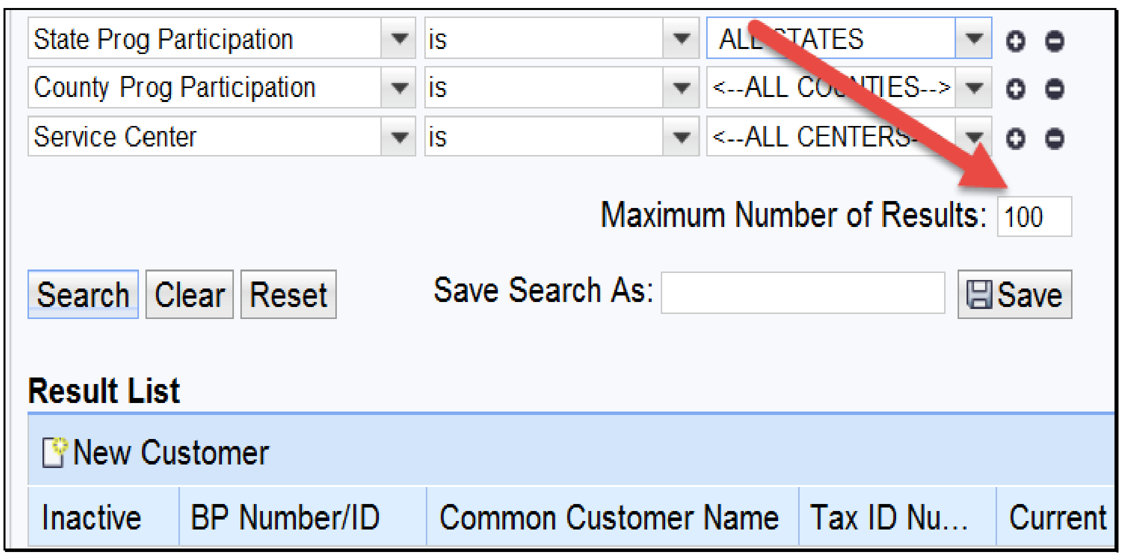
- Clear
- Reset.

The "Clear" button allows the search values to be cleared without the user individually deleting each entered value. The search fields and search options will not be changed.

The "Reset" button returns all search fields, search options, and search values to the original default setting.

### E Maximum Number of Results

The Maximum Number of Results defaults to 100. This number can be modified to increase or decrease the number of results returned.

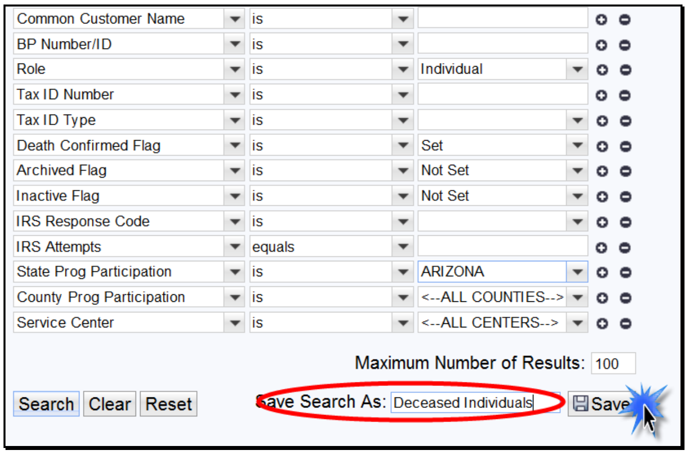



If there are more than 100 results and the default is not changed, the system will *randomly* display 100 results. Maximum number of results should be increased as necessary to display all records for the entered Search Criteria. If an extremely large number is entered into the Maximum Number of Results field, the system may time out.

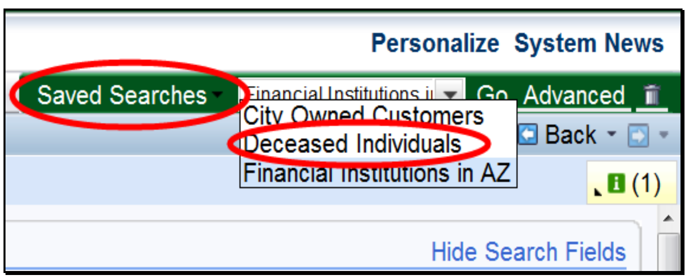
# 37 Basic Search Techniques (Continued)

## F Save Search

Once the search criteria has been entered, that same criteria can be saved for future use. Enter a name in the *Save Search As* field and CLICK "Save".




Saved Searches can be found in the header and can be accessed from any page.



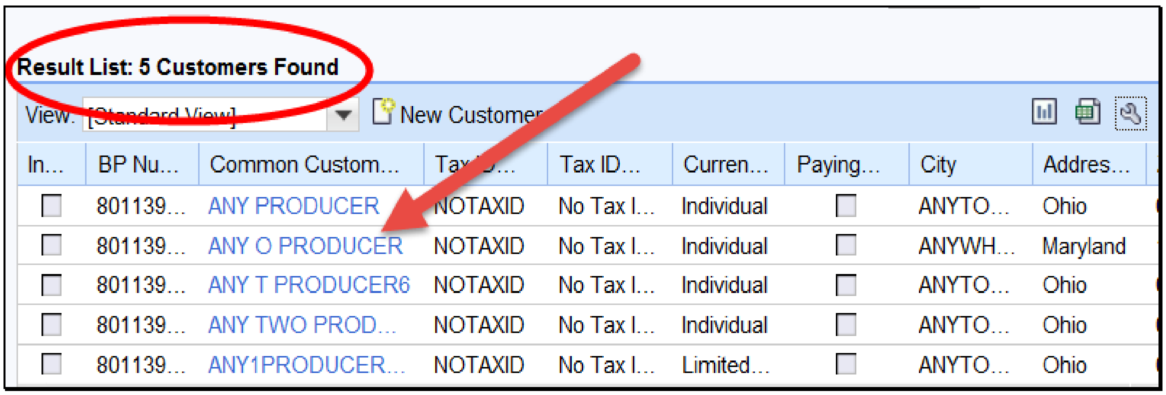
## 38 Result List and Tools

### A Overview

Results of the Search Criteria will be displayed in the lower portion of the Search page. The number of records found is displayed at the top of the Results List. Each record returned contains a blue hyperlink which will take the user to the record when selected.

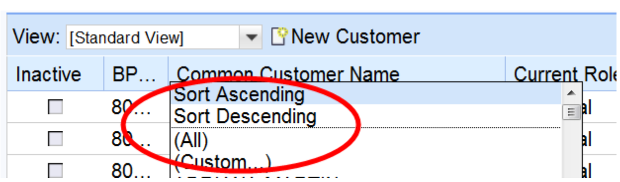
### B Example of Result List

Following is an example of the Result List.




### C Sorting/Filtering

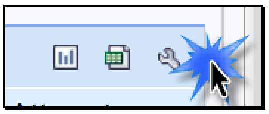
The columns of data in the Results List can be sorted and filtered for each field. Click the column header to and the sorting and filtering options will be displayed.



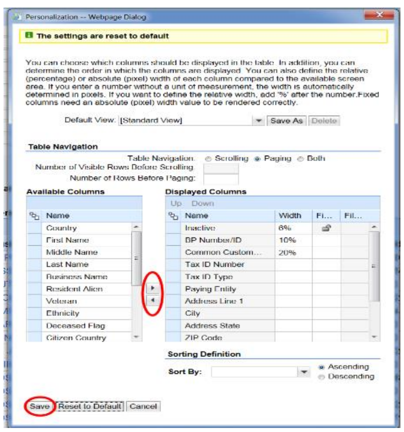
## 38 Result List and Tools (Continued)

### D Personalizing

The Result List data fields can be organized and personalized by using the wrench icon located in the header bar of the Result List.



The Result List Default View is set to “Standard View”.  Based on preference, the fields may be moved between Available Columns and Displayed Columns by clicking the box to the left of each field and then using the arrows between the two sections (Available Columns and Displayed Columns).  Once the fields have been moved to the desired section, the box next to the field name must be clicked again to deselect it.  To complete the personalization, CLICK “Save”.



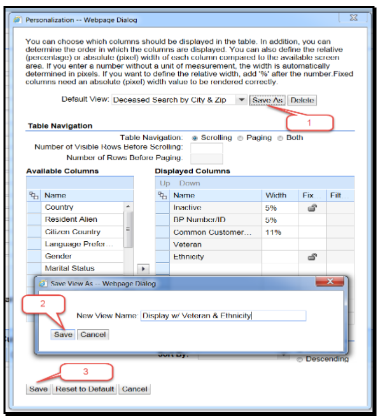
## 38 Result List and Tools (Continued)

### D Personalizing (Continued)

Additional personalization can also be created and "Saved As". This will allow the desired result displayed to be saved and used at a later date. This is done by selecting the fields from the Available Columns and Displayed Columns. Once the desired fields are in the "Displayed Columns", the fields may be re-ordered by highlighting one box at a time and clicking the "Up" or "Down" button.

Save the personalization according to the following steps.

| Step | Action |
|---|---|
| 1 | Select "Save As". |
| 2 | Enter the Name of the display into the New View Name and select "Save". |
| 3 | Once the View Name is saved, the Personalization will need to be saved as well. |

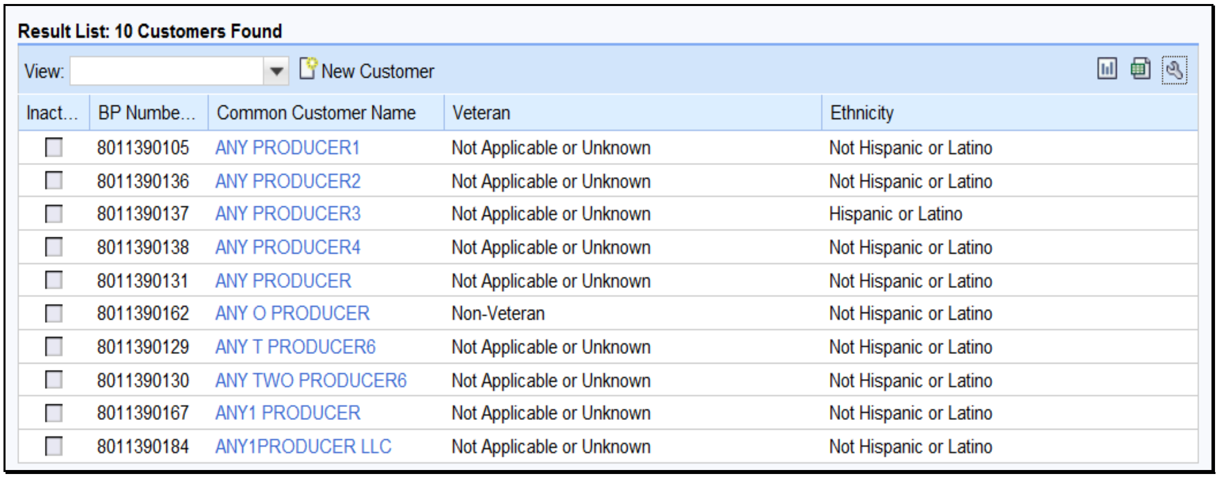



The display views can be found and selected from the drop-down menu in the "Default View."

## 38 Result List and Tools (Continued)

### D Personalizing (Continued)

Based on the “View” selected, the Result List will be displayed with the personalized fields.



Result List: 10 Customers Found

View: New Customer

| Inact... | BP Numbe... | Common Customer Name | Veteran | Ethnicity |
|---|---|---|---|---|
| ☐ | 8011390105 | ANY PRODUCER1 | Not Applicable or Unknown | Not Hispanic or Latino |
| ☐ | 8011390136 | ANY PRODUCER2 | Not Applicable or Unknown | Not Hispanic or Latino |
| ☐ | 8011390137 | ANY PRODUCER3 | Not Applicable or Unknown | Hispanic or Latino |
| ☐ | 8011390138 | ANY PRODUCER4 | Not Applicable or Unknown | Not Hispanic or Latino |
| ☐ | 8011390131 | ANY PRODUCER | Not Applicable or Unknown | Not Hispanic or Latino |
| ☐ | 8011390162 | ANY O PRODUCER | Non-Veteran | Not Hispanic or Latino |
| ☐ | 8011390129 | ANY T PRODUCER6 | Not Applicable or Unknown | Not Hispanic or Latino |
| ☐ | 8011390130 | ANY TWO PRODUCER6 | Not Applicable or Unknown | Not Hispanic or Latino |
| ☐ | 8011390167 | ANY1 PRODUCER | Not Applicable or Unknown | Not Hispanic or Latino |
| ☐ | 8011390184 | ANY1PRODUCER LLC | Not Applicable or Unknown | Not Hispanic or Latino |

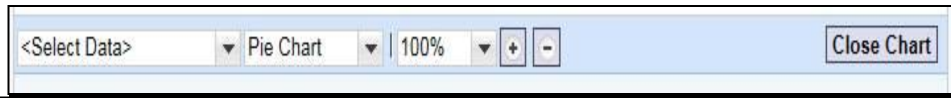
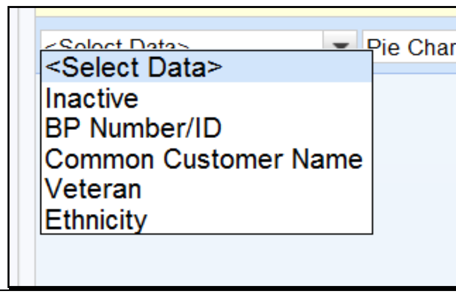
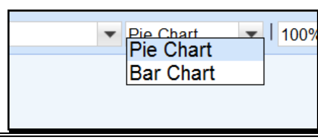
### E Charts

The data from the Search Result List may be viewed in a chart. The “Chart” icon is located in the right corner of the Result List section.

## 38 Result List and Tools (Continued)

### E Charts (Continued)

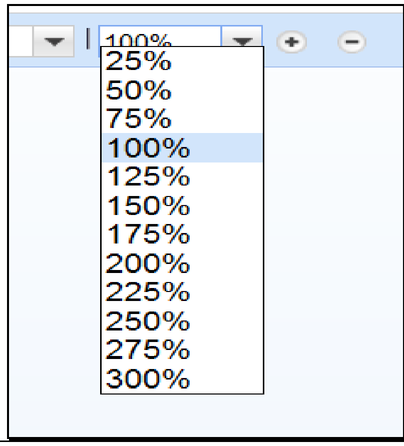
The following table provides steps for displaying the result list as a chart.

| Step | Action |
|---|---|
| 1 | When the “Chart” is opened, scroll below the Result List to find the chart options.<br> |
| 2 | Select Data from the drop-down menu. The menu will include all fields from the Result List displayed.<br> |
| 3 | Select how the data will be displayed (Pie Chart or Bar Chart).<br> |

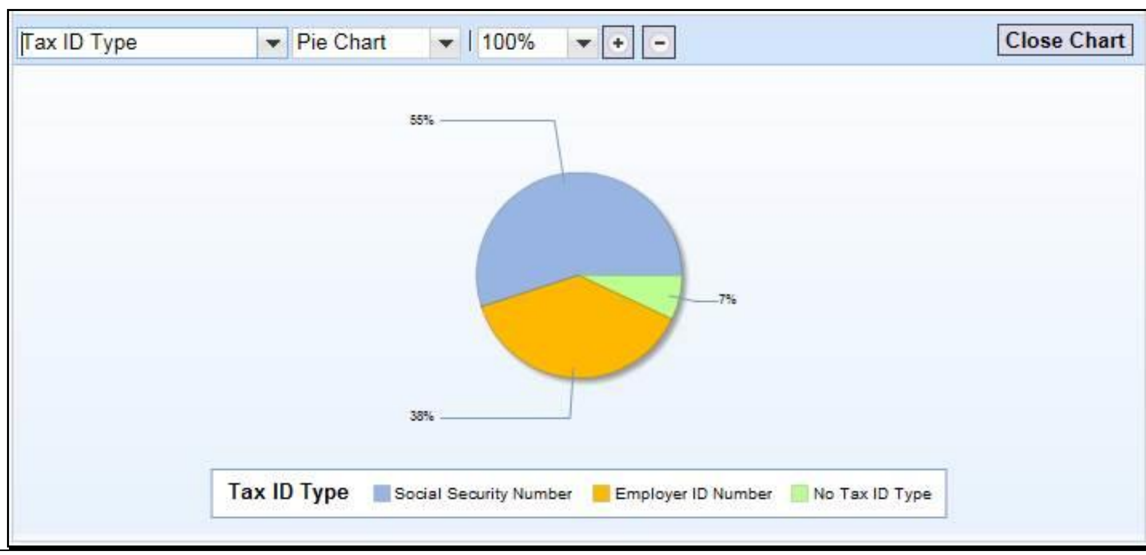
## 38 Result List and Tools (Continued)

### E Charts (Continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Select the size the data is to be displayed in. This can be done by selecting the drop-down menu, or by using the plus and minus buttons.



</td></tr>
<tr><td>5</td><td>After defining the options, the resulting chart will be displayed. In the following example, a Pie Chart was created using Veteran Status data.



</td></tr>
<tr><td>6</td><td>Select “Close Chart” to exit the Chart option.</td></tr>
</table>

## 38 Result List and Tools (Continued)

### F Export to Spreadsheet

The data from the Search Result List may be exported to a Spreadsheet. The “Spreadsheet” Icon is located in the right corner of the Result List section.

When the Spreadsheet is selected, the Result List data is exported to an Excel spreadsheet. The exported data will be limited to the data that is displayed in the Result List.

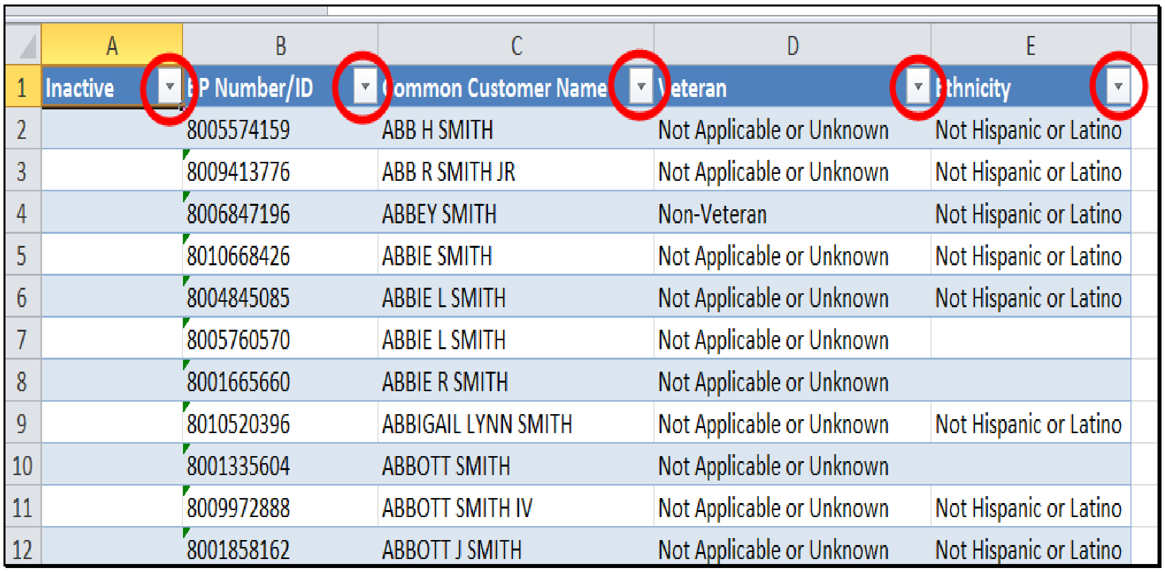
**Note:** If additional data is required in the exported spreadsheet, the fields containing that data must be included in the “Displayed Columns” of the Result List. See the instruction in subparagraph D.

Once in Excel, the data fields within the spreadsheet can be filtered or sorted as necessary. These ad hoc reports can be created for many different purposes. The spreadsheet can be saved to a computer or drive for further use.

## 38 Result List and Tools (Continued)

### F Export to Spreadsheet (Continued)

**Important:** Exported spreadsheets that contain PII must be password protected to ensure the data is securely maintained.



| | A | B | C | D | E |
|---|---|---|---|---|---|
| 1 | Inactive | P Number/ID | Common Customer Name | Veteran | Ethnicity |
| 2 | | 8005574159 | ABB H SMITH | Not Applicable or Unknown | Not Hispanic or Latino |
| 3 | | 8009413776 | ABB R SMITH JR | Not Applicable or Unknown | Not Hispanic or Latino |
| 4 | | 8006847196 | ABBEY SMITH | Non-Veteran | Not Hispanic or Latino |
| 5 | | 8010668426 | ABBIE SMITH | Not Applicable or Unknown | Not Hispanic or Latino |
| 6 | | 8004845085 | ABBIE L SMITH | Not Applicable or Unknown | Not Hispanic or Latino |
| 7 | | 8005760570 | ABBIE L SMITH | Not Applicable or Unknown | |
| 8 | | 8001665660 | ABBIE R SMITH | Not Applicable or Unknown | |
| 9 | | 8010520396 | ABBIGAIL LYNN SMITH | Not Applicable or Unknown | Not Hispanic or Latino |
| 10 | | 8001335604 | ABBOTT SMITH | Not Applicable or Unknown | |
| 11 | | 8009972888 | ABBOTT SMITH IV | Not Applicable or Unknown | Not Hispanic or Latino |
| 12 | | 8001858162 | ABBOTT J SMITH | Not Applicable or Unknown | Not Hispanic or Latino |

***--Note:** When exporting customer records to generate mailing lists, ensure the following columns of data are displayed for inclusion on the report:

- Information Line
- Address Line 1
- Address Line 2
- City
- State
- ZIP
- Country.

Failure to include all these fields may result in an incomplete address and returned mail with wasted postage.

**Important:** Mailing list must **exclude**:

- deceased customers
- customers with agency mail indicator flags unchecked
- common customer name.

Mailing lists can also be generated from EDW. See 12-CM.--*

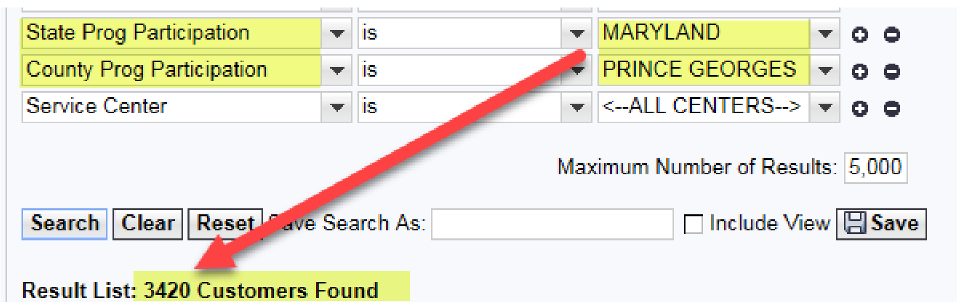
## *--39 Searching for Customers Within a Service Center or County

### A Overview

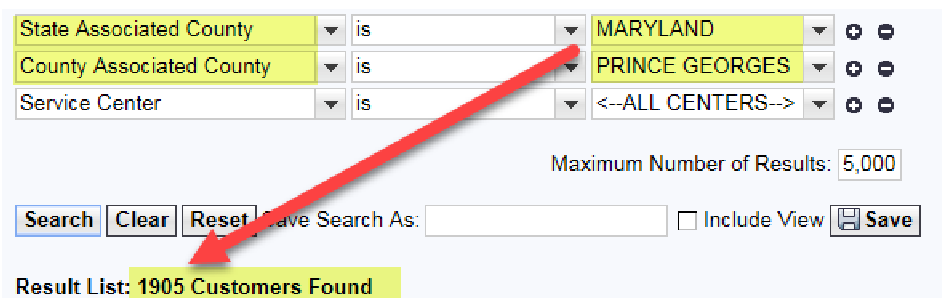
There are instances when County Offices need to generate a list of customers within a Service Center, or within a single county managed by the Service Center. The search method varies, depending on the desired results.

### B Example of County Record for Unknown Customers

Following is an example of the results yielded when searching by **Program Participation**. Note that the search returns 3420 customer records.




By comparison, following is an example of the results yielded when searching by **Associated County**. Note that the search returns only 1905 customer records.




--*

## *--39 Searching for Customers Within a Service Center or County (Continued)

### C Differences Between Searching by Associated County or Program Participation

Searching by "State Associated County" and "County Associated County" is the only way to identify FSA or FLP customers associated with a specific county, instead of a Service Center.

| Search Criteria | Records Returned | Search Example |
|---|---|---|
| **State Prog Participation** and **County Prog Participation**<br><br>**Note:** Search criteria displayed by default. | Customer records that have a **Program Participation** entry for the Service Center associated with the specified State and county. | **State Prog Participation** is 'Maryland', and **County Prog Participation** is 'Anne Arundel'.<br><br>Results will include all customers with a Program Participation entry of 'Prince Georges County FSA', which is the Service Center that services Anne Arundel and Prince Georges Counties.<br><br>See paragraph 73 for more information on program participation. |
| **State Associated County** and **County Associated County**<br><br>**Note:** Search criteria not displayed by default, select from dropdown menu | Customer records that have an **Associated County** entry for the specified State and county. | **State Associated County** is 'Maryland', and **County Associated County** is 'Anne Arundel'.<br><br>Results will include all customers with an Associated County entry of 'Maryland/Anne Arundel'.<br><br>See paragraph 74 for more information on associated counties. |

--*

## 40-42 (Reserved)

## 43 KFCR Report

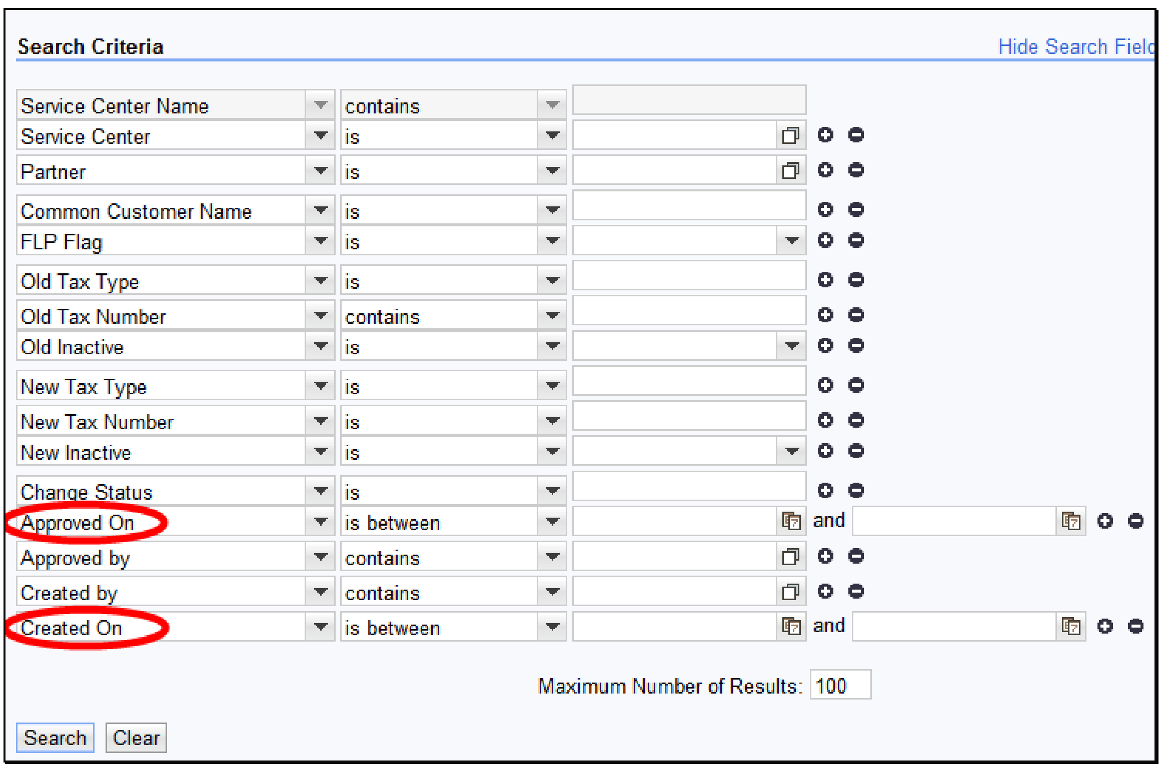
### A Overview

Reports of Key Field Change Requests can be generated by all authorized employees. The report will display all requests to edit/change the data in a Key Field. See Part 3, Section 7 for additional information about Key Fields and KFC Requests.

To run the report, select Business Partner from the Navigation Bar in CRM@FSA to access the Business Partner Home screen. Select Key Field Change Requests from the Reports section.

### B KFC Request Search Criteria

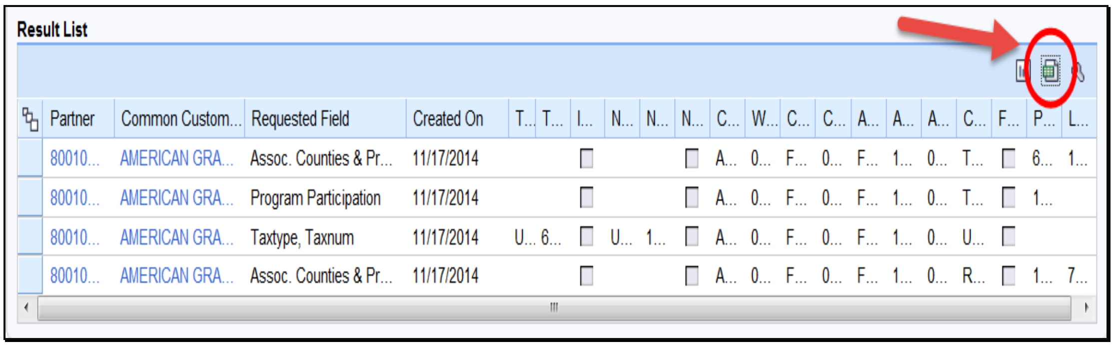
Use the Search Criteria page to search for specific Key Field Change Requests created and processed. Requests are predominantly created by field offices and always processed by the SSO. Search criteria must include a date range in Approved and/or Created On fields.



## 43 KFCR Report (Continued)

### C KFCR Result List

The Result List will be displayed with all information about the requested changes to the Key Fields. Because of the large amount of data displayed, it is usually beneficial to export the results to Excel to view the KFCR information in a spreadsheet.



Result List

| Partner | Common Custom... | Requested Field | Created On | T... | T... | I... | N... | N... | N... | C... | W... | C... | C... | A... | A... | A... | C... | F... | P... | L... |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 80010... | AMERICAN GRA... | Assoc. Counties & Pr... | 11/17/2014 | | | ☐ | | | ☐ | A... | 0... | F... | 0... | F... | 1... | 0... | T... | ☐ | 6... | 1... |
| 80010... | AMERICAN GRA... | Program Participation | 11/17/2014 | | | ☐ | | | ☐ | A... | 0... | F... | 0... | F... | 1... | 0... | T... | ☐ | 1... | |
| 80010... | AMERICAN GRA... | Taxtype, Taxnum | 11/17/2014 | U... | 6... | ☐ | U... | 1... | ☐ | A... | 0... | F... | 0... | F... | 1... | 0... | U... | ☐ | | |
| 80010... | AMERICAN GRA... | Assoc. Counties & Pr... | 11/17/2014 | | | ☐ | | | ☐ | A... | 0... | F... | 0... | F... | 1... | 0... | R... | ☐ | 1... | 7... |

## 44 Potential Duplicates Report

### A Overview

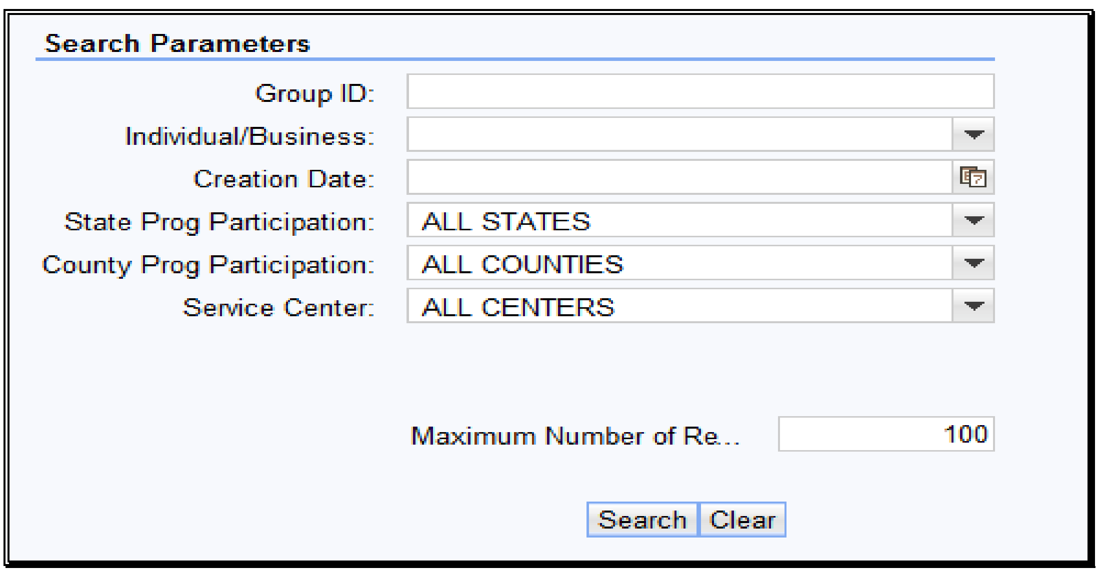
The real-time Potential Duplicate Check dynamically validates customer data when a new record is created, or when certain fields of an existing record are modified. If a potential duplicate record is detected during creation or modification, CRM notifies the user immediately and prompts the user to take corrective action. See Part 3, Section 6 for additional information.

By contrast, the Potential Duplicate Report (PDR) should be used by State and County Offices on a regular basis to cleanup existing duplicate records. The PDR is refreshed periodically, and includes groups of potential duplicate records that exist in CRM. After running and reviewing the groups within the PDR, the user can take action on the records to resolve the potential duplicates by creating a Cleansing Case to merge them, or to mark them as unique, or "Not a Duplicate".

To run the report, select Business Partner from the Navigation Bar in CRM@FSA to access the Business Partner Home Screen. Select Potential Duplicates from the Reports section.

### B Potential Duplicates Search Parameters

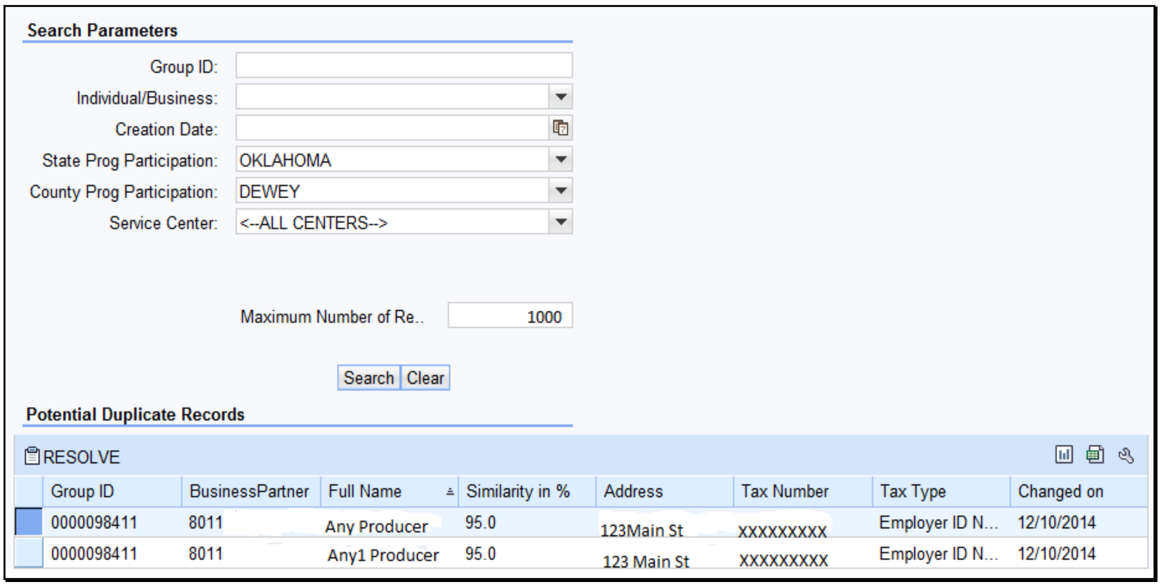
To run the report, enter the desired criteria into the Search Parameter fields.



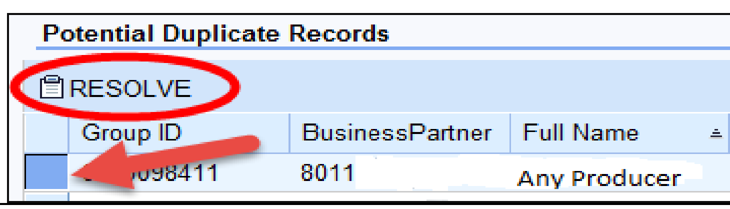
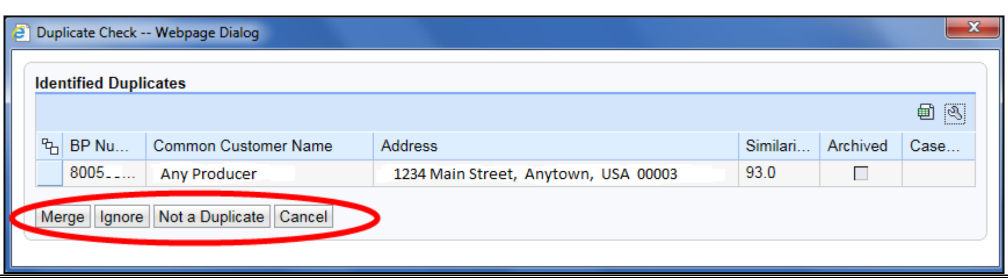
## 44 Potential Duplicates Report (Continued)

### C Potential Duplicate Records

Potential duplicates that meet the search parameters will be displayed in the Potential Duplicate Records section.




Groups of potential duplicates will be displayed in the report. Each group of possible duplicates will have a unique Group ID number.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select 1 BP record in the list of results and click "Resolve" to continue.<br><br>Note: It is not necessary, or even possible, to select all the records within the same group. Selection of only 1 record is required to continue. All possible duplicates in the group will be included on the next screen.<br><br>
</td></tr>
<tr><td>2</td><td>Duplicate Check Screen is displayed. Select an action button to continue.<br><br>
</td></tr>
</table>

## 44 Potential Duplicates Report (Continued)

### C Potential Duplicate Records (Continued)

| Step | Action | |
|---|---|---|
| 3 | **IF user selects…** | **THEN…** |
| | Merge | cleansing case creation is initiated. |
| | Ignore | the duplicate decision is deferred until later. Potential duplicates will continue to appear on the report until resolved. |
| | Not a Duplicate | records are identified as unique and the records will no longer appear on the report.<br><br>**Notes:** The record will be reset to a duplicate after an edit is made to the name, address, role or date of birth of the customer record.<br><br>If a new record is created that matches a resolved record, the potential duplicate check will prompt users to take action on the newly created record. |
| | Cancel | the process is cancelled and the user is returned to the Potential Duplicate Report.<br><br>See Part 3, Section 6 for additional information on Duplicate Check, Potential Duplicate Report, and Cleansing Cases. |

## 45-49 Reserved

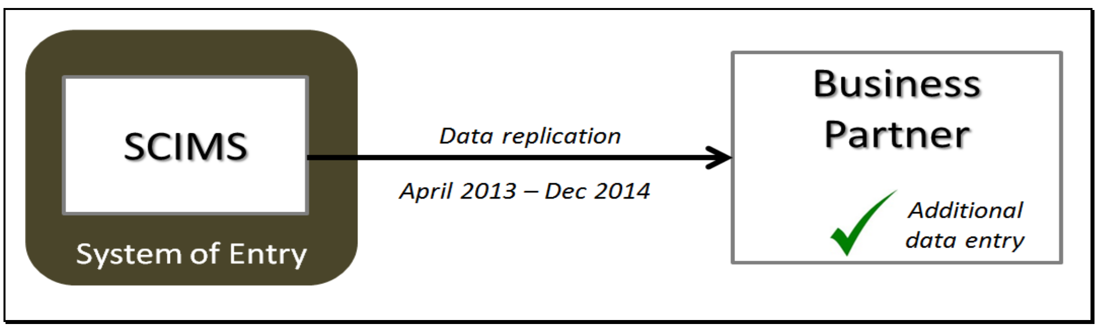
## 50 Replication Between BP and SCIMS

### A Overview

Customer data was converted from SCIMS to BP with MIDAS Release 1 in April 2013. All customer data in SCIMS was copied and replicated into BP. Following Release 1, SCIMS continued to serve as the System of Record and System of Entry (SOR/SOE) for customer data. With MIDAS Release 2 in December 2014, Business Partner became the SOR/SOE for customer data.

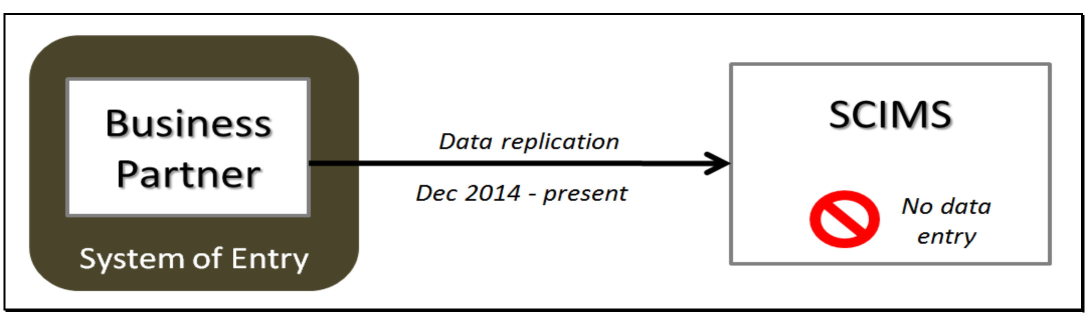
### B Customer Data following MIDAS Release 1

Following MIDAS Release 1, users continued to enter and maintain customer data in SCIMS, and a system interface replicated the data to BP. Additional data including, but not limited to, Date of Death and Representative Capacity could be added to the customer record in BP.




### C Customer Data following MIDAS Release 2

With MIDAS Release 2 in December 2014, BP became the SOR/SOE for customer data. The system interface was reversed, allowing the customer data to replicate back to SCIMS after a creation or modification in BP.




The BP to SCIMS replication will continue to support legacy systems and other USDA agencies that read customer data directly from SCIMS.

## 50 Replication Between BP and SCIMS (Continued)

### D Save to Validate and Replicate

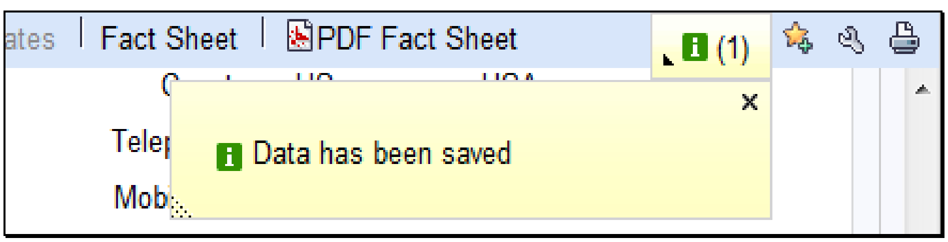
After entering all required customer information (and any optional information provided by the customer), click the "Save" button at the top of the record. This action will:

- validate the entered information against system requirements
- update the Change History tab with the user/time/date of new data creation (paragraph 77)
- save the record in CRM, with a system-assigned BP ID Number and CCID
- replicate the record to SCIMS.

If the data being saved is incomplete or improper, the user will receive an error message and the record will ***not*** be saved until the data is corrected or completed. See Exhibit 8 for BP Error and Warning Messages.

If the entered data is valid and complete, the record will be saved in CRM and the record will be replicated to SCIMS.

Error and success messages can be found in the message area. Following is an example of the message area.




Confirm the SCIMS replication by reviewing the SCIMS Replication Status assignments. See paragraph 63 and Exhibit 9 for additional information.

**Note:** Representative Capacity and Relationship entries do not replicate to SCIMS; therefore, the SCIMS Replication Status tab will not reflect an update following edits to these items.

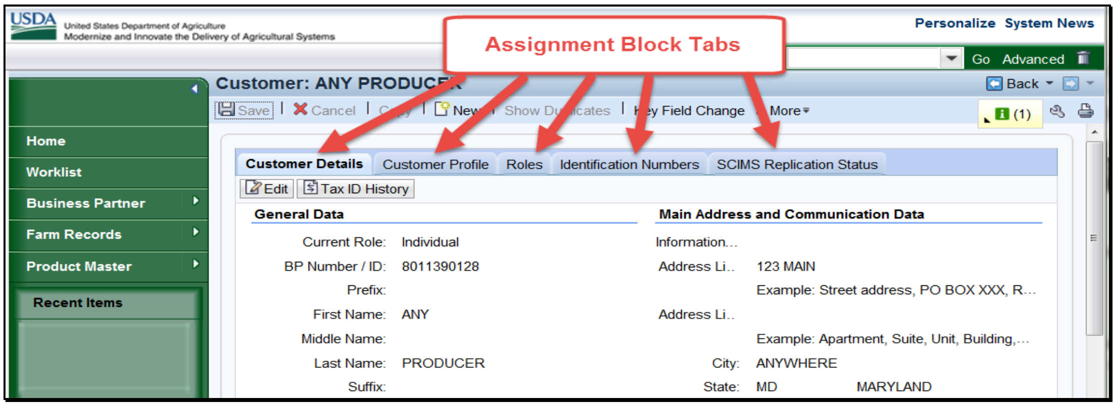
## 51 Assignment Blocks

### A Overview

Within the BP record, data is organized into Assignment Blocks which contain related information. To access each Assignment Block, the user shall click on a tab with the Assignment Block name.

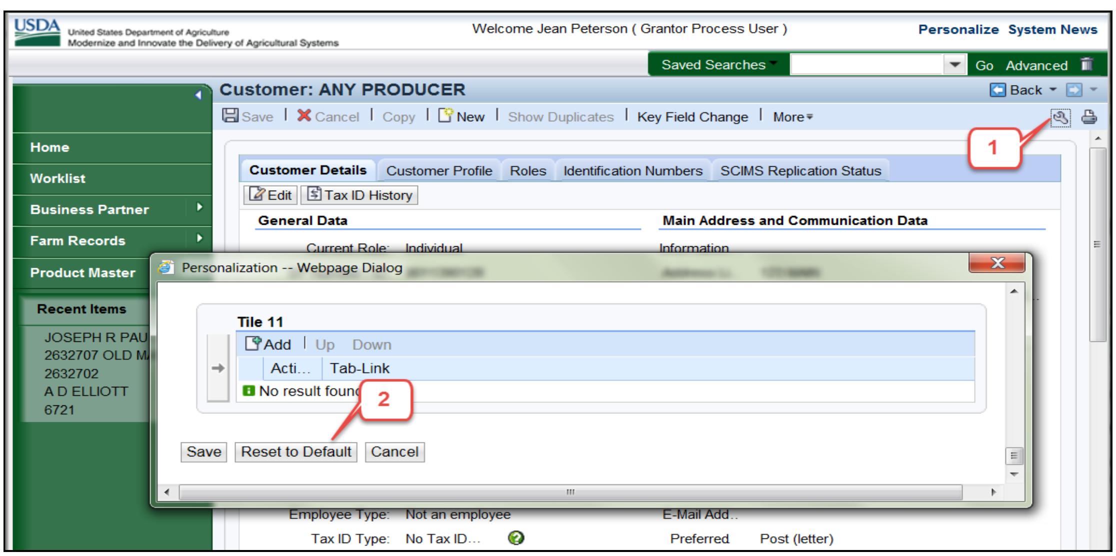
### B Relocating Assignment Blocks

Assignment Blocks can be relocated by dragging and dropping the tab to another location, based on the user's personal preference.




### C Restoring Assignment Block Defaults

To restore the assignment block tabs to their original positions, click the "Personalization Wrench" (1), then "Reset to Default" (2) as follows.




## 52-55 (Reserved)

## 56 Creating New Customer Records

### A Overview

Customer records are necessary for producers to:

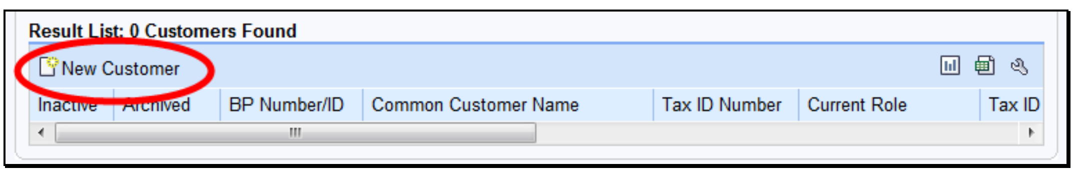
- enroll in or apply for FSA programs
- receive loans or program benefits.

The customer data is captured on the program or loan application form, or from AD-2047 (updates for existing customers).

Before creating a new record, County Offices must first search for an existing customer record. The producer might have an existing record under a different name, in another county, or one that was previously created and has since been inactivated. A National search is always required before creating new customers, using multiple search methods. See paragraph 25 for guidance on Searching for Customer Records.

### B Creating New Customers

After a thorough search has been completed and the County Office has confirmed that an existing record does **not** exist for the customer, a new customer can be entered by selecting the **New Customer** button, as displayed below in the Search Result List.




The Customer: New Screen will be displayed, with three required fields: Current Role, Tax ID Type and Tax ID Number.

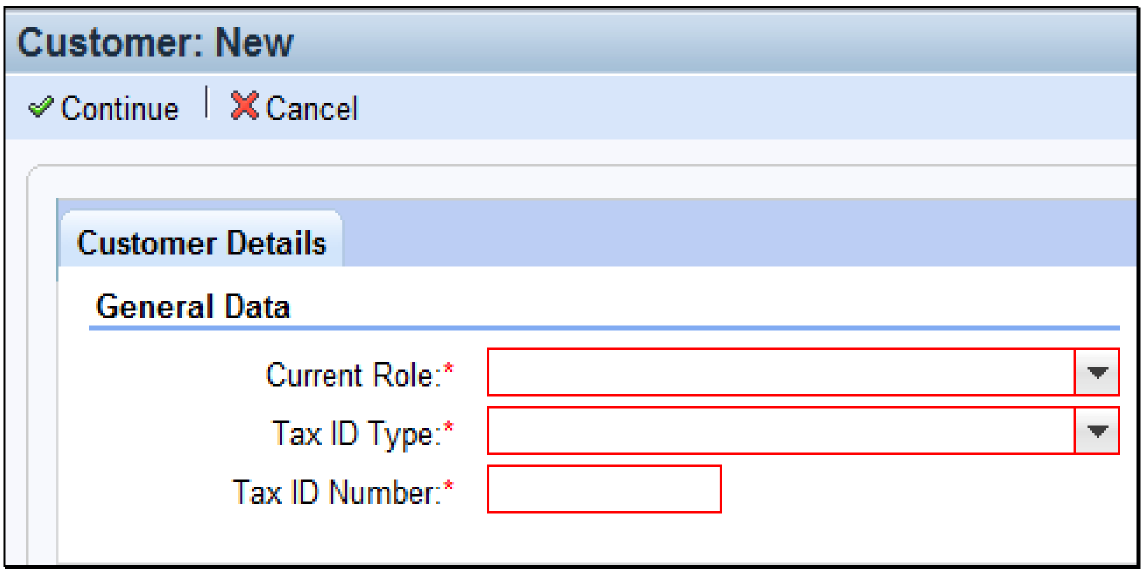
## 57 Customer New Screens

### A Overview

The Customer: New Screens are used for creating a new customer. The Current Role option on this screen will be used to determine which Customer Screen will be displayed for entry of additional fields.

### B Example of Customer New Screen (First Screen)

Following is an example of the first Customer: New Screen.



## 57 Customer New Screens (Continued)

### C Customer New Screen Options

The following table provides the options available on the first Customer: New Screen.

**Note:** Informational messages will appear when data is entered. Error messages begin as soon as any one field is entered and will continue until all fields are complete.

| Field | Description | Action |
|---|---|---|
| Current Role | Drop-down menu containing the following options:<br><br>• Individual<br>• Corporation<br>• Estate<br>• Federal Entity<br>• Financial Institution<br>• General Entity Member<br>• General Partnership<br>• Indian Tribal Venture<br>• Indians Rep by BIA<br>• Indv. Operating Business<br>• Joint Venture<br>• Limited Liability Company<br>• Limited Partnership<br>• News Media<br>• Non-Profit or Tax- Exempt<br>• Public School<br>• State Local Government<br>• Trust - Irrevocable<br>• Trust - Revocable. | Select the current role of the customer being added. |

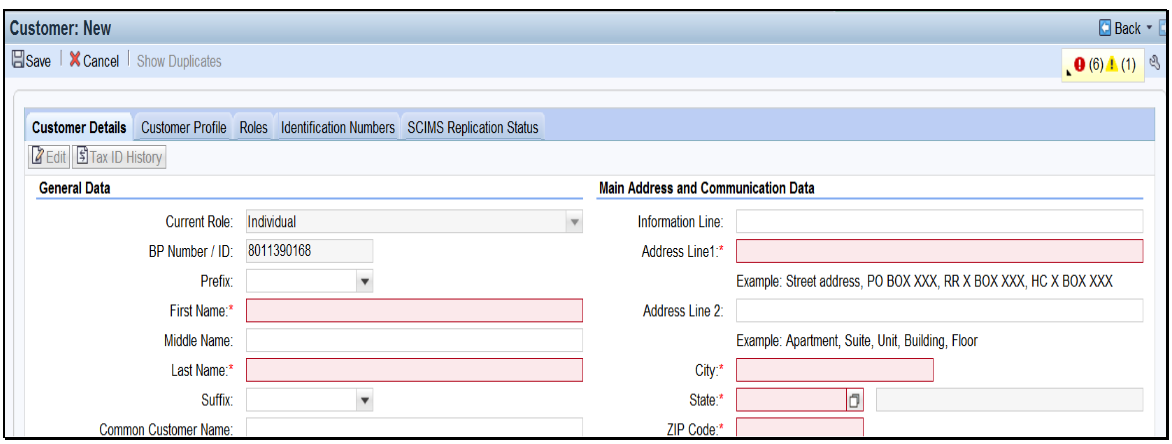
## 57 Customer New Screens (Continued)

### C Customer New Screen Options (Continued)

| Field | Description | Action |
|---|---|---|
| Tax ID Type | Drop-down menu containing the following options:<br><br>• Social Security Number<br>• IRS Number<br>• No Tax ID. | Select the tax ID type of the customer being added. |
| Tax ID Number | Free form entry field for the customer's tax ID number. | Enter the tax ID number of the customer being added. |
| Continue | The information entered on the screen will be saved and the second Customer: New Screen will be displayed to enter the remainder of the required fields. See paragraph 58 for additional information. | |
| Cancel | The information on the screen will not be saved. | |

### D Example of Customer New Screen (Second Screen)

Following is an example of the second Customer: New Screen.




All fields that require data entry will be highlighted in red, marked with an asterisk, or both. The text *Customer: New* will be displayed at the top of the screen until all required data has been entered and the record has been successfully saved.

## 57 Customer New Screens (Continued)

### E Customer New Screen Options (Second Screen)

The following table provides the assignment blocks within the Customer: New Screen that **require** data entry.

| **Assignment Block (Tab)** | **Paragraph Reference** |
|---|---|
| Customer Details | 59 |
| Customer Profile | 60 |
| Program Participation | 73 |
| Associated County | 74 |

Once all required and optional customer data has been entered, save the new customer record according to subparagraph 50 D.

After a successful save, the text **Customer: New,** displayed at the top of the screen will be replaced with **Customer: {Common Customer Name}**.

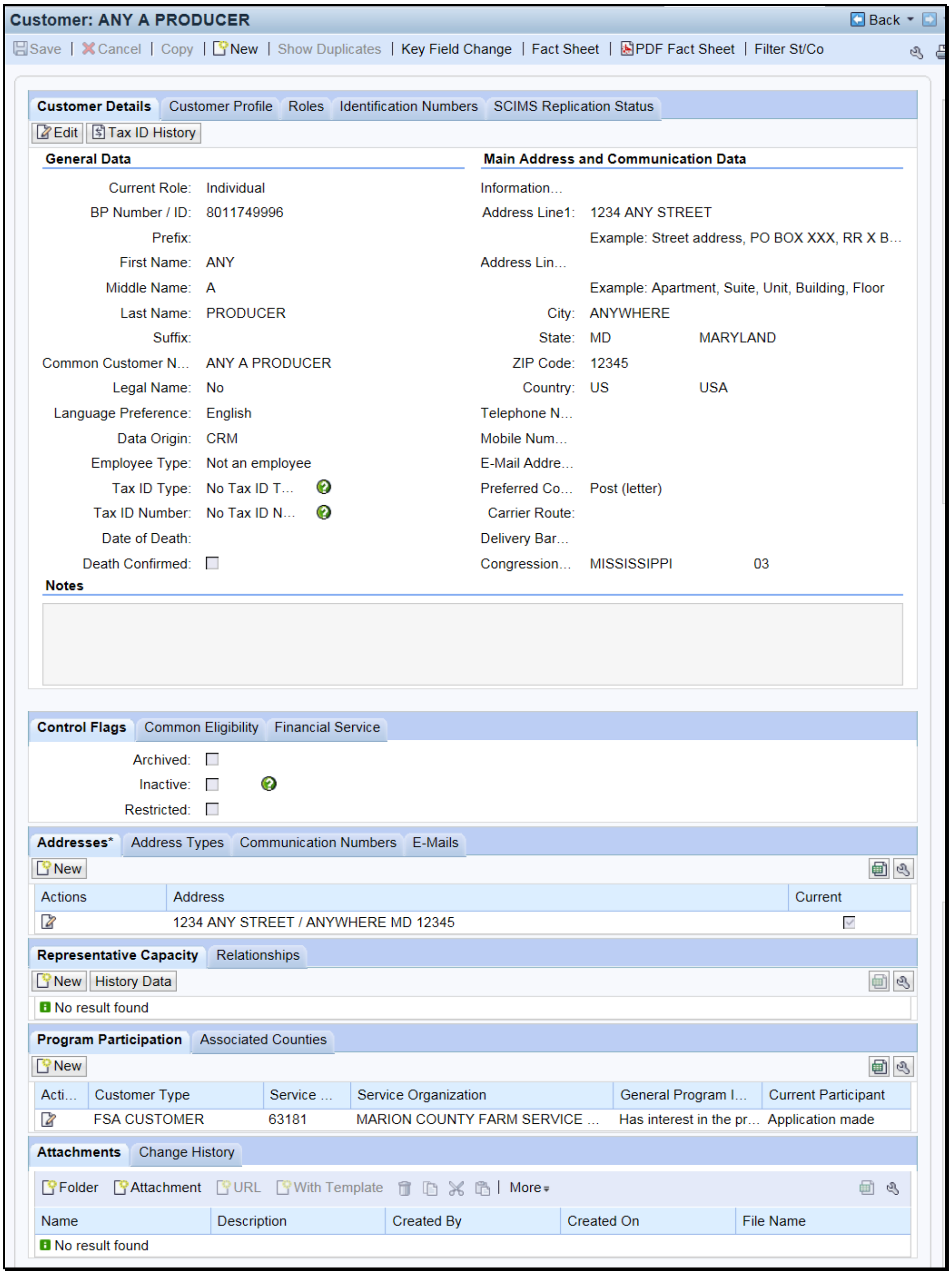
# 58 Customer Screen

## A Overview

The Customer Screen provides the ability to enter additional data for a customer.

## B Customer Screen Example

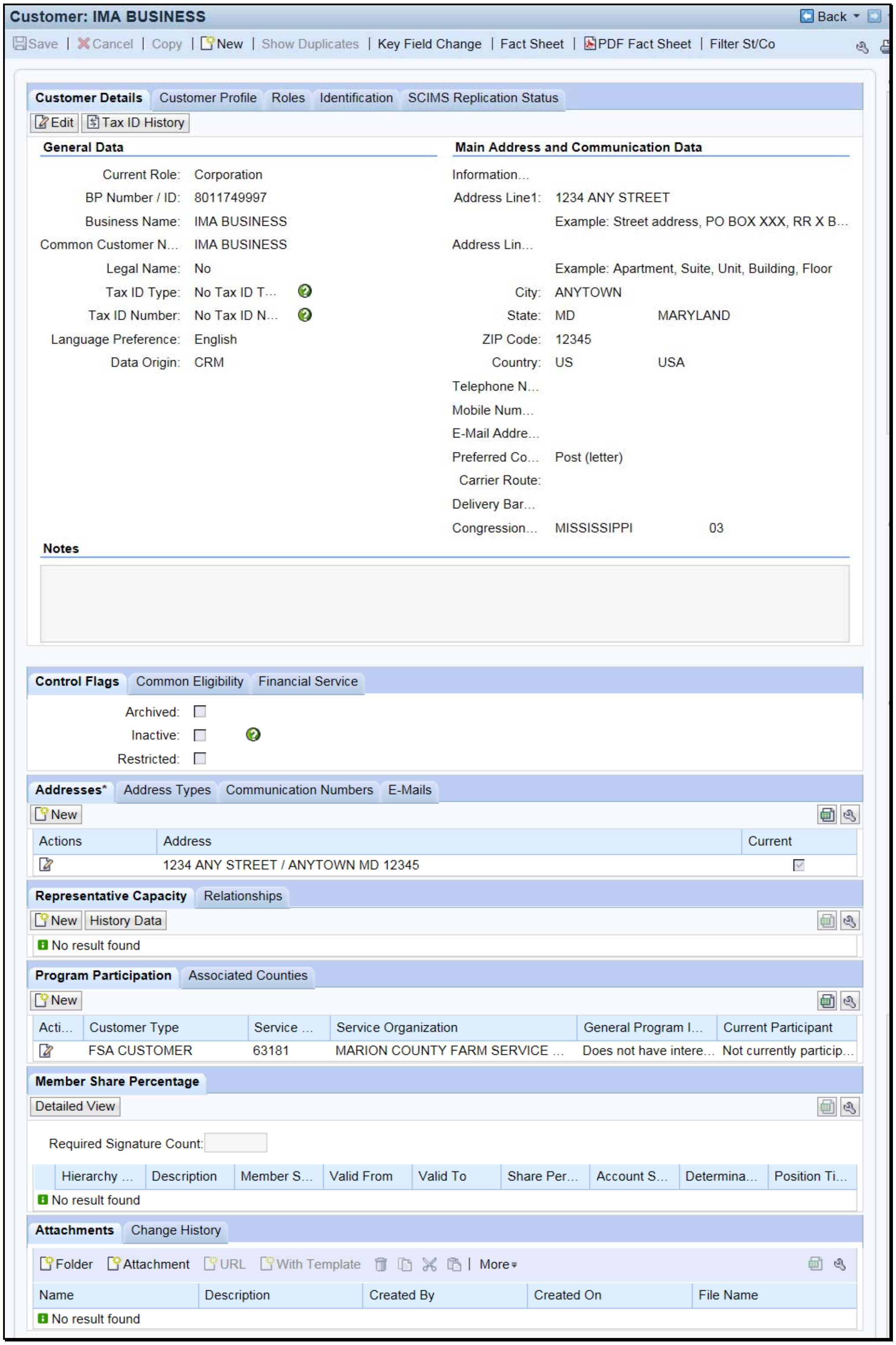
Following is an example of the Customer Screen for an individual customer.



## 58 Customer Screen (Continued)

### B Customer Screen Example (Continued)

Following is an example of the Customer Screen for a business customer.

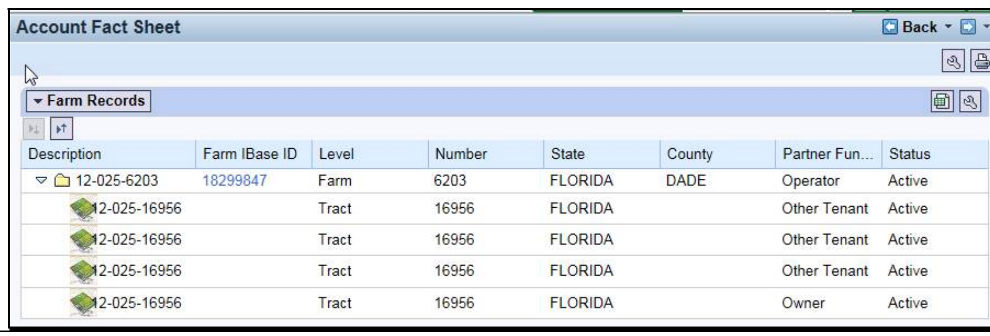


## 58 Customer Screen (Continued)

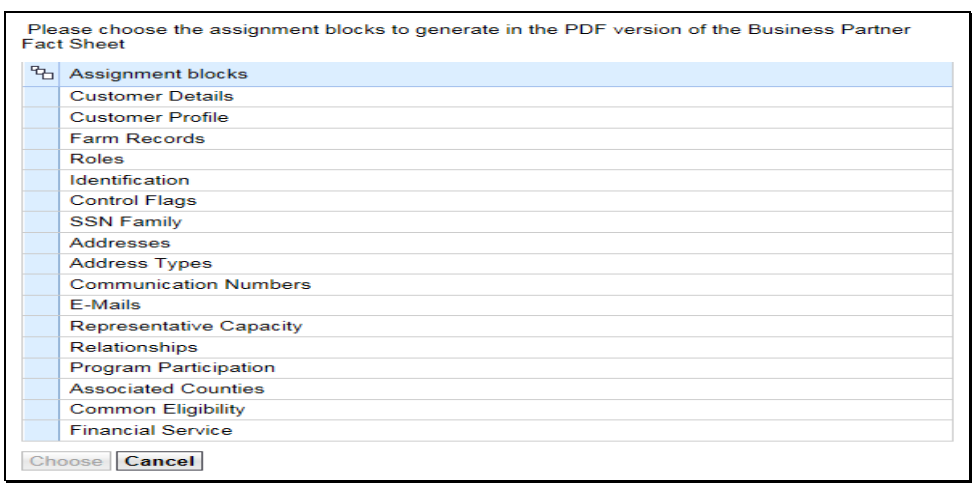
### C Options

The following table provides the options available on the Customer Screen.

<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Save</td><td>Saves changes made to data in the customer record to the database.</td></tr>
<tr><td>Cancel</td><td>Cancels all changes made to the customer record. No changes will be saved.</td></tr>
<tr><td>Copy</td><td>The Copy function is available on records in an SSN Family and allows the user to copy common information from the existing record, to create a new record. The new record becomes an additional member of the SSN Family.<br><br>See Section 5 for additional information.</td></tr>
<tr><td>New</td><td>Allows users to create a new customer record. The Customer: New Screen will be displayed. See paragraph 57 for additional information.</td></tr>
<tr><td>Show Duplicates</td><td>Allows users to view potential duplicate records for the customer, if any have been identified by the system.<br><br>***--Note:** The “Show Duplicates” button will remain greyed out unless a duplicate record is detected by the system. If the button becomes available, the user must click to review detected duplicates before continuing with saving the current record.--*</td></tr>
<tr><td>Key Field Change</td><td>The Key Field Change request will be displayed. See Section 7 for additional information.</td></tr>
<tr><td>Fact Sheet</td><td>The Account Fact Sheet Screen will be displayed listing farms associated with the customer.



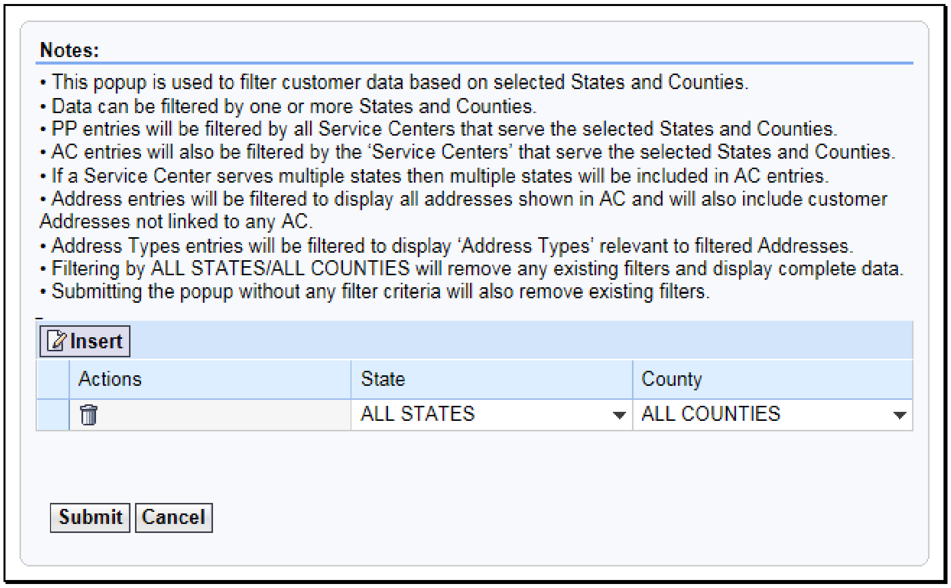
</td></tr>
<tr><td>PDF Fact Sheet</td><td>The Assignment Blocks pop-up will be displayed.




The user shall select the assignment blocks to display on the PDF Fact Sheet and Click “Choose”. The PDF Fact Sheet will be displayed in a separate window.</td></tr>
</table>

## 58 Customer Screen (Continued)

### C Options Continued)

| Option | Description |
|---|---|
| Filter St/Co | The Change State County pop up screen will be displayed.<br><br>Select a "State" and "County" to filter customer data to only include information relevant to a specific State and county.<br><br>**Note:** This filter functionality is helpful when editing very large customer records. |
| Common Eligibility | The Subsidiary Print Screen will be displayed. See 3-PL (Rev. 2) for additional information on printing a Subsidiary Print for a customer. |
| Favorite | Allows user to save customer record as a Favorite, for quick future access. |

## 58 Customer Screen (Continued)

### D Assignment Blocks

The following table provides the assignment blocks available on the Customer Screen.

| Assignment Block | Customer Type | Paragraph Reference |
|---|---|---|
| Customer Details | Individual and Business | Paragraph 59 |
| Customer Profile | Individual and Business | Paragraph 60 |
| Roles | Individual and Business | Paragraph 61 |
| Identification Numbers | Individual and Business | Paragraph 62 |
| SCIMS Replication Status | Individual and Business | Paragraph 63 |
| Control Flags | Individual and Business | Paragraph 64 |
| Financial Service | Individual and Business | Paragraph 65 |
| Addresses | Individual and Business | Paragraph 66 |
| Address Type | Individual and Business | Paragraph 67 |
| Communication Numbers | Individual and Business | Paragraph 68 |
| E-Mails | Individual and Business | Paragraph 69 |
| Representative Capacity | Individual and Business | Paragraph 70 |
| Relationships | Individual and Business | Paragraph 71 |
| SSN Family | Individual and Business | Paragraph 72 |
| Program Participation | Individual and Business | Paragraph 73 |
| Associated Counties | Individual and Business | Paragraph 74 |
| Member Share Percentage | Business | Paragraph 75 |
| Attachments | Individual and Business | Paragraph 76 |
| Change History | Individual and Business | Paragraph 77 |

## 59 Customer Details

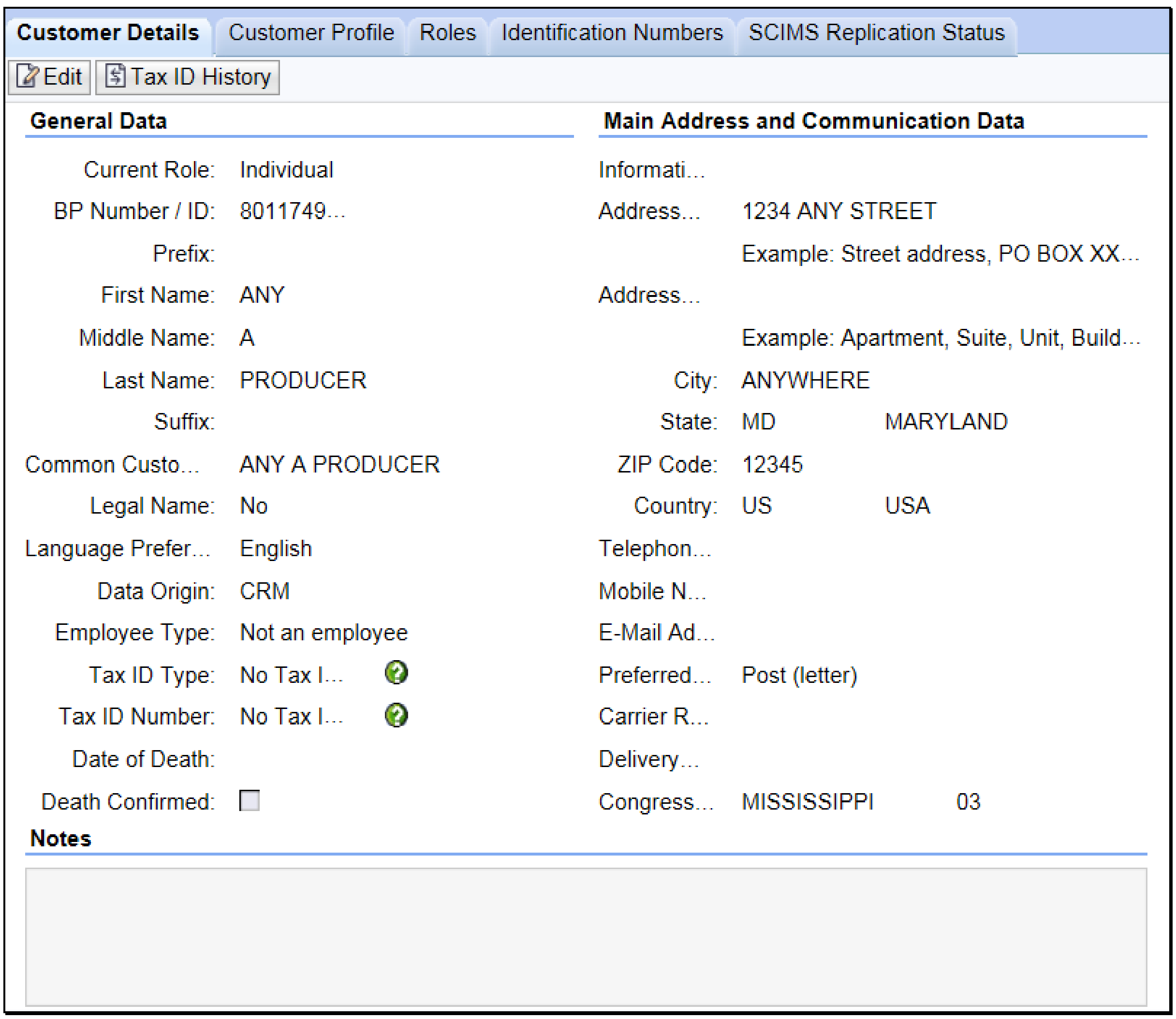
### A Overview

The Customer Details assignment block contains the bulk of the core data about a customer. The assignment block is separated into three sections:

- General Data
- Main Address and Communication Data
- Notes.

### B Example of Customer Details

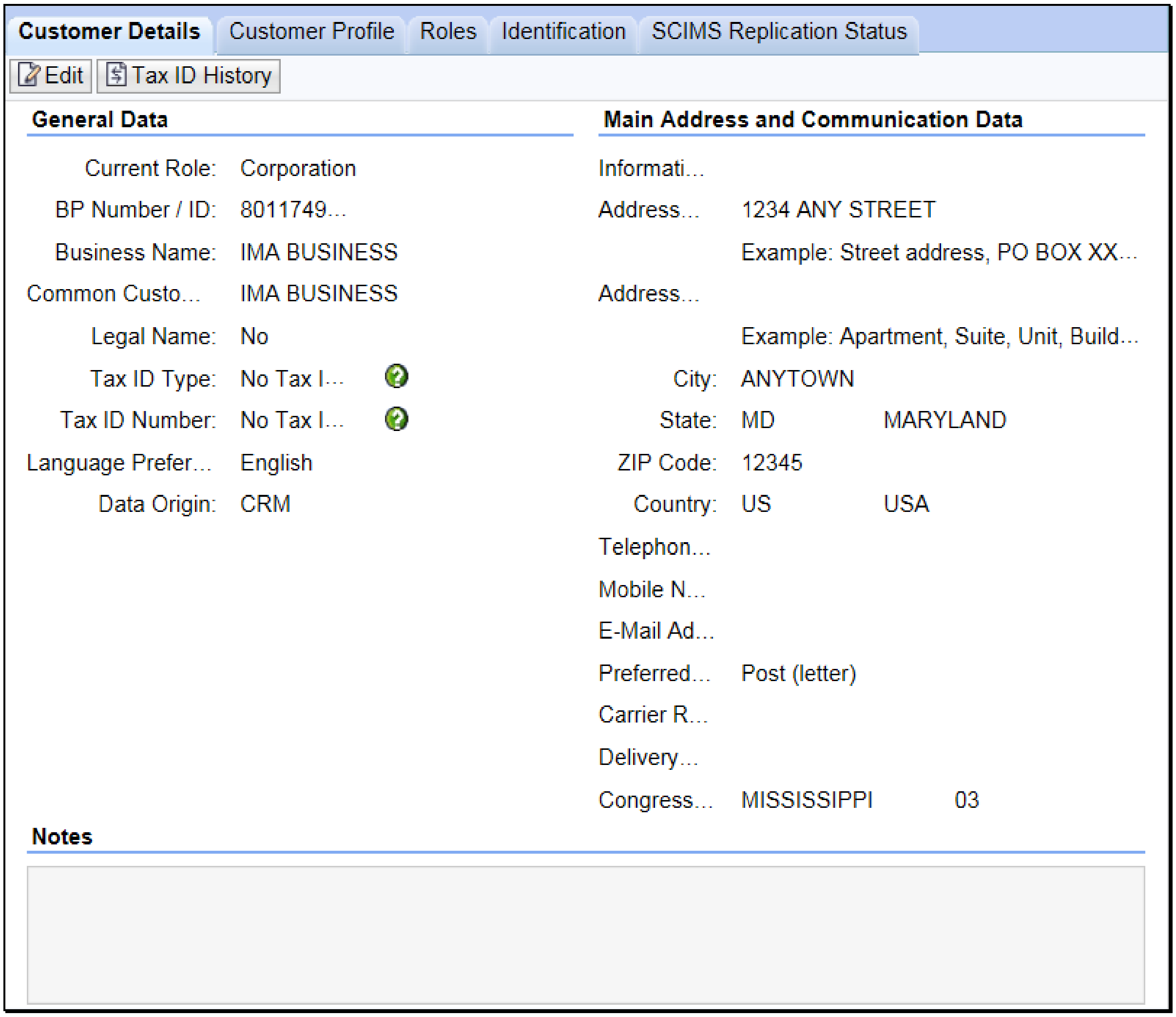
Following is an example of the Customer Details assignment block for an individual.



## 59 Customer Details (Continued)

### B Example of Customer Details (Continued)

Following is an example of the Customer Details assignment block for a business.



## 59 Customer Details (Continued)

### C Fields and Descriptions

The following table contains fields and descriptions in the Customer Details assignment block.

| Field | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Edit | Individual and Business | User selected. | Yes (to edit the record) | Allows the user to edit information in the assignment block. |
| Tax ID History | Individual and Business | User selected. | No | Allows the user to view the customer's tax ID history. |
| **General Data** | | | | |
| Current Role | Individual and Business | User selected during record creation. | Yes | See paragraph 57 for additional information. |
| BP Number/ ID | Individual and Business | System assigned. | Yes | Creation or modification of field is prohibited. |
| Prefix | Individual | User selected. | No | Valid entry areas are as follows:<br><br>• blank<br>• DR<br>• MISS<br>• MR<br>• MRS<br>• MS<br>• REV. |
| First Name | Individual | User entered. | Yes | Only letters, numeric digits, -, ', %, &, /, commas, spaces, and periods are accepted.<br><br>The customer's first name must appear exactly as it does on ***--**their Social Security card, for a successful**--*** IRS validation match. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Middle Name | Individual | User entered. | No | Middle name or initial may be entered.<br><br>Only letters, numeric digits, -, ', %, &, /, commas, spaces, and periods are accepted. |
| Last Name | Individual | User entered. | Yes | Only letters, numeric digits, -, ', %, &, /, commas, spaces, and periods are accepted.<br><br>The customer's last name must appear exactly as it ***--**does on their Social Security card, for a**--*** successful IRS validation match. |
| Suffix | Individual | User selected. | No | Valid entries are:<br><br>• blank<br>• DDS<br>• DVM<br>• Esquire<br>• I<br>• II<br>• III<br>• IV<br>• JR<br>• MD<br>• SR<br>• V. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Business Name | Business | User Entered. | Yes | Only letters, numeric digits,-,',%,&,/, commas, spaces, and periods are accepted.<br><br>The customer's Business Name must appear exactly as it does on IRS documentation, for a successful IRS Validation match. |
| Common Customer Name | Individual and Business | User entered, or system-suggested from First/Middle/Last or Business Name. | Necessary for hyperlink to BP record. | If left blank, the system will default using prefix, first name, middle name, last name, and suffix, as applicable.<br><br>However, the Common Customer Name can and should be modified as necessary for County Office ease of use and customer familiarity. |
| Legal name | Individual and Business | User selected. | Yes | Flag indicating that the First/Middle/Last or Business Name of the customer has been verified as their legal name.<br><br>Valid entries are:<br><br>• Yes<br>• No.<br><br>**Notes:** "Yes" shall only be checked if the customer has completed CCC-10, FSA-2001, FSA-2301, or FSA-2330.<br><br>Do **not** change legal name if they were ever FLP customers without first consulting FLP. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Language Preference | Individual and Business | User selected. | No | Defaulted to "English". |
| Data Origin | Individual and Business | System assigned. | Yes | Indicates whether the customer record was created in and converted from SCIMS or created in CRM.<br><br>Creation or modification of field is prohibited.<br><br>Valid entries are as follows:<br><br>• SCIMS<br>• CRM. |
| Employee Type | Individual | System assigned. | Yes | Using match on SSN, Employee Type indicates whether or not the customer is also an FSA Employee.<br><br>Creation or modification of field is prohibited.<br><br>Valid entries are:<br><br>• Not an Employee<br><br>• FSA Employee and/or Producer.<br><br>**Note:** STC and COC members are considered FSA employees. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Tax ID Type | Individual and Business | User selected. | Yes | Selection options are dependent on customer role. See Exhibit 10 for additional information. Valid selections are:<br><br>• Employer ID Number<br><br>• Federal Government Agency<br><br>• IRS Number<br><br>• No Tax ID Type<br><br>• Social Security Number. |
| Tax ID Number | Individual and Business | User entered. | No | Entry is not required if the tax ID type is "No Tax ID Type". All other tax ID types require a valid tax ID number entry.<br><br>Tax ID number is **required** if the customer wants to receive monetary benefits.<br><br>Entry must be 9 digits, numeric only.<br><br>**Notes:**<br><br>***--**Temporary ID's are prohibited. "No Tax ID" must be used if a valid TIN is not provided by the customer.**--***<br><br>Tax ID's for FLP customer shall **not** be changed without notifying FLP. |

**59 Customer Details (Continued)**

**C Fields and Descriptions (Continued)**

| Field | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Affiliated SSN | Business using an SSN. | System populated from user entry into Tax ID Number field. | No | This field is only displayed for records with a Business Role that share an SSN with another customer record in an SSN Family. |
| IRS Response Code | Individual and Business using an SSN or EIN. | System entered or user selected for manual validation. | Yes | Indicates the response code following an IRS validation on SSN or EIN.<br><br>Code can be modified to "Manually Validated" after two IRS attempts.<br><br>See Section 2 for additional information about IRS validations. |
| IRS Attempts | Individual and Business using an SSN or EIN. | System entered. | Yes | Indicates the number of attempts the system has made to IRS to validate customer name and TIN. |
| Date of Death | Individual | User entered or System updated from date of death workflow. | No | Date can be entered by user or updated by the system upon acceptance of the date of death workflow. See Section 9 for additional information about date of death workflows.<br><br>Valid entry is current or prior date. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Death Confirmed Flag | Individual | User entered or System updated from date of death workflow. | No | Required only if date of death is manually entered by a user.<br><br>**Note:** Users **shall not** wait for the automated Date of Death worklist notification. When the County Office becomes aware of the customer's death, the Date of Death must be loaded and the Death Confirmed flag immediately selected in the customer's Individual BP record.<br><br>A Date of Death entry will put payments on manual handling in NPS. |
| **Main Address and Communication Data** | | | | |
| **Notes:** These address fields are for quick reference when viewing the customer record. Users shall not modify customer addresses in this section. All address additions, deletions, and modifications shall be performed in the Address Assignment Block tab, according to paragraph 66.<br><br>A P.O. Box can be a customer's standard address type; however, a non-P.O. Box address is also necessary to determine the Congressional Voting District. | | | | |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry method | Required | Description |
|---|---|---|---|---|
| Information Line | Individual and Business | User entered. | No | Field used to notate secondary name or c/o (care of). |
| Address Line 1 | Individual and Business | User entered. | Yes | Customer's address.<br><br>**Examples:** Street address, P.O. BOX XXX, RR X BOX XXX, HC X BOX XXX. |
| Address Line 2 | Individual and Business | User entered. | No | Additional line for Customer address.<br><br>**Examples:** Apartment, Suite, Unit, Building, Floor. |
| City | Individual and Business | User entered. | Yes | City Name. For military addresses, valid entry is 'APO'. |
| State | Individual and Business | User entered (Input Help). | Yes | State abbreviation.<br><br>For military addresses, valid entries are 'AA', 'AE' or 'AP'. |
| ZIP Code | Individual and Business | User entered. | Yes | 5-digit zip code. Automated address validation will suggest and provide the correct ZIP+4. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry method | Required | Description |
|---|---|---|---|---|
| Country | Individual and Business | User entered (Input Help). | Yes | Defaults to "US". User can use Input Help to search for and modify the country.<br>For military addresses and ***--**U.S. Territories, valid**--*** entry is 'US'. |
| Telephone Number | Individual and Business | User entered. | No | The customer's 10-digit phone number.<br><br>The telephone number marked as 'Standard' in the Communication Numbers assignment block will be displayed in this field.<br><br>See paragraph 68 for additional information on the Communication Numbers assignment block. |
| Mobile Number | Individual and Business | User entered. | No | The customer's 10-digit mobile number.<br><br>The mobile number marked as "Standard" in the Communication Numbers assignment block will be displayed in this field.<br><br>See paragraph 68 for additional information on the Communication Numbers assignment block. |
| E-Mail Address | Individual and Business | User entered. | No | The customer's e-mail address. The e-mail addresses marked as "Standard" in the E-Mails assignment block will be displayed in this field.<br><br>See paragraph 69 for additional information on the E-Mails assignment block. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry method | Required | Description |
|---|---|---|---|---|
| Preferred Communication Method | Individual and Business | User selected | No | The customer's preferred method of communication.<br><br>Valid entries are:<br><br>• E-mail<br>• Mobile Number<br>• Post (letter)<br>• Telephone.<br><br>***--Note:**<br><br>The "Receive Sensitive Data" flag must be checked on the e-mail tab to set the preferred communication method to "E-Mail". See paragraph 69 for e-mails.--* |
| Carrier Route | Individual and Business | System updated after address validation. | No | The carrier route for the customer's standard address. Not editable. |
| Delivery Bar Code | Individual and Business | System updated after address validation. | No | The delivery bar code for the customer's standard address. Not editable. |
| Congressional Voting District | Individual and Business | System updated after address validation. | Yes (for US addresses only) | The Congressional District of the customer's standard address.<br><br>Automated address validation will suggest and provide the correct congressional voting district or the user can manually enter the congressional voting district. |

## 59 Customer Details (Continued)

### C Fields and Descriptions (Continued)

| Field | Customer Type | Entry method | Required | Description |
|---|---|---|---|---|
| **Notes** | | | | |
| Notes | Individual and Business | User entered. | No | Enter notations about edits users have made to the record and the reason for the edit.<br><br>Entry is not required, but is encouraged to share relevant information about the customer record with other field offices.<br><br>When entering text into the Notes section, users must manually enter the current date and name or initials of the annotator. The system will not automatically enter this information, as it does in the Change History assignment block. |

## 59 Customer Details (Continued)

### D Name Field Examples

Following are examples of the correct use of the name fields in Business Partner.

- Lawrence Jones is known by, and answers to, his nickname "Lefty". Lefty files his taxes using his given name. He should appear in BP as follows:

  - First Name = Lawrence
  - Last Name = Jones
  - Common Customer Name = Lefty Jones.

- John and Layla Smith have a Revocable Trust using John's SSN. In 2015, the Smith family obtained an EIN for the trust. The records should appear in BP as follows.

  **Existing record (using SSN):**

  - Business Name = John and Layla Smith Family Trust
  - Common Customer Name = John and Layla Smith Family Trust 2009-2014.

  **Newly created record (using EIN):**

  - Business Name = John and Layla Smith Family Trust
  - Common Customer Name = John and Layla Smith Family Trust 2015+.

  **Notes:** The existing Trust record with the SSN is a separate and distinct record from the newly created Trust record with the EIN. The only edit required to the existing Trust record with the SSN is the update to the Common Customer Name.

  See Exhibit 11 for additional customer record modification scenarios.

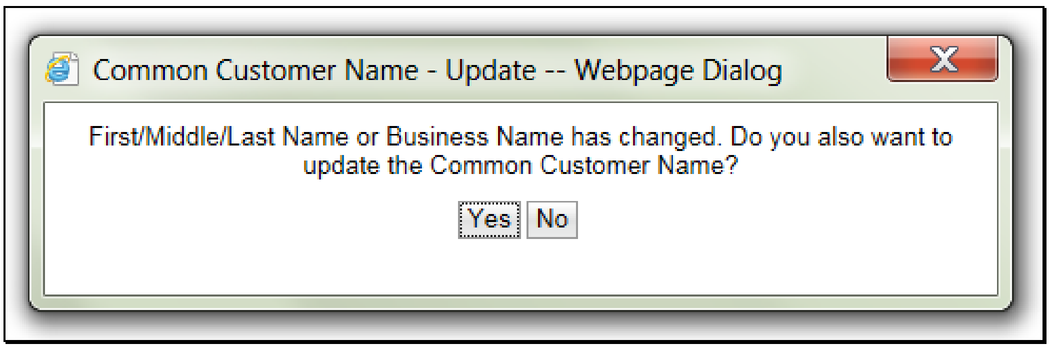
## 59 Customer Details (Continued)

### E Modifying Customer Names

It is occasionally necessary to modify the name(s) in a customer record for one or more of the following reasons:

- County Office error in loading the name
- name correction required to match IRS documents
- marriage or divorce
- adoption.

When any name, except Common Customer Name, is modified, the following dialog box will be displayed in the system.




Select "Yes" to update the Common Customer Name with the modifications made to the other name(s). Select "No" to leave the Common Customer Name unchanged.

### F Appropriate Use of the Common Customer Name

The Common Customer Name is not required to match the First/Middle/Last or Business name, and should be used as appropriate by the County Office to identify the customer. Following are some general examples of when the Common Customer Name should be different than the First/Middle/Last or Business name.

- To notate the customer's self-declared nickname or commonly used name, if different than the First name.

- To differentiate between multiple Business records (such as two Trust records for the same Trust following a TIN change).

- To differentiate between family members with the same name.

See Exhibit 11 for frequent scenarios that require name and/or TIN changes to customer records.

## 59 Customer Details (Continued)

### G Common Customer Name: Fields included by Default

By default, CRM will include all of the following fields in Common Customer Name:

- Prefix
- First Name
- Middle Name
- Last Name
- Suffix.

Only First and Last name are required, but if Prefix, Middle Name, and Suffix are entered, they will be included in the Common Customer Name. The County Office is permitted to modify the Common Customer Name if necessary.

### H Effect of Name Modifications on Payment Systems

Modification of any of the Name fields in Business Partner will **not** impact payments. Only modifications to the TIN, TIN Type, or Role will impact payments. Merges, record Inactivation, and DPE reassignments will also affect payments.

Click "Save" after any Name modifications are completed. Verify the CRM Save and SCIMS Replication according to paragraph 50.

## 60 Customer Profile

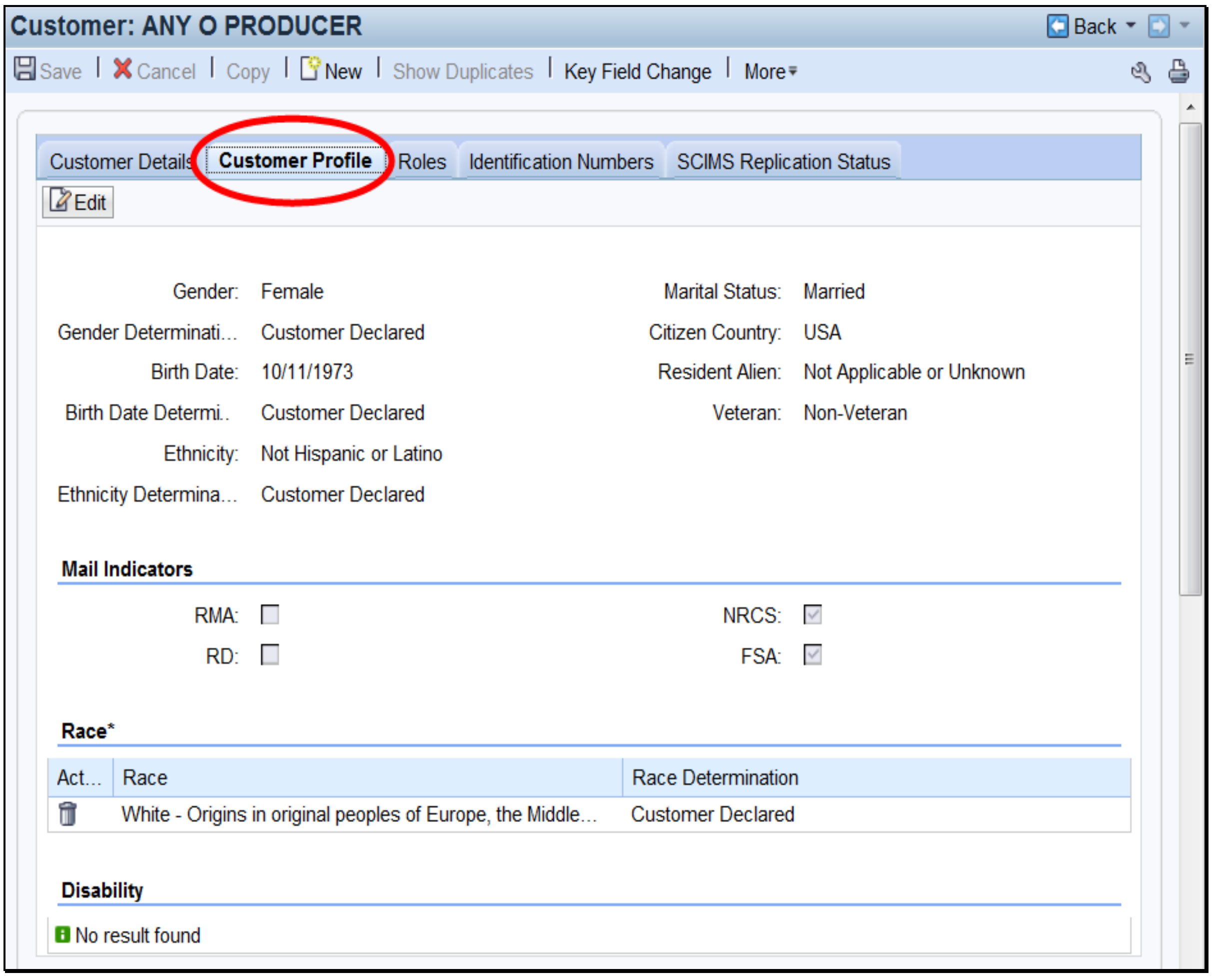
### A Overview

The Customer Profile assignment block contains the customer's:

- demographic and social statistics
- date of birth
- options to receive mail from various USDA agencies.

### B Customer Profile Example

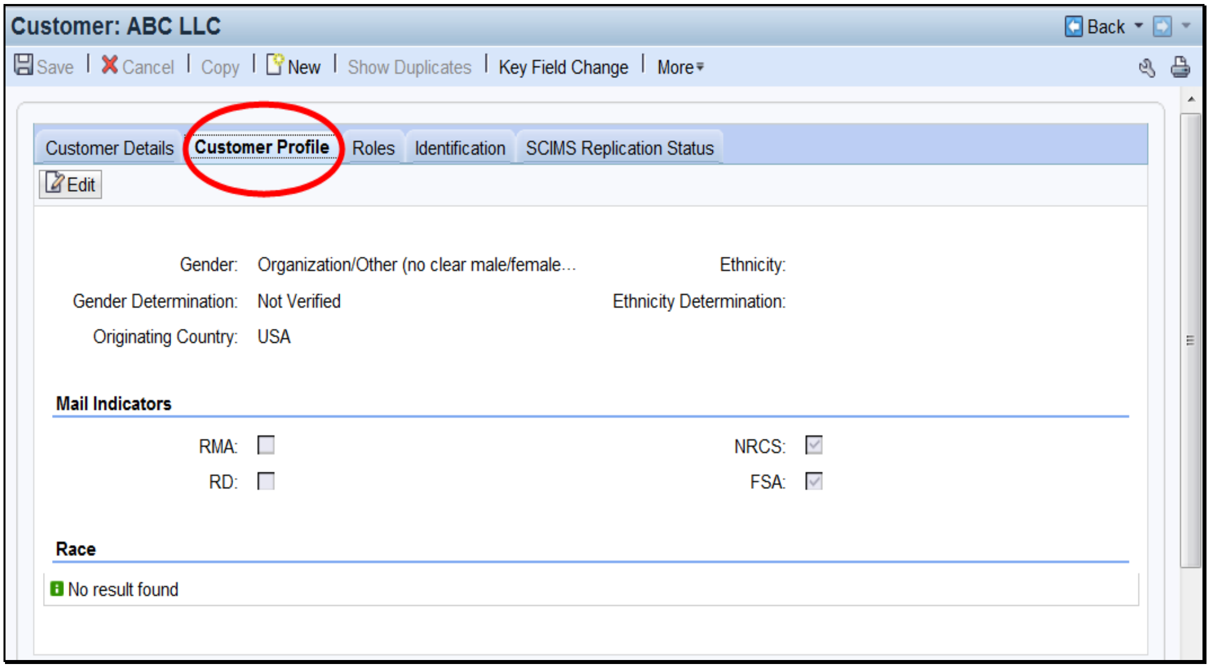
Following is an example of the Customer Profile assignment block for an individual.



# 60 Customer Profile (Continued)

## B Customer Profile Example (Continued)

Following is an example of the Customer Profile assignment block for a business.



## 60 Customer Profile (Continued)

### C Fields and Descriptions

The following table contains fields and descriptions in the Customer Profile assignment block.

<table>
<tr><th>Field/Button</th><th>Customer Type</th><th>Entry Method</th><th>Required</th><th>Description</th></tr>
<tr><td colspan="5">Customer Demographic Data</td></tr>
<tr><td colspan="5">Note: A determination of:<ul><li>"Customer Declared" indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form</li><li>"Not Verified" indicates an unsubstantiated judgment or information obtained through a third party.</li></ul>See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.</td></tr>
<tr><td>Edit</td><td>Individual and Business</td><td>User selected</td><td>Yes (to edit the record)</td><td>Allows the user to edit information in the assignment block.</td></tr>
<tr><td>Gender</td><td>Individual and Business</td><td>User selected.</td><td>Yes</td><td>Valid selections for Individuals:<ul><li>Female</li><li>Male.</li></ul>Valid selections for Businesses:<ul><li>Not applicable or unknown</li><li>Organization/Female Owned</li><li>Organization/Male Owned</li><li>Organization/Other (no clear male/female ownership).</li></ul></td></tr>
</table>

## 60 Customer Profile (Continued)

### C Fields and Descriptions (Continued)

| Field/Button | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Gender Determination | Individual and Business | User selected | Yes. | Valid selections are:<br><br>• Customer Declared<br>• Not Verified. |
| Birth Date | Individual | User entered | Yes for individuals with FLP program participation and minors. | Valid entry is current or prior date. |
| Birth Date Determination | Individual | User selected | Yes if birth date is entered. | Valid selections are:<br><br>• Customer Declared<br>• Not Verified. |
| Ethnicity | Individual and Business | User selected | Yes for individuals. | Valid entries are:<br><br>• Hispanic or Latino<br>• Not Hispanic or Latino. |
| Ethnicity Determination | Individual and Business | User selected. | Yes for individuals. | Valid selections are:<br><br>• Customer Declared<br>• Not Verified. |
| Marital Status | Individual | User selected. | Yes for individuals with FLP program participation. | Valid options are:<br><br>• Divorced<br><br>• Legally Separated (legal separation)<br><br>• Married<br><br>• Not Applicable or Unknown<br><br>• Single – never married<br><br>• Widow(er).<br><br>**Note:** Not Applicable or Unknown is not a valid selection for individuals with FLP program participation. |

## 60 Customer Profile (Continued)

### C Fields and Descriptions (Continued)

| Field/Button | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Citizen Country | Individual | User selected | Yes | Defaults to 'USA' but can be modified. |
| Resident Alien | Individual | User selected | Yes | Valid selections are:<br><br>• Not a U.S Citizen or not a legal resident<br><br>• Not a U.S Citizen but is a legal resident<br><br>• Not Applicable or Unknown. |
| Veteran | Individual | User selected | Yes for individuals with FLP program participation. | Valid selections are:<br><br>• Non-Veteran<br><br>• Not Applicable or Unknown<br><br>• Veteran.<br><br>**Note:** Not Applicable or Unknown is not valid for records with FLP program participation. |

## 60 Customer Profile (Continued)

### C Fields and Descriptions (Continued)

| Field/Button | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| Originating Country | Business | User Selected | No. | The Country of origin for a foreign entity. Defaulted to "USA" but can be modified.<br><br>**Note:** A foreign entity is a corporation, trust, estate, or other similar organization, that has more than 10 percent of its beneficial interest held by individuals who are not:<br><br>• citizens of the U.S.<br><br>• lawful aliens possessing a valid Alien Registration Receipt Card (Form I-551).<br><br>See 1-PL, subparagraph 236 A; 4-PL, subparagraph 108 A; and 5-PL for additional information. |
| **Mail Indicators** | | | | |
| RMA<br>NRCS<br>RD<br>FSA | Individual and Business | User selected | No | Displays the customer's preference to receive mail from one or more USDA agencies.<br><br>Customer elected by completing AD-2047, items 4 and 5.<br><br>By default, NRCS and FSA are selected.<br><br>*****--Upon confirmation of death, all mail indicator flags are automatically unchecked from the Individual Customer Record.--***** |

## 60 Customer Profile (Continued)

### C Fields and Descriptions (Continued)

| Field/Button | Customer Type | Entry Method | Required | Description |
|---|---|---|---|---|
| **Race** | | | | |
| **Note:** A determination of:<br><br>• "Customer Declared" indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form<br><br>• "Not Verified" indicates an unsubstantiated judgment or information obtained through a third party.<br><br>See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data. | | | | |
| Race | Individual and Business | User selected. | Yes for individual. | Multiple races may be selected. Valid selections are:<br><br>• American Indian or Alaska Native (includes origins of Central & South America)<br><br>• Asian – Far East, SE Asia, or Indian Subcontinent (includes Japan & Philippines)<br><br>• Black or African American. African American indicates origins in black racial groups<br><br>• Native Hawaiian or Other Pacific Islander. Origins of Hawaii, Guam, & Samoa<br><br>• White – Origins in original peoples of Europe, the Middle East, N Africa. |

## 60 Customer Profile (Continued)

### C Fields and Descriptions (Continued)

<table>
<tr><th>Field/Button</th><th>Customer Type</th><th>Entry Method</th><th>Required</th><th>Description</th></tr>
<tr><td>Race Determination</td><td>Individual and Business</td><td>User selected.</td><td>Yes</td><td>Valid selections are:<br><br>• Customer Declared<br>• Not Verified.</td></tr>
<tr><td colspan="5">Disability</td></tr>
<tr><td colspan="5">Note: A determination of:<br><br>• “Customer Declared” indicates customer declaration on SF-256<br><br>• “Not Verified” indicates an unsubstantiated judgment or information obtained through a third party.<br><br>See 1-CM, paragraph 199 for documenting customer declared race, ethnicity and gender data.</td></tr>
<tr><td>Disability Type</td><td>Individual</td><td>User selected.</td><td>No, unless the individual is an FSA or Service Center employee</td><td>Multiple disabilities may be selected. Valid selections are listed on form SF-256.<br><br>See 1-CM, Exhibit 13 for additional information.</td></tr>
<tr><td>Disability Determination</td><td>Individual</td><td>User selected.</td><td>Yes if disability is selected</td><td>Valid selections are:<br><br>• Customer Declared<br>• Not Verified.</td></tr>
</table>

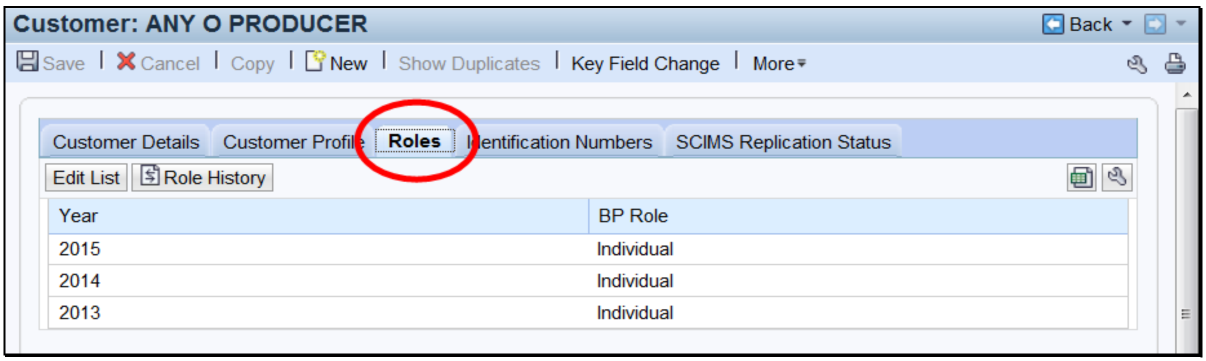
# 61 Roles

## A Overview

The Roles assignment block contains the customer's current and prior year business roles. By default, the 3 most current years are created with a new record.

## B Roles Example

Following is an example of the Roles assignment block.

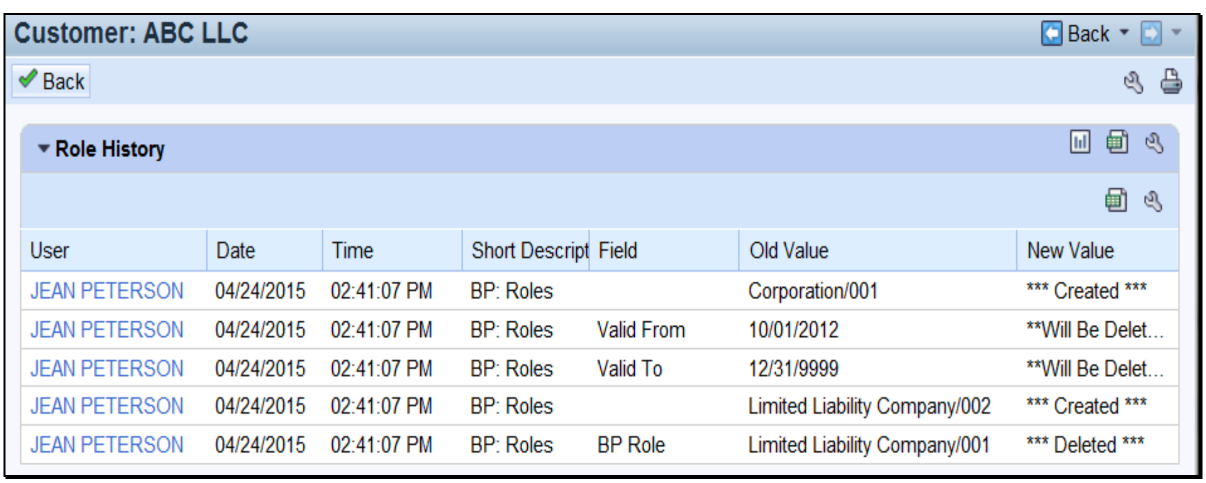



## C Action

Current and prior year roles can be modified by clicking the "Edit List" button. County Office users can modify the current year role only. SSO's are permitted to add and modify current year and prior year roles.

**Note:** Customers with a role of "Individual" can never be modified to anything else. Role changes are only permitted for businesses.

The historical changes made to the current or prior year role can be viewed by clicking the "Role history" button. Following is an example of the Role History Screen.



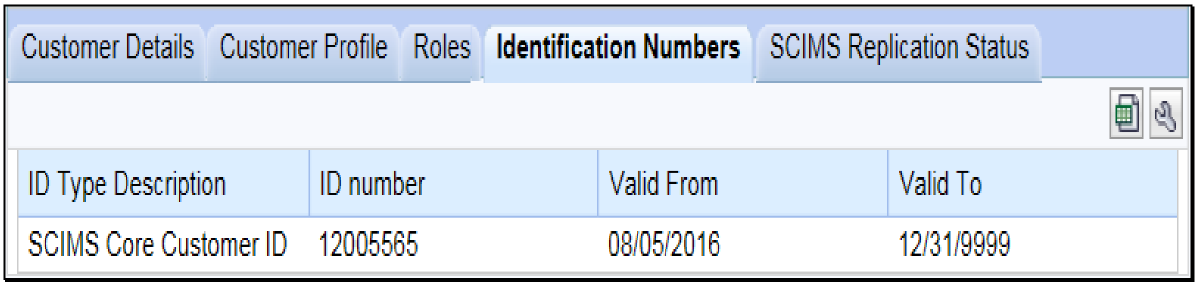
## 62 Identification Numbers

### A Overview

The Identification Numbers assignment block displays important reference numbers and ID's about the customer record. All data in the Information Numbers Assignment Block is view-only, no edits are permitted.

### B Identification Numbers Example

Following is an example of the Identification Numbers assignment block.




### C Fields/Descriptions

The following table provides the fields and descriptions for the Identification Numbers assignment block.

| Field | Description |
|---|---|
| ID Type Description | The type of customer ID. Valid options are:<br><br>• SCIMS Core Customer ID<br>• Losing Business Partner ID<br>• Winning Business Partner ID.<br><br>See subparagraph D for additional information. |
| ID number | The ID number associated with the ID type. |
| Valid From | The date that the ID number became valid. |
| Valid To | The date that the ID number will no longer be valid. |

## 62 Identification Numbers (Continued)

### D ID Type Descriptions

The following table provides additional information about the ID types.

| ID Type | Displayed | Description |
|---|---|---|
| SCIMS Core Customer ID | Always. | The SCIMS Core Customer ID is the unique number assigned to a customer record. Also known as CCID, this unique number is system-assigned to each record. |
| Losing Business Partner ID | On a *winning* record, following a BP merge. | The BP ID Number displayed is a reference to the losing BP record with which the specific (winning) record was merged. Clicking on the blue hyperlinked Losing Business Partner ID number will display the losing record, which has been archived. See Section 6 for additional information on merged records.<br><br>**Notes:** This is a hyperlinked reference to a *different* BP record from the one being viewed.<br><br>If the merge was performed in SCIMS, before the MIDAS Release 1 in April 2013, the Losing Business Partner ID will display the CCID instead of the BP ID Number. |
| Winning Business Partner ID | On a *losing* record, following a BP merge. | The BP ID Number displayed is a reference to the winning BP record with which the specific (losing) record was merged. Clicking on the blue hyperlinked Winning Business Partner ID number will display the winning record, which is now the master record for the customer. See Section 6 for additional information on merged records.<br><br>**Note:** This is a hyperlinked reference to a *different* BP record from the one being viewed. |

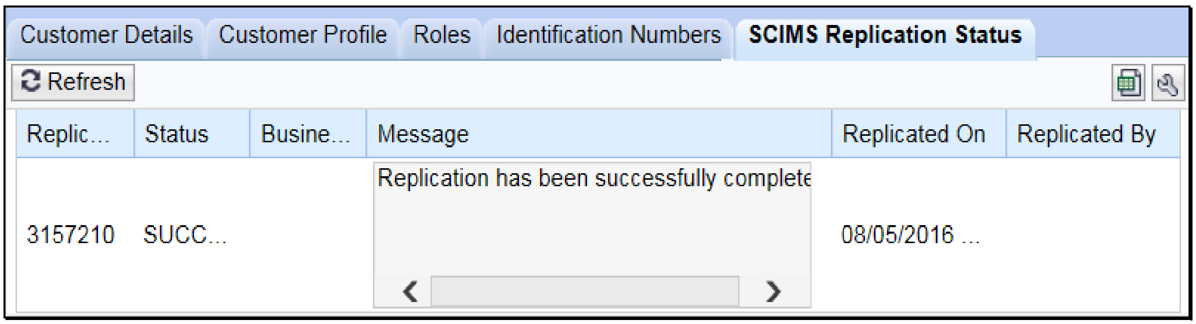
# 63 SCIMS Replication Status

## A Overview

The SCIMS Replication Status assignment block displays information about the latest replication with SCIMS and the status of the transmission.

## B SCIMS Replication Status Example

Following is an example of the SCIMS Replication Status assignment block.




## C Fields/Descriptions

The following table provides the fields and descriptions in the SCIMS Replication Status assignment block.

| Field/Button | Description |
|---|---|
| Refresh | Allows the user to refresh the status. |
| Replication ID | A unique log ID number documenting the transmission. |
| Status | Will display one of the following:<br><br>• Success<br>• On Hold<br>• Failed.<br><br>**Note:** Success statuses expire after 14 days. On Hold and Failed statuses remain visible until the next Replication attempt. |
| Business Rule | References the business rule number that caused the replication to fail.<br><br>**Note:** See Exhibit 9 for a full list of SCIMS replication error messages and business rules. |
| Message | Information about the status or details about the business rule/system validation that caused the record to 'Fail' or be put 'On Hold'. |
| Replicated On | The date and time of the replication or replication attempt. |
| Replicated By | The name of the user that saved the record. |

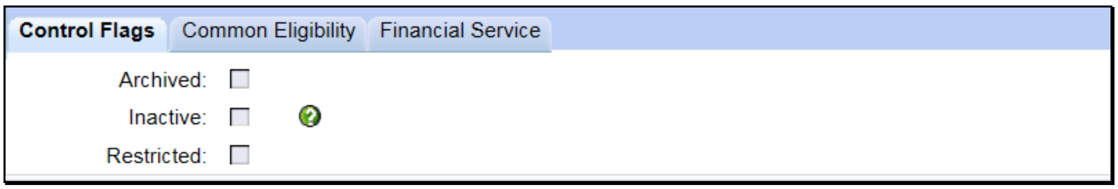
# 64 Control Flags

## A Overview

The Control Flags assignment block contains flags associated with the Business Partner record.

## B Control Flags Example

Following is an example of the Control Flags assignment block.




## C Fields/Descriptions

The following table provides fields and descriptions for the Control Flags assignment block.

| Control Flag | Description | Reference |
|---|---|---|
| Archived | If checked, the record has been identified as the losing record in a BP merge. As a result, the record:<br><br>• shall not be edited in BP, except for revocation of Representative Capacity<br><br>• was permanently deleted in SCIMS.<br><br>Users cannot set or uncheck the Archived flag.<br><br>**Note:** All Archived customer records have a coordinating "Winning" record that is used to manage the customer's information. The Winning record shall be used for all customer activity/maintenance. | See:<br><br>• Section 6 for additional information on merged records<br><br>• paragraph 62 to locate the winning record for the archived record. |

## 64 Control Flags (Continued)

### C Fields/Descriptions (Continued)

<table>
<tr><th>Control Flag</th><th>Description</th><th>Reference</th></tr>
<tr><td>Inactive</td><td>If checked, the record was approved by the SSO to be flagged as inactive.<br><br>A KFC request is required for the SSO to set the Inactive flag, inactivating the customer. However, inactive customer records can be reactivated at any time directly by the county Office according to the following steps.<br><br>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Open the applicable BP customer record.</td></tr>
<tr><td>2</td><td>Click “Edit”.</td></tr>
<tr><td>3</td><td>Uncheck the inactive flag.</td></tr>
<tr><td>4</td><td>Delete the “Inactive Customer” Program Participation entry.</td></tr>
<tr><td>5</td><td>Load a valid Program Participation entry.</td></tr>
<tr><td>6</td><td>Load an Associated County, if applicable.</td></tr>
<tr><td>7</td><td>Add a note to document the actions.</td></tr>
<tr><td>8</td><td>CLICK “Save”.</td></tr>
</table></td><td>See Section 7 for KFC Requests.</td></tr>
<tr><td>Restricted</td><td>If checked, the record has been identified as a restricted customer and edits to the following fields are prohibited:<br><br>• Business Name<br>• Business Type<br>• ID Number<br>• Tax ID Type.<br><br>County Office and State Office users cannot set or uncheck the Restricted flag.</td><td>Contact the National Office if edits are required.</td></tr>
</table>

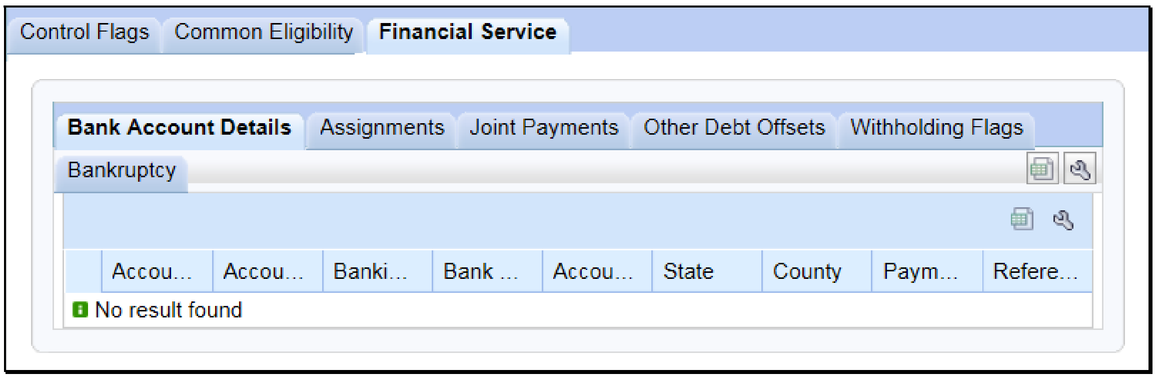
## 65 Financial Service

### A Overview

The Financial Service assignment block displays customer financial data. All data in the Financial Service assignment block is displayed by an interface from the Financial Services application and is not editable in BP. The Financial Services application continues to be the System of Record/System of Entry for this data. See 63-FI for additional information.

### B Financial Service Example

Following is an example of the Financial Service assignment block.




### C Sub-Tabs

The following table provides the sub-tabs for the Financial Service assignment block.

**Note:** All data on these tabs is view-only and **cannot** be modified in BP. All updates and modifications to this data must be performed in the Financial Services application. See 63-FI.

| Sub-Tab | Description |
|---|---|
| Bank Account Details | Bank direct deposit information. |
| Assignments | Assignment of a payment to a third party according to SF-3881. Payments are assigned by the producer to the third party on CCC-36. |
| Joint Payments | Payments are made jointly to a person or entity with the producer. Joint payment authorizations are executed on CCC-37. |
| Other Debt Offsets | Debts to other federal agencies. |
| Withholding Flags | Voluntary or involuntary withholdings are required on certain payments to taxpayers identified by IRS with specified Federal payment. |
| Bankruptcy | Will contain information if County Office has received notice of bankruptcy filing. |

## 66 Addresses

### A Overview

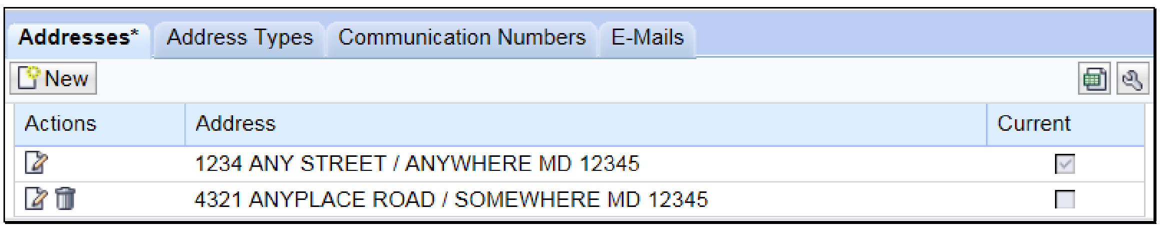
The Addresses assignment block contains all addresses that are associated with the customer. An unlimited number of addresses are permitted. All address maintenance should be performed from this Assignment Block, including:

- creating new addresses
- modifying existing addresses
- deleting addresses.

***--**When creating a new address, the user must manually link the new address to all associated counties, if applicable. See paragraph 74 for associated counties.**--***

### B Addresses Example

Following is an example of the Addresses assignment block.




### C Customer Addresses

The following table provides fields and descriptions for the Addresses assignment block.

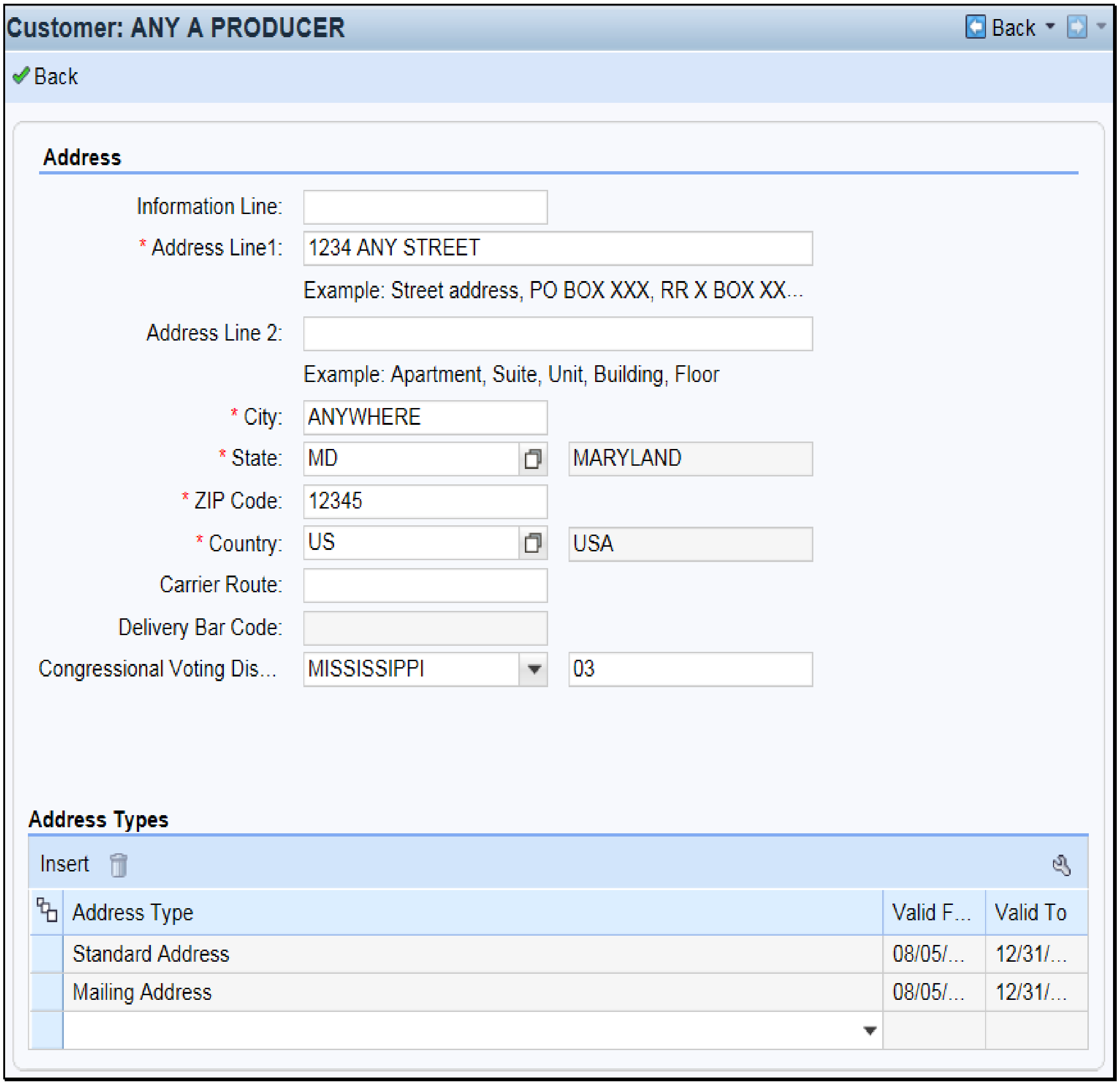
| Field/Button | Description |
|---|---|
| New | The customer address screen will be displayed. See subparagraph D. |
| Actions | Edit displays the customer address screen. See subparagraph D.<br><br>Delete will delete the address line. |
| Address | The concatenated address that was entered on the customer address screen. |
| Current | A customer can have an unlimited number of addresses but one must be flagged as "Current".<br><br>The address marked as "Current" will be the only address listed without the delete option. |

**Note:** User shall enter the County Office's address if the customer's address is ***--**unknown. If the County Office address is entered, uncheck all mail indicator flags in the Customer Profile according to subparagraph 60 C.**--***

## 66 Addresses (Continued)

### D Customer Address Example

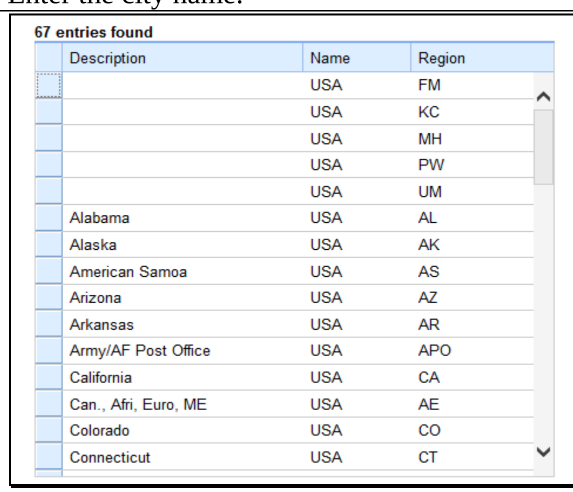
Following is an example of the Customer Address Screen.



## 66 Addresses (Continued)

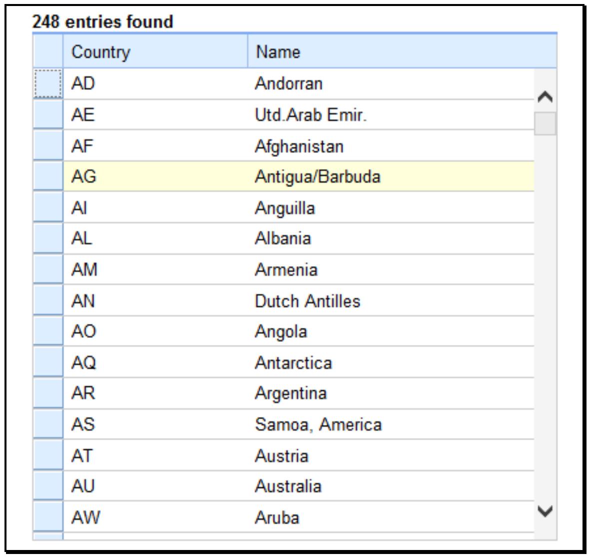
### E Fields/Descriptions

The following table provides the fields and descriptions for the Customer Address Screen.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Back</td><td>Returns the user to the customer record.  Will also trigger the USPS address validation.  See subparagraph F.</td></tr>
<tr><td colspan="2">Address</td></tr>
<tr><td>Information Line</td><td>This field is used if the “Delivery Address Line” field has a secondary name or c/o.<br><br>Example: Any Producer<br>c/o That Producer<br>1234 Main Street<br>Anywhere, MD 99999</td></tr>
<tr><td>Address Line 1</td><td>Enter the address for the customer using 1 of the following:<ul><li>Street address</li><li>P.O. Box XXX</li><li>RR X BOX XXX</li><li>HC X Box XXX.</li></ul></td></tr>
<tr><td>Address Line 2</td><td>Enter additional information for a customer address, such as:<ul><li>Apartment</li><li>Suite</li><li>Building</li><li>Floor.</li></ul></td></tr>
<tr><td>City</td><td>Enter the city name.</td></tr>
<tr><td>State</td><td>
67 entries found
<table>
<tr><th>Description</th><th>Name</th><th>Region</th></tr>
<tr><td></td><td>USA</td><td>FM</td></tr>
<tr><td></td><td>USA</td><td>KC</td></tr>
<tr><td></td><td>USA</td><td>MH</td></tr>
<tr><td></td><td>USA</td><td>PW</td></tr>
<tr><td></td><td>USA</td><td>UM</td></tr>
<tr><td>Alabama</td><td>USA</td><td>AL</td></tr>
<tr><td>Alaska</td><td>USA</td><td>AK</td></tr>
<tr><td>American Samoa</td><td>USA</td><td>AS</td></tr>
<tr><td>Arizona</td><td>USA</td><td>AZ</td></tr>
<tr><td>Arkansas</td><td>USA</td><td>AR</td></tr>
<tr><td>Army/AF Post Office</td><td>USA</td><td>APO</td></tr>
<tr><td>California</td><td>USA</td><td>CA</td></tr>
<tr><td>Can., Afri, Euro, ME</td><td>USA</td><td>AE</td></tr>
<tr><td>Colorado</td><td>USA</td><td>CO</td></tr>
<tr><td>Connecticut</td><td>USA</td><td>CT</td></tr>
</table>
Select the State by clicking the blue box before the State name.</td></tr>
<tr><td>ZIP Code</td><td>Enter the first 5 digits of the ZIP Code.</td></tr>
</table>

## 66 Addresses (Continued)

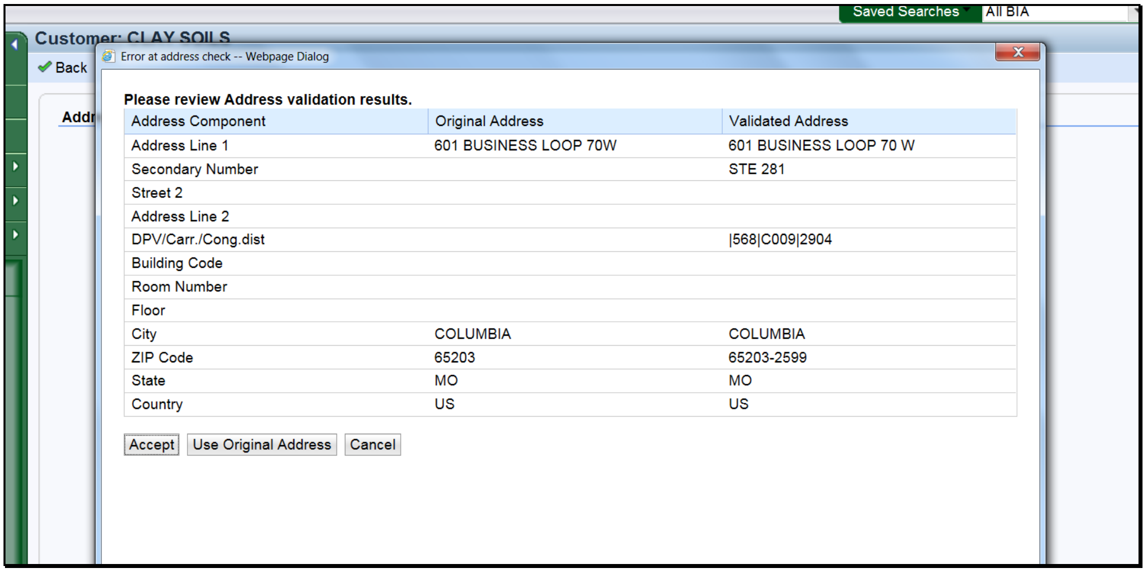
### E Fields/Descriptions (Continued)

| Field | Description/Action |
|---|---|
| Country | Select the input help button to display the Search Help Screen.<br><br>Select the Country by clicking the blue box before the Country name. |
| Carrier Route | Enter the alphanumeric code assigned by USPS. This is automatically added during address validation. |
| Delivery Bar Code | A set of digits assigned to every address. This is automatically added during address validation. |
| Congressional Voting District | Select the State and enter the numeric code that applies to the voting district. |
| **Address Types** | |
| Insert | Adds a new blank line to allow users to select additional address types. |
| Address Type | Choose the type of address by selecting from the following:<br>• Billing Address<br>• Mailing Address<br>• Shipping Address<br>• Standard Address<br>• Street Address.<br><br>Each address can have multiple address types. |
| Valid From<br>Valid To | Identifies the period of time that an address is valid.<br><br>Automatically updated by the system and not editable by users. |

## 66 Addresses (Continued)

### F USPS Address Validation

The address validation will occur after the address is loaded and the Enter key is pressed, or user clicks "✓ Back". The following screen will be displayed.




Address Validation will automatically confirm and standardize the partial or incorrect address using USPS validation standards. The address validation and standardization is critical to reduce mailing costs associated with undeliverable mail.

The Validated Address will include:

- spelling or abbreviation corrections
- proper format of secondary number (for example: Suite or Apt number)
- the +4 ZIP code
- the delivery point validation code, carrier route, and Congressional voting district.

CLICK "Accept" to save the validated address to the customer's record. If "Use Original Address" is clicked, the validated address will be ignored.

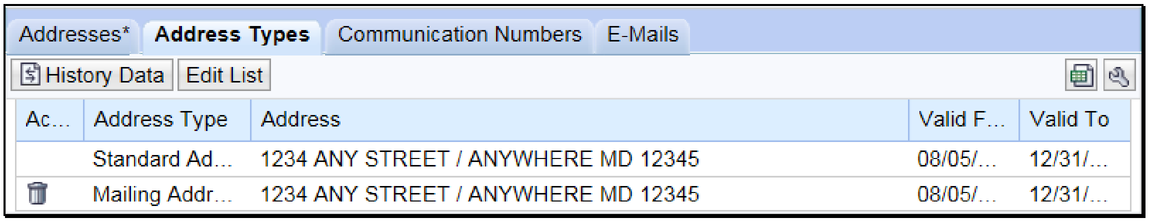
## 67 Address Types

### A Overview

The Address Types assignment block displays the address types for the recorded addresses.

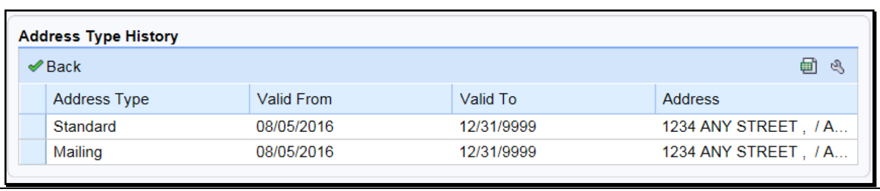
### B Address Types Example

Following is an example of the Address Types assignment block.




### C Fields/Descriptions

The following table provides the fields and descriptions for the Address Types assignment block.

| Field/Button | Description |
|---|---|
| History Data | The following Address Type History Screen will be displayed.<br><br> |
| Edit List | Allows the user to modify the address type. |
| Action | Delete will delete the address type line. |
| Address Type | See subparagraph D for additional information on address types. |
| Address | The address assigned the address type. |
| Valid From<br>Valid To | The validity dates are used to identify the time period that an address is valid for. The Validity dates are not editable by the user but can be used to identify when the address was loaded and when the address type was changed. |

## 67 Address Types (Continued)

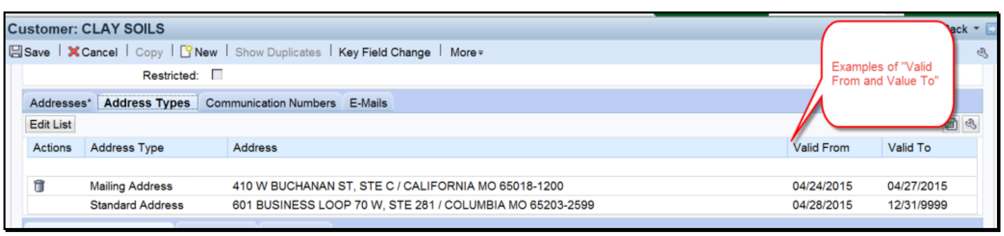
### D Valid Address Types

All addresses entered into BP must be assigned at least one address type. Multiple address types are permitted for each address. The following table provides valid address types.

| Address Type | Description/Use |
|---|---|
| Standard | Indicates the customer's main address and is used to determine congressional voting district. For quick reference, the Standard address is also displayed in the Main Address & Communications Data section of the Customer Details assignment block. It is also flagged as "Current" on the Addresses Tab. |
| Mailing | Indicates a valid delivery point where the customer receives mail, including Post Office boxes. |
| Shipping | Indicates a location where shipments can be received (non-PO box address). |
| Billing | Indicates a location where billing and invoices can be received (rarely used by FSA). |
| Primary | Indicates the BPs primary address, as it was converted from SCIMS. It is no longer used to identify the customer's preferred address. "Standard" type is now used to indicate the customer's preferred address. |
| Street | Indicates a physical location associated with the customer, but not necessarily a mailing address (such as farm address). |

### E Importance of Address Type Validity Dates

The validity dates are used to identify the time period that an address is valid. The "Valid From" and "Valid To" dates are changed by the system as different addresses are added. The validity dates are not editable by the user, but can be used to identify when the address was loaded, and when the address type was changed.

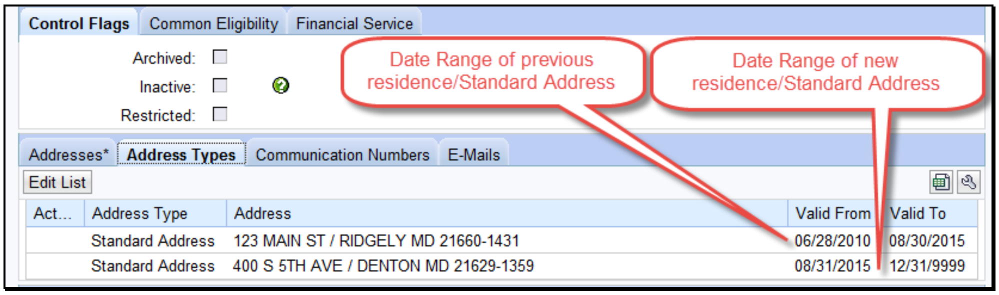



It is advantageous to the County Office to leave the old addresses in place for historical knowledge and/or audit purposes. By changing the new address to a "Standard" address type and clicking "Save", the previous Standard type address is automatically updated with the applicable "Valid To" end date. The customer's record will include the current residence and former residence, each with applicable dates.

## 67 Address Types (Continued)

### E Importance of Address Type Validity Dates (Continued)

The “Standard” address type can also be changed between existing addresses and can be used for seasonal residents (such as snowbirds).




| Act... | Address Type | Address | Valid From | Valid To |
|---|---|---|---|---|
| | Standard Address | 123 MAIN ST / RIDGELY MD 21660-1431 | 06/28/2010 | 08/30/2015 |
| | Standard Address | 400 S 5TH AVE / DENTON MD 21629-1359 | 08/31/2015 | 12/31/9999 |

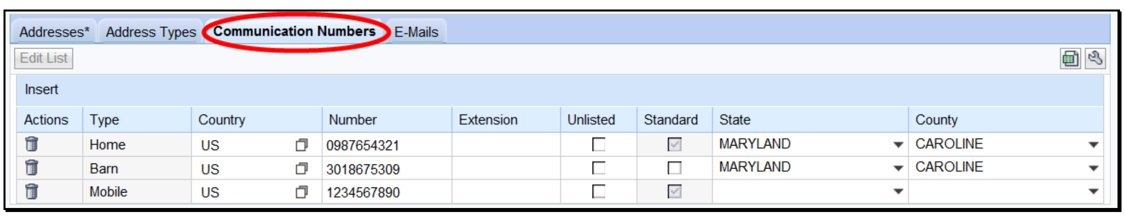
## 68 Communication Numbers

### A Overview

The Communication Numbers assignment block displays all the telephone numbers that are associated with a customer.

### B Communication Numbers Example

Following is an example of the Communication Numbers assignment block.

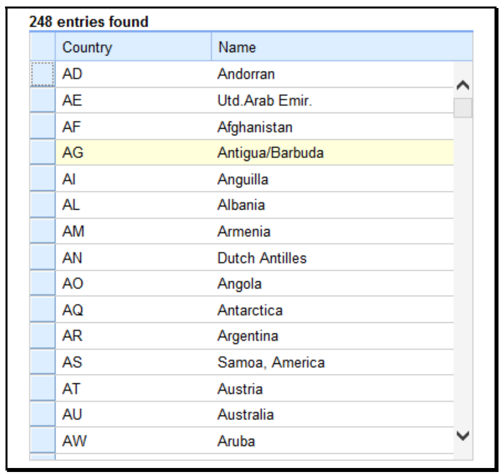



| Actions | Type | Country | Number | Extension | Unlisted | Standard | State | County |
|---|---|---|---|---|---|---|---|---|
| | Home | US | 0987654321 | | ☐ | ☑ | MARYLAND | CAROLINE |
| | Barn | US | 3018675309 | | ☐ | ☐ | MARYLAND | CAROLINE |
| | Mobile | US | 1234567890 | | ☐ | ☑ | | |

## 68 Communication Numbers (Continued)

### C Fields/Descriptions

The following table provides the fields and descriptions for the Communication Numbers assignment block.

<table>
<tr><th>Field/Button</th><th>Description</th></tr>
<tr><td>Edit List</td><td>Allows users to modify existing communication numbers.</td></tr>
<tr><td>Insert</td><td>Allows users to add new communication numbers.</td></tr>
<tr><td>Actions</td><td>Delete allows users to delete a previously entered communication number.</td></tr>
<tr><td>Type</td><td>See subparagraph D for additional information on types of communication numbers.</td></tr>
<tr><td>Country</td><td>Click the input help button to display the Search Help Screen.<br><br><br>248 entries found
<table>
<tr><th>Country</th><th>Name</th></tr>
<tr><td>AD</td><td>Andorran</td></tr>
<tr><td>AE</td><td>Utd.Arab Emir.</td></tr>
<tr><td>AF</td><td>Afghanistan</td></tr>
<tr><td>AG</td><td>Antigua/Barbuda</td></tr>
<tr><td>AI</td><td>Anguilla</td></tr>
<tr><td>AL</td><td>Albania</td></tr>
<tr><td>AM</td><td>Armenia</td></tr>
<tr><td>AN</td><td>Dutch Antilles</td></tr>
<tr><td>AO</td><td>Angola</td></tr>
<tr><td>AQ</td><td>Antarctica</td></tr>
<tr><td>AR</td><td>Argentina</td></tr>
<tr><td>AS</td><td>Samoa, America</td></tr>
<tr><td>AT</td><td>Austria</td></tr>
<tr><td>AU</td><td>Australia</td></tr>
<tr><td>AW</td><td>Aruba</td></tr>
</table>
<br>Select the country by clicking the blue box before the country name.</td></tr>
<tr><td>Number</td><td>A customer can have an unlimited number of telephone or communication numbers.<br><br>*--Note: Enter digits only. CRM will format entered digits in “(xxx) xxx-xxxx” format for 10-digit domestic telephone numbers. Non-domestic (foreign) telephone numbers vary between 11 and 15 digits and are not formatted by CRM.--*</td></tr>
<tr><td>Extension</td><td>Provides the extension of the customer’s telephone. Optional field.</td></tr>
<tr><td>Unlisted</td><td>Notates if a customer’s number is unlisted in the telephone book. Optional field.</td></tr>
<tr><td>Standard</td><td>At least one communication number must be marked as standard. A customer can have more than 1 standard number, but the numbers must be different types. See subparagraph D.</td></tr>
<tr><td>State</td><td>Differentiates between numbers for customers who reside in multiple States.</td></tr>
<tr><td>County</td><td>Differentiates between numbers for customers who reside in multiple counties.</td></tr>
</table>

## 68 Communication Numbers (Continued)

### D Communication Number Types

The following table contains a description of each type of communication number.

| Type | Description | Eligible for "Standard" flag? |
|---|---|---|
| Home | The home telephone number provided by the customer. | Yes. Only one number from these types can be flagged as Standard, and that number will appear as the "Telephone Number" in the Customer Details assignment block. See paragraph 59 for additional information on the Customer Details assignment block. |
| Business | The business telephone number provided by the customer. | |
| Barn | The barn/ranch/farm telephone number provided by the customer. | |
| TDD | Telephone Device for the Deaf, also known as the TT (Text Telephone) | |
| Video | A number that is only used for video conferencing. | |
| Mobile | The mobile or cellular telephone number provided by the customer. | Yes. One mobile number can be flagged as Standard and will also appear as the "Mobile Number" in the Customer Details assignment block. See paragraph 58 for additional information on the Customer Details assignment block. |
| Data | A number that is only used for communicating using data. | No. |
| Fax | The FAX telephone number provided by the customer. | No. |

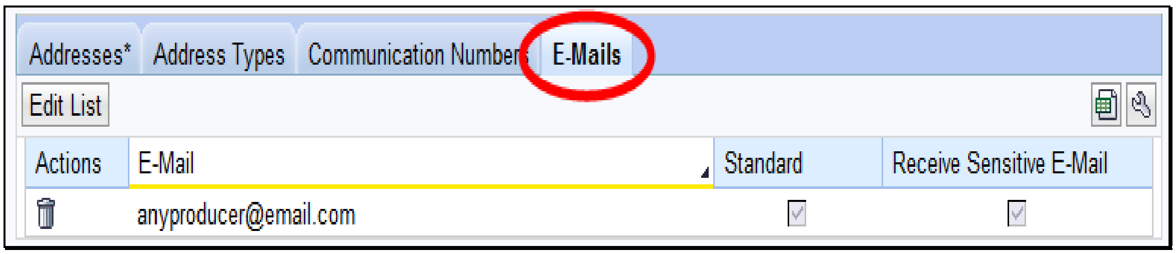
## 69 E-Mails

### A Overview

The E-Mails assignment block displays all e-mail addresses that are associated with the customer.

### B E-Mails Example

Following is an example of the E-Mails assignment block.




### C Fields/Descriptions

The following table provides the fields and descriptions for the E-Mails assignment block.

| Field | Description |
|---|---|
| Edit List | Allows users to add or modify existing E-Mail addresses. |
| Actions | Allows users to delete existing E-Mail addresses. |
| E-Mail | A customer can have an unlimited number of e-mail addresses, although none are required. |
| Standard | If multiple e-mail addresses are entered, one e-mail address must be flagged as standard, and the standard e-mail address will be displayed in the Customer Details Assignment block at the top of the BP record. See subparagraph 59 C. |
| Receive Sensitive E-Mail | Used to indicate whether or not the customer has elected to receive e-mails containing sensitive data, by AD-2047, item 4C.<br><br>If a customer provides their e-mail address to FSA, they will be eligible to receive e-mails from GovDelivery. The checkbox on AD-2047, item 4B is not recorded in BP.<br><br>***--Note:** See applicable FLP directives for information about limitations on using e-mails to communicate with FLP customers.**--*** |

# 70 Representative Capacity

## A Overview

The Representative Capacity assignment block contains producer association information that identifies signature authority.

All relationships that were previously loaded and maintained in Fiduciary software were converted to Business Partner/Representative Capacity with MIDAS Release 1 in April 2013.

See Section 3 for recording and revoking Representative Capacity associations.

## B Representative Capacity Example

Following is an example of the Representative Capacity assignment block.

**Representative Capacity** Relationships

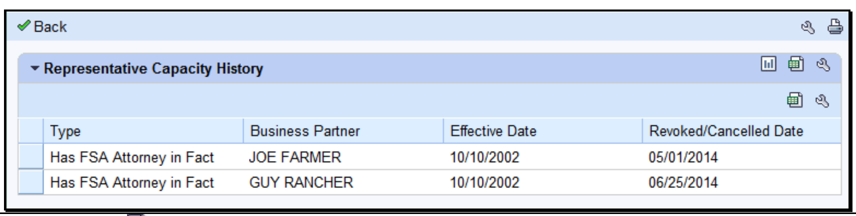
New History Data

| Ac... | Type | Business Part... | Status | Effective Date | Revoked/Ca... | Version |
|---|---|---|---|---|---|---|
| | Has FSA Atto... | IMA BUSINESS | Active | 08/09/2016 | 12/31/9999 | 11-25-2014 |
| | Is FSA Attorn... | IMA BUSINESS | Active | 08/09/2016 | 12/31/9999 | 11-25-2014 |
| | Is Married To | WHICH PRO... | Active | 08/09/2016 | 12/31/9999 | |

## 70 Representative Capacity (Continued)

### C Fields/Descriptions

The following table provides the fields and descriptions for the Representative Capacity assignment block.

| Field/Button | Description |
|---|---|
| New | Following is an example of the Representative Capacity Relationships Screen.<br><br>Select from the following options:<br>• Has Conservator<br>• Has FSA Attorney in Fact<br>• Has Parent/Guardian<br>• Is Married To<br>• Revoking Spousal Authority<br>• Has Non-FSA Attorney in Fact<br>• Has Signature Authority.<br><br>See subparagraph D for additionnal information on each representative relationship type. |
| History Data | Allows users to view associations that have been "Revoked". The following Representative Capacity History Screen will be displayed.<br> |
| Action | View/Edit will be displayed next to all Representative Capacity associations where the customer is the intiator of the relationship (the grantor). Once a Representative Capacity is Active, the only change that can be made is to update the revocation reason.<br><br>Delete and Print will only be displayed next to "In Creation" relationships. |
| Type | The type that was selected on the Representative Capacity Relationships screen. |
| Business Partner | The second business partner that is involved in the relationship. |
| Status | "In Creation" or "Active". |
| Effective Date | The date the relationship is effective. |
| Revoked/Cancelled Date | The date the relationship is to be revoked/cancelled. |
| Version | The version of FSA-211 that was used. Only applicable to POA relationships. |

## 70 Representative Capacity (Continued)

### D Representative Capacity Types

The following table contains the types of associations that can be loaded as representative capacities and where to find additional information about the type.

| Association Type | Description | Paragraph Reference |
|---|---|---|
| Has Conservator | Used to record court appointed conservators for missing and incompetent customers. | 97 |
| Has FSA Attorney in Fact | Used to record FSA-211 powers of attorney. | 98 |
| Has Parent/Guardian | Used to record a natural or court appointed guardianship of a minor child. | 99 |
| Is Married To | Used to record spousal relationships. | 100 |
| Revoking Spousal Authority | Used to record when one spouse revokes signature authority for the other spouse. | 101 |
| Has Non-FSA Attorney in Fact | Used to record non-FSA powers of attorney accepted according to 1-CM. | 102 |
| Has Signature Authority | Used to record other signature authority relationships, such as, executors and farm managers. | 103 |

### E Has Versus Is

When reading each line item in Representative Capacity, the word “Has” or “Is” will precede the Type and Business Partner name.

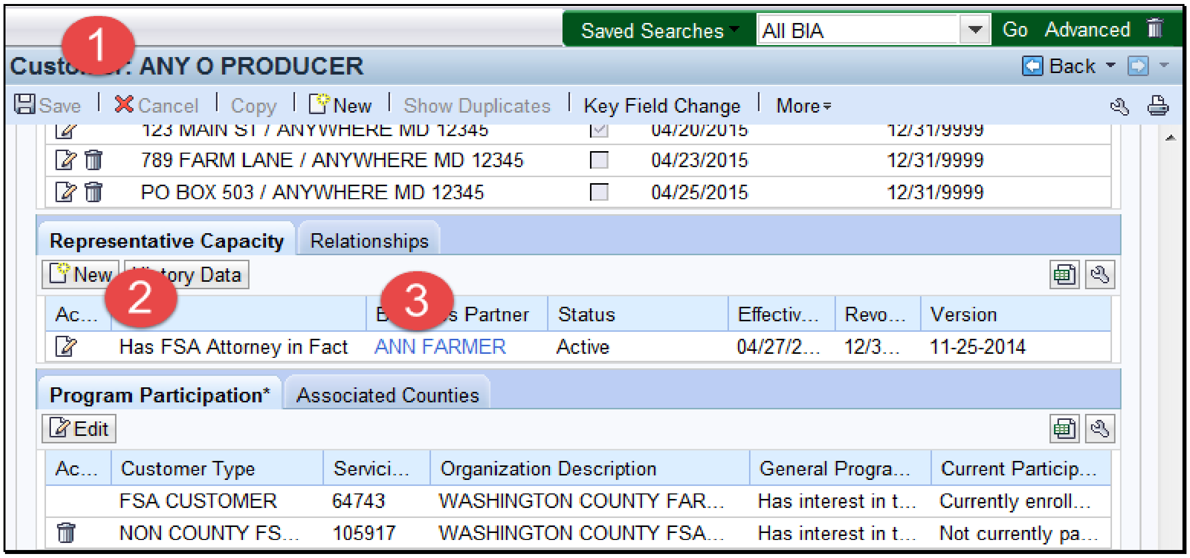
- “Has” indicates that the customer, whose record is currently being viewed, has granted some form of representative capacity to another BP

- “Is” indicates that the customer whose record is currently being viewed is the representative for another customer.

## 70 Representative Capacity (Continued)

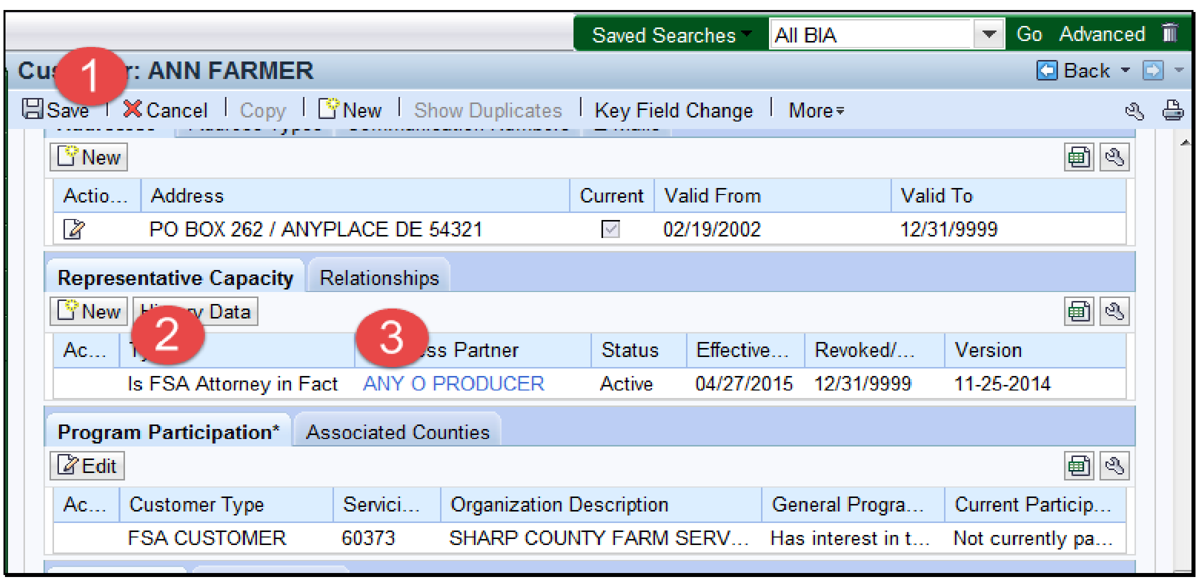
### E Has Versus Is (Continued)

When reading the BP record to determine who is the grantor and grantee of any Representative Capacity, always read down from the top of the BP record, as follows.




Any O Producer (1) has (granted) FSA Attorney in Fact (2) to Ann Farmer (3).

When reading the same information from the grantee's BP record, also read from the top of the BP record, as follows:




Ann Farmer (1) is FSA Attorney in Fact (2) for Any O Producer (3).

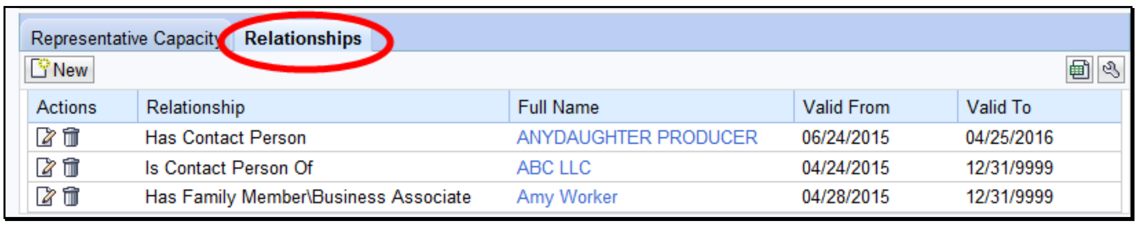
# 71 Relationships

## A Overview

The Relationships assignment block displays all non-fiduciary Relationships that are associated with the customer.

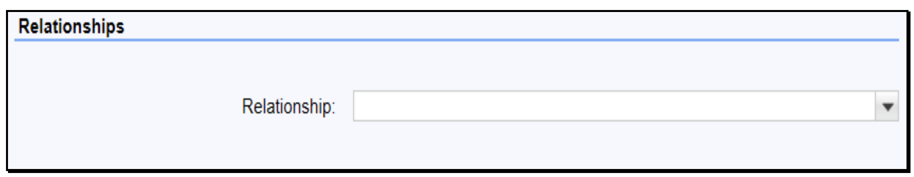
## B Relationships Example

Following is an example of the Relationships assignment block.




## C Fields/Descriptions

The following table provides fields and descriptions for the Relationships assignment block.

| Field/Button | Description |
|---|---|
| New | The Relationships Screen will be displayed.<br><br><br>Select from the following options:<br>• Has Contact Person<br>• Has Family Member/Business Associate.<br><br>See subparagraph D for additionnal information on each relationship type. |
| Actions | View/Edit will allow users to modify the relationship type, valid from date, and valid to date.<br><br>Delete will allow users to delete existing relationships.<br><br>**Note:** No actions are allowed for Employee/Producer relationships. |
| Relationship | The type of relationship selected on the Relationships Screen. |
| Full Name | The full name of the business partner involved in the relationship. |
| Valid From | The validity dates are used to identify the time period that a relationship is valid. |
| Valid To | |

## 71 Relationships (Continued)

### D Relationship Types

The following table provides the types of relationships.

**Note:** See subparagraph 70 E for "Has versus Is" references in representative capacity or relationship entries.

| Relationship | Description |
|---|---|
| Contacts | An individual identified by the customer to relay messages from the County Office to the customer. Contacts do not have signature authority.<br><br>**Example:** Any Producer provides a request to the County Office, to contact his daughter if he is unavailable by phone. The County Office loads his daughter into his BP record as a contact for him.<br><br>A Contact Relationship can be established between 2 Customer BP records, or 1 Customer and 1 Contact BP record.<br><br>See paragraph:<br><br>• 110 for additional information on Contact relationships<br>• 171 for additional information on Contact BP records. |
| Family Member or Business Associate | Used to establish a relationship between the customer and a family member or business associate that is an employee. The relationship is established to assist with segregation of duties.<br><br>**Example:** Any Producer's sister in law, Amy Worker, is an FSA employee in the neighboring county. The relationship is loaded into BP as a family member to document the relationship and serve as a reminder that Amy Worker should not be approving contracts, signing payments, etc. for Any Producer.<br><br>See paragraph 111 for additional information on family member or business associate relationships. |
| Employee/Producer | Automatically loaded for employees that are also customers and have their SSN loaded on the customer record. This entry cannot be manually loaded by a user.<br><br>See paragraph 112 for additional information on Employee/Producer relationships. |

# 72 SSN Family

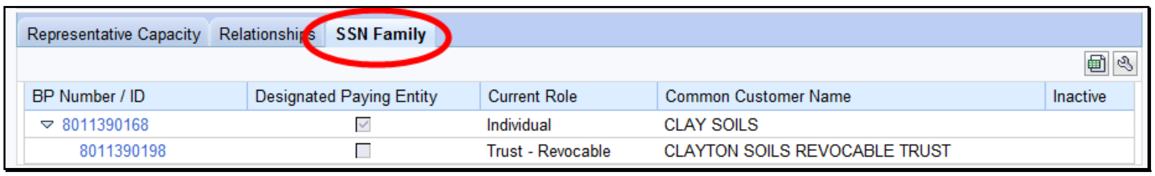
## A Overview

The SSN Family assignment block displays the members of an SSN Family, if applicable. This assignment block is only displayed in a customer record if the customer has an SSN entered as the TIN.

See Section 5 for additional information about SSN families.

## B SSN Family Example

Following is an example of the SSN Family assignment block.




## C Fields/Descriptions

The following table provides fields and descriptions for the SSN Family assignment block.

| Data Field | Information |
|---|---|
| BP Number/ID | Hyperlink to the BP record of the SSN Family member. |
| Designated Paying Entity (DPE) | This flag identifies which customer record stores the SSN in SCIMS.<br><br>**Note:** SCIMS can only store the SSN on a single customer record. The DPE simply identifies which record "carries" the SSN back to SCIMS when saved in BP and replicated.<br><br>**Important:** It is critical that the DPE remains on the same customer record or entity that previously received payments from FSA. If the DPE is modified and set on a different member of the SSN Family, overpayments will result. |
| Current Role | The current role of each customer record in the SSN Family. The Current Role will always be one of the following:<br><br>• Individual<br>• Revocable Trust<br>• LLC. |
| Common Customer Name | The Common Customer Name from the customer record. |
| Inactive | The inactive flag from the customer record. It is possible to have a member of an SSN family that is inactive. |

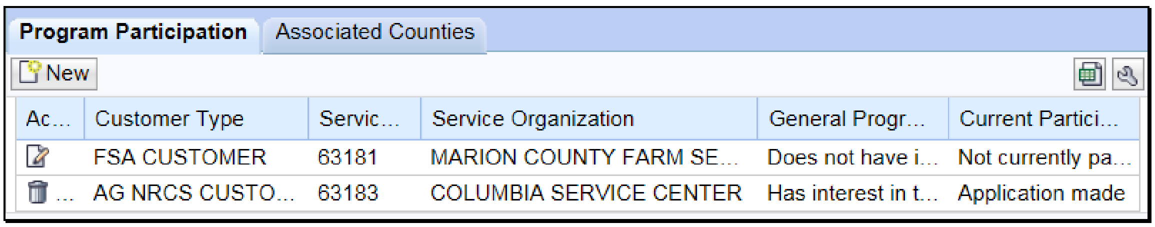
## 73 Program Participation

### A Overview

The Program Participation assignment block is used for recording the interest a customer has with an agency within a Service Center. If a customer has interest in more than one county serviced by a Service Center, only one program participation record shall be established for the Service Center.

### B Program Participation Example

Following is an example of the Program Participation assignment block.


Program Participation | Associated Counties

New

| Ac… | Customer Type | Servic… | Service Organization | General Progr… | Current Partici… |
|---|---|---|---|---|---|
| | FSA CUSTOMER | 63181 | MARION COUNTY FARM SE… | Does not have i… | Not currently pa… |
| … | AG NRCS CUSTO… | 63183 | COLUMBIA SERVICE CENTER | Has interest in t… | Application made |

### C Fields/Descriptions

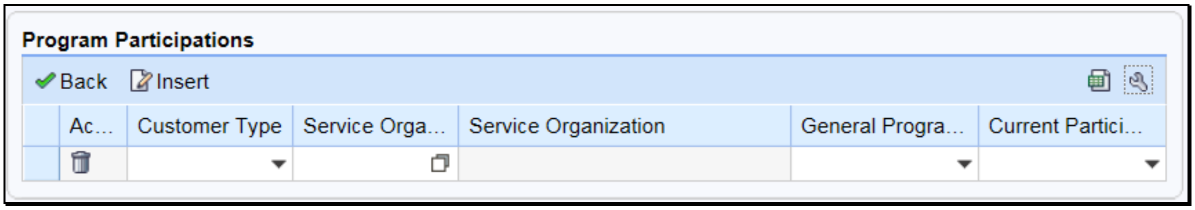
The following table provides fields and descriptions for the Program Participation assignment block.

| Field | Description |
|---|---|
| New | The Insert Program Participation Screen will be displayed. See subparagraph D for additional information. |
| Action | The Edit option allows users to modify an existing program participation record.<br><br>For FSA and FLP program participation, the Delete option is only authorized by SSO's. For all other program participation records, the Delete option will always be displayed. |
| Customer Type | The program or agency to which the customer is associated. |
| Service Organization ID | The numeric OIP code of the service center organization. |
| Service Organization | The full description of the service center organization. |
| General Program Interest | The customer's general program interest. |
| Current Participant | The customer's current participant determination. |

## 73 Program Participation (Continued)

### D Program Participation Screen Example

Following is an example of the Program Participation Screen.



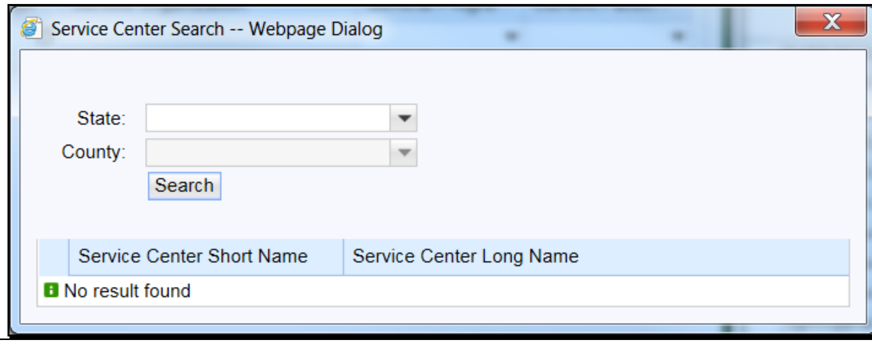

### E Fields/Descriptions

The following table provides fields and descriptions for the Insert Program Participation Screen.

| Field | Description |
|---|---|
| Back | The customer record will be redisplayed. |
| Insert | Allows users to add new program participation records. |
| Action | For FSA and FLP program participation, the Delete option is only authorized by SSO's. For all other program participation records, the Delete option will always be displayed. |
| Customer Type | Valid options are:<br><br>• Non-AG NRCS Customer<br>• Inactive Customer<br>• Technical Service Provider<br>• Non County FSA Customer<br>• RD Customer<br>• AG NRCS Customer<br>• Farm Loan Programs Customer<br>• FSA Customer.<br><br>**Note**: Once a Farm Loan Programs and/or FSA customer type is selected, a KFC request by a County Office user is required for deletion by the SSO. See Section 7 for KFC Requests. |

## 73 Program Participation (Continued)

### E Fields/Descriptions (Continued)

| Field | Description |
|---|---|
| Service Organization ID | The Service Center Search Screen will be displayed. Select the State and county from the drop-down and then select the application Service Center.<br><br> |
| Service Organization | The full description of the service organization. |
| General Program Interest | Valid options are:<br>• Does not have interest in the program<br>• Has interest in the program<br>• Unknown. |
| Current Participant | Valid options are:<br>• Application made<br>• Currently enrolled and participating<br>• Not currently participating. |

# 74 Associated Counties

## A Overview

The Associated Counties assignment block will display all counties to which the customer is associated.

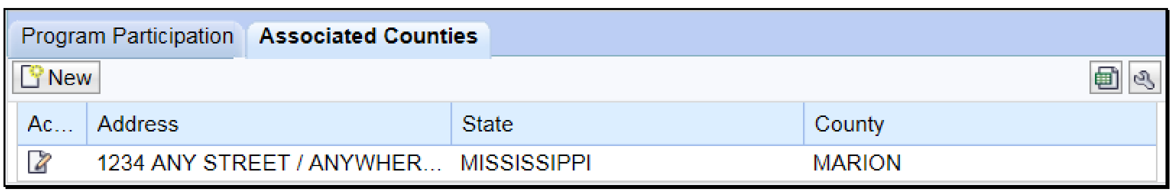
**Note:** Associated counties is a new term for the same data that was “Legacy Links” in SCIMS.

If a Program Participation entry was loaded according to paragraph 73, at least one corresponding Associated County entry is required if the Program Participation selected was one of the following:

- Farm Loan Programs Customer
- FSA Customer.

## B Associated Counties Example

Following is an example of the Associated Counties assignment block.




## C Fields/Descriptions

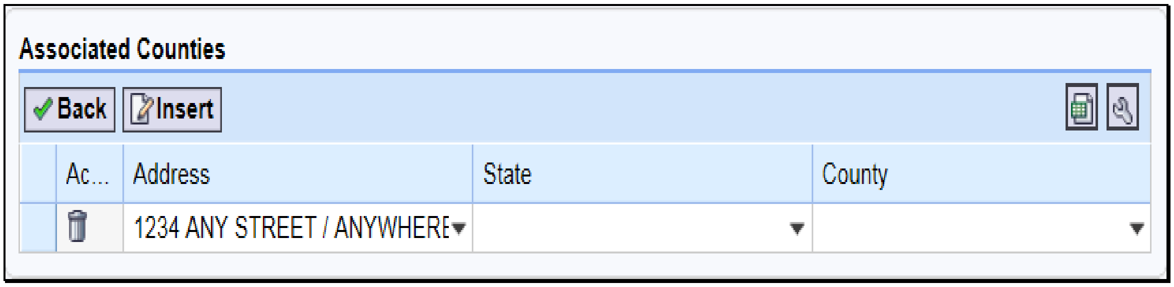
The following table provides fields and descriptions for the Associated Counties assignment block.

| Field | Information |
|---|---|
| New | The Associated Counties Screen will be displayed. See subparagraph D for additional information. |
| Action | The Edit option allows users to modify an existing associated county record.<br><br>The Delete option is only authorized by SSO’s. See Section 7 for Key Field Change Requests for Associated County deletions. |
| Address | The customer’s address that will be linked with the State and county selected. |
| State | The State where the customer’s record should be downloaded. |
| County | The county where the customer’s record should be downloaded. |

## 74 Associated Counties (Continued)

### D Associated Counties Screen Example

Following is an example of the Associated Counties Screen.




### E Fields/Descriptions

The following table provides fields and descriptions for the Associated Counties Screen.

| Field | Description |
|---|---|
| Back | The customer record will be redisplayed. |
| Insert | Allows users to add new associated county records. |
| Action | The Delete option is only authorized by SSO's. |
| Address | Allows the user to select the address that is associated with the State and county selected. |
| State | Allows the user to select the State associated with the customer. |
| County | Allows the user to select the County associated with the State. |

***--Important:** Most FSA program application and payment software uses the address linked to the applicable associated county instead of the customer's standard address. After an address is added to the customer record, the County Office must ensure the correct or applicable address is linked to the associated county.**--***

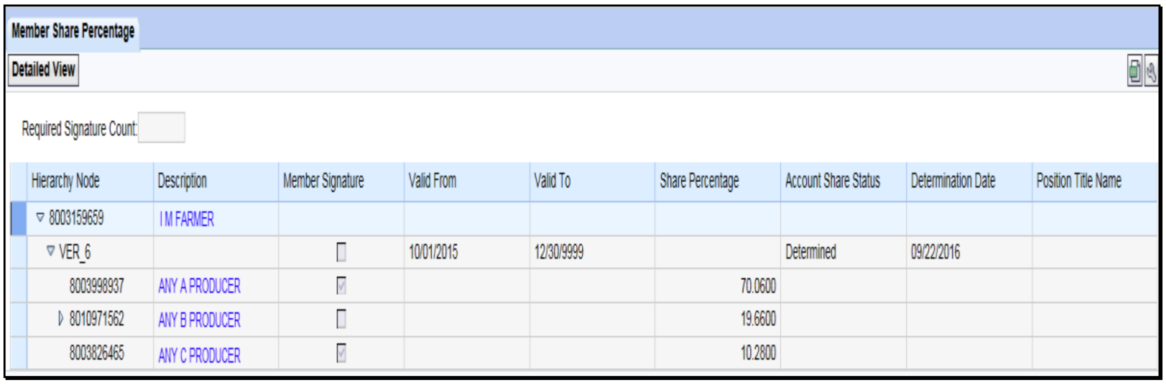
## 75 Member Share Percentage

### A Overview

The Member Share Percentage assignment block will display the entity member information from Business File.

### B Member Share Percentage Example

Following is an example of the Member Share Percentage assignment block.




### C Fields/Descriptions

The following table provides fields and descriptions for the Member Share Percentage assignment block.

**Note:** Only the most current record for the most current year will be displayed in the Member Share Percentage assignment block.

| Field/Button | Description |
|---|---|
| Detailed View | The Member Hierarchy Details Screen will be displayed. See Section 9 for additional information. |
| Required Signature Count | The number of signatures that are required to have a valid signature from the business. This number is automatically populated based on the number that was entered into Business File when loading the Farm Operating Plan. |
| Hierarchy Node | A system generated unique number assigned to the member hierarchy. |
| Description | The business name and the name of all members. Click on the name to go directly to the customer record. |
| Member Signature | Indicates which members have signature authority for the business. |
| Valid From | The validity dates are used to identify the time period that a member hierarchy is valid for. |
| Valid To | |
| Share Percentage | The share that each members holds in the business. |
| Account Share Status | The status of the Farm Operating Plan in Business File. |
| Determination Date | The date the Farm Operating Plan was determined in Business File. |

## 76 Attachments

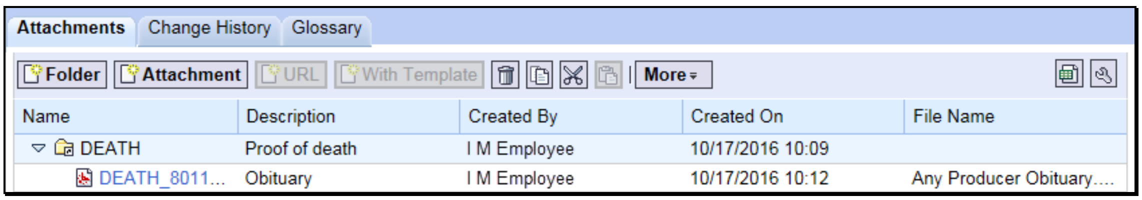
### A Overview

The Attachments assignment block displays attachments applicable to the customer record.

Attachments can be added to multicounty customer BP records. Attachments are electronic versions of specified documents that can be used for sharing between multiple County Offices. Because of limited storage space, attachments are only authorized for multi-county producers.

### B Attachments Example

Following is an example of the Attachments assignment block.



## 76 Attachments (Continued)

### C Fields/Descriptions

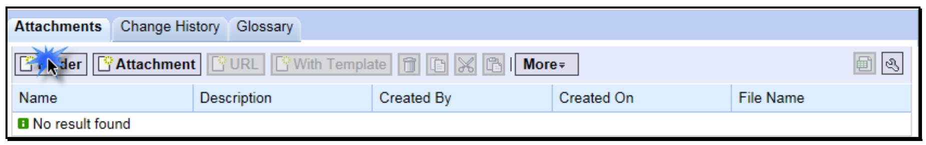
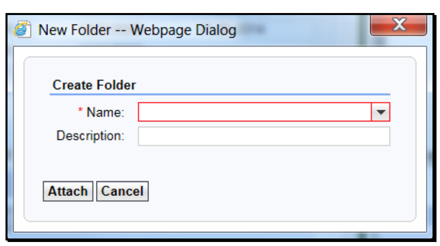
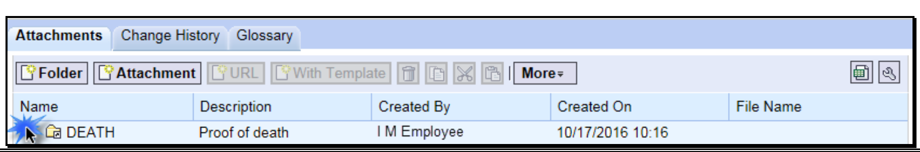
The following table provides fields and descriptions for the Attachments assignment block.

| Field/Button | Description |
|---|---|
| Folder | The Create Folder pop up will be displayed. This pop up allows the user to select a folder name and enter a folder description. |
| Attachment | The New Attachment pop up will be displayed. This pop up allows the user to upload an attachment. |
| URL | Not an available option. |
| With Template | Not an available option. |
| Action | Delete allows users to delete folders. Attachment files **canno**t be deleted.<br><br>Copy allows users to the copy an attachment file.<br><br>Cut allows users to cut an attachment file.<br><br>Paste allows users to the paste copied or cut attachment files into other folders. |
| More | A drop-down menu that allows users to select the check out/check in attachment files. |
| Name | The folder name selected on the Create Folder pop up screen and, if applicable, the file hyperlink.<br><br>The arrow to the left of folder name indicates there are documents attached to the folder.<br><br>To view a previously attached document, select the blue hyperlinked name. |
| Description | The folder description entered on the Create Folder pop up screen. |
| Created By | The name of the employee who created the folder and, if applicable, attached a document to the folder. |
| Created On | The date the folder was created and, if applicable the date the attachment was uploaded. |
| File Name | The name of the file that was uploaded, if applicable. |

## 76 Attachments (Continued)

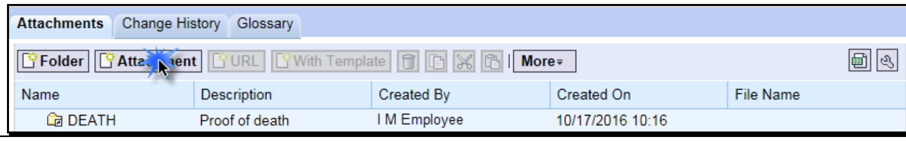
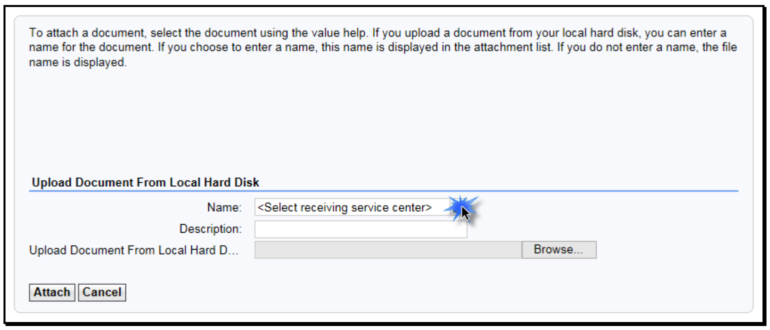
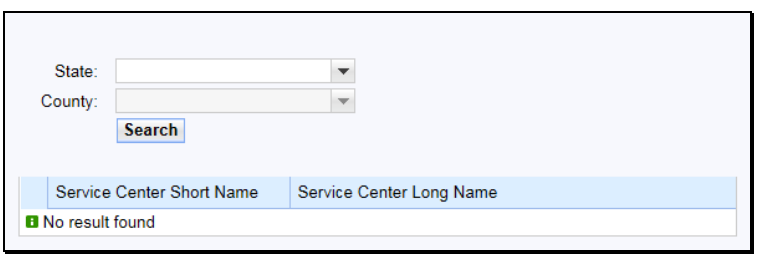
### D Attaching a Document

Attach a document according to the following steps.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Within the BP customer record, scroll to the Attachment assignment block.</td></tr>
<tr><td>2</td><td>If a folder is not yet created for the document being attached, select the “Folder” button.  If a folder already exists for the document, skip to step 4.<br><br>
<br><br>Note: If the “Attachment” button is selected before a Folder is selected, the error message “Select or Create a folder first” will be displayed.</td></tr>
<tr><td>3</td><td>When the “Folder” button is selected, a dialog window appears with Name and Description fields.<br><br>Select the Name of a folder from the predefined list of folders.  See subparagraph E for a list of predefined folders.<br><br>The “Description” field defaults to the same name as selected in the “Name” folder.  This field can be edited for clarification purposes, if necessary.<br><br>When the “Name” and “Description” fields are complete, select “Attach” to load the folder into the customer record.<br><br>
<br><br>The folder has now been created and is ready to have a document attached.</td></tr>
<tr><td>4</td><td>Click on the Folder Name to select the folder.<br><br>
</td></tr>
</table>

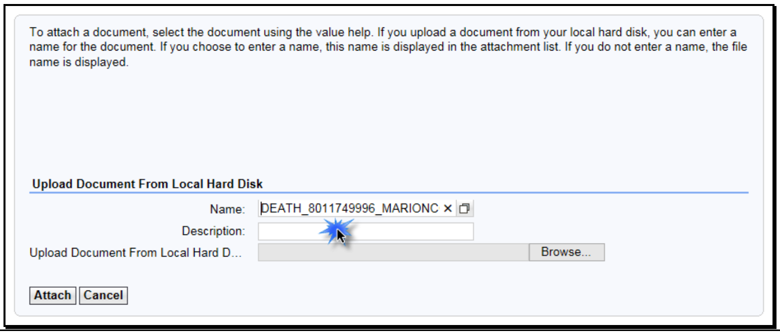
## 76 Attachments (Continued)

### D Attaching a Document (Continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Click “Attachment”.  The New Attachment pop up screen will be displayed.<br>
</td></tr>
<tr><td>6</td><td>On the New Attachment pop up screen, select the Name field Open Input Help button to search for the receiving service center.<br>
<br>The Receiving Service Center search screen will be displayed.</td></tr>
<tr><td>7</td><td>On the Receiving Service Center search screen, select the State and County and click “Search”.  The resulting Service Center(s) will be displayed in the result box.  Select the applicable Service Center.<br>
<br>The New Attachment pop up screen will be redisplayed with the file name populated.  The file name includes the attachment type, BP ID, and Service Center.<br><br>**Note:** The Name field is not editable.</td></tr>
</table>

## 76 Attachments (Continued)

### D Attaching a Document (Continued)

| Step | Action |
|---|---|
| 8 | On the New Attachment pop up screen, enter a description, if applicable.<br> |
| 9 | On the New Attachment pop up screen, select “Browse” to select the document to be uploaded. |
| 10 | On the New Attachment pop up screen, select “Attach” to complete attachment of the document.<br><br>**Note:** Only files that are smaller than 1 MB can be attached. |
| 11 | Select “Save” at the top of the customer record to successfully complete the attachment. |

## 76 Attachments (Continued)

### E Folder Names

Following is a complete list of available predefined folders.

| Folder Name | Purpose |
|---|---|
| AGI Certification | AGI documentation, forms. |
| Archived Attachments | Old attachments that are no longer valid. |
| Auth Rels/View Docs | Authorization Releases. |
| Corporation Docs | Corporation documents. |
| Deed | Land ownership/conveyance deeds. |
| E_File Signature | E-file forms. |
| Easement Docs | Easement documents. |
| Eligibility Waiver | Waivers provided for eligibility. |
| Entity Op Plan | CCC-902E or similar forms. |
| Field Reporter Notes | Notes from Field Reporters from Measurement Service/Spot Checks. |
| HELC | AD-1026 form. |
| Ind Op Plan | CCC-902I or similar forms. |
| Irrevoc Trust Docs | Irrevocable Trust documents. |
| Lien Waivers | CCC-679 or similar forms or documentation. |
| Livestock Docs | Tax assessment forms, veterinary records, livestock photos, any documents necessary for livestock programs. |
| LLC Documents | Limited Liability documents. |
| Members Info | CCC-901 or like form. |
| Partnership Docs | Partnership documents |
| Paymt Elig CRP | CRP forms or documents. |
| Paymt Elig Determ | CCC-903 or similar forms. |
| Photos | Photos of field visits, disaster documentation, or similar documentation. |
| Proof of Death | Death certificate, obituary, or similar documentation. |
| Proof of Leases | Lease documents. |
| Revocable Trust Docs | Revocable Trust documents. |
| Sharecrop Agreements | Sharecrop agreements/leases. |
| Water Rights | Water Right documentation or similar documents. |

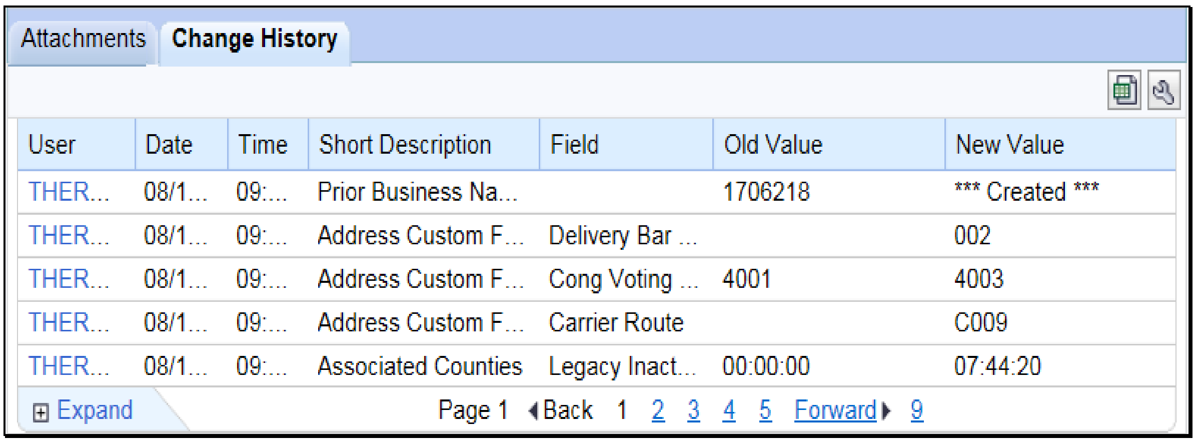
## 77 Change History

### A Overview

The Change History assignment block will display all changes made to a customer. Change History is a major enhancement from SCIMS and is a powerful tool to be used by managers and SSO's.

### B Change History Example

Following is an example of the Change History assignment block.


Attachments | Change History

| User | Date | Time | Short Description | Field | Old Value | New Value |
|---|---|---|---|---|---|---|
| THER... | 08/1... | 09:... | Prior Business Na... | | 1706218 | *** Created *** |
| THER... | 08/1... | 09:... | Address Custom F... | Delivery Bar ... | | 002 |
| THER... | 08/1... | 09:... | Address Custom F... | Cong Voting ... | 4001 | 4003 |
| THER... | 08/1... | 09:... | Address Custom F... | Carrier Route | | C009 |
| THER... | 08/1... | 09:... | Associated Counties | Legacy Inact... | 00:00:00 | 07:44:20 |

Expand Page 1 Back 1 2 3 4 5 Forward 9

### C Fields/Descriptions

The following table provides the fields and descriptions for the Change History assignment block.

| Field | Description |
|---|---|
| User | The user name of the employee who made the change. |
| Date | The date the change was made. |
| Time | The time the change was made. |
| Short Description | The specific assignment block or area where the change was made. |
| Field | The specific field where the change was made. |
| Old Value | The original value in the field. |
| New Value | The new value in the field. |

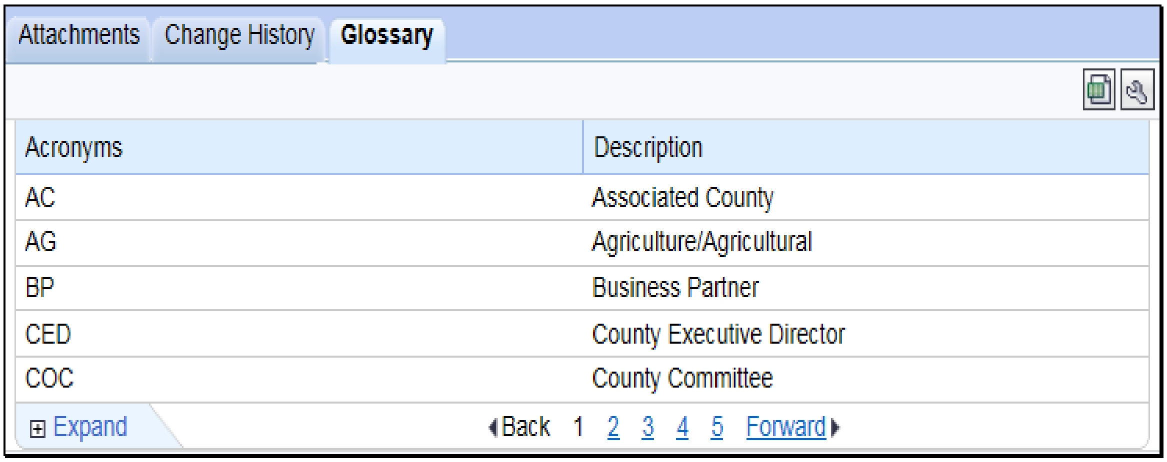
## 78 Glossary

### A Overview

The Glossary assignment block will display acronyms used in BP and their descriptions.

### B Glossary Example

Following is an example of the Glossary assignment block.




| Acronyms | Description |
|---|---|
| AC | Associated County |
| AG | Agriculture/Agricultural |
| BP | Business Partner |
| CED | County Executive Director |
| COC | County Committee |



### C Fields/Descriptions

The following table provides the fields and descriptions for the Glossary assignment block.

| Field | Description |
|---|---|
| Acronyms | The acronym used in Business Partner. |
| Description | The description of the acronym. |

## 79-89 (Reserved)

## Section 2 IRS Validation

### 90 IRS Validation of Customer Name and TIN

#### A Overview

Whenever an SSN or EIN is created or edited in a customer's BP record, an IRS Validation process will take place. The customer's information is sent to IRS, the information is validated, and IRS sends back a response code. The IRS Response Code is then systematically updated in the BP customer record.

Records with the following criteria will be automatically sent to IRS for validation:

- TIN Type is EIN and the BP record is active
- TIN Type is SSN, Role is Individual, and the BP record is active.

#### B Records Validated

The following table shows what records are validated with IRS and what data is sent to complete the validation.

| Role | TIN Type | Sent to IRS? | Data Validated |
|---|---|---|---|
| Individual | SSN | Yes | ***--**First 3 characters of last name, TIN #, and TIN type. |
| | No TIN | No | None. |
| Business (all Roles except Individual) | EIN | Yes | First 3 characters of business**--*** name, TIN # and Type. |
| | SSN | No | None. Only an Individual record with SSN is validated. The IRS Response code for the Individual record will appear on the LLC or Revocable Trust using SSN record. |
| | No TIN | No | None. |
| All | IRS ID Number or Federal ID Number | No | None. |

#### C Validation Frequency

A nightly batch of all applicable created or edited records (edit to Name and/or TIN) will be sent to the IRS for validation.

## 90 IRS Validation of Customer Name and TIN (Continued)

### D IRS Response Codes

An IRS Response Code will be returned within 48 hours after the nightly batch process begins. The IRS Response Code will be used to determine if the TIN and Name combination in the BP record is a match with the TIN and Name recorded with IRS or if it requires modification to ensure a match.

Following are the IRS Response Codes and the actions required:

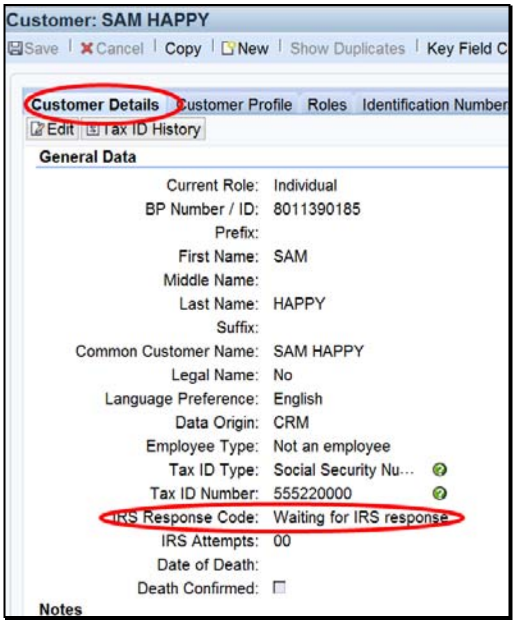
| IRS Response Code and Description | Required User Action |
|---|---|
| 00 - TIN and Name match | No further action is required. |
| 01 - TIN is missing or entered incorrectly | Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS. |
| 02 - TIN is not currently issued, IRS not validated | Contact the customer to obtain the correct TIN used by the customer with IRS. |
| 03 - TIN and Name do not match | Contact the customer to obtain the correct name or TIN used by customer with IRS. |
| 04 - Error Invalid TIN matching request | Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS. |
| 05 - Duplicate TIN matching request | Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS. |
| 06 - Match on SSN but TIN type is unknown | Review the customer’s BP record and ensure the correct TIN Type is associated with the SSN. |
| 07 - Match on EIN but TIN type is unknown | Review the customer’s BP record and ensure the correct TIN Type is associated with the EIN. |
| 08 - Match on SSN and EIN but TIN type is unknown | Review the customer’s BP record and ensure the correct TIN Type is associated with the SSN or EIN. |
| 09 - Waiting for IRS Response | No action is required. |
| 10 - Manually Validated | No further action is required, unless a change is made to the Name or TIN fields. |
| *--^ - IRS Not Validated | If the record is a member of an SSN family, ensure Individual record is anchoring SSN family. The Individual record is required for IRS validation. See Section 5.--* |

**Note:** Depending on CRM Personalization settings, users may only see the description of the IRS Response code. Such as, “Waiting for IRS Response” instead of “09 - Waiting for IRS Response”.

## 90 IRS Validation of Customer Name and TIN (Continued)

### E Locating IRS Response Codes

IRS Response Codes are displayed in the Customer Details assignment block of the customer's BP record.




**Note:** Only the Individual record in an SSN family will be validated with IRS. The reason for this is because the SSN is issued to the individual person, not a business. The resulting IRS Response Code for the Individual record will be displayed on all business records that contain the Affiliated SSN. See Section 5 for additional information on SSN Family.

### F Making Corrections after IRS Validation

When an IRS Response Code of 01, 02, 03, 04, 05, 06, 07, or 08 is returned, the user must change or correct the erroneous customer information to re-trigger the validation process.

**Example:** Customer Sam Happy's IRS Response Code is returned with "03 – Error - TIN and Name do not match". The user must correct the TIN and/or Name for the customer. The customer provides information that his name on file with the IRS is *Samuel* Happy. The user shall update the customer BP record with the First Name *Samuel*. The IRS Response Code will be automatically reset to "09 - Waiting for IRS Response". The IRS Validation will be re-sent in the nightly batch.

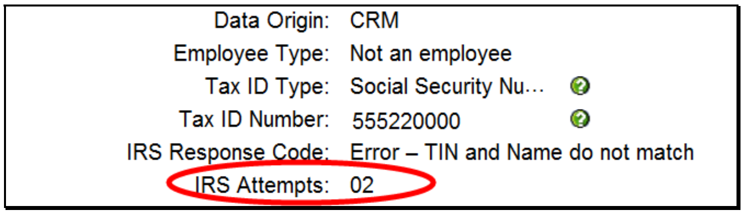
Failure of a customer's IRS Response Code to **equal** "00 -TIN and Name match" or "10 -Manually Validated" may result in a delay in payment processing.

***--**Changing the IRS Response Code value to "waiting for IRS response" from the drop-down menu will **not** retrigger the validation with IRS. Only an edit to the validated data per subparagraph 90 B will trigger the re-validation.**--***

## 90 IRS Validation of Customer Name and TIN (Continued)

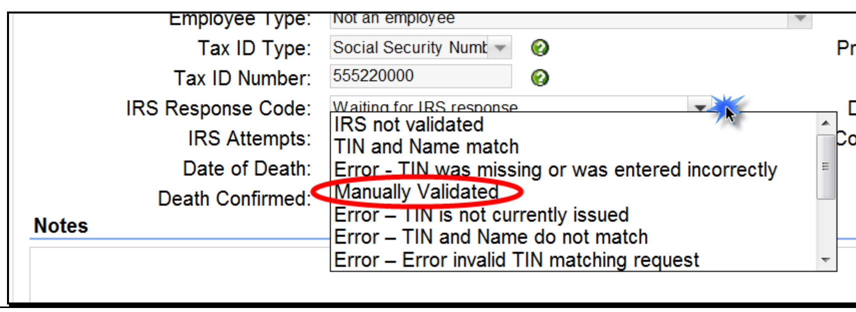
### G IRS Attempts

"IRS Attempts" will display the number of times a record has been submitted for IRS Validation.




After 2 earnest attempts have been made to clarify and correct the customer's Name or TIN in response to the IRS Response Codes, the "Manually Validated" Response Code may be ***--**manually set by the user. "Manually Validated" may only be selected after obtaining confirmation from the producer that the TIN and name are correctly loaded according to subparagraph 59 C.**--***

The following table provides the steps to set the "Manually Validated" response code.

| Step | Action |
|---|---|
| 1 | CLICK "Edit" at the top of the customer record. |
| 2 | Scroll to the "IRS Attempts" field and click the drop-down arrow. |
| 3 | Scroll through the validation options and CLICK "Manually Validated". The IRS Response Code will reflect "Manually Validated" and IRS Attempts will be set to "0".<br><br> |
| 4 | Enter a note on the Customer Details assignment block indicating why it was necessary to set the IRS Response Code to "Manually Validated". |
| 5 | CLICK "Save". |

# 91 IRS Response Code Query

## A Overview

The IRS Response Code Query allows users to retrieve and review the IRS Response Codes to determine which BP records require correction of Name, TIN, or TIN Type.

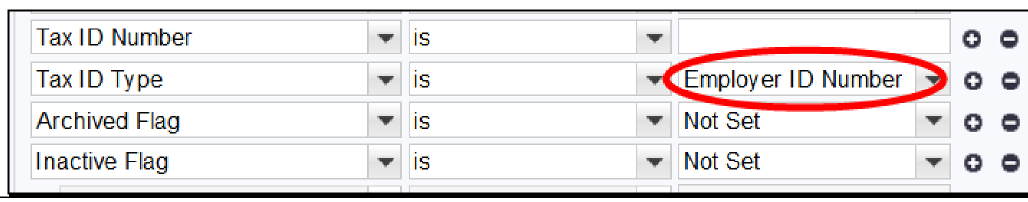
## B Saved Search Query

Saved Search Query variants allow the user to save the Search Criteria parameters from the Search input screen. A unique query should be established for each Tax Type that IRS Validations are performed on. This is a one-time setup and can be executed multiple times based on the Search Criteria saved.

Saved search queries allow for a quick reference to the Search Criteria necessary to find all IRS Response Codes for an EIN/SSN that contain an error and require correction.

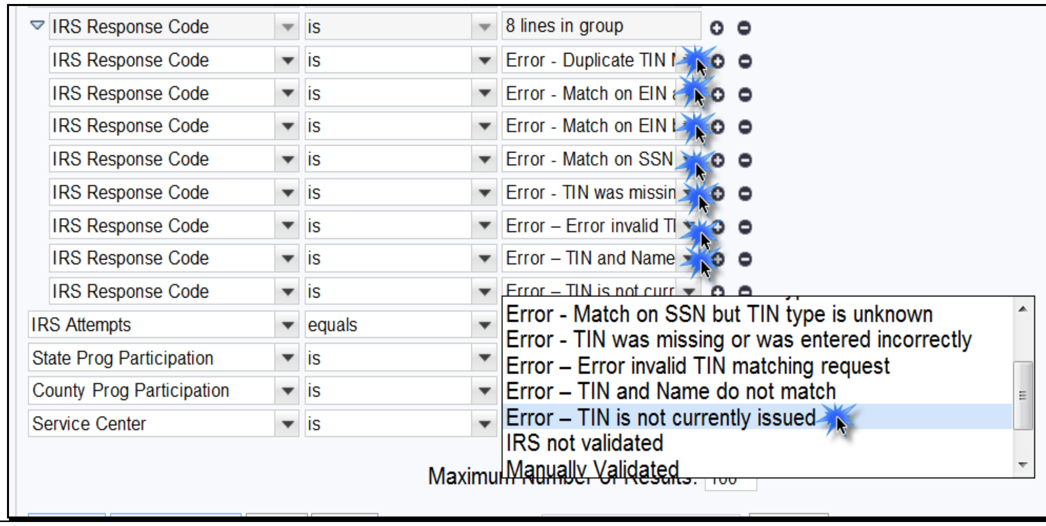
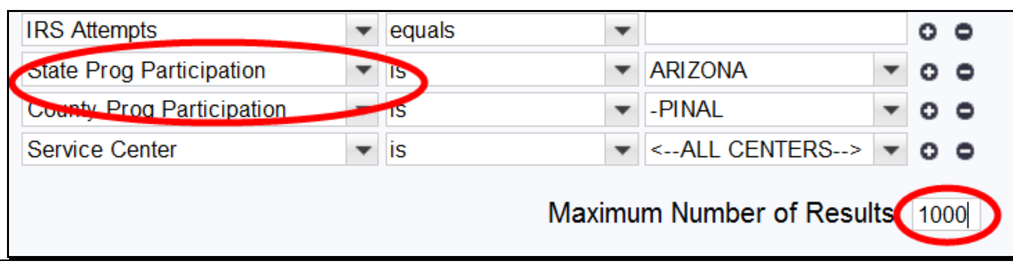
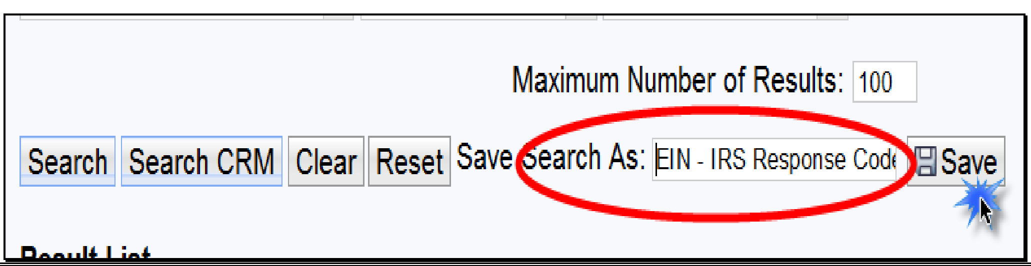
## C Establishing the Saved Search Query for Tax Type

The following table provides the steps to establish a saved search query.

| Step | Action |
|---|---|
| 1 | From the Customer Search Criteria Screen, CLICK “Employer ID Number” or “Social Security Number” from the Tax ID Type drop-down.<br> |
| 2 | Copy the IRS Response code search criteria line by clicking the + at the end of the line. Add enough lines for a total of 8 lines of IRS Response Code.<br> |

## 91 IRS Response Code Query

### C Establishing the Saved Search Query for Tax Type (Continued)

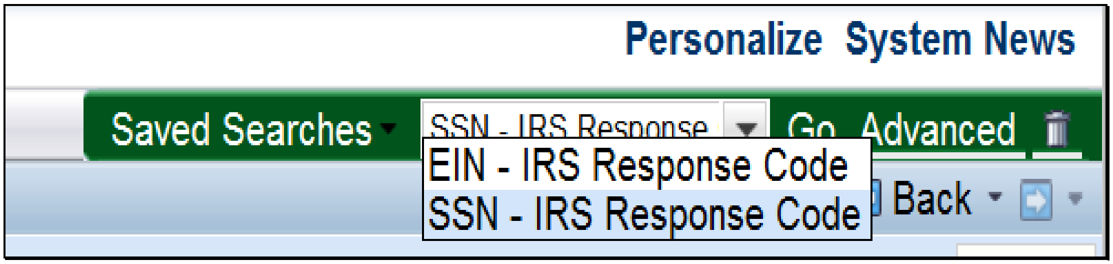
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Select the drop-down for each line of the 8 lines and select a separate error for each line until all eight errors are listed.<br><br>
</td></tr>
<tr><td>4</td><td>Select the appropriate State and County Program Participation.<br><br>Note: The “Maximum Number of Results” may need to be increased to ensure all records are displayed for the criteria.<br><br>
</td></tr>
<tr><td>5</td><td>Save the search in the “Save Search As” field by entering a title for this Search and then clicking “Save”.<br><br>
</td></tr>
</table>

Complete these steps for both “Employer ID Number” and “Social Security Number”.

**91 IRS Response Code Query (Continued)**

**D Executing Saved Search Queries**

Once the Search Criteria has been established and saved, Saved Searches can be found in the top right header of the Search Criteria Screen. Select the desired saved search from the drop-down menu and then select "Go".




**E Using Search Results**

The Results List can be exported to an Excel spreadsheet to be sorted for ease of updating, correcting, and handling customers with IRS Response Code errors. See subparagraph 38 F for exporting search results and paragraph 90 for correcting BP data with IRS errors.

**92-96 (Reserved)**



.

## 97 Conservator

### A Overview

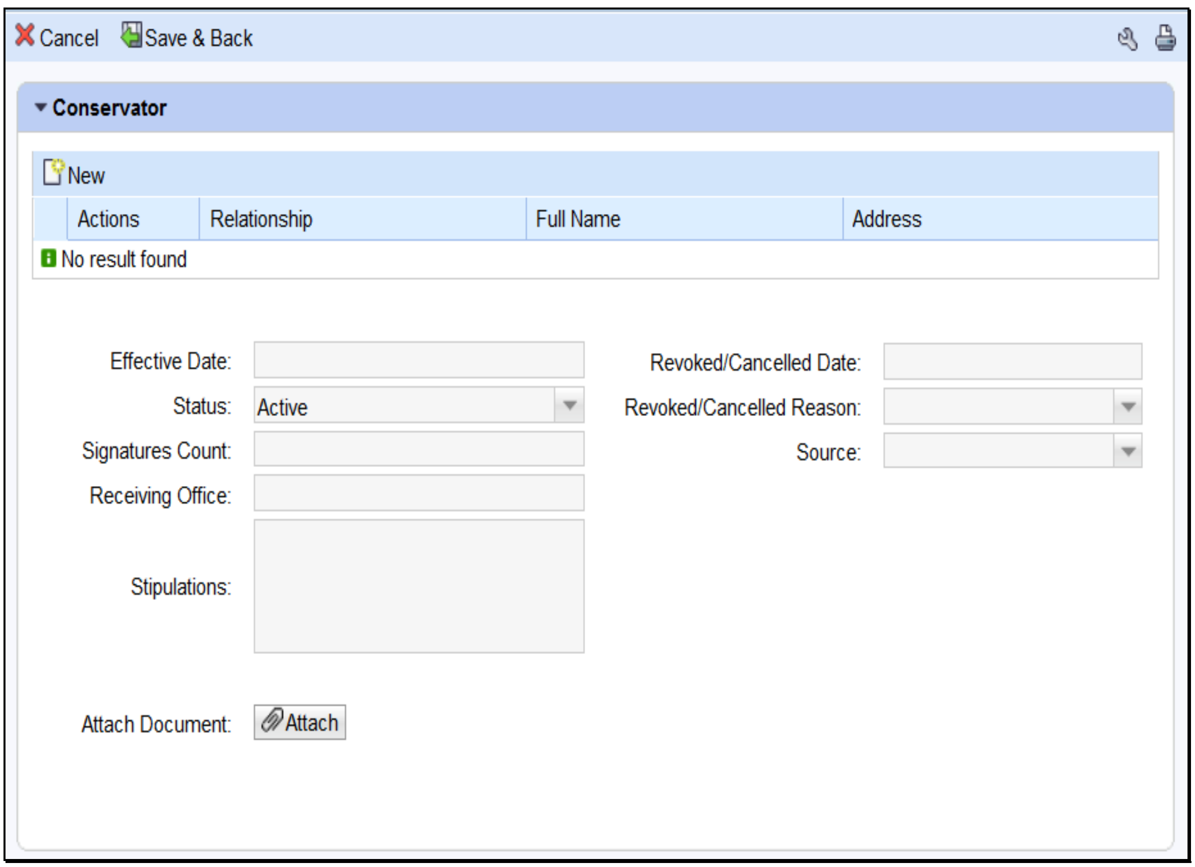
Conservators are used to record the person who was appointed by a court to assume responsibility for the interests of a minor or incompetent person.

When a Conservator is loaded into the customer's BP record, all existing relationships are revoked and no other relationships can be created for this customer.

See 1-CM for policy about Conservators.

### B Conservator Screen Example

After the "Has Conservator" menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the Conservator Screen will be displayed. Following is an example of the Conservator Screen.



## 97 Conservator (Continued)

### C Action

The following table provides field/button descriptions and actions to be taken on the Conservator screen.

| Field/Button | Description | Action |
|---|---|---|
| Cancel | Returns user to previous screen. | Click to return to previous screen. |
| Save & Back | Saves the created Conservatorship and returns user to the previous screen. | Click to return to previous screen. |
| New | Allows user to add a line to select a Conservator. | Click to add a line. |
| Actions | Deletes line(s). | Click the Trashcan to delete line(s). |
| Relationship | Displays type of Relationship being created. | None. Defaults to Relationship chosen on previous screen. |
| Full Name | Displays Full Name of the Conservator. | Click “Input Help” to search and select Conservator. |
| Address | Displays the City, State and Zip Code of the selected Conservator. | None. Pre-populated by previous entry or selection. |
| Effective Date | Displays date the Conservatorship becomes or became effective. | Defaults to current date. Click the Input Help to select a date. Current date automatically displayed. |
| Revoked/Cancelled Date | Displays the date the Conservatorship ended or will end. | Defaults to 12/31/9999. Click the Input Help to select a different date if necessary. |
| Status | Displays the status of Active, Pending (if effective date is in the future) or Revoked. | None. Defaulted by the system and is not editable by the user. |
| Revoked/Cancelled Reason | Displays the reason the Conservatorship was cancelled or revoked. | Click the drop-down arrow and select revocation or cancellation reason. |
| Signatures Count | Displays the number of signatures required to sign on behalf of the minor or incompetent customer. | Defaults to 1. User may manually enter a different number. |
| Source | Displays the source system the record was created in. | Defaulted by the system and is not an editable by the user. |
| Receiving Office | Displays the County Office that received the Conservatorship. | Defaulted to the users County that is creating the Conservatorship. Can be edited by clicking the Input Help to select a State, County, and Service Center. |
| Stipulations | Displays any stipulations related to the Conservatorship. | Defaulted to blank. Currently not editable. |
| Attach Document | Allows the user to attach a scanned copy of the Conservatorship to the customer record. | CLICK “Attach” to upload and attach document. |

## 98 FSA Power of Attorney

### A Overview

FSA Powers of Attorney are used to establish an FSA POA for a business or an individual.

The POA can be set up with limited scope, such as only being able to sign for certain crops or for certain farms. It can also be set to automatically expire (revoke) on a specific date in the future.

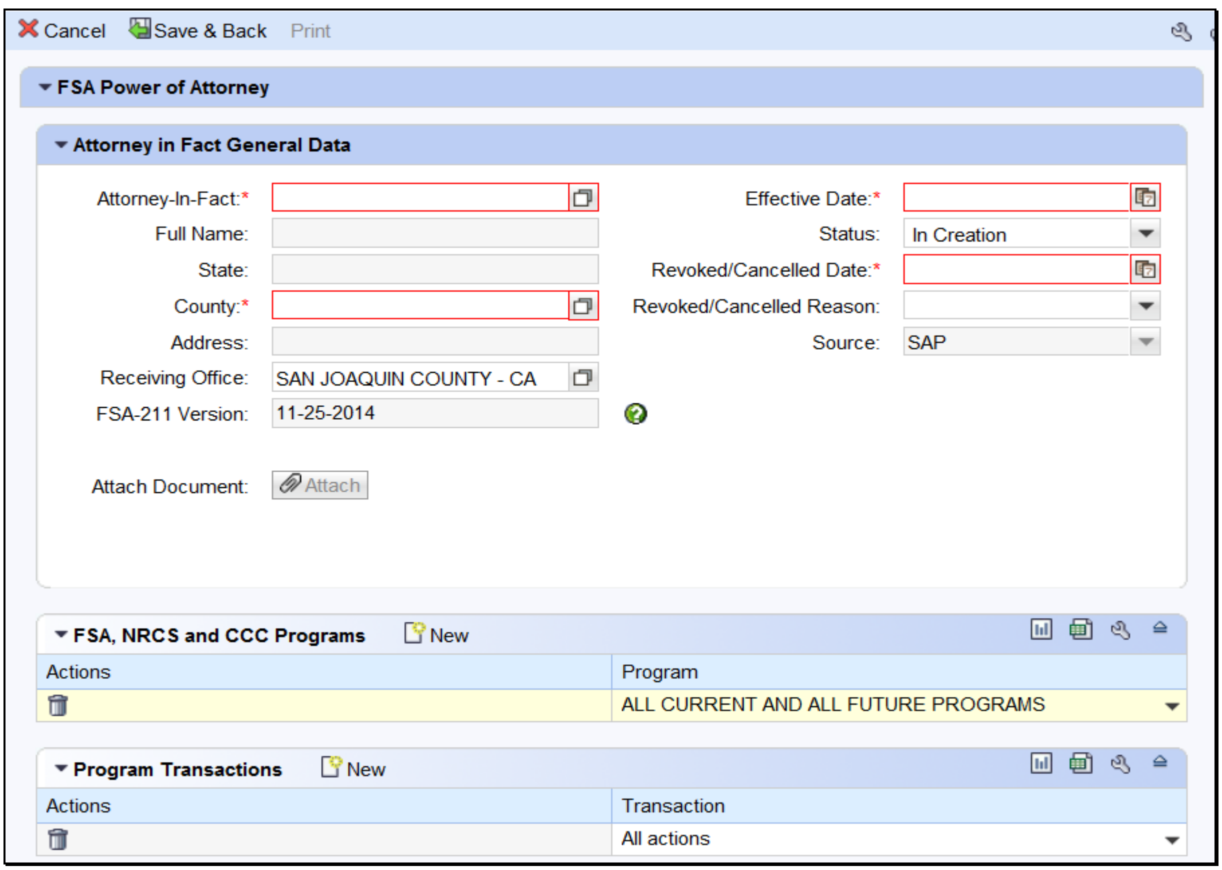
An FSA POA association may not be granted for a minor; instead, a Guardianship must be appointed. Also, minors may not be appointed as an FSA POA for another customer.

A signed FSA-211 is required before the POA status can be set to "Active" in CRM.

See 1-CM for policy regarding Power of Attorney and completion of FSA-211.

### B FSA Power of Attorney Screen Example

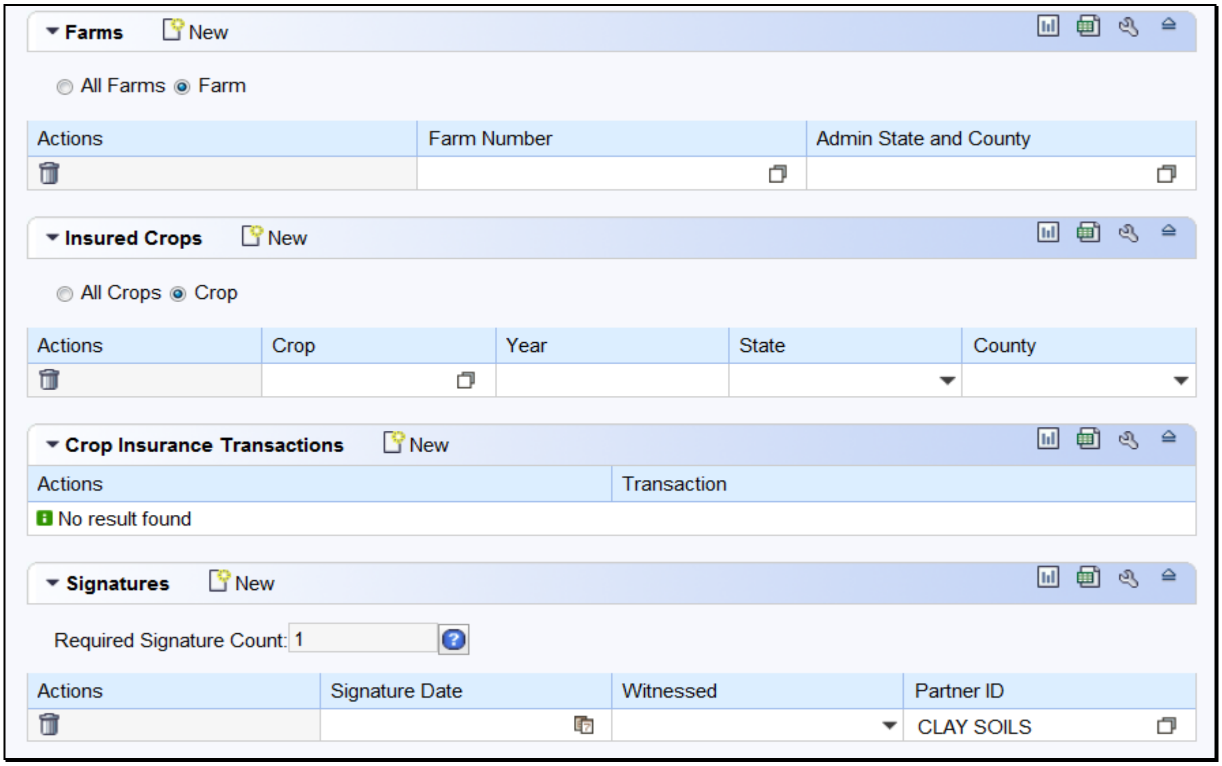
After the "Has FSA Attorney in Fact" menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the FSA Power of Attorney Screen will be displayed. Following is an example of the top of the FSA Power of Attorney Screen.



## 98 FSA Power of Attorney (Continued)

### B FSA Power of Attorney Screen Example, Continued

Following is an example of the bottom of the FSA Power of Attorney screen.




### C Action

The following table provides field/button descriptions and actions to be taken on the FSA Power of Attorney screen.

| Field/Button | Description | Action |
|---|---|---|
| Cancel | Returns user to previous screen. | Click to return to the previous screen. |
| Save & Back | Saves the created FSA POA and returns user to the previous screen. | Click to return to the previous screen. |
| **Attorney in Fact General Data** | | |
| FSA-211 Version | Displays version of FSA-211 that is being used. | Click the drop-down arrow to choose version of form. |
| Attorney-In-Fact | Displays the Business Partner ID of the selected Grantee. | Click “Input Help” to search and select the Grantee’s BP record. |

## 98 FSA Power of Attorney (Continued)

### C Action (Continued)

| Field/Button | Description | Action |
|---|---|---|
| Effective Date | Displays date the FSA POA becomes or became effective. | Defaults to current date. Click the Input Help to select a date. Current date will be automatically displayed. |
| Full Name | Displays Full Name of Grantee. | None. Defaulted by the system and is not editable by the user. |
| Status | Displays the status of Active, In Creation or Revoked. | Defaulted to In Creation until changed by using the drop-down arrow. |
| State | Displays the State of the Grantee. | None. Defaulted by the system and is not editable by the user. |
| Revoked/Cancelled Date | Displays the date the FSA POA ended or will end. | Defaults to 12/31/9999. Click the Input Help to select a different date if necessary. |
| County | Displays the County of the Grantee. | Click the Input Help to select State and County of Grantee. |
| Revoked/Cancelled Reason | Displays the reason the FSA POA was cancelled or revoked. | Click the drop-down arrow and select revocation or cancellation reason. |
| Address | Displays the address of Grantee. | None. Defaulted by the system and is not editable by the user. |
| Source | Displays the source system the record was created in. | Defaulted by the system and is not an editable by the user. |
| Receiving Office | Displays the County Office that received the FSA POA. | Defaulted to the users County that is creating the FSA POA. Can be edited by clicking the Input Help to select a different State, County, and Service Center |
| Attach Document | Allows the user to attach a scanned copy of the FSA POA to the customer record. | CLICK “Attach” to upload and attach document. |
| **FSA, NRCS and CCC Programs** | | |
| New | Adds additional lines to Actions and Programs. | Click the New button to add line(s). |
| Actions | Deletes line. | Click the Trashcan to delete line(s). |
| Program | Displays Program(s) Grantee has authority to sign on Grantors behalf. | Defaults to All Current and All Future Programs. Drop-down arrow can be selected to indicate specific programs. |

## 98 FSA Power of Attorney (Continued)

### C Action (Continued)

| Field/Button | Description | Action |
|---|---|---|
| **Program Transactions** | | |
| New | Adds additional lines to Actions and Transactions. | Click the New button to add line(s). |
| Actions | Deletes line. | Click the Trashcan to delete line(s). |
| Transaction | Displays Transaction(s) Grantee has authority to sign on Grantors behalf. | Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions. |
| **Farms** | | |
| New | Adds additional lines to Actions, Farm Number and Admin State and County. | Click the New button to add line(s). |
| All Farms | Indicates the Farms the Grantee has authority to sign on Grantors behalf. | Defaults to All Farms. |
| Farm | Indicates only specific farm numbers included in the authority to sign on behalf of. | Click the radio button. |
| Actions | Deletes line. | Click the Trashcan to delete line(s). |
| Farm Number | Displays the Farm Number(s) Grantee has authority to sign on behalf of. | Click the Input Help button to search and select farms associated to the Grantor. |
| Admin State and County | Displays the Administrative State and County of each Farm Number. | Click "Input Help" button to search and select State and County. |
| **Insured Crops** | | |
| New | Adds additional lines to Actions and Transactions. | Click the New button to add line(s). |
| All Crops | Indicates the Crops the Grantee has authority to sign on Grantors behalf. | Defaults to All Crops. |
| Crop | Indicates only specific crops included in the authority to sign on behalf of. | Click the radio button. |
| Actions | Deletes line. | Click the Trashcan to delete line(s). |
| Crop | Displays the Insured Crops the Grantee has authority to sign on Grantors behalf. | Click the Input Help button to search and select crop(s). |
| Year | Displays the crop year. | Enter four digit year. |
| State | Displays the State. | Click the drop-down to select State. |
| County | Displays the County. | Click the drop-down arrow to select County for State entered. |

## 98 FSA Power of Attorney (Continued)

### C Action (Continued)

| Field/Button | Description | Action |
|---|---|---|
| **Crop Insurance Transactions** | | |
| New | Adds additional lines to Actions and Transactions. | Click the New button to add line(s). |
| Actions | Deletes line. | Click the Trashcan to delete line(s). |
| Transaction | Displays Transactions Grantee has authority to sign on Grantors behalf. | Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions. |
| **Signatures** | | |
| New | Adds additional lines to Actions, Signature Date, Witnessed and Partner ID, as needed when multiple signors are necessary. | Click the New button to add line(s). |
| Required Signature Count | Displays the number of signatures required by the Grantor. | Defaults to 1 for Individuals. Defaults to number indicated in the Member Signatures Assignment Block. |
| Actions | Deletes line. | Click the Trashcan to delete line(s). |
| Signature Date | Displays the date signed by each Grantor. | Click the Input Help to select a date. |
| Witnessed | Displays how Grantor signature was verified. | Click the drop-down arrow to select witness type. |
| Partner ID | Displays the name of the Grantor signing the FSA-POA. | Click “Input Help” to search and select Grantor(s). |

# 99 Guardianship

## A Overview

Guardianships are used to have a parent or guardian assigned Signature Authority for a minor child.

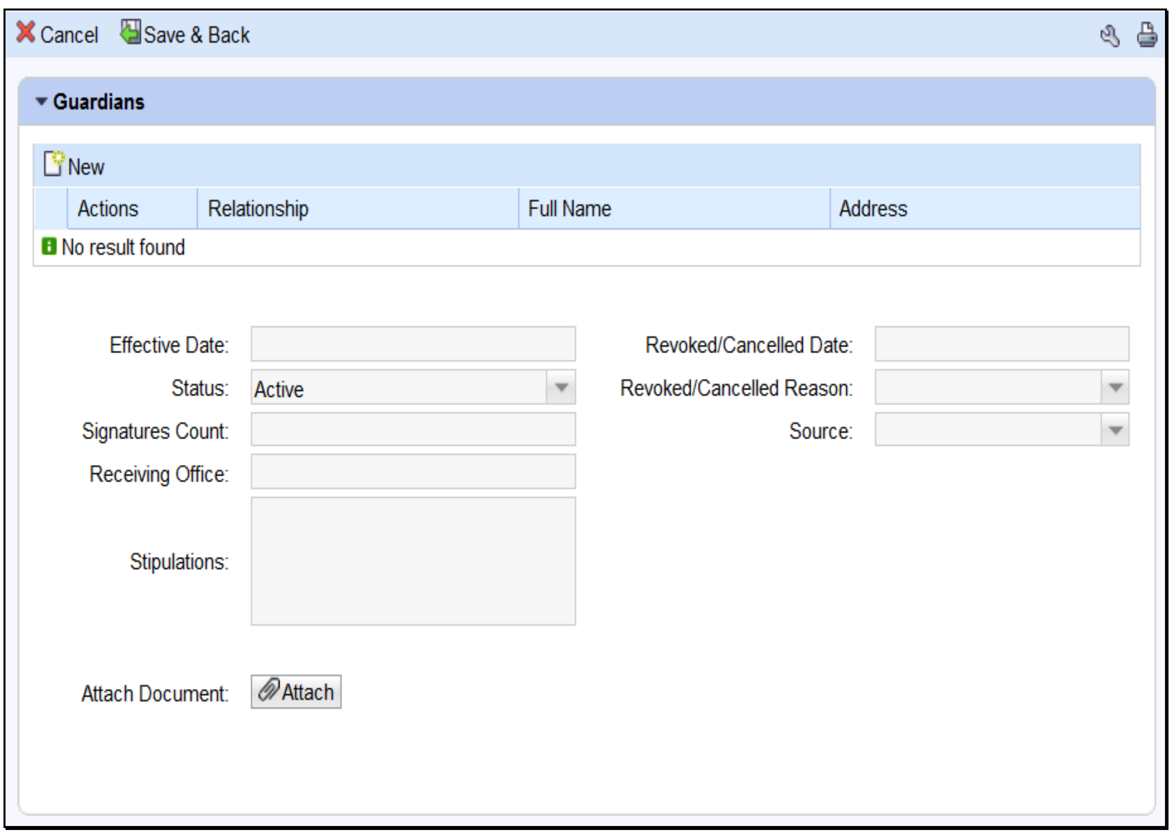
The BP record of the customer who has Guardianship (the minor) must include their Date of Birth *prior to* creating the Guardianship. The Date of Birth entry validates that the customer is under 18 years of age, and it also allows the system to automatically revoke the Guardianship on the minor's 18th birthday.

Guardianships can be loaded for customers that are currently not minors (beyond 18 years of age). The Guardianship in the record will be valid for the time period that they were legally a minor.

See 1-CM for policy about Guardianship.

## B Guardians Screen Example

After the "Has Parent/Guardian" menu option is selected from the Relationship Category drop-down box on the Representative Capacity Relationships Screen, the Guardians screen will be displayed as follows.



## 99 Guardianship (Continued)

### C Action

The following table provides field/button descriptions and actions to be taken on the Guardians Screen.

| Field/Button | Description | Action |
|---|---|---|
| Cancel | Returns user to previous screen. | Click to return to previous screen. |
| Save & Back | Saves the created Guardianship and returns user to the previous screen. | Click to return to previous screen. |
| New | Allows user to add a line to select a Guardian. | Click to add a line. |
| Actions | Deletes line. | Click the Trashcan to delete line(s). |
| Relationship | Displays type of Relationship being created. | None. Defaults to Relationship chosen on previous screen. |
| Full Name | Displays full name of Grantee. | Click the Input Help to search and select Grantee's BP record. |
| Address | Displays address of Grantee | None. Defaulted by the system and is not editable by the user. |
| Effective Date | Displays date the Guardianship becomes or became effective. | Defaults to the Grantor's Date of Birth. Click the Input Help to select a date. |
| Revoked/Cancelled Date | Displays the date the Guardianship ended or will end. | Defaults to the date the Grantor turns 18 years of age. Click the Input Help to select a different date if necessary. |
| Status | Displays the status of Active, or Revoked. | None. Defaults to Active. |
| Revoked/Cancelled Reason | Displays the reason the Guardianship was cancelled or revoked. | Defaults to reason "Minor Child Turns 18". Click the drop-down arrow and select revocation or cancellation reason. |
| Signatures Count | Displays the number of Guardian signatures required | None. Defaults to the number loaded in Business File. |
| Source | Displays the source system the record was created in. | Defaulted by the system and is not an editable by the user. |
| Receiving Office | Displays the County Office that received the Guardianship. | Defaulted to the user's County that is creating the Guardianship. Can be edited by clicking the Input Help to select a State, County and Service Center |
| Stipulations | Displays any stipulations related to the Guardianship. | Defaulted to blank. Currently not editable. |
| Attach Document | Allows the user to attach a scanned copy of the Guardianship to the customer record. | CLICK "Attach" to upload and attach document. |

## 100 Is Married To

### A Overview

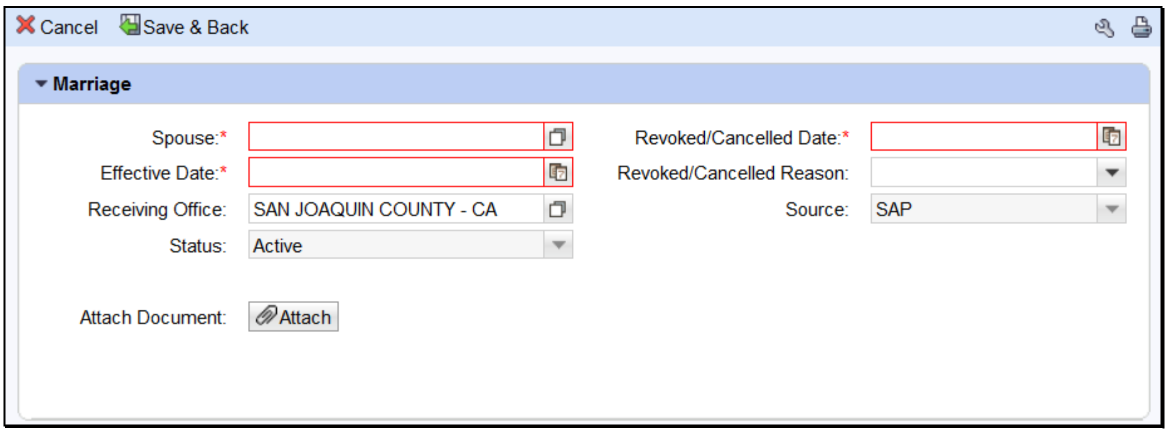
The "Is Married To" association is used to record signature authority within the marriage relationship.

According to FSA policy (1-CM), spouses have signature authority for each other. The marriage relationship must be created in Representative Capacity for each spouse.

See 1-CM for policy regarding spouses' signature authority.

### B Marriage Screen Example

After the "Is Married To" menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the Marriage Screen will be displayed. Following is an example of the Marriage Screen.




### C Action

The following table provides field/button descriptions and actions to be taken on the Marriage Screen.

| Field/Button | Description | Action |
|---|---|---|
| Cancel | Returns user to previous screen. | Click to return to previous screen. |
| Save & Back | Saves the created Marriage Relationship and returns user to the previous screen. | Click to return to previous screen. |
| Spouse | Displays the Spouse's name. | Click the Input Help to search and select the spouse. |
| Revoked/Cancelled Date | Displays the date the marriage relationship ended or will end. | Defaults to 12/31/9999. Click "Input Help" to select a different date if necessary. |

## 100 Is Married To (Continued)

### C Action (Continued)

| Field/Button | Description | Action |
|---|---|---|
| Effective Date | Displays date the marriage relationship becomes or became effective. | Defaults to current date. Click the Input Help to select a date. Current date automatically displayed. |
| Revoked/Cancelled Reason | Displays the reason the marriage relationship was cancelled or revoked. | Click the drop-down arrow and select revocation or cancellation reason. |
| Receiving Office | Displays the County Office that received the marriage relationship. | Defaulted to the user's County that is creating the marriage relationship. Can be edited by clicking Input Help to select a State, County and Service Center |
| Source | Displays the source system the record was created in. | Defaulted by the system and is not editable by the user. |
| Status | Displays the status of Active or Revoked. | Defaults to Active. |
| Attach Document | Allows the user to attach a scanned copy of the marriage relationship to the customer record. | CLICK "Attach" to upload and attach document. |

## 101 Revocation of Spousal Authority

### A Overview

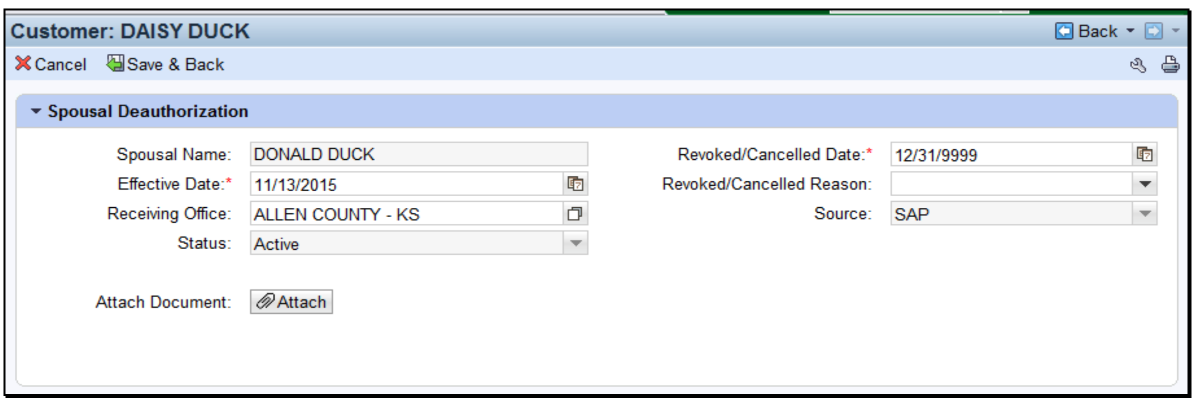
Revocation of Spousal Authority is used to record a customer's decision to rescind Spousal Signature Authority. The Relationship revokes the spouse's ability to sign documents on his/her behalf.

Signature authority for spouses can be revoked at any time, regardless of marital status. If married couples choose to not allow spousal signature authority, they must have a "Revoke Spousal Signature Authority" loaded.

An active Marriage relationship must exist before revoking Spousal Signature Authority.

### B Revoked Spousal Signature Authority Screen Example

After the "Revocation of Spousal Authority" menu option is selected from the Relationship Category drop-down box on the Representative Capacity Relationships Screen, the Spousal Deauthorization Screen will be displayed. Following is an example of the Spousal Deauthorization Screen.




### C Action

The following table provides field/button descriptions and actions to be taken on the Spousal Deauthorization Screen.

| Field/Button | Description | Action |
|---|---|---|
| Cancel | Returns user to previous screen. | Click to return to previous screen. |
| Save & Back | Saves the created Spousal Deauthorization and returns user to the previous screen. | Click to return to previous screen. |
| Spouse | Displays the Spouse's name. | Pre-loaded with Spouse's name, per Is Married To Relationship. **Cannot** be edited. |

## 101 Revocation of Spousal Authority (Continued)

### C Action (Continued)

| Field/Button | Description | Action |
|---|---|---|
| Revoked/Cancelled Date | Displays the date the Spousal Deauthorization ended or will end. | Defaults to 12/31/9999. Click the Input Help to select a different date if necessary. |
| Effective Date | Displays date the Spousal Deauthorization becomes or became effective. | Defaults to current date. Click the Input Help to select a date. Current date automatically displayed. |
| Revoked/Cancelled Reason | Displays the reason the Spousal Deauthorization was cancelled or revoked. | Click the drop-down arrow and select revocation or cancellation reason. |
| Receiving Office | Displays the County Office that received the Spousal Deauthorization request. | Defaulted to the users County that is creating the Spousal Deauthorization relationship. Can be edited by clicking the Input Help to select a State, County and Service Center |
| Source | Displays the source system the record was created in. | Defaulted by the system and is not an editable by the user. |
| Status | Displays the status of Active or Revoked | Defaults to Active. |
| Attach Document | Allows the user to attach a scanned copy of the marriage relationship to the customer record. | CLICK “Attach” to upload and attach document. |

## 102 Non-FSA Power of Attorney

### A Overview

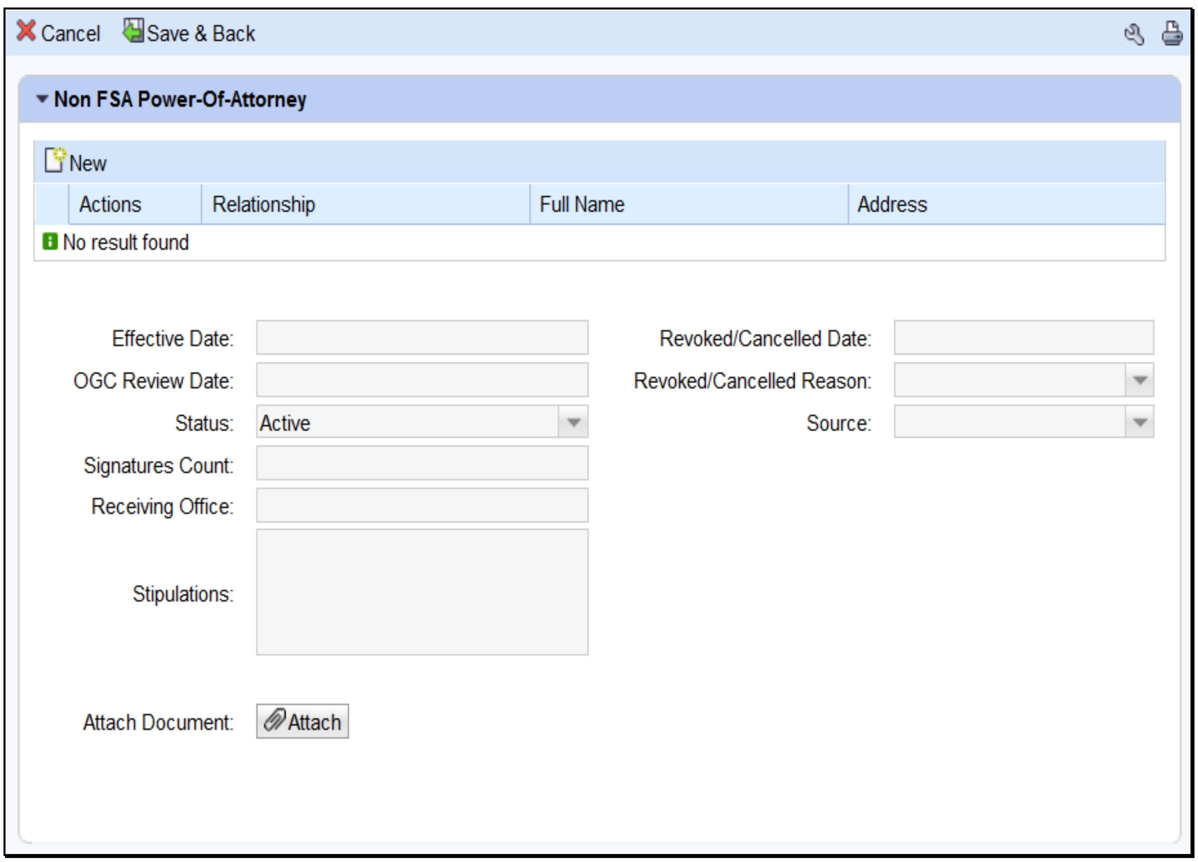
Non-FSA Powers of Attorney are used to record the establishment of a non-FSA power of attorney relationship for an organization or an individual. It is used when the Grantor of the Non-FSA Power of Attorney (Non-FSA POA) does not use the FSA-211.

A Non-FSA POA may not be granted for a minor; instead, a Guardianship must be appointed. Minors may not be appointed as a Non-FSA POA for another customer.

See 1-CM for policy regarding Non-FSA POA.

### B Non FSA Power-Of-Attorney Screen Example

After the "Has Non-FSA Attorney in Fact" menu option is selected from the Relationship Category drop-down box on the Representative Capacity Relationships Screen, the Non FSA Power-Of-Attorney Screen will be displayed. Following is an example of the Non FSA Power-Of-Attorney Screen.



## 102 Non-FSA Power of Attorney (Continued)

### C Action

The following table provides field/button descriptions and actions to be taken on the Non FSA Power-Of-Attorney Screen.

| Field/Button | Description | Action |
|---|---|---|
| Cancel | Returns user to previous screen. | Click to return to previous screen. |
| Save & Back | Saves the created Non-FSA POA and returns user to the previous screen. | Click to return to previous screen. |
| New | Allows user to add a line(s) to select Grantee. | Click to add a line(s). |
| Actions | Delete line(s). | Click the Trashcan to delete line(s). |
| Relationship | Displays type of Relationship being created. | None. Defaults to Relationship chosen on previous screen. |
| Full Name | Displays full name of Grantee. | None. Defaulted by the system and is not editable by the user. |
| Address | Displays the address of the Grantee. | None. Defaulted by the system and is not editable by the user. |
| Effective Date | Displays date the Non-FSA POA becomes or became effective. | Defaults to current date. Click the Input Help to select a date. Current date automatically displayed. |
| Revoked/Cancelled Date | Displays the date the Non-FSA POA ended or will end. | Defaults to 12/31/9999. Click the Input Help to select a different date if necessary. |
| OGC Review Date | Displays the date of the OGC review. | Click the Input Help to select date. |
| Revoked/Cancelled Reason | Displays the reason the Non-FSA POA was cancelled or revoked. | Click the drop-down arrow and select revocation or cancellation reason. |
| Status | Displays the Status of the Non-FSA POA. | Defaults to In Creation. Drop-down can be selected to change status as necessary. |
| Source | Displays the source system the record was created in. | Defaulted by the system and is not an editable by the user. |
| Signatures Count | The number of signatures required in order to have a complete signature from the business. | If more than one signature is required, manually enter the number of signatures required for a business. |
| Receiving Office | Displays the County Office that received the Non-FSA POA. | Defaulted to the users County that is creating the Non-FSA POA. Can be edited by clicking the Input Help to select a different State, County and Service Center |
| Stipulations | Displays any stipulations related to the Non-FSA POA. | Defaulted to blank. Currently not editable. |
| Attach Document | Allows the user to attach a scanned copy of the Non-FSA POA to the customer record. | CLICK “Attach” to upload and attach document. |

## 103 Signature Authority

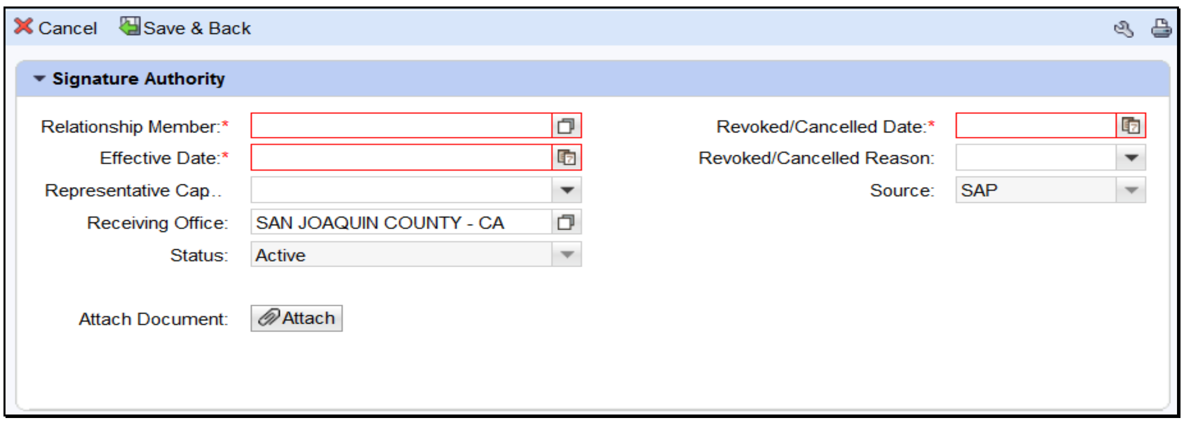
### A Overview

Signature authority is used when a customer grants legal signature authority delegated by an authoritative body (such as a board of directors) to organizational positions (such as president, managing director, manager) appointing them as agents of the organization. An organization can have more than one individual with signature authority.

See 1-CM for policy regarding Signature Authority.

### B Signature Authority Screen Example

After the "Has Signature Authority" menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the Signature Authority Screen will be displayed. Following is an example of the Signature Authority Screen.




### C Action

The following table provides field/button descriptions and actions to be taken on the Signature Authority Screen.

| Field/Button | Description | Action |
|---|---|---|
| Cancel | Returns user to previous screen. | Click to return to previous screen. |
| Save & Back | Saves the created Signature Authority and returns user to the previous screen. | Click to return to previous screen. |
| Relationship Member | Displays the Grantee's name. | Click "Input Help" to search and select Grantee. |
| Revoked/Cancelled Date | Displays the date the Signature Authority ended or will end. | Defaults to 12/31/9999. CLICK "Input Help" to select a different date if necessary. |

## 103 Signature Authority (Continued)

### C Action (Continued)

| Field/Button | Description | Action |
|---|---|---|
| Effective Date | Displays date the Signature Authority becomes or became effective. | Defaults to current date. Click the Input Help to select a date. |
| Revoked/Cancelled Reason | Displays the reason the Signature Authority was cancelled or revoked. | Click the drop-down arrow and select revocation or cancellation reason. |
| Representative Capacity | Displays the position in which the Grantee will act. | Click the drop-down to select position. |
| Source | Displays the source system the record was created in. | Defaulted by the system and is not an editable by the user. |
| Receiving Office | Displays the County Office that received the Signature Authority. | Defaulted to the users County that is creating the Signature Authority. Can be edited by clicking the Input Help to select a State, County, and Service Center. |
| Status | Displays the status of Active or Revoked. | None. Defaulted by the system and is not editable by the user. |
| Attach Document | Allows the user to attach a scanned copy of the Signature Authority to the customer record. | Click "Attach" to upload and attach document. |

## 104-109 (Reserved)

**Section 4 Relationships**

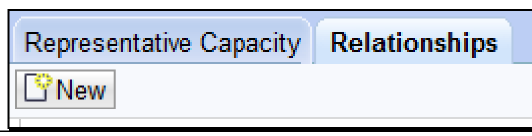
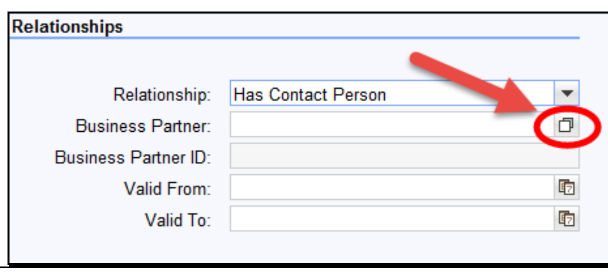
## 110 Contact Relationships

### A Overview

Contacts are used when a customer delegates another person to be contact on their behalf regarding program information. A contact does not have signature authority. A customer can have more than one contact.

### B Adding a Contact Relationship

The following table provides the steps for creating a "Contact" Relationship for a BP customer.

| Step | Action |
|---|---|
| 1 | Access the customer record to which the contact will be added. |
| 2 | Scroll down to the Relationship assignment block. Select "New".<br><br> |
| 3 | Select "Has Contact Person" from the Relationship drop-down menu.<br><br> |
| 4 | Select the input help button next to Business Partner to search for the contact.<br><br> |
| 5 | Enter applicable search criteria. |
| 6 | Click "Search". The customer/contact(s) that match the search criteria entered will be displayed in the Result List.<br><br>If the contact cannot be found after doing a thorough search, the contact shall be added according to subparagraph 171 D. |
| 7 | Select the applicable customer/contact. The Relationships Screen will be redisplayed with the customer/contact added. |
| 8 | Enter the Valid From/Valid To dates. |
| 9 | Select "Save & Back" to save the contact record. The customer will now have a "Has Contact" relationship listed. |

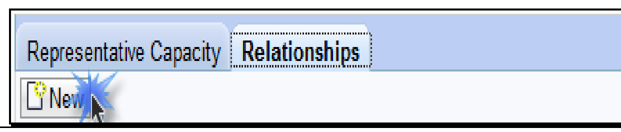
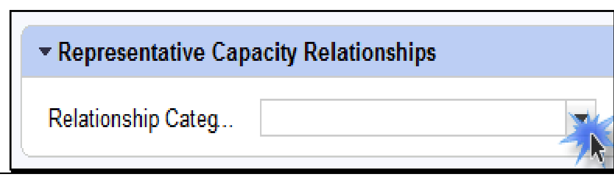
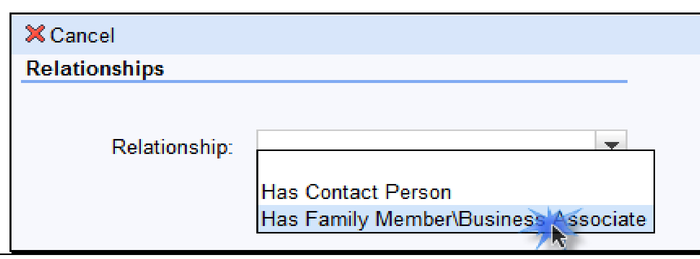
## 111 Family Member/Business Associate Relationships

### A Overview

Family members/business associate relationships are used to indicate when a customer is a family member/business associate of an employee. A family member/business associate does not have signature authority. An employee can have more than one family member/business associate.

### B Adding a Family Member/Business Associate Relationship

The following table provides the steps for creating a "Family Member/Business Associate" Relationship for an employee.

| Step | Action |
|---|---|
| 1 | Select the "New" button in the Relationships assignment block.   |
| 2 | Select the drop-down arrow to expand the "Relationships Category" drop-down menu.   |
| 3 | Select "Has Family Member/Business Associate" from the drop-down menu.   |
| 4 | Select the applicable "Relationship Type". Many types are available, scroll to view all.   |

## 111 Family Member/Business Associate Relationships (Continued)

### B Adding a Family Member/Business Associate Relationship (Continued)

| Step | Action |
|---|---|
| 5 | Use the Input Help button to search for and select the Employee record.<br><br><br>**Note:** A "Family Member/Business Associate" Relationship can only be established between a BP Customer record and a BP Employee record. |
| 6 | Modify the "Valid From" date, if necessary. Defaulted to current date. |
| 7 | Modify the "Valid To" date, if necessary. Defaulted to 12/31/9999. |
| 8 | Click "Save and Back". |

## 112 Employee/Producer Relationships

### A Overview

FSA Employee/Producer relationships are system-generated and cannot be modified by the user. The relationship is automatically created based on a match of the SSN from the Employee BP record and Customer BP record, with role of *Individual*. When this match occurs, the relationship is automatically created and will display in both the Employee BP record and the Customer BP record.

**Note:** The SSN of the Employee record is not *visible* in CRM, but is used to create the relationship with the Individual customer record.

### B Viewing an Employee/Producer Relationship

The Employee/Producer relationship can be viewed on the Relationships tab of the Customer record. See the following example.

**Relationships** New

| Ac… | Relationship | Full Name | Valid From | Valid To |
|---|---|---|---|---|
| | Is FSA Employee/Producer | ANY PRODUCER | 12/10/2014 | 12/31/9999 |

## 113-116 (Reserved)

## Section 5 SSN Family

### 117 SSN Family

#### A Overview

SSN Family is a new concept, and improved functionality for TIN management within customer data records. SSN Family allows BP Customer records with the role of Individual, Revocable Trust (RT) or Limited Liability Company (LLC) to share a Social Security Number. SCIMS restricted 1 record to holding a unique TIN/TIN Type. SSN Family is a process improvement designed to allow all applicable records for the customer to store the customer's SSN.

Only Individuals, LLCs and RTs are authorized to use an SSN; therefore, only records with these Roles can be members of an SSN Family and share the same SSN.

According to 1-CM, paragraphs 178.6 and 178.8, customers may not receive monetary benefits from FSA as multiple business types (Individual, RT, or LLC) using their SSN. The purpose of SSN Family is **not** to allow multiple business types or entities to concurrently receive payments, but rather to allow a more streamlined transition when and if the producer elects to receive payment as a different business type.

**Important:** Customers that have obtained an EIN for their RT or LLC will **not** have an SSN Family. SSN Family is only used when the RT or LLC is using the SSN *that actually belongs to the individual person*, for payment.

#### B SCIMS to Business Partner – SSN Family Process Improvement

Previously, when a customer requested to be paid as a different entity using the same SSN, the SCIMS restriction required users to perform a cumbersome workaround. This workaround included modifying the customers' Name and Role on their records in order to keep the SSN attached to the same CCID record that previously received payment. When the TIN is removed from the record, it is separated from the CCID and payment errors occur.

CCID is the assignment of a unique record number to a customer record. When a customer is created in SCIMS a unique CCID is assigned. Likewise, when a customer is created in Business Partner, a unique CCID is assigned. The CCID and all other customer data is replicated back to SCIMS when a record is created or modified in Business Partner.

The CCID is used to issue program and loan payments. Payments are issued to the customer that belongs to the CCID that holds the TIN in SCIMS.

## 117 SSN Family (Continued)

### C Anchor/Non-Anchor Records

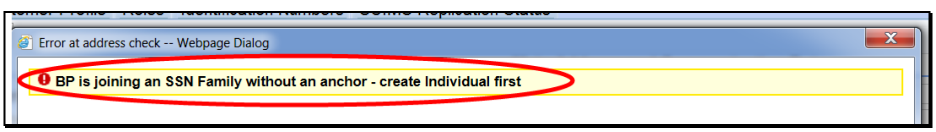
An SSN Family consists of an anchor and non-anchor records. Following are rules for anchor and non-anchor records.

- An anchor is always an Individual and must have an SSN.
- Non-anchors can be either a Revocable Trust or LLC that uses the same SSN as the Individual.
- Each SSN Family can have only one anchor.
- Multiple non-anchors may be part of an SSN Family.
- All SSN Family members share the same SSN.
- The TIN on the non-anchor record is referred to as the Affiliated SSN.

**Note:** The terms anchor and non-anchor do not appear on the screen in CRM; they are simply terms used to describe the records of members of an SSN Family.

### D Orphan Records

An orphan is a non-anchor record that is not connected to an anchor record. Orphan records must be resolved by establishing an anchor record which will create the SSN family. Creation or editing of orphan records will result in an error message, which must be resolved first by establishing the anchor record.




**Note:** The term orphan does not appear on the screen in CRM; it is simply a term used to describe a non-anchor record that does not yet have an anchor record.

## 117 SSN Family (Continued)

### E Search for Existing Records

When resolving orphan records or before creating any new SSN Family member records, always search first for existing records. See Part 2, Section 3 for completing a thorough search of customer records.

The Individual record may already exist with "No Tax ID" and just require the SSN to be loaded to establish the anchor for the SSN Family. Creation of a brand new Individual record will result in a duplicate, and must be resolved. See Section 6 for additional information on resolving duplicates.

<table>
<tr><th>IF an…</th><th>AND an…</th><th>THEN when the…</th></tr>
<tr><td rowspan="2">Individual customer record exists in BP with an SSN</td><td>LLC or RT customer record is being created with the same SSN as the existing Individual record</td><td rowspan="2">LLC or RT record is saved, the SSN Family will be created.</td></tr>
<tr><td>LLC or RT customer record is being modified to add the same SSN as the existing Individual record</td></tr>
<tr><td rowspan="2">orphan LLC or RT customer record exists in BP with an SSN</td><td>Individual customer record is being created with the same SSN as the existing RT or LLC record</td><td rowspan="2">Individual record is saved, the SSN Family will be created.</td></tr>
<tr><td>Individual customer record is being modified to add the same SSN as the existing RT or LLC record</td></tr>
</table>

### F Copy to Establish or Expand an SSN Family

The Copy function is available on records in an SSN Family and allows the user to copy common information from the existing record in order to create a new record. The new record becomes an additional member of the SSN Family.

**Note:** Users are not required to use the Copy feature to create new records for members of an SSN Family. The Copy feature is just a quicker/simpler method than creating the record from scratch and manually entering the customer's address, phone numbers, e-mail addresses, Program Participation, Associated Counties, etc.

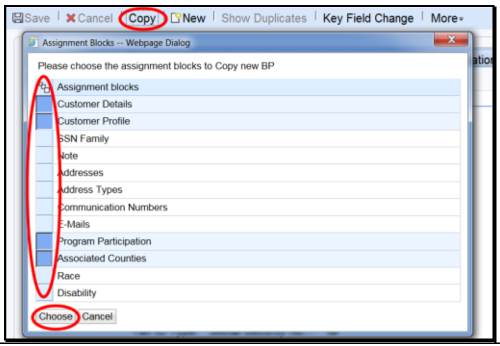
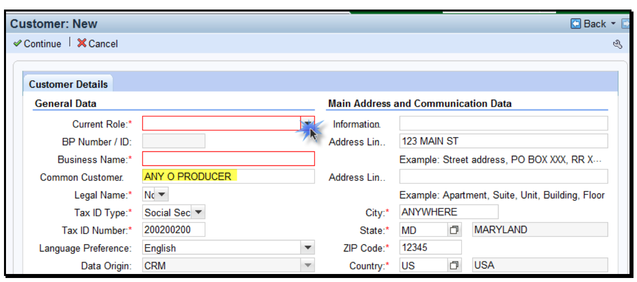
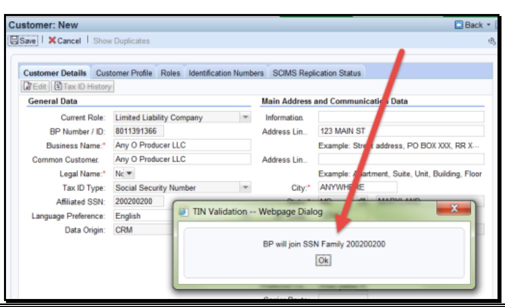
The Copy functionality can **only** be used to copy information from the:

- orphan, non-anchor record to create an anchor record
- anchor record to create a non-anchor record.

## 117 SSN Family (Continued)

### F Copy to Establish or Expand an SSN Family (Continued)

The following table provides the steps for copying to establish or expand an SSN family.

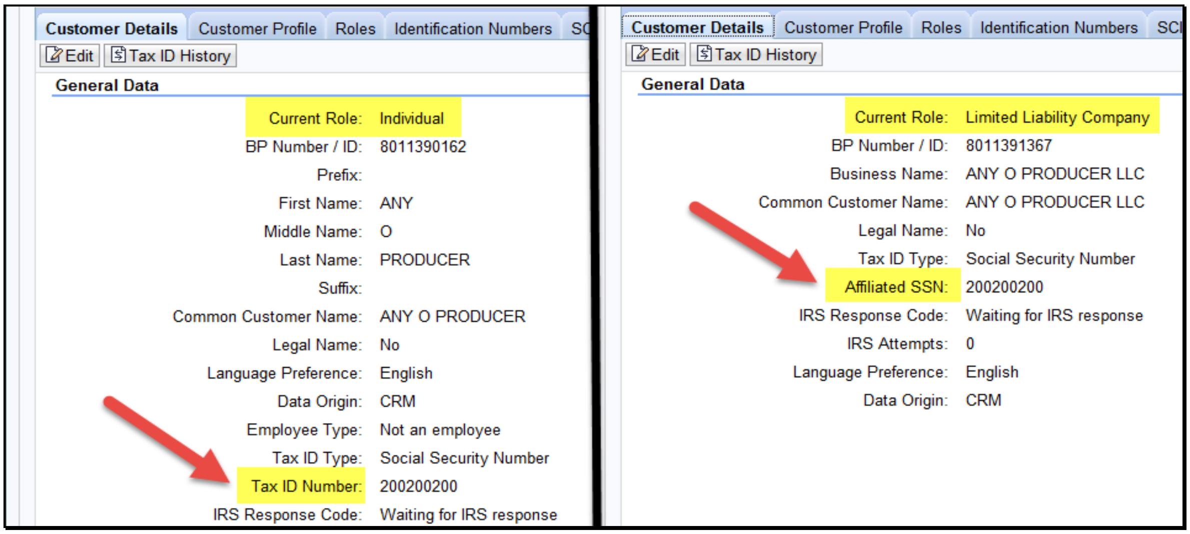
| Step | Action |
|---|---|
| 1 | Select the "Copy" button at the top of the customer record. A pop up window will display the Assignment Blocks available for selection from the existing BP record. |
| 2 | Select the Assignment Blocks to be copied to the new record by clicking the box to the left of each line.<br><br> |
| 3 | Select "Choose". All data from the selected Assignment Blocks will be copied to the new record. |
| 4 | On the New Customer Screen, choose the Role for the new record and enter the appropriate name.<br><br><br><br>**Note:** The name should not be exactly the same as the record from which it was copied, because they are different roles. |
| 5 | Make any other necessary edits to the record and click "Save". A confirmation window will be displayed notifying users that the new record will join the SSN Family. |
| 6 | CLICK OK.<br><br> |

## 117 SSN Family (Continued)

### G Affiliated SSN

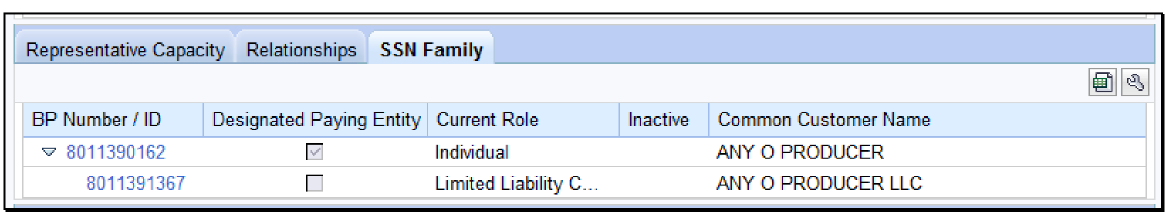
All members of an SSN Family contain the same SSN in their records. The anchor will display the SSN as "Tax ID Number". The non-anchors will display the SSN as "Affiliated SSN".

Following are examples of an anchor and non-anchor.




### H DPE

The DPE flag shall be set on the record that will store the TIN in SCIMS and receive payment. If a record has received payments in any prior year, the DPE flag is not year-specific and **must** remain set for that record. See paragraph 72 for a detailed description of the DPE flag.




If the customer has not previously received payment via any records in the SSN Family, the DPE can be modified, per the customer's request. To change the DPE, the user must be editing the record that is to receive the DPE. The reassignment of the DPE flag cannot be performed on the record that the DPE flag is currently set on.

**Note:** Before changing the DPE, notify Farm Loan Programs.

When the SSN is moved from one CCID to another, by reassignment of DPE, pending overpayments are being computed on the CCID that previously held the SSN and received payment. Financial Services and Legacy Payment software are in the process of being modified, to utilize the flexibility of SSN Family.

## 118 Creating/Modifying Records to Establish an SSN Family

### A Overview

There are five different scenarios that require action to establish an SSN Family. Following is a description of each scenario and the respective subparagraph reference:

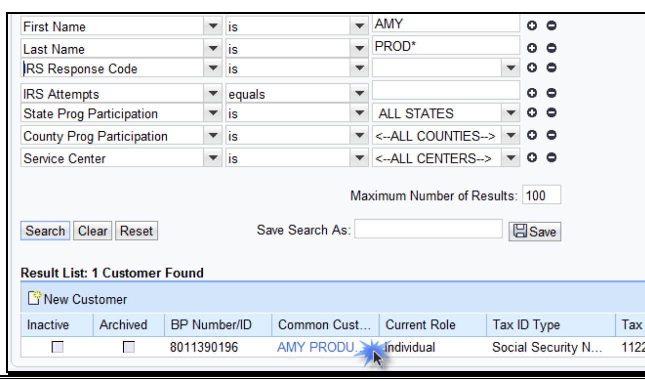
| Scenario | Customer Record | Existing Record(s) Include | Subparagraph Reference |
|---|---|---|---|
| 1 | LLC or RT with SSN | • Individual record with an SSN.<br>• No LLC/RT record. | B |
| 2 | Individual | • LLC or RT record with an SSN.<br>• No Individual record. | C |
| 3 | LLC or RT with SSN | • Individual record with an SSN.<br>• LLC/RT record with No Tax ID. | D |
| 4 | Individual | • LLC/RT record with an SSN<br>• Individual record with No Tax ID. | E |
| 5 | LLC or RT with SSN | • None. | F |

**Note:** None of these scenarios apply if the customer has obtained an EIN for the RT or LLC. These records will be created separately and will not be included in the SSN Family because they do not share the SSN.

### B Scenario 1

This scenario covers the situation where an Individual customer record exists but no RT or LLC record exists. In this scenario the user is adding a RT or LLC using the individual's SSN. The following table provides steps for handling scenario 1.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Search for and select the Individual's customer record.

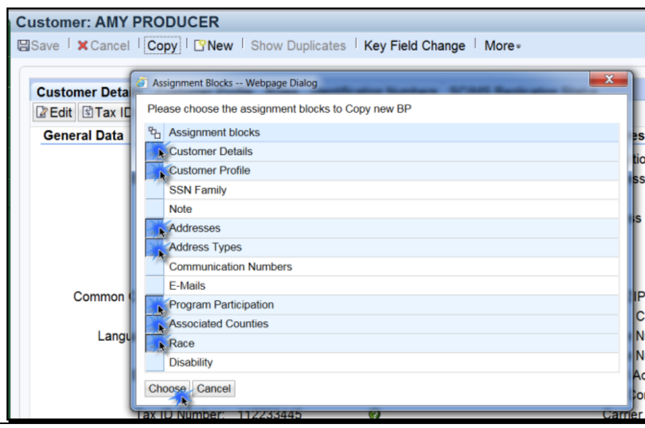

</td></tr>
</table>

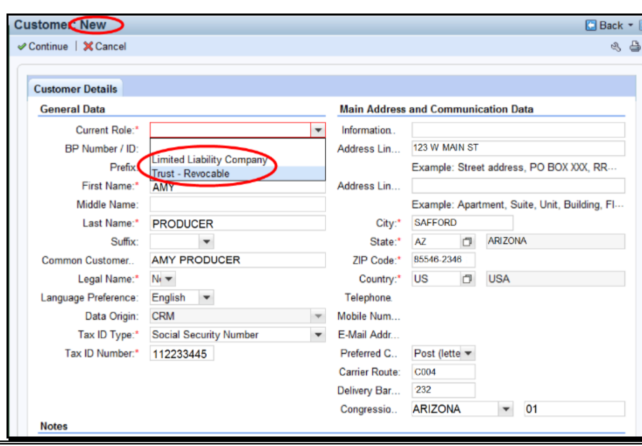
## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### B Scenario 1 (Continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>Select the “Copy” button at the top of the customer record.

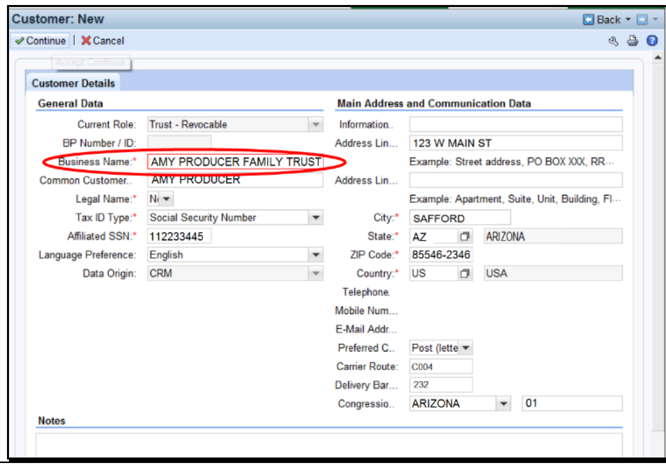
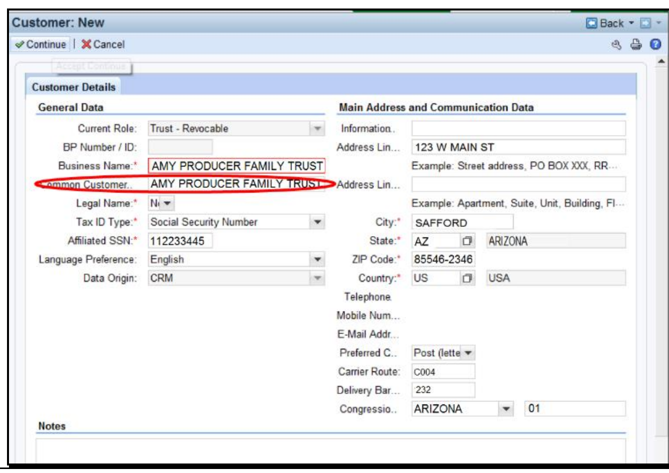

</td></tr>
<tr><td>3</td><td>Select the assignment blocks to be copied from the Individual record to the LLC or RT and then CLICK “Choose”. The New Customer Screen is displayed and the fields are populated based on the selected assignment blocks.


</td></tr>
<tr><td>4</td><td>Choose the role (RT or LLC) for the new record. The First/Middle/Last Name fields will disappear and the “Business Name” field will be displayed. The “Tax ID Type” field changes and “Affiliated SSN” will be displayed.


</td></tr>
</table>

## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### B Scenario 1 Continued)

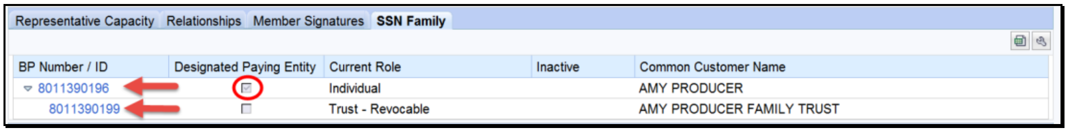
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Enter the RT or LLC name in the “Business Name” field.<br>

</td></tr>
<tr><td>6</td><td>Enter the Common Customer Name.<br>

</td></tr>
<tr><td>7</td><td>Select “Continue” in the top left portion of the Header. The full Customer record will be displayed. Enter all required fields and select “Save” in the top left potion of the Header.<br><br>Note: Although the full customer record is being displayed, the record is not saved until the user clicks “Save” and CRM confirms that all required data has been entered.</td></tr>
<tr><td>8</td><td>A pop up message will be displayed stating that the newly created record is joining an SSN Family. CLICK “Ok”.<br>

</td></tr>
</table>

## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### B Scenario 1 (Continued)

Following the SSN Family creation, the DPE will remain on the Individual record.

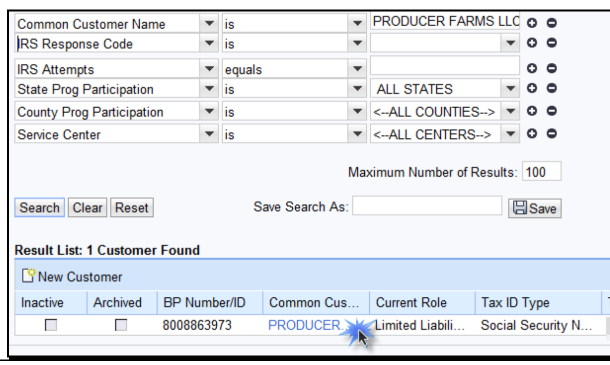
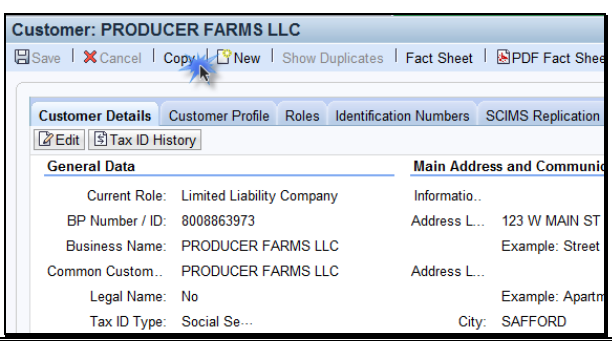



If the Individual record has:

- previously been paid, the DPE **shall not** be reassigned or overpayments will occur
- not previously been paid, the DPE can be reassigned. See subparagraph 117 H.

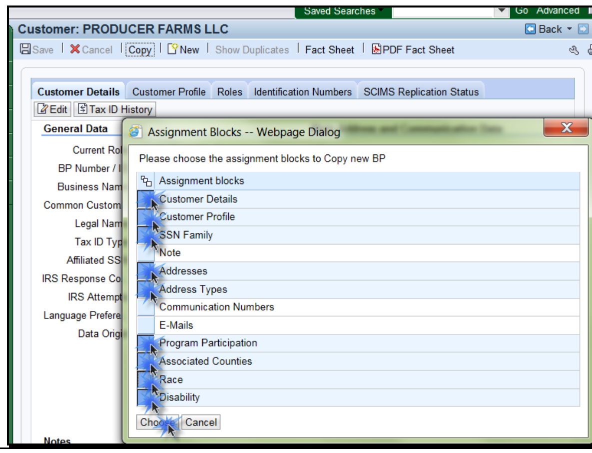
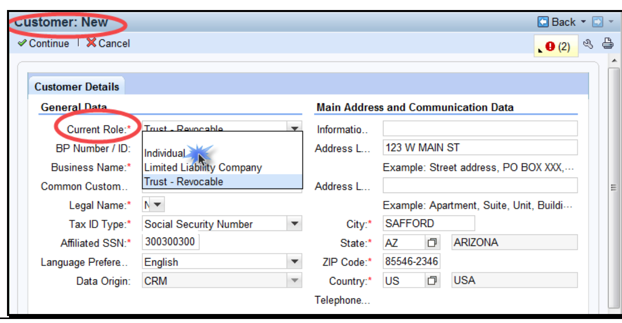
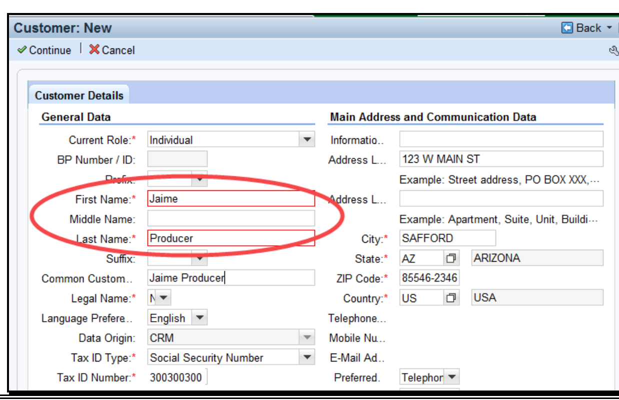
### C Scenario 2

This scenario covers the situation where RT and/or LLC customer record exists but no Individual record exists. In this scenario the user is adding Individual. The following table provides steps for handling scenario 2.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Search for and select the RT or LLC customer record.<br>
</td></tr>
<tr><td>2</td><td>Select the “Copy” button at the top of the customer record.<br>
</td></tr>
</table>

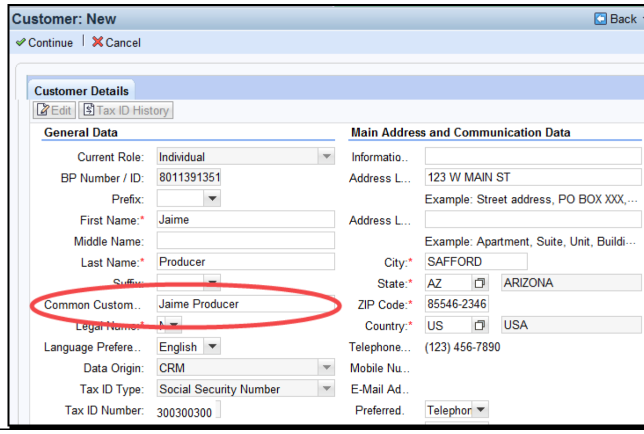
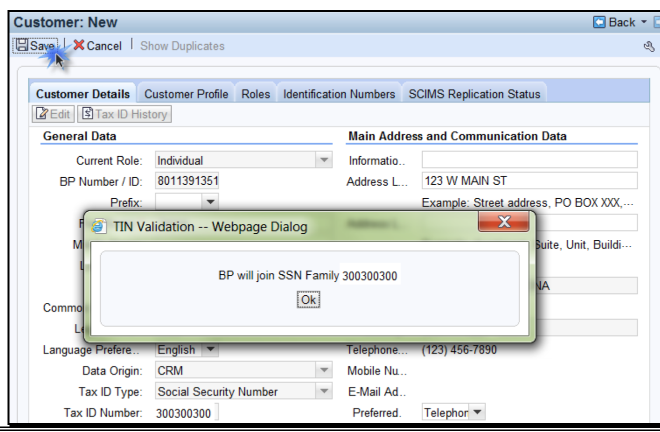
## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### C Scenario 2 (Continued)

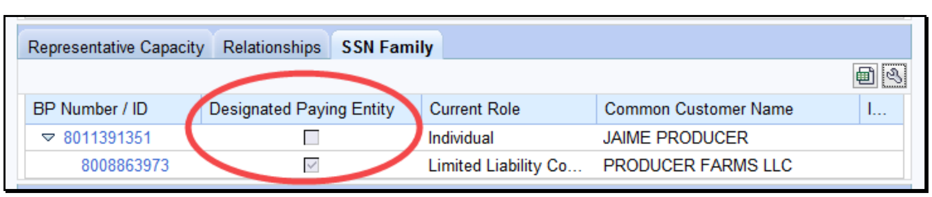
| Step | Action |
|---|---|
| 3 | Select the assignment blocks to be copied from the RT or LLC record to the Individual and then select "Choose". The New Customer Screen will be displayed and the fields are populated based on the selected assignment blocks.<br> |
| 4 | Choose the role (Individual) for the new record. The "Business Name" field will disappear and the First/Middle/Last Name fields will be displayed. The "Affiliated SSN" field changes and "Tax ID Type" will be displayed.<br> |
| 5 | Enter the Individual name in the "First Name" and "Last Name" fields.<br> |

## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### C Scenario 2 (Continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Enter the Common Customer Name.<br>
</td></tr>
<tr><td>7</td><td>Select “Continue” in the top left portion of the Header. The full Customer record will be displayed. Enter all required fields and select “Save” in the top left potion of the Header.<br><br>Note: Although the full customer record is being displayed, the record is not saved until the user clicks “Save” and CRM confirms that all required data has been entered.</td></tr>
<tr><td>8</td><td>A pop up message will be displayed stating that the newly created record is joining an SSN Family. Select “Ok”.<br>
</td></tr>
</table>

Following the SSN Family creation, the DPE will remain on the LLC record (the original record).



## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

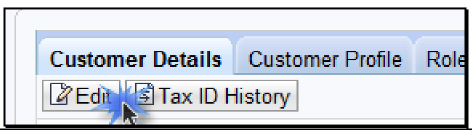
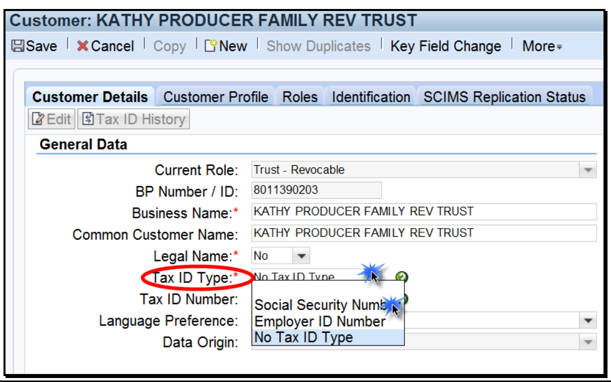
### C Scenario 2 (Continued)

If the RT or LLC record:

- has previously been paid, the DPE **shall not** be reassigned or overpayments will occur.
- has not previously been paid, the DPE can be reassigned. See subparagraph 117 H.

### D Scenario 3

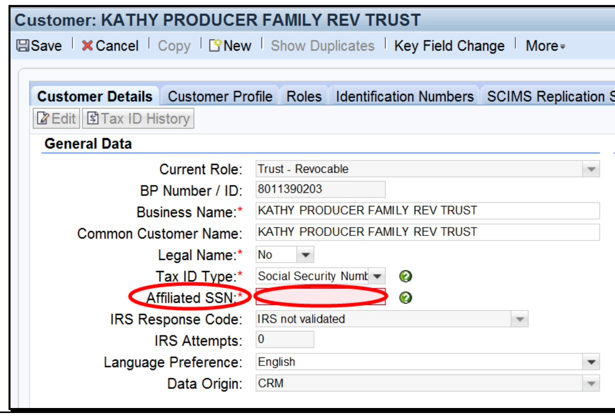
This scenario covers the situation where an Individual customer record exists and a RT or LLC record exists but the RT or LLC record has No Tax ID. In this scenario the user is adding the individual's SSN to the RT or LLC. The following table provides steps for handling scenario 3.

| Step | Action |
|---|---|
| 1 | Open the RT record and CLICK "Edit" in the header.<br><br> |
| 2 | Select the drop-down in Tax ID Type and select "Social Security Number". The "Tax ID Number" field is automatically changed to "Affiliated SSN" in preparation for becoming part of an SSN Family.<br><br> |

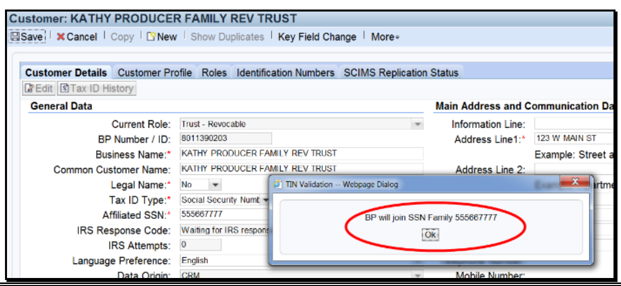
## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### D Scenario 3 (Continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Enter the SSN.



</td></tr>
<tr><td>4</td><td>Click Save.</td></tr>
<tr><td>5</td><td>A pop up box will display notifying users that the record will join the SSN Family. CLICK “OK”.



</td></tr>
</table>

Following the SSN Family creation, the DPE will remain on the Individual record.

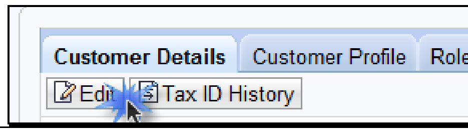
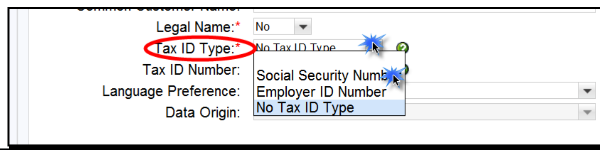
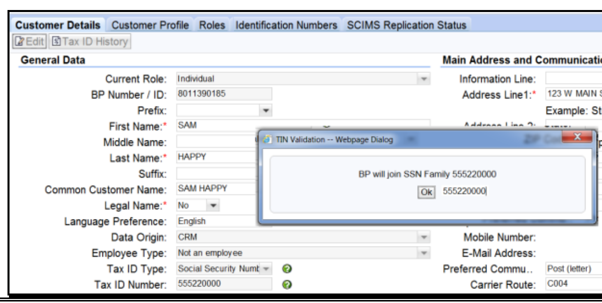

If the Individual record has:

- previously been paid, the DPE **shall not** be reassigned or overpayments will occur
- not previously been paid, the DPE can be reassigned. See subparagraph 117 H.

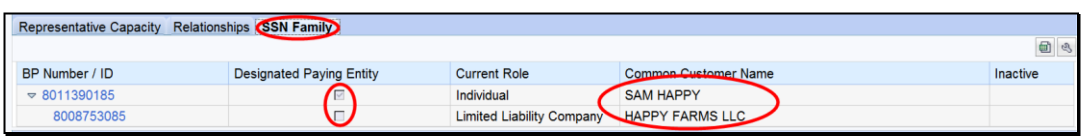
## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### E Scenario 4

This scenario covers the situation where RT and/or LLC using and SSN record exists and an Individual record exists but the Individual record has No Tax ID. In this scenario the user is adding the SSN to the Individual. The following table provides steps for handling scenario 4.

| Step | Action |
|---|---|
| 1 | Open the Individual record and CLICK "Edit" in the header.   |
| 2 | From the "Tax ID Type" drop-down menu, select "Social Security Number".   |
| 3 | Enter the Individual's SSN in to the Tax ID Number field. |
| 4 | CLICK Save. |
| 5 | A pop up box will display notifying user that the record will join the SSN Family. CLICK "OK".   |

Following the SSN Family creation, the DPE will remain on the LLC record.




If the LLC/RT record has:

- previously been paid, the DPE **shall not** be reassigned or overpayments will occur
- not previously been paid, the DPE can be reassigned. See subparagraph 117 H.

## 118 Creating/Modifying Records to Establish an SSN Family (Continued)

### F Scenario 5

This scenario covers the situation where no record exists for the customer. In this scenario the user is adding both an individual record and a RT and/or LLC record. The following table provides steps for handling scenario 5.

| Step | Action |
|---|---|
| 1 | Create a new Individual record according to Section 1. Ensure the SSN is entered on the new record. |
| 2 | Create a new RT or LLC record according to Section 1. Ensure the SSN is entered on the new record. |
| 3 | Assign the DPE to the record under which the producer requests to be paid according to subparagraph 117 H.<br><br>**Note:** Because the SSN has never been used to issue payments, the DPE can be reassigned without fear of overpayments. |
| 4 | Save the RT record. |

## *--119 Workaround for Change in SSN Family Member Program Participation

### A Overview

A workaround has been developed for situations where a customer in an SSN family has changed how they do business with FSA for 2016 and future years.

As a reminder:

- 1-CM prohibits customers from receiving monetary benefits from FSA as multiple business types using their SSN; only 1 business type (role) may be paid using the customer's SSN

- the DPE is a flag in SSN Family that designates which entity (individual, revocable trust, or LLC) will receive payment, and must not be reassigned to a different entity within Business Partner/SSN Family unless payments have never been issued (see subparagraph 117 H)

- if the SSN is moved from one CCID to another, by reassignment of DPE, pending overpayments will be computed on the CCID that previously held the SSN and received payment. See subparagraph 117 B.

### B Assignment of SSN in SCIMS

According to 1-CM, the only business roles that are permitted to use an SSN to receive payment are:

- individuals
- revocable trusts
- LLC's.

Before MIDAS Release 2.0 Business Partner, SCIMS allowed only 1 record to store the SSN. Users encountered 1 of the following 2 scenarios if the producer requested to be paid under a different business role using SSN.**--***

## *--119 Workaround for Change in SSN Family Member Program Participation (Continued)

### B Assignment of SSN in SCIMS (Continued)

| SCIMS Scenario | IF the producer… | THEN… | THEREFORE… |
|---|---|---|---|
| 1 | only had 1 record (individual, revocable trust, or LLC) | the County Office modified the record with the new chosen business role | the payment continued to be issued to the same SSN and CCID as before, no overpayment errors occurred. |
| 2 | had 2 records in SCIMS and 1 contained SSN and the other contained "No Tax ID" | the County Office could **not** move the SSN from one record to the other, but would merge records, keeping the record with SSN as the winning record, then modify the business role of the winning record | |

With the implementation of Business Partner/SSN Family, both scenarios are no longer possible because:

- in scenario 1, the business role cannot be modified for individual records; creation of a new record is required

  **Note:** Creating a new revocable trust or LLC record using SSN, without an existing individual record, will trigger the user to create the individual anchor record first. There will always be 2 records.

- in scenario 2, Business Partner will not allow the merge, without resulting in an orphaned record.

  **Note:** Merges cannot be completed between individual and non-individual (business) records. The workaround options used in SCIMS cannot be used in Business Partner.

  County Offices must leave the DPE on the entity (BP record) that previously received payment from FSA.**--***

## *--119 Workaround for Change in SSN Family Member Program Participation (Continued)

### C Farm Records

Farm records will contain the name of the producer who is on the deed; therefore, program contracts and program payments may not contain the name of the producer who is assigned the DPE flag. Payments cannot be issued to a customer who does not have TIN.

To resolve this the customer who is assigned the DPE flag must also be associated with the farm. If the customer who is assigned the DPE flag is not on the deed, then assign the customer as an OT in Farm Records.

### D The Workaround: Name Change

As a workaround for the DPE issue, County Offices will modify all names of the customer that contains the DPE flag to include the name from the secondary record. The record will still contain the original name but will also contain the name of the producer who is now doing business with FSA.

**Example:** John Smith, Individual, has been doing business with FSA since 2008. John Smith, Individual, has received payments since 2008. In 2017, John Smith notified FSA that he is now doing business as Smith Revocable Trust using his SSN. The DPE must remain on John Smith, Individual, to prevent overpayments of 2008 through 2016 payments. The temporary solution is to modify the name on the John Smith, Individual, record to include Smith Revocable Trust.

**Note:** All payment reports for prior years will now show the modified name rather than John Smith.

**Note:** The business type (role) may not be correct based on the customer name; however, this will not impact farm records or program contracts. Payment processing will make eligibility determinations correctly because all members of an SSN family should have the same eligibility determinations even if the system does not currently validate this. If the actual COC determination differs between the customers in an SSN family, contact PECD Eligibility/Payment Limitation manager for further instructions.**--***

## *--119 Workaround for Change in SSN Family Member Program Participation (Continued)

### D The Workaround: Name Change (Continued)

The following table provides information on how both the "Common Name", "First Name" and "Business Name" fields shall be updated using this temporary workaround.

| Scenario | BP record with DPE Flag | Updated Name |
|---|---|---|
| 1: Individual who is also a revocable trust | Common Name: John Smith<br>Last Name: Smith<br>First Name: John | Common Name: John Smith **– Smith Revocable Trust**<br>Last Name: Smith<br>First Name: John **– Smith Revocable Trust** |
| 2: Individual who is also an LLC | Common Name: John Smith<br>Last Name: Smith<br>First Name: John | Common Name: John Smith **– Smith LLC**<br>Last Name: Smith<br>First Name: John **– Smith LLC** |
| 3: Revocable trust who is also an individual | Common Name: Smith Revocable Trust<br>Business Name: Smith Revocable Trust | Common Name: Smith Revocable Trust **– John Smith**<br>Business Name: Smith Revocable Trust **– John Smith** |
| 4: Revocable trust who is also an LLC | Common Name: Smith Revocable Trust<br>Business Name: Smith Revocable Trust | No name change workaround necessary. In BP, edit current year role from Revocable Trust to LLC. |
| 5: LLC who is also an individual | Common Name: Smith LLC<br>Business Name: Smith LLC | Common Name: Smith LLC **– John Smith**<br>Business Name: Smith LLC **– John Smith** |
| 6: LLC who is also a revocable trust | Common Name: Smith LLC<br>Business Name: Smith LLC | No name change workaround necessary. In BP, edit current year role from LLC to Revocable Trust. |

**Notes:** The name field additions are **bolded** in the above table. Do not **replace** the existing name, but rather add the second name to the end of the "First Name" field, separating the names with a dash (-). It is important for the success of IRS TIN validation, program applications and contracts that the names are edited exactly as outlined in the table. The last name cannot be modified or the record will fail IRS TIN validation.

The 1099 process can only handle up to 33 characters in a name field. Therefore, if the modified name is longer than 33 characters, the name may be truncated on the customers 1099. To help alleviate this problem, abbreviate to ensure as much of the name as possible is included on the 1099.**--***

## *--119 Workaround for Change in SSN Family Member Program Participation (Continued)

### E Contracts/Applications

To ensure the customer is paid correctly, the customer that contains the DPE flag and the modified name must be assigned to the contract/application with the payment shares.

If the customer that contains the DPE flag and modified name has signature authority for the original customer then no new signatures are necessary on the contract.

### F Farm Operating Plans

Farm operating plans must be modified so the customer that contains the DPE flag and modified name is listed as a member of the entity requesting payment.

### G State and County Office Action

State and County Offices will:

- ensure that DPE is set (checked) for the same entity (business role) that received payment in 2017 or prior years

- refrain from reassigning DPE within an SSN Family

  **Note:** The Security Agreement in FBP may display several names on the first and last page when the workaround addressed in subparagraph D is used. Users may strikethrough the inaccurate text in the name and have the producer initial and date next to the correction. State Offices shall consult with the regional OGC to verify State law permits the revision of the Security Agreement. For any other FLP issues related directly to selection of the DPE flag, contact your State FLP specialist.

- apply the workaround identified in subparagraph D (if necessary) for customers that have changed the way they do business with FSA, with regard to use of their SSN

  **Important:** Enter a detailed comment in the "Notes" section of the edited BP record to document the name changes that were made. County Offices are encouraged to print a BP PDF Fact Sheet with only the "Customer Details" assignment block selected. Save the printed Fact Sheet, which documents the workaround, in a folder to be retrieved and corrected when a permanent solution is available.

- continue to create SSN Families, as necessary, according to paragraph 118.**--***

## 120-123 (Reserved)

## Section 6 Potential Duplicates and Cleansing Cases

### 124 Duplicate Check

#### A Overview

CRM/Business Partner validates every newly created or modified record in order to identify duplicate customer records. This validation ensures more accurate, complete data for each customer. The Duplicate Check is dynamic which means it works in real-time as the records are being created or modified.

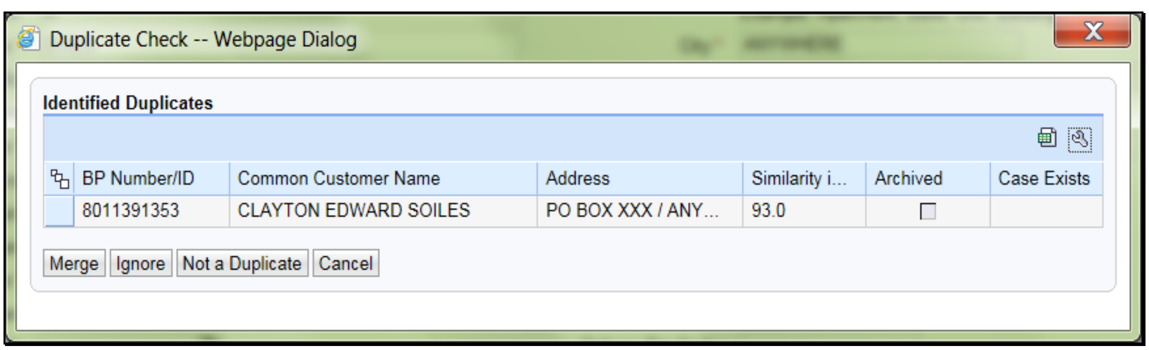
As the County Office user is creating a record, CRM works behind the scenes to search for possible duplicates. If matches are not found, the user receives no alert or message. However, if the system does find possible duplicate records, a warning message and list of potential matches are displayed. The user is given a choice to abort the creation of the new record and choose the existing record or proceed with saving the new record.

When the County Office user is editing an existing record, the user has the option to initiate a merge of the duplicate records. This is a process improvement from SCIMS. SCIMS required the County Office to e-mail or call the STO in order to initiate a merge. In BP, the County Office user can initiate the merge process and the SSO will review and complete the process.

The Potential Duplicate Report (PDR) is not dynamic. When the PDR is accessed by the user, the system is not running real-time duplicate checks to generate the report. See paragraph 126 for additional information on the PDR.

#### B Duplicate Check Example

The Duplicate Check screen presents the Identified Duplicates when a BP Customer record is created or edited and saved. All identified duplicates are displayed for the user to review. Following is an example of the Duplicate Check Screen.




**Note:** The original record being edited (Clay E Soils) does not appear in the Identified Duplicates list. Only the possible duplicates *of Clay E Soils* are displayed.

## 124 Duplicate Check (Continued)

### C Actions

The following table describes the available fields/buttons on the Duplicate Check Screen.

| Field/Button | Description |
|---|---|
| BP Number/ID | The system assigned number for the customer. |
| Common Customer Name | The customer’s common name. |
| Address | The customer’s address. |
| Similarity Index | The percentage of match between the identified duplicates. |
| Tax Number | The customer’s Tax ID Number. |
| Archived | Indicates if the customer identified as a duplicate is archived. |
| Case Exists | Indicates if a cleansing case already exists for the duplicate match. |
| Merge | Initiates the process of merging the existing BP Customer record with the record being modified. Selecting “Merge” will create a Cleansing Case to submit to the SSO for processing. See paragraph 125.<br><br>**Note:** Merge shall never be used when identified during a new customer record creation. User must **Cancel** the new record creation and access the existing record to make updates. |
| Ignore | Allows the user to temporarily bypass making a decision or acting upon the potential duplicates. This will allow users to continue with the current task. The Duplicate Check will re-validate the record every time it is edited until the user resolves the potential duplicates. |
| Not a Duplicate | Identifies the record as unique. Prevents Duplicate Check from re-validating the record in the future unless one of the records is modified. |
| Cancel | Returns user to the customer record being edited/created without taking any action on potential duplicates.<br><br>**Note:** If the Duplicate Check is triggered when creating a new customer record, the user must **Cancel** from the Duplicate Check screen to return to the BP Customer screen. Users must then **Cancel** on the New Customer screen. Do **not** save the new customer record because it will create a duplicate record. Performing a thorough search of BP before creating a new record will prevent this situation. |

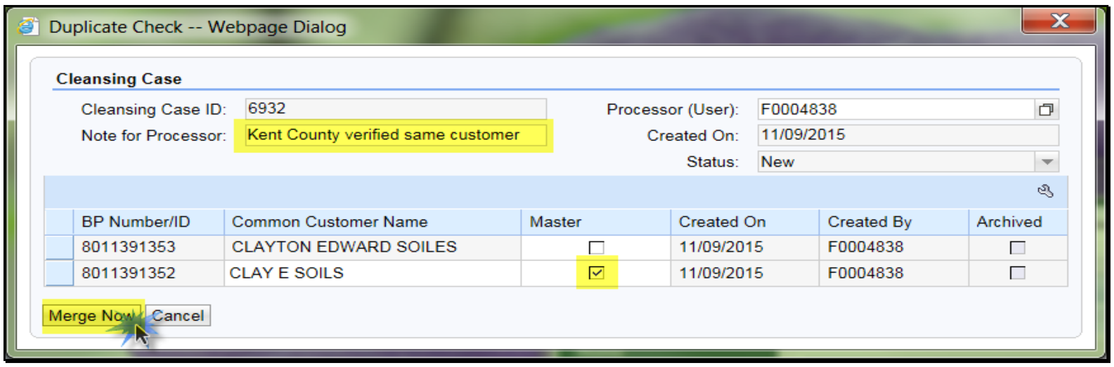
## 125 Cleansing Cases

### A Overview

Selection of the duplicate record and clicking the Merge button will initiate a Cleansing Case. A Cleansing Case is a grouping of 2 or more customer records that will be merged together. The purpose of the Cleansing Case is to allow the County Office user to initiate a cleansing case and to allow the SSO to review and select the data in each record to be retained in the winning record.

### B Cleansing Case Example

Following is an example of the Duplicate Check/Cleansing Case creation Screen.




### C Field/Buttons

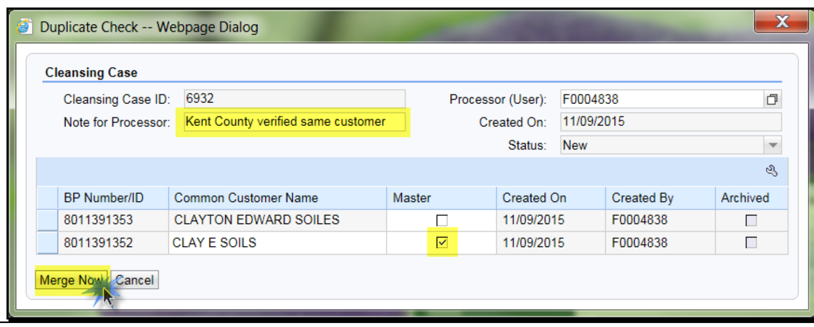
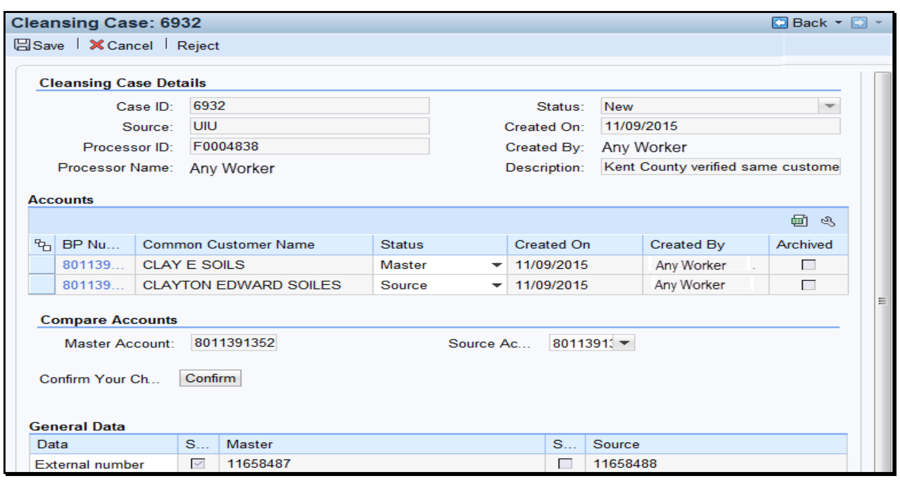
The following table describes the fields/buttons available on the Cleansing Case creation Screen.

| Field/Button | Description |
|---|---|
| Cleansing Case ID | The system generated number assigned to the cleansing case. |
| Processor (User) | The user ID of the employee requesting the cleansing case. |
| Note for Processor | Manually entered note. |
| Created On | The date the cleansing case is being initiated. |
| Status | The status of the cleansing case. |
| BP Number/ID | The system generated number assigned to each customer in the cleansing case. |
| Common Customer Name | The common name of each customer in the cleansing case. |
| Master | Indicates which record is the master record. |
| Created On | The date each customer record in the cleansing case was created. |
| Created By | The user that created each customer record in the cleansing case. |
| Archived | Indicates if any of the records in the cleansing case are archived. |
| Merge Now | Initiates the cleansing case. |
| Cancel | Cancels the cleansing case. |

## 125 Cleansing Cases (Continued)

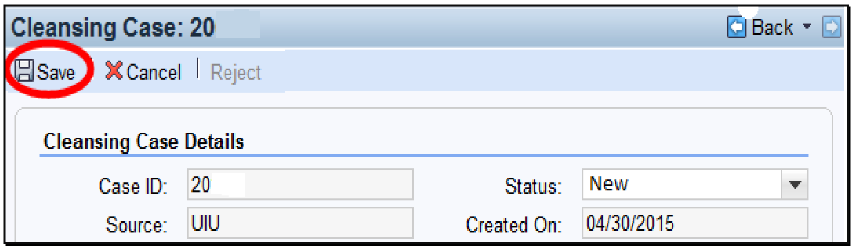
### D County Office Actions

The following table provides the steps for creating a cleansing case from the Cleansing Case Screen.

| Step | Action |
|---|---|
| 1 | On the Duplicate Check screen, review the records to be included in the cleansing case. |
| 2 | Select the appropriate Master (this will be the winning record) record by clicking the checkbox in the Master column. All other records not flagged as Master will be permanently archived in CRM and deleted from SCIMS following the merge.<br><br>**Important:** The Master record should always be the record with the correct TIN. Merges are not reversible, so choose the Master record carefully. |
| 3 | Include a short explanation for the SSO in the "Note for Processor" field. Detail the circumstances that require a BP Customer merge. Entry in this field is mandatory. |
| 4 | Select "Merge Now" to create the Cleansing Case with a unique Cleansing Case ID Number.<br><br> |
| 5 | Review the data in the cleansing case and make any corrections if necessary.<br><br><br><br>**Note:** There should be no need for County Office users to edit anything in the Cleansing Case. The detailed data from the Master and Source records are outlined for the SSOs to select during their review. |

## 125 Cleansing Cases (Continued)

### D County Office Actions (Continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Click Save at the top of the Cleansing Case. The status will change to “In Process” and an alert will be generated for the SSO to review and complete the merge.<br><br>
<br><br>Notes: Failure to click Save or selecting Cancel will result in no change in status and no alert for the SSO. The cleansing case will be saved, but will still be in a “New” status. County Office users will need to re-access the cleansing case to Save and send an alert to the SSO.<br><br>If the cleansing case should not be processed, County Offices must contact the SSO. The SSO will manually reject the Cleansing Case to remove it from processing.<br><br>Cleansing cases that impact FLP customers must be researched extensively and coordinated with FLP staff. Merging FLP records could potentially impact loan documents.</td></tr>
</table>

### E SSO Cleansing Case Alerts

Cleansing Case alerts:

- are received by all State Office personnel with a role of “Grantor Process Specialist - Limited” or “Grantor Process Specialist - All”. This enables all State Office employees, including those that are responsible for Farm Records, to be aware of the pending action affecting a customer

- shall **only** be acted upon by the SSO. All State Office personnel may view the pending cleansing case; however, only the SSO is authorized by DAFP to edit, save, or “Start” the cleansing case. See Exhibit 7 for SSO’s

- trigger the cleansing case process which could result in customer records being permanently deleted from SCIMS; therefore, authority is limited to 2 SSO’s per State

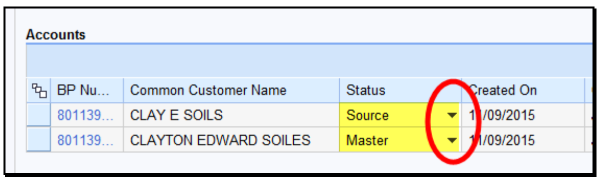
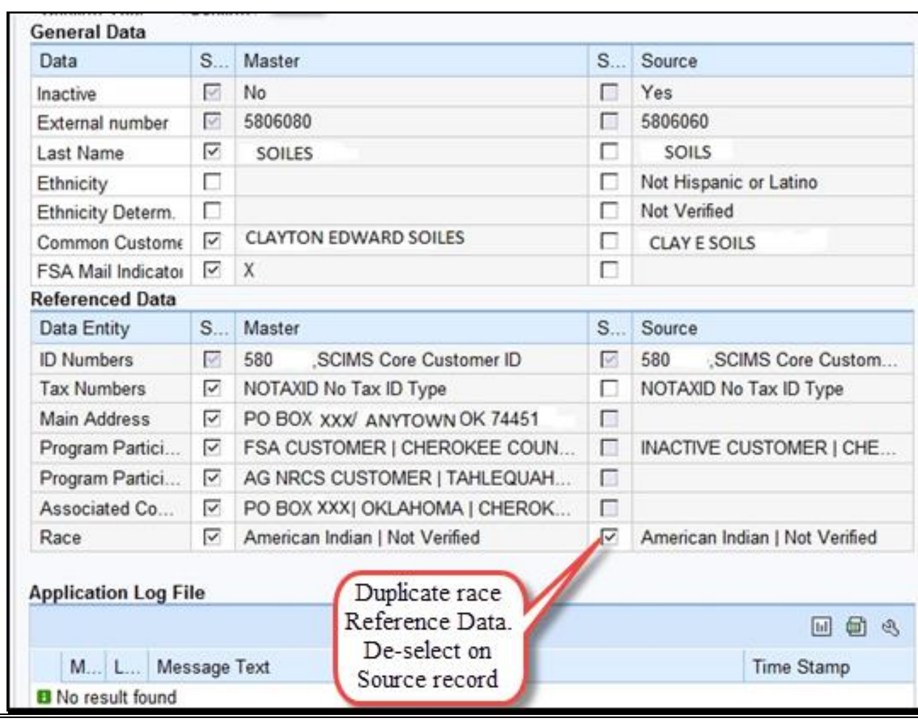
- contain the Cleansing Case ID Number for the SSO to reference when accessing.

## 125 Cleansing Cases (Continued)

### F SSO Actions

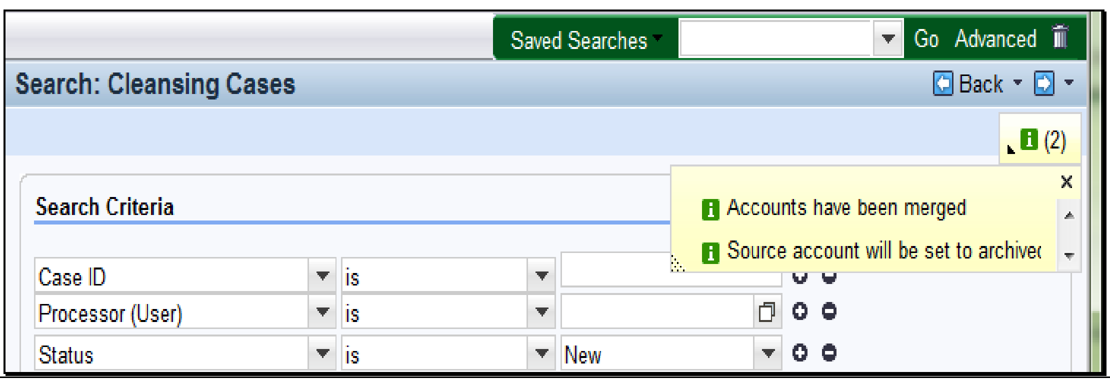
The following table provides the actions for SSO's after receiving a Cleansing Case Alert.

**Note:** SSO **must** notify FLP before taking action on Cleansing Cases for FLP customers.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on the Cleansing Case ID Number in the alert to open the cleansing case.<br><br>Note: If a cleansing case alert is missed, the SSO can find all cleansing cases for their State by following the instructions in paragraph 24.</td></tr>
<tr><td>2</td><td>Ensure that the correct record is identified as the Master record. Master and source records can be switched, if necessary, but only prior to step 3.<br><br>
<br><br>Note: If any of the records in the cleansing case contains the correct TIN, that record should always be designed as the Master record.</td></tr>
<tr><td>3</td><td>Review and compare all relevant data fields. Use the check boxes to select the data to be retained on the winning record. Deselect any values that are duplicated (identical in both Master and Source records). Some values cannot be deselected.<br><br>
</td></tr>
</table>

## 125 Cleansing Cases (Continued)

### F SSO Actions (Continued)

| Step | Action | |
|---|---|---|
| 4 | **SELECT…** | **TO…** |
| | Save | exit the cleansing case with edits saved. This allows the SSO to return later to complete the cleansing case. When the SSO accesses the cleansing case again, return to step 1. |
| | Cancel | exit the cleansing case without saving edits. When the SSO accesses the cleansing case again, return to step 1. |
| | Reject | disapprove the cleansing case. This option should be selected if records are determined to be unique. No further action is necessary. |
| | Confirm | update changes/selections. Continue to Step 5.<br><br>**Note:** Edits to the cleansing case and the options to "Save" or "Reject" are no longer allowed after clicking "Confirm". |
| 5 | **SELECT…** | **TO…** |
| | Start | process the cleansing case and complete the merge. Continue to step 6. |
| | Cancel | exit the cleansing case. When the SSO accesses the cleansing case again, return to step 5. |
| 6 | Check the message center for confirmation that the customer records have been merged and the source record is set to "Archived".<br><br>  | |
| 7 | Manually notify the County Office employee that the cleansing case has been completed and the duplicate records have been merged.<br><br>**Notes:** It might be necessary for the SSO or County Office to update Subsidiary for the winning customer record. Some Subsidiary flags are reset following a BP merge.<br><br>All active Representative Capacity entries on the losing record will automatically be revoked. | |
| 8 | If the customer is associated with multiple States, notify the SSOs from the applicable Stats of the completed merge. See Exhibit 7. | |

## 125 Cleansing Cases (Continued)

### F Winners vs. Losers

The table below contains a brief explanation of terms used during and following a Cleansing Case/Merge.

| Term | Synonymous Term | Fate/Explanation |
|---|---|---|
| Master Record | Winning record | The record identified by the user as the Master record becomes the Winning record following a successful merge. Each Cleansing Case can have only one Master record.<br><br>See paragraph 62 for identifying Winning records. |
| Source Record | Losing record | The record identified by the user as a Source record becomes a Losing record following a successful merge. Each Cleansing Case can have more than one Source record.<br><br>See paragraph 62 for identifying Losing records. |
| Archived Record | Losing record | Following a successful merge, all Losing records are flagged as "Archived". They are no longer editable in CRM and have been permanently deleted from SCIMS. They can never be un-Archived.<br><br>See paragraph 64 for identifying Archived records. |

## 126 Potential Duplicate Report (PDR)

### A Overview

The PDR is available for users to review and resolve groups of possible duplicate records. The PDR is a tool for cleaning up existing duplicates that have not been edited or created since being identified as a duplicate.

The PDR is generated via a “batch match” process, in which CRM scans all customer records (including those not recently created or edited) and creates groups of potential duplicates. With roughly 11 million customer records in BP, the batch match process takes several hours to run and requires CRM to be taken offline. Each time the batch match is run, an updated PDR is generated.

Records will be removed from the PDR after they have been resolved/merged.

Duplicates identified since the last “batch match” was run will not be displayed on the PDR until the next “batch match” is run.

### B Using the PDR

Access the PDR through the Reports assignment block on the CRM Home Page or the Business Partner Home Page. See paragraph 44 for complete instructions on using the report.

Resolve groups of identified duplicates according to the procedure in paragraph 124.

## 127-130 (Reserved)

## Section 7 Key Field Change Requests

### 131 Key Field Change Requests (KFC or KFCR)

#### A Overview

KFC Requests are used to request:

- modification or removal of data in a Restricted Field

- inactivation of a customer

- removal of FSA or FLP Program Participation and Associated Counties (necessary only if added in error).

KFC Requests are created by County Office users and generate a worklist item for the SSO to review and approve or reject.

**Notes:** State Office employees that are not SSOs are restricted to the same actions as County Office employees. Only SSOs are authorized to perform advanced BP management tasks.

SSOs are not required to create a KFC Request to modify data. SSOs are permitted to make required edits directly in the customer record. See Exhibit 7 for SSO's.

#### B Restricted Fields

Restricted Fields are identified with a symbol and include changes to:

- existing TIN

  **Note:** If the customer record currently has "No Tax ID", a KFC Request is not necessary. The County Office user can directly load the new TIN into the record.

- TIN Type

- Inactive flag.

Additional Restricted Data:

- FSA Program Participation
- FLP Program Participation
- Associated Counties.

**Notes:** If a change to a TIN Type **and** prior year role is needed concurrently, the user must contact the SSO to directly make the edits. KFC Requests are not used for prior year role modifications.

When the user creates a KFC Request for TIN Type change, all current and prior year roles are locked until the workflow is accepted or rejected by the SSO.

## 132 Initiating KFC Requests

### A Overview

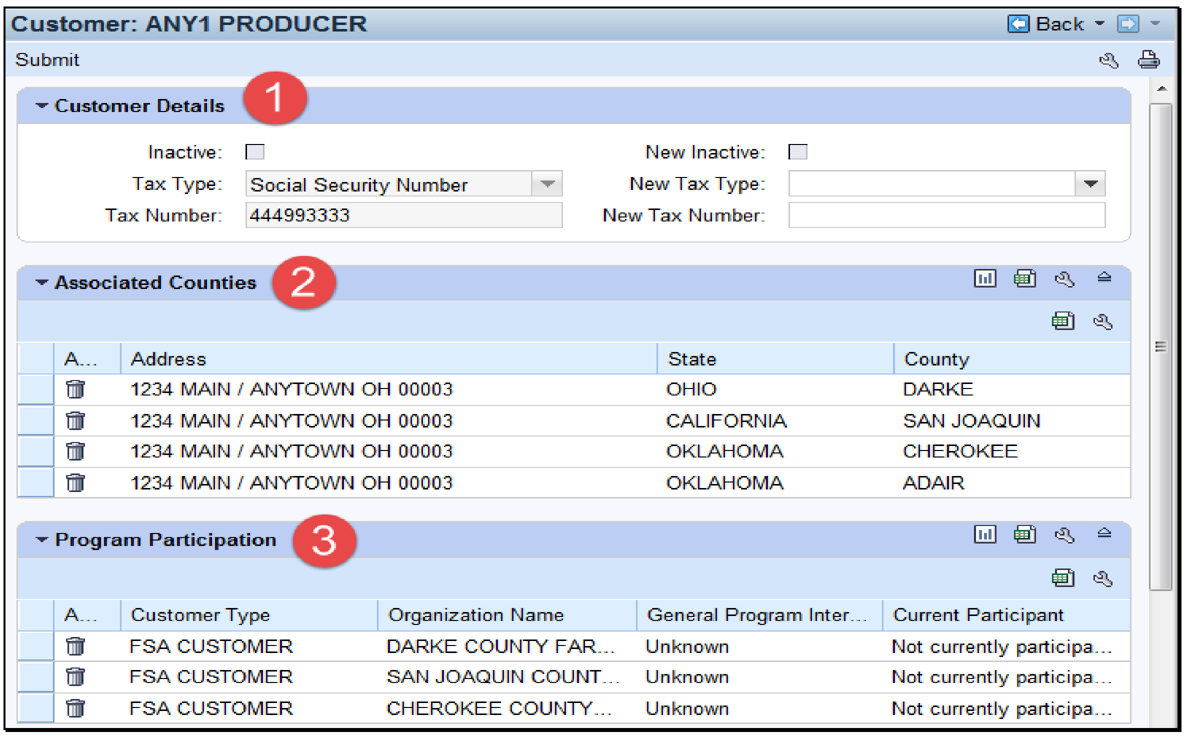
A KFC Request is initiated by selecting “Key Field Change” in a customer record. The KFC Request Screen will be displayed.

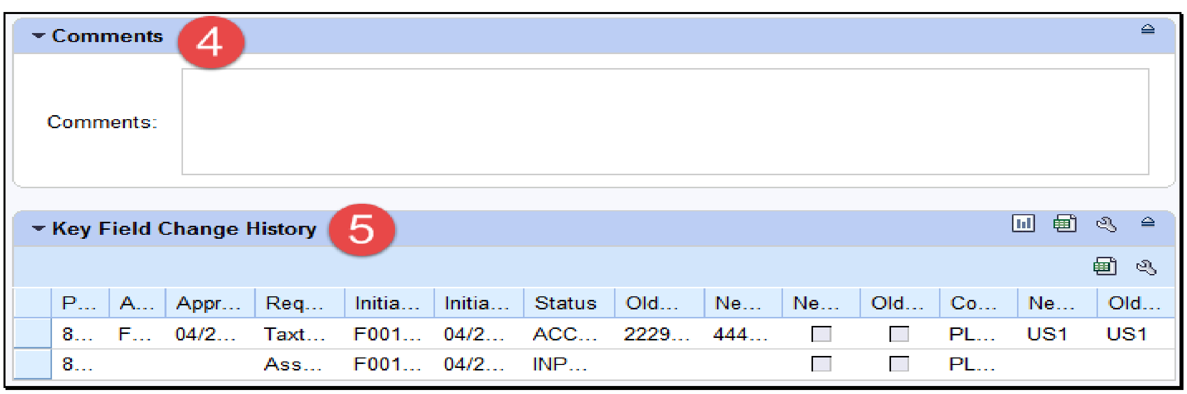
**Notes:** The “Key Field Change” button is only active when the Customer record is **not** in edit mode.

If there is a pending KFC Request for the customer, another KFC cannot be submitted.

### B KFC Request Example

Following is an example of the KFC Request Screen.



## 132 Initiating KFC Requests (Continued)

### C Fields/Descriptions

The following table provides descriptions of fields on the KFC Requests Screen.

| Field/Button | Description |
|---|---|
| **Customer Details**<br><br>**Note:** A KFC is not needed to change an Inactive customer to Active. See paragraph 64 for reactivating customers. | |
| Inactive | Indicates if the customer is currently active or inactive. |
| New Inactive | If the customer is currently active, select the New Inactive check box to indicate the customer is now inactive. |
| Tax Type | The customer's current Tax ID Type. |
| New Tax Type | If applicable, select the customer's new Tax ID Type. |
| Tax Number | The customer's current Tax ID Number. |
| New Tax Number | If applicable, enter the customer's new Tax ID Number. |
| **Associated Counties**<br>**Note:** Only one Associated County deletion can be included per KFC Request. If a second Associated County needs to be deleted, a second KFC Request must be created after the first is completed, or the County Office employee can contact the SSO to request removal of both Associated Counties directly from the customer record. | |
| Action | Click the trashcan next to an Associated County to request removal. |
| Address | The customer's address associated with the county. |
| State | The State associated with the customer's associated county. |
| County | The customer's associated county. |
| **Program Participation**<br><br>**Note:** Only one Program Participation deletion can be included per KFC Request. If a second Program Participation needs to be deleted, a second KFC Request must be created after the first is completed, or the County Office employee can contact the SSO to request removal of both Program Participation entries directly from the customer record. | |
| Action | Click the trashcan next to a Program Participation to request removal. |
| Customer Type | The agency the customer is associated with. |
| Organization Name | The customer's service center. |
| General Program Interest | The type of program interest the customer has in the service center. |
| Current Participant | The program participation the customer has in the service center. |

## 132 Initiating KFC Requests (Continued)

### C Fields/Descriptions (Continued)

| Field | Description/Action |
|---|---|
| **Comments** | |
| Comments | An entry into this assignment block is required. Comments are used to provide instruction to the SSO regarding the reason for the KFC Request. |
| **Key Field Change History**<br><br>This assignment block contains information on all historical KFC Requests for the customer record. | |
| Partner | The Customer BP ID Number |
| Approver | The name of the KFC request approver |
| Approval Date | The date of the KFC request approval |
| Approved Time | The time of the KFC request approval |
| Requested Field | The fields requested for edit |
| Initiator | The name of the KFC request initiator |
| Initiated Date | The date of the KFC request initiation |
| Initiated Time | The time of the KFC request initiation |
| Status | The status of the KFC request |
| Comments | The comments provided by the initiator and approver. |
| New Inactive | The initiated (requested) inactive flag status |
| Old Inactive | The prior inactive flag status |
| New Tax Num | The initiated (requested) Tax ID Number |
| Old Tax Num | The prior Tax ID Number |
| New Tax Type | The initiated (requested) Tax ID Type |
| Old Tax Type | The prior Tax ID Type |

## 132 Initiating KFC Requests (Continued)

### D County Office Action

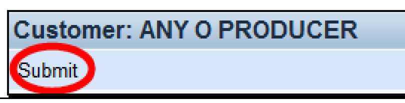
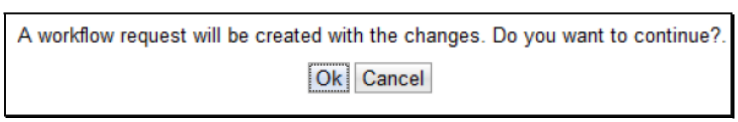
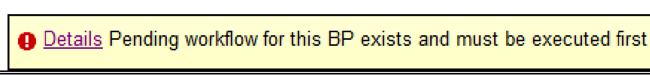
The following table provides the actions for submitting a KFC request.

**Note:** Before submitting a KFC request for **inactivation** of a customer record, research must be conducted by the County Office to determine that the customer:

- has no outstanding or future payments pending
- has never been paid by FSA directly
- has never been attributed payments as a member of a joint operation or entity
- has never been an FLP customer
- is not an NRCS customer with outstanding payments or active contracts
- will not be eligible for disaster programs in a prior year
- is not recorded on a farm for the current year.

**Important:** The County Office is responsible for verifying all criteria are met **before** submitting a KFC request for inactivation. The SSO shall communicate with the KFC requestor to verify all the criteria were met before approving a request for inactivation.

***--**Customer records must **not** be inactivated following confirmation of death unless all of the above criteria have been met.**--***

| Step | Action |
|---|---|
| 1 | Complete all required information according to subparagraph C. |
| 2 | Click the "Submit" button.<br><br> |
| 3 | Click "OK" to trigger the workflow message to the SSO.<br><br><br><br>**Note:** If a previous KFC Request is pending, an error will be returned and the KFC Request will not be saved. Communicate with the SSO to ensure that the pending KFC workflow is processed and then recreate a subsequent KFC Request if needed.<br><br> |

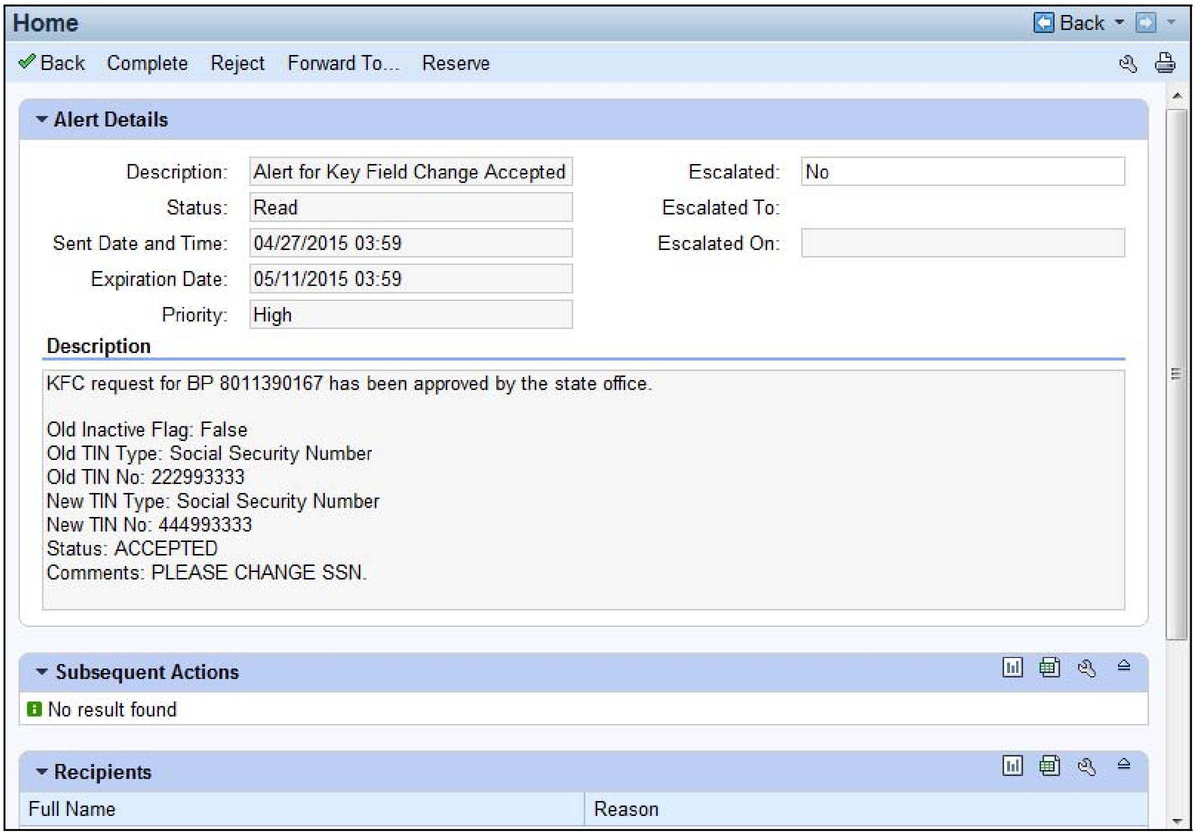
## 132 Initiating KFC Requests (Continued)

### E KFC Approval/Rejection Alert

After the SSO approves or rejects a KFC request, an Alert/E-mail is sent to all employees in all counties to which the customer record is associated. The alert/e-mail will **not** be sent only to the employee who made the request.

**Note:** No e-mail is generated for KFC Requests with a TIN Change to protect PII.

Following is an example of a KFC request Approval Alert.



## 133 KFC Request Workflows

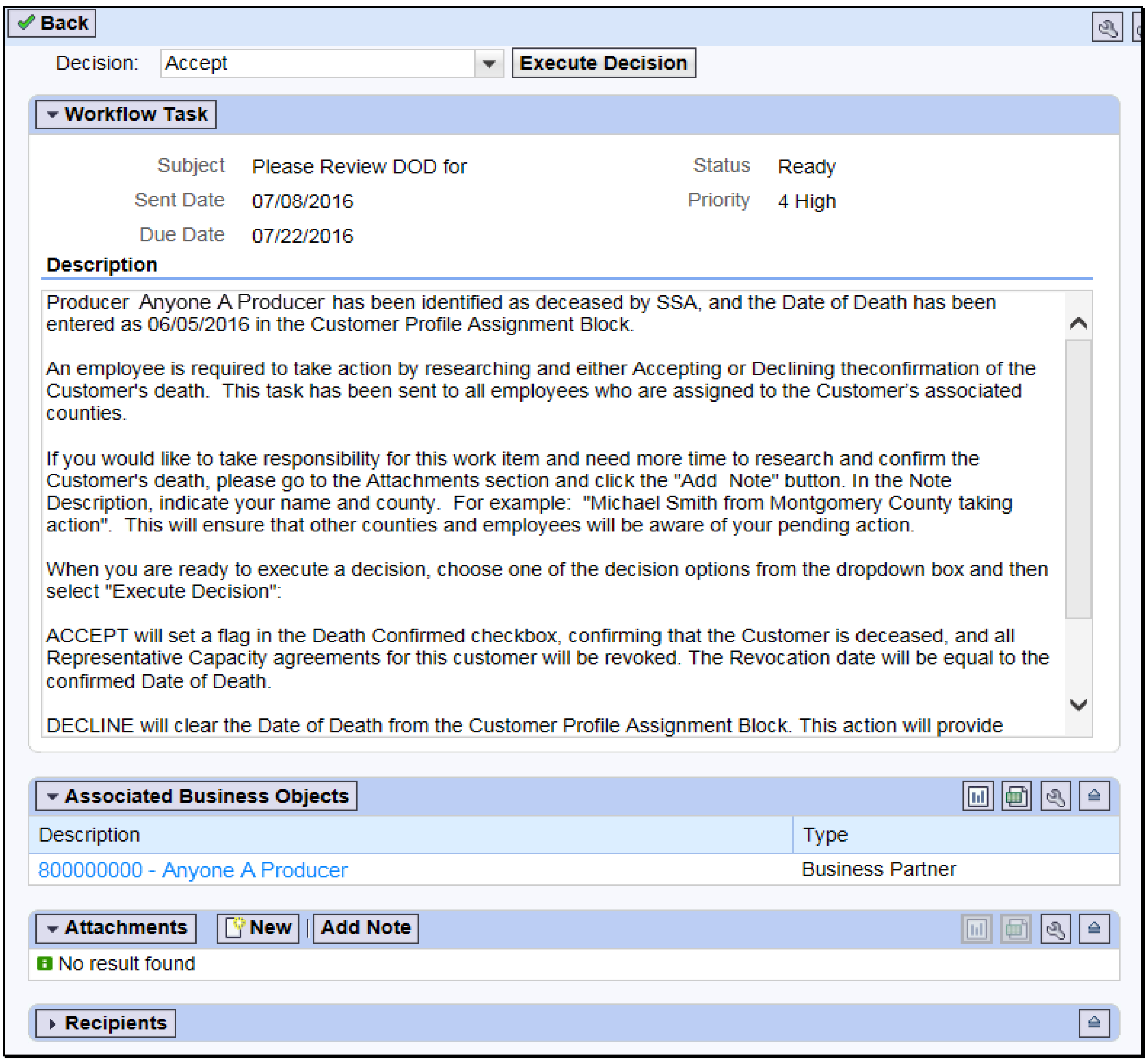
### A Overview

Once the KFC request is submitted by the County Office, the SSO will receive a workflow task. The workflow can be viewed through either the Worklist or the Workflow Task assignment block on the CRM Home screen.

**Reminder:** All State Specialists may receive the workflow tasks, but only SSO's are authorized by DAFP to take action. See Exhibit 7 for the list of SSOs in each State.

### B Workflow Example

Following is an example of a Workflow task.



## 133 KFC Request Workflows (Continued)

### C Approve/Reject Workflow

KFC Requests for any of the following customer data changes will result in a workflow item that allows the SSO to review and execute the decision directly from the workflow item:

- TIN modification
- removal of an FSA or FLP Program Participation
- removal of an Associated County.

**Note:** A KFC Request for a customer inactivation must be manually completed in the BP record. See subparagraph D.

To approve or reject a KFC Request, the SSO shall select "Accepted" or "Rejected" in the Decision field and click the "Execute Decision" button.

Once the workflow decision is executed, a confirmation message will be displayed. The KFC request is removed from the workflow tasks of all recipients and a CRM Alert is sent to the requestor and all associated county employees that action has been taken on the KFC request.

If the request was rejected, the SSO shall communicate with the requestor regarding the reason the KFC request was rejected.

**Note:** It is the SSO's responsibility to review all KFC requests and associated customer data before approving them. SSOs shall **not** assume that County Office has substantiated all provisions and restrictions in paragraph 132 prior to submitting request.

### D Approve Inactivation Workflow

A KFC request for inactivation **cannot** be "Accepted" from within the workflow item. If approved, the SSO must **manually** process the request for inactivation by taking the following steps.

| Step | Action |
|---|---|
| 1 | Open the applicable BP customer record from the workflow item. |
| 2 | Click "Edit". |
| 3 | Set (✓) the Inactive flag in the Control Flags assignment block. |
| 4 | Remove all Associated Counties. |
| 5 | Remove all active Program Participation entries. |
| 6 | Load an "Inactive Customer" Program Participation entry. |
| 7 | Add a Note to document actions. |
| 8 | "Save" the BP Customer Record. |

## 133 KFC Request Workflows (Continued)

### D Approve Inactivation Workflow (Continued)

Once the BP customer is successfully inactivated, the KFC request is removed from the workflow tasks of all STO recipients.

The SSO shall communicate with the KFC requestor when all actions to inactivate a BP customer are complete. A CRM Alert is **not** generated to the requestor and all associated county employees following the manual completion of a KFC Request to inactivate a customer record.

**Note:** Before submitting the KFC request, County Offices must ensure that the BP Customer can be inactivated according to paragraph 132. The SSO must verify this information prior to inactivating the customer record.

### E Reject Inactivation Workflow

If the SSO determines that the customer shall **not** be inactivated, the SSO does have the option to "Reject" and Execute Decision directly from the workflow item. The decision to reject a KFC request for inactivation will generate a CRM Alert to County Offices.

## 134-149 (Reserved)

## Section 8 Workflow Tasks and Alerts

### 150 BP Workflow Tasks and Alerts

#### A Overview

The intention of an Alert is to notify the recipient about a change, or requested change, to customer data. Alerts:

- require immediate review
- are sent to all employees in a customer's Associated County(s)

**Note:** If an Associated County is not loaded for the customer, the alert will be sent to all employees in the customer's Program Participation Service Center(s)

- stay on the worklist until complete or individual action is taken.

The intention of a Workflow task is to notify the recipient about a change, or requested change, to customer data and allow the user to act upon the requested change directly from the Workflow. Workflows:

- require immediate review
- are sent to all employees in a customer's Associated County(s)

  **Note:** If an Associated County is not loaded for the customer, the workflow will be sent to all employees in the customer's Program Participation Service Center(s)

- stay on the worklist until complete or individual action is taken
- allow the user to review and make a decision directly in the workflow.

  **Note:** Except for KFC Requests for customer inactivation, see subparagraph 133 D.

## 150 BP Workflow Tasks and Alerts (Continued)

### B BP Alert Actions

The following table provides actions available for alerts.

| Alert Options | CLICKING… |
|---|---|
| Complete | “Complete” will:<br><br>●*--**not** complete the Cleansing Case, KFC Request or DOD Confirmation Alert<br>• mark the item (the alert) as having been completed<br>• remove the item from the alert list for all recipients.<br><br>**Important:** Do **not** click “Complete” unless you are sure the alert should be removed for all recipients. |
| Reject | “Reject” will:<br><br>• **not** reject the Cleansing Case, KFC Request or DOD Confirmation Alert<br>• reject the alert notification only<br>• remove the item from Alert list for current user only.<br><br>**Note:** “Reject” simply deletes/dismisses the alert from the current user’s alert list. Most users should select this option.--* |
| Forward | “Forward” will:<br><br>• allow user to send Alert to additional recipients<br>• remove the item from Alert list for current user only. |
| Reserve | “Reserve” will:<br><br>• allow user to take responsibility for the alert<br>●*--**not** complete the Cleansing Case, KFC Request or DOD Confirmation Alert--*<br>• remove the item from Alert list for all other recipients. |

**Note:** The action options only apply to the alert itself and will not take action on the object itself.

### C BP Workflow Task Actions

The following table provides actions available for workflow tasks.

| Workflow Task Options | CLICKING… |
|---|---|
| Accepted | “Accepted” will:<br><br>• mark the item as having been completed<br>• remove the item from the worklist for all recipients<br>• complete the action requested. |
| Rejected | “Rejected” will:<br><br>• reject the worklist item<br>• remove the item from the worklist for all recipients<br>• **not** complete the action requested. |

## 151 DOD Workflow Process

### A Overview

On a weekly basis, FSA receives a large file from SSA that includes SSN's, names, and DOD. When the file is processed internally the SSN in the SSA file is compared to all ***--**active customer records in BP. If a match is found on SSN:**--***

- the DOD is automatically entered into the customer record in the "Customer Details" assignment block

- a DOD workflow item is generated and sent to all employees assigned to the customer's associated County Office(s).

The DOD workflow allows the user to:

- receive notification of the updated DOD for the customer
- confirm or reject the DOD for the customer directly in the workflow.

If the user confirms the customer's death via the workflow item, the "Death Confirmed" flag is set (✓) in the customer record and the process is complete. If the user rejects the customer's death via the workflow item, the DOD is removed from the customer record and the "Death Confirmed" flag is **not** set.

***--**DOD workflows are only generated for active customer records. Inactive customer records are automatically updated with the DOD and "Death Confirmed" flag. No DOD workflow is created, but an alert is so County Office users know when an inactive customer is reported and auto-confirmed deceased. See subparagraph E.**--***

### B Manual Entry of DOD and Death Confirmed Flag

In many cases, County Offices learn of a customer's death prior to FSA receiving the file from SSA. Family notifications and obituaries are usually shared much faster than interagency data updates. Upon confirmation of the customer's death through a method other than the SSA file, County Offices shall:

- manually enter the DOD and Death Confirmed flag in the customer's record
- **not** wait for the automated DOD workflow to make the updates.

If the weekly DOD file is processed with a match on the SSN, but the death confirmed flag is already set (✓) in the customer record:

- the DOD will not be overwritten

- a DOD workflow will **not** be generated for the County Office to confirm the customer's death.

## 151 DOD Workflow Process (Continued)

### C Processing the DOD Workflow

To process the DOD workflow, click on the blue hyperlink in the Workflow Tasks Assignment block. Review the information, including the reported Date of Death for the customer.

**Notes:** Entry of DOD and Death Confirmed Flag are used by Financial Services to place deceased customer payments on manual handling.

If an error is made and the customer is erroneously confirmed as deceased, manually remove the DOD and Death Confirmed Flag from the Customer Details assignment block.

| IF the customer's death… | THEN… | AND… |
|---|---|---|
| has been confirmed by the County Office | • select "Accept" from the decision drop-down menu<br><br>• CLICK "Execute Decision" | • the "Death Confirmed" flag will be set (✓) on the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable<br><br>• the DOD workflow will be removed from the workflow tasks of all recipients.<br><br>***--Note:** See subparagraph E for subsequent effects of the death confirmation. |
| has been disproven by County Office | • Select "Reject" from the decision drop-down<br><br>• click "Execute Decision"<br><br>• advise customer to notify SSA of error | • DOD will be removed from the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable<br><br>• the Death Confirmed Flag will **not** be set on the customer's Individual record any RT or LLC records in the same SSN Family, if applicable<br><br>• the DOD workflow will be removed from the workflow tasks of all recipients. |
| cannot be confirmed or disproven by County Office | • select "Accept" from the decision drop-down<br><br>• click "Execute Decision". | • the Death Confirmed Flag will be set (✓) on the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable<br><br>• the DOD workflow will be removed from the workflow tasks of all recipients.<br><br>***--Notes:** See subparagraph E for subsequent effects of the death confirmation.**--***<br><br>If it is later disproven that the customer is deceased, the County Office shall access the customer's record and manually remove the DOD and the "Death Confirmed" flag. Any revoked Representative Capacity, ***--**Relationships entries, or mail indicator flags will require manual reloading.**--*** |

## 151 DOD Workflow Process (Continued)

### D Effect of DOD on an SSN Family

The DOD and Death Confirmed Flag are updated on **all** records using an SSN when a DOD workflow item is confirmed.

| IF the death is reported by… | AND the SSN family includes… | THEN a DOD workflow is created for the… |
|---|---|---|
| SSA | only an Individual record | Individual record and the Individual record is updated following the workflow decision. |
| | an Individual record and one or more LLC's or RT's | Individual record and **all** records in the SSN Family are updated following the workflow decision. |
| | only an LLC or RT | LLC or RT record and the LLC or RT record is updated following the workflow decision. |
| any other method | only an Individual record | • access the Individual record<br>• manually enter the DOD and Death Confirmed Flag<br>• select "Save". |
| | an Individual record and one or more LLC's or RT's | • access the Individual record<br>• manually enter the DOD and Death Confirmed Flag<br>• select "Save"<br>• the DOD and Death Confirmed Flag will be automatically updated to the LLC and RT records in the SSN family. |
| | only an LLC or RT | • resolve the orphan record according to paragraph 118<br>• manually enter the DOD and Death Confirmed Flag on the newly created Individual record<br>• select "Save"<br>• the DOD and Death Confirmed Flag will be automatically updated to the LLC and RT records in the SSN family. |

* * *

## 151 DOD Workflow Process (Continued)

### *--E Subsequent Effects of Death Confirmation

Following the confirmation of a customer's death, CRM automatically updates various customer data and provides notifications. When a customer's death is confirmed by either method (acceptance of DOD workflow or manual entry of DOD/DCF), the actions in the following table occur.

| System Action | Records Effected | County Office Action |
|---|---|---|
| Revocation of all Representative Capacity entries<br><br>**Note:** The "Revoked/Cancelled" date equal to DOD. | All records in SSN Family | none |
| Revocation of all Relationships<br><br>**Note:** The "Valid To" date equal to DOD. | All records in SSN Family | none |
| "Mail Indicator" flags are unchecked | Individual record only | Manually uncheck "Mail Indicator" flags in other records in SSN Family, if applicable. |
| Alert generated to all CRM users that are assigned to the deceased customer's associated counties.<br><br>**Note:** The alert is for awareness only. When the DOD workflow is accepted or rejected by one employee, the DOD workflow is removed from the worklists of all other employees. The subsequent alert is simply to notify all other applicable employees of the customer's confirmed death. | Individual or Orphan record | Clear the alert according to subparagraph 150 B. |

--*

**152-162 (Reserved)**

## Section 9 Member Hierarchies

### 163 Member Hierarchy Details

#### A Overview

The Member Hierarchy Details screen provides a detailed view of current and past version of member information that was entered into Business File. This screen provides a quick reference to member information and signature authority data for current and past years.

#### B Accessing Member Hierarchy

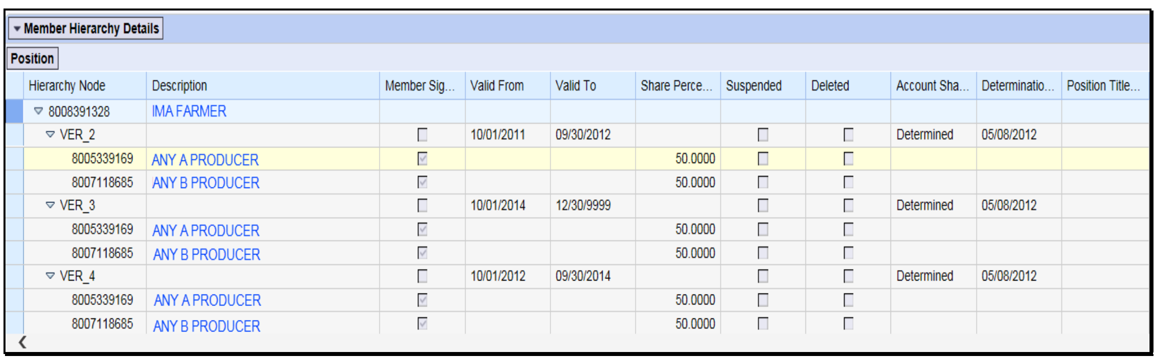
Within a Customer BP record, the Member Share Percentage assignment block displays only the current year member hierarchy. The complete member hierarchy can be accessed from:

- the CRM left navigation bar (paragraph 16), or
- the Business Partner Home Screen (paragraph 23).

See paragraph 28 for searching Member Hierarchies.

#### C Member Hierarchy Details Example

Following is an example of the Member Hierarchy Details Screen.



Member Hierarchy Details

Position

| Hierarchy Node | Description | Member Sig... | Valid From | Valid To | Share Perce... | Suspended | Deleted | Account Sha... | Determinatio... | Position Title... |
|---|---|---|---|---|---|---|---|---|---|---|
| 8008391328 | IMA FARMER | | | | | | | | | |
| VER_2 | | ☐ | 10/01/2011 | 09/30/2012 | | ☐ | ☐ | Determined | 05/08/2012 | |
| 8005339169 | ANY A PRODUCER | ☑ | | | 50.0000 | ☐ | ☐ | | | |
| 8007118685 | ANY B PRODUCER | ☑ | | | 50.0000 | ☐ | ☐ | | | |
| VER_3 | | ☐ | 10/01/2014 | 12/30/9999 | | ☐ | ☐ | Determined | 05/08/2012 | |
| 8005339169 | ANY A PRODUCER | ☑ | | | 50.0000 | ☐ | ☐ | | | |
| 8007118685 | ANY B PRODUCER | ☑ | | | 50.0000 | ☐ | ☐ | | | |
| VER_4 | | ☐ | 10/01/2012 | 09/30/2014 | | ☐ | ☐ | Determined | 05/08/2012 | |
| 8005339169 | ANY A PRODUCER | ☑ | | | 50.0000 | ☐ | ☐ | | | |
| 8007118685 | ANY B PRODUCER | ☑ | | | 50.0000 | ☐ | ☐ | | | |

## 163 Member Hierarchy Details (Continued)

### D Fields/Descriptions

The following table provides descriptions of the fields available on the Member Hierarchy Details Screen.

| Field | Description |
|---|---|
| Hierarchy Node | A system generated unique number assigned the member hierarchy. This field also displays the different versions of Farm Operating Plans. |
| Description | The business name and the name of all members. Click on the name to go directly to the customer record. |
| Member Signature | Indicates which members have signature authority for the business. |
| Valid From | The validity dates are used to identify the time period that a member hierarchy is valid for. |
| Valid To | |
| Share Percentage | The share that each members holds in the business. |
| Suspended | This indicator will be present if the Farm Operating Plan is in a suspended status in Business File. |
| Deleted | This indicator will be present if the Farm Operating Plan was deleted in Business File. |
| Account Share Status | The status of the Farm Operating Plan in Business File. |
| Determination Date | The date the Farm Operating Plan was determined in Business File. |

## 164-166 (Reserved)

## *--Section 10 Unknown Customers

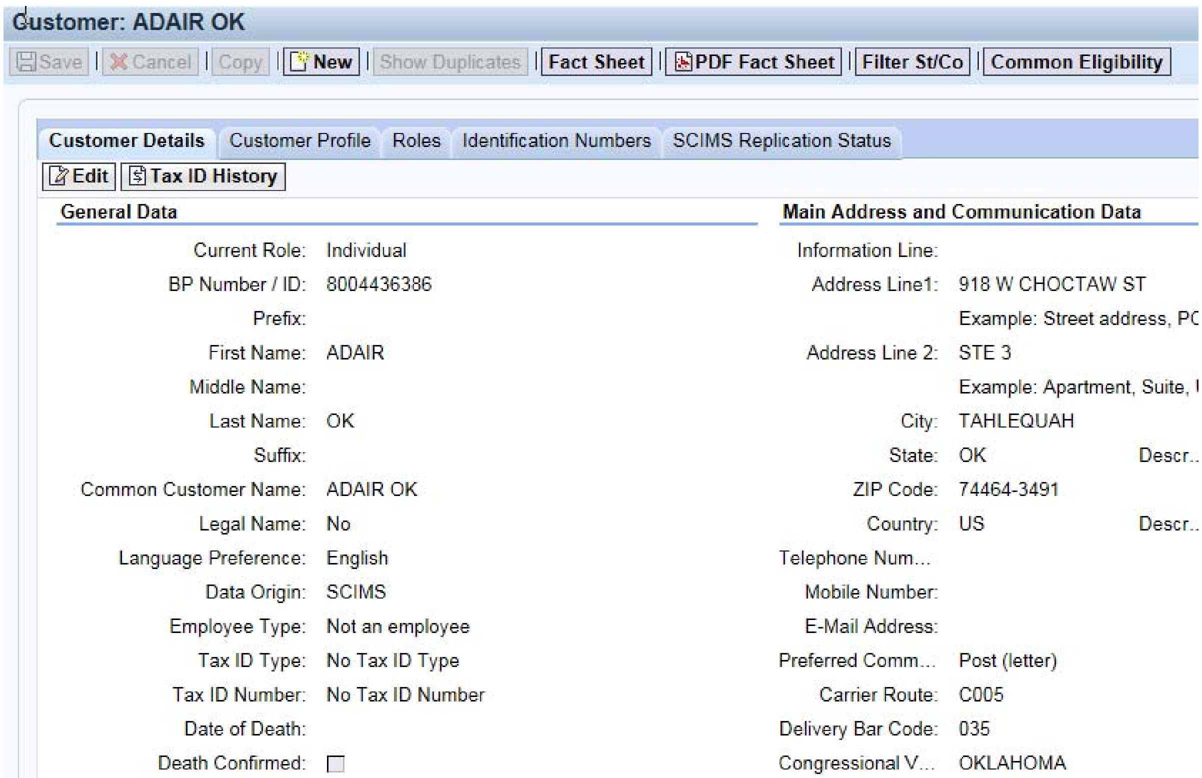
## 167 Establishing County Records for Unknown Customers

### A Overview

There are instances when County Offices do not know who the owner is of a farm/tract of land. County Offices shall perform thorough research to try to identify all farm owner/operators. However, if the owner/operator is determined to be unknown, County Offices shall establish one unknown customer record to load on the Farm Record.

### B Example of County Record for Unknown Customers

Following is an example of an unknown customer record for Adair, OK.


Customer: ADAIR OK

Save | Cancel | Copy | New | Show Duplicates | Fact Sheet | PDF Fact Sheet | Filter St/Co | Common Eligibility

Customer Details | Customer Profile | Roles | Identification Numbers | SCIMS Replication Status

Edit | Tax ID History

| General Data | | Main Address and Communication Data | |
|---|---|---|---|
| Current Role: | Individual | Information Line: | |
| BP Number / ID: | 8004436386 | Address Line1: | 918 W CHOCTAW ST |
| Prefix: | | | Example: Street address, PC |
| First Name: | ADAIR | Address Line 2: | STE 3 |
| Middle Name: | | | Example: Apartment, Suite, I |
| Last Name: | OK | City: | TAHLEQUAH |
| Suffix: | | State: | OK Descr.. |
| Common Customer Name: | ADAIR OK | ZIP Code: | 74464-3491 |
| Legal Name: | No | Country: | US Descr.. |
| Language Preference: | English | Telephone Num... | |
| Data Origin: | SCIMS | Mobile Number: | |
| Employee Type: | Not an employee | E-Mail Address: | |
| Tax ID Type: | No Tax ID Type | Preferred Comm... | Post (letter) |
| Tax ID Number: | No Tax ID Number | Carrier Route: | C005 |
| Date of Death: | | Delivery Bar Code: | 035 |
| Death Confirmed: | ☐ | Congressional V... | OKLAHOMA |

--*

## *--167 Establishing County Records for Unknown Customers (Continued)

### C Creating a County Record for Unknown Customers

County Offices shall only establish one unknown customer record with the administrative county and State abbreviation as the name. This creates one customer ID. The **same** customer ID will be used for all unknown owners and/or operators for farms within the county.

**Important:** Before creating a new unknown customer record, perform a thorough BP search to determine if the unknown customer record already exists for the applicable county. If one exists, do **not** create another record.

Create one customer record per county to be used for all "unknown" owners and/or operators as follows:

- individual role with no tax ID
- enter the administrative county name in the "First Name" field
- enter the State abbreviation in the "Last Name" field
- enter the administrative County Office address as the "Standard Address"
- follow procedure in 10-CM or 3-CM to add the "unknown" customer to the applicable farm record when the owner and/or operator name and address are unknown.

Unknown customers are **not** to be entered in CRM Business Partner with any reference to or use of the word **"Delete" or "Unknown"**, and any records previously recorded or migrated from the System 36 referencing "Delete" shall be changed to the unknown customer created according to this paragraph.**--***

## 168-170 (Reserved)

# Part 4 Contact Business Partner Records

## 171 Contact Records

### A Overview

A Contact Business Partner record can be linked to a BP Customer record for general communications. A contact does not have signature authority, but is a person to contact to relay information to a producer. A BP Customer record can have more than one contact.

A Contact BP record contains a limited set of data which details contact information. Contact record data is only available in BP. The information in a Contact record does not replicate to SCIMS or other FSA applications.

The following table distinguishes the difference between a Contact Record, and a Contact Relationship. See Part 3, Section 4 for information on Relationships.

| Contact Record | Contact Relationship |
|---|---|
| Can be used to establish a Contact Relationship for a Customer record. | Can be created between a Customer record and:<br><br>• another Customer record, or<br>• a Contact record. |

### B Examples of Contacts

Examples of contacts include:

- a family member of a BP Customer who is available to assist with communication at the request of the BP Customer

- a spouse who is available for messages

- a ranch manager that is available to answer questions and relay information to a BP customer.

The contact may or may not do business directly with FSA but is available to relay information to a BP Customer.

## 171 Contact Records (Continued)

### C Search for Contact Record

The following table provides the steps for searching for a contact.

| Step | Action |
|---|---|
| 1 | Select “Search Customers/Contacts” from the left navigation bar or the Search assignment block on the Accounts page. |
| 2 | Under Search Criteria, change the “Search for:” drop-down to Contact.<br><br> |
| 3 | Enter any of the following search criteria:<br><br>• First Name<br>• Last Name<br>• Contact Number/ID<br>• Customer Number/ID<br>• City. |
| 4 | Click “Search”. The contact(s) that match the search criteria entered will be displayed in the Result List. |

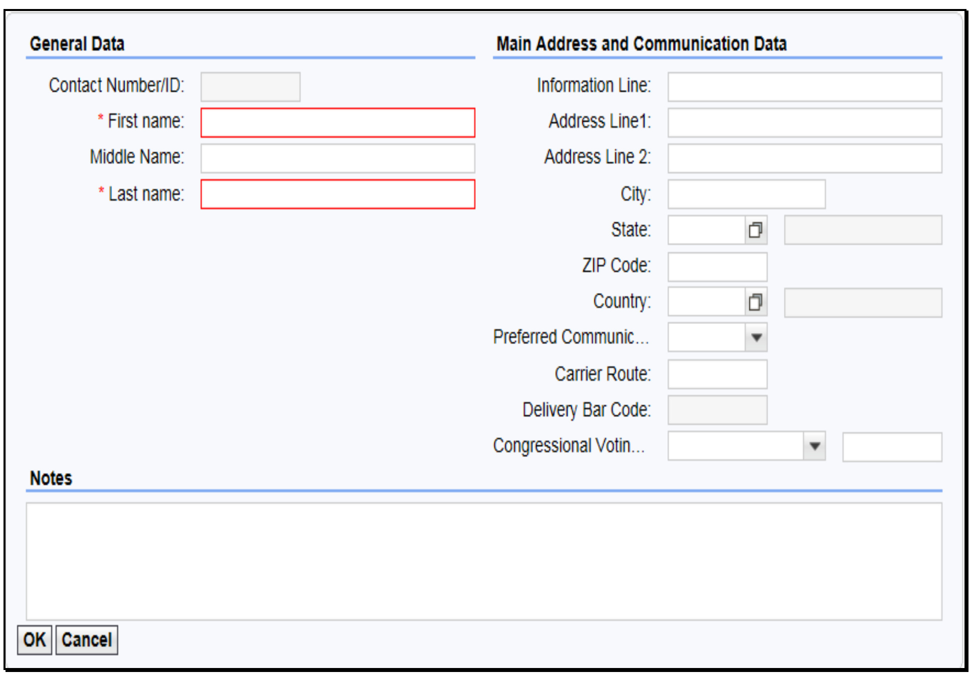
## 171 Contact Records (Continued)

### D Creating a New Contact Record

The following table provides the steps for creating a new contact record.

**Notes:** If the customer-assigned contact already has a customer record, creation of a new contact record is not necessary. Create the contact relationship with the existing customer record, according to paragraph 110.

Only follow the steps in this table after a thorough search is completed according to Part 2.

| Step | Action |
|---|---|
| 1 | Complete steps 1 through 6 of subparagraph 110 B. |
| 2 | Change the "Search For" drop-down menu from "All Accounts" to "Contact". |
| 3 | Select the "New Contact" button at the top of the Results List. The Contact Screen will be displayed. See paragraph 172 for additional information.   |

## 171 Contact Records (Continued)

### D Creating a New Contact Record (Continued)

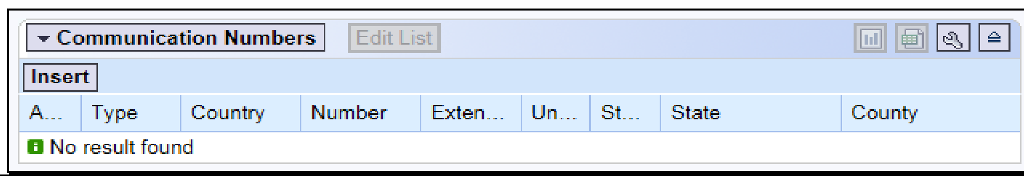
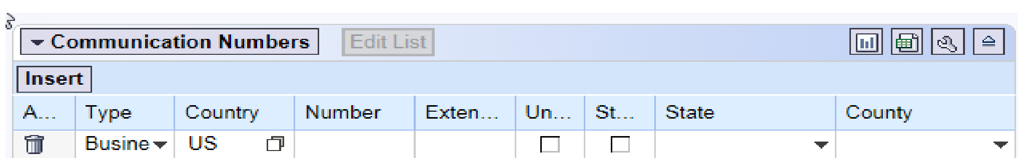
| | |
|---|---|
| 4 | Enter the first name and last name of the contact along with any other optional information for the contact. |
| 5 | Select “OK”. The Contact Relationships Screen will be redisplayed. |
| 6 | Enter the Valid From/Valid To dates. |
| 7 | Select Save & Back. The Customer Screen will be redisplayed and a new “Has Contact Person” relationship will be displayed in the Relationships assignment block. |

## 171 Contact Records (Continued)

### E Editing a Contact Record

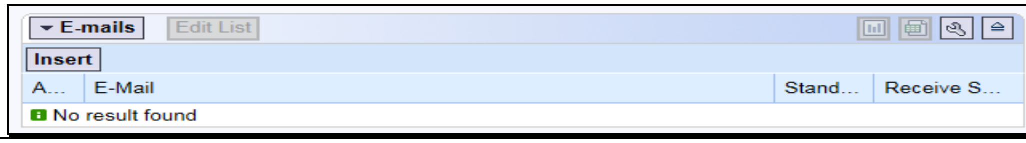
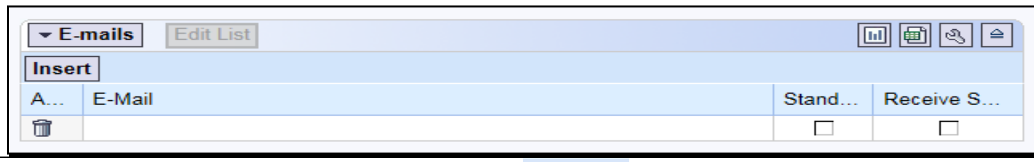
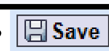
Once the Contact record has been created and saved, additional data, such as telephone numbers and e-mail addresses, can be added to the record.

The following table provides the steps for editing a contact record.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Open the Contact record by clicking on the hyperlink from either the:<br><br>• Contact search results, or<br>• Customer record Relationship entry.</td></tr>
<tr><td>2</td><td>Scroll down to the “Communication Numbers” assignment block and CLICK “Edit List”.<br><br>
</td></tr>
<tr><td>3</td><td>CLICK “Insert”.<br><br>
</td></tr>
<tr><td>4</td><td>Enter the phone type and number.  See subparagraph 68 C for fields/descriptions.<br><br>
</td></tr>
</table>

## 171 Contact Records (Continued)

### E Editing a Contact Record (Continued)

| Step | Action |
|---|---|
| 5 | Scroll down to the "E-mails" assignment block and CLICK "Edit List".<br> |
| 6 | CLICK "Insert".<br> |
| 7 | Enter the e-mail address. See subparagraph 69 C for fields/descriptions.<br> |
| 8 | At the top of the record, CLICK "Save" . |

## 172-176 (Reserved)

# Part 5 Employee Business Partner Records

## 177 Employee Records

### A Overview

Employee BP records are available for users to view a limited amount of employee data. CRM/Business Partner allows users to establish a relationship between Employee BP records and Customer BP records, which can facilitate segregation of duties.

Employee BP records do not replicate to SCIMS or other FSA applications.

### B Modifying Employee Records

Employee data is read-only in Business Partner. Employee data is managed in EmpowHR and MRT. Contact the applicable HR representative for changes to employee data.

### C Searching for Employee Records

The following table provides the steps for searching for employee records.

| Step | Action |
|---|---|
| 1 | Select "Search Employees" from the left navigation menu or from the Search assignment block on the Accounts Screen. |
| 2 | Enter any of the following search criteria:<br><br>• Employee ID<br>• First Name<br>• Last Name<br>• E-Mail<br>• User. |
| 3 | CLICK "Search". The employee(s) that match the search criteria entered will be displayed in the Result List. |
| 4 | Click the hyperlinked last name of the employee in the Employee search results. |

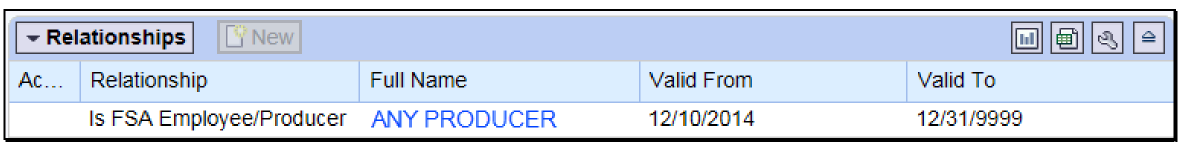
## 177 Employee Records (Continued)

### D Example of Employee Record

Following is an example of an Employee record.


### E Viewing Relationships

Any relationships between a Customer record and an Employee record are always created from the Customer record, but are visible on the "Relationships" tab of the Employee record. See the following example.




See Part 3, Section 4 for guidance on relationships.

## 178-199 (Reserved)

# *--Part 6 NRCS Access to MIDAS CRM

## 200 NRCS Access to Customer Data

### A Overview

The partnership between NRCS and FSA provides the opportunity to better serve our producers and further enhance the services USDA provides. See 1-CM, Part 25 for additional information about the MOA between NRCS and FSA.

Authorized NRCS employees had create and edit capabilities in SCIMS. When MIDAS CRM/Business Partner became the system of record/system of entry with MIDAS Release 2, SCIMS became view-only for all FSA and NRCS users.

In 2016, NRCS obtained a limited number of CRM licenses to allow access rights to MIDAS CRM.

### B FSA and NRCS MIDAS CRM Collaboration

FSA and NRCS staff worked together to establish:

- the CRM functions and authorizations of the new CRM security roles “NRCS User” and “NRCS Viewer”
- training completion for NRCS State trainers (aka “NRCS Super Users”)
- plans for ongoing training for a limited number of NRCS end users
- the agreement that FSA trainers and FSA MIDAS super users are not required to deliver NRCS training
- continued collaboration between FSA and NRCS in the County and State Offices.**--***

## *--201 MIDAS CRM Security Roles and Licenses for NRCS Employees

### A Overview

Two unique CRM security roles were developed for NRCS employees:

- NRCS viewer
- NRCS user.

Like most commercial-off-the-shelf software, a license is required for each user to access the software. SAP, the company that developed CRM software, requires a purchased license for each person that intends to access CRM.

In early 2016, NRCS purchased a limited number of licenses for read/write access to CRM.

Although NRCS did not purchase licenses for view-only access, FSA developed the CRM security role as a "placeholder" in preparation for any view-only licenses that may be purchased in the future.

### B Licenses and NRCS CRM Users per State

The number of NRCS users per State varies. Before purchasing the licenses, NRCS management considered:

- how many NRCS employees had actively created or edited records in SCIMS in prior years

- how many CRM users each NRCS State Office requested.

In some States, NRCS opted to purchase licenses only for State Office personnel, while in other States, NRCS opted to purchase licenses for County Office users. The purchase and assignment of licenses to NRCS end users was strictly an NRCS decision. FSA did not provide input as to who should or should not have access.**--***

***--201 MIDAS CRM Security Roles and Licenses for NRCS Employees**

**C CRM Training for NRCS Users**

Following NRCS's decision to use a train-the-trainer approach, DAFP/PECD staff developed training materials specifically for the new NRCS user CRM security role. In late October 2016, DAFP/PECD staff delivered this training in-person to approximately 50 NRCS State Office employees, who:

- are referred to as "NRCS Super Users"
- continue to serve as trainers for their agency.

FSA will **not** be directly involved with training the NRCS end users.

**D NRCS User CRM Security Role Permissions**

The **NRCS viewer** role authorizes employees to view limited Business Partner and Farm Records data. All data in CRM is view-only, no edits are permitted.

The **NRCS user** role authorizes employees to create and modify limited Business Partner data and view Farm Records data.

The specific permissions for both security roles are defined in Exhibit 20**--***.

## *--202 NRCS and FSA Continued Collaboration

### A NRCS Action

NRCS users will need to contact an FSA employee for assistance when encountering an issue in CRM that requires remediation and the NRCS user does not have security permissions to complete the update. This is consistent with how similar issues were handled in SCIMS and Web Farm Records. Examples include:

- initiating the merge process for duplicate records
- deletion or correction of a TIN, TIN type or DPE
- prior year role edits
- deletion of an FSA or FLP program participation
- deletion of an associated county (legacy link)
- record inactivation
- updates to Farm Records.

NRCS users have been instructed to contact any of the following for assistance, in the order that they are listed:

1. FSA County Office CRM user

2. applicable NRCS SCIMS/Business Partner State Security Officer (NRCS BP SSO)/NRCS Super User

3. applicable FSA SCIMS/Business Partner State Security Officer (FSA BP SSO).

**Note:** See Exhibit 7 for the list of FSA and NRCS SSO’s.

All actions are compliant with policy issued in 1-CM, Part 25, Section 5.5.**--***

***--202 NRCS and FSA Continued Collaboration (Continued)**

**B FSA County Office Action**

FSA County Offices must assist NRCS users with customer and farm records data management, when requested. This includes:

- assistance with updates or questions pertaining to customer data
- creation of cleansing cases for merging duplicate records
- creation of KFC requests for modification of key fields
- updates to Farm Records
- general support as necessary.

This agency collaboration is compliant with policy issued in 1-CM, Part 25, Section 5.5.

FSA County Offices should contact their FSA SSO if necessary for assistance.

**C FSA State Office Action**

FSA State Offices shall refer all SCIMS and Business Partner issues and questions from “NRCS Users” to the appropriate FSA BP SSO.

**Note:** Only SSO’s are permitted to perform advanced edits on Business Partner records. State Office employees that are not approved SSO’s are forbidden from performing these functions.

**D FSA BP SSO Action**

FSA BP SSO’s must assist FSA and NRCS users with customer data management, when requested. This includes:

- assistance with updates or questions pertaining to customer data
- completion of cleansing cases for merging duplicate records
- completion of KFC requests for modification of key fields
- general support as necessary.

This agency collaboration is compliant with policy issued in 1-CM, Part 25, Section 5.5.

**203-249 (Reserved)**

## Part 7 (Reserved)

**250-299 (Reserved)**

# *--Part 8 PPID Database

## 300 Reviewing Records in PPID Database

### A Basic Information

The PPID web database was designed to assist State and County Offices in conducting reviews and recording the results of the reviews of the Payments to Producers Identified as Deceased Report. See 1-CM for making determinations in the report.

The PPID database incorporates role-based functionality. FSA users will be required to login to the PPID database using their eAuthentication level 2 credentials.

The 3 unique roles in the PPID database are:

- "PPID Reviewer", County Office employee responsible for reviewing PPID records
- "PPID Approver", State Office employee responsible for approving County Office-reviewed PPID records
- "National Administrator", National Office employee responsible for importing monthly PPID records and managing user profiles.

To request access to the PPID database, State and County Office employees shall e-mail Kerry Sefton at **kerry.sefton@wdc.usda.gov** with a list of States and/or counties to which the user needs access.

**Note:** If submitting the request on behalf of another employee, provide the e-mail address of the employee that is requesting access.**--***

***--300 Reviewing Records in PPID Database (Continued)**

**B Monthly Report Requirement**

The National Office acquires a list of payments made to producers identified as deceased who were direct and/or indirect payment recipients in FY 2014 and subsequent years. This report **must** be reviewed by County Offices on a monthly basis. The State Office is responsible for overseeing the County Office reviews.

State and County Offices must complete monthly reviews according to instructions provided by the National Office. Notification of data availability and completion deadlines will be e-mailed each month.

**C Accessing the PPID Database**

To access the PPID database, go to the FSA Applications Intranet web site at **http://fsaintranet.sc.egov.usda.gov/fsa/FSAIntranet_applications.html**, and under "Common Applications", CLICK "**Payments to Producers Identified as Deceased (PPID)**".

**Notes:** Internet Explorer must be used when accessing the PPID database.

The PPID database is behind eAuthentication and requires authorized credentials to access PPID records and generate reports.

The USDA eAuthentication Login Screen will be displayed. User can do either of the following:

- CLICK "**Log In with your LincPass (PIV)**" with LincPass inserted in the card reader
- enter eAuthentication user ID and password and CLICK "**Login**".**--***

***--300 Reviewing Records in PPID Database (Continued)**

### D PPID Home/View Progress Screen

After users are authenticated to the PPID database, the PPID Home/View Progress Screen will be displayed. Content displayed on the screen will depend on the role of the user.

The following is an example of the PPID Home/View Progress Screen that will be displayed for a County Office user with PPID Reviewer access.


**Note:** Users will only see the counties for which they are authorized listed, if the county has reviews for the appliable year and month. If the user is authorized for a specific county, but the county name is not displayed on this screen, then the county has no reviews for the applicable year and month selected.**--***

## *--300 Reviewing Records in PPID Database (Continued)

### E Navigation

The following navigation bar will be displayed on every screen and is identical for every FSA user, regardless of role.


Users may click any of the following from the top navigation bar:

- "PPID Home", to return to the PPID Home/View Progress Screen as authenticated user
- "About PPID", to view information about the purpose of the PPID database
- "Help", for assistance with role-based functionality in the PPID database
- "Contact Us", to view system administrator contact information
- "Exit PPID", to navigate out of the PPID database without logging out of eAuthentication
- "Logout of eAuth", to logout of PPID and eAuthentication.

On the PPID Home/View Progress Screen, beneath the navigation bar, user's name and role will be displayed. Under "Actions" various options will be displayed based on the user's role. The following is an example of the left navigation bar for a State Office PPID Approver.


--*

## *--300 Reviewing Records in PPID Database (Continued)

### F Actions Menu

To access an action, click the link. Each of the following actions will be discussed in detail in the referenced paragraph.

| Role | Action | Purpose | Paragraph |
|---|---|---|---|
| PPID Reviewer | View Progress | View the current number and status of records within the assigned county(ies). | 301 |
| | Search and Enter Review | Perform a customized search to locate specific records; review selected records. | 302, 303 |
| | Reviews Report | Generate a customized report containing completed and/or pending records. | 305 |
| | Assigned Counties | Lists the State(s) and county(s) for which the user is currently authorized to review records. | |
| PPID Approver | View Progress | View the current number and status of records within the assigned State(s). | 306 |
| | Search and Approve | Perform a customized search to locate specific records; review and approve selected records. | 307, 308 |
| | Reviews Report | Generate a customized report containing completed and/or pending records. | 309 |
| | Assigned States | Lists the State(s) the user is currently authorized to approve records in. | |

--*

## *--301 County Action: View Progress

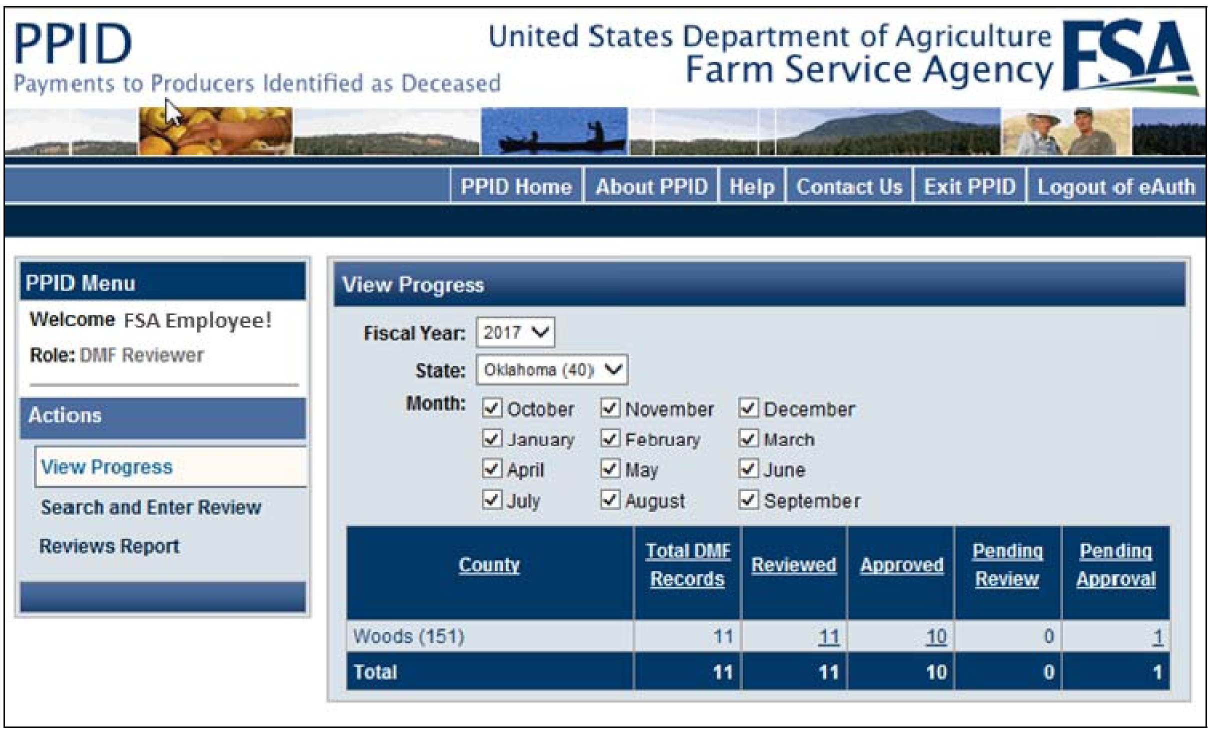
### A Overview

By default, the first "Actions" item "View Progress" is displayed on the PPID Home/View Progress Screen immediately after logging into the PPID database.

The PPID Home/View Progress Screen will be displayed with all counties for which the authenticated PPID Reviewer is assigned.

### B Example of View Progress Screen for PPID Reviewer

Following is an example of the PPID Home/View Progress Screen for a PPID Reviewer.




### C Selecting Data to View Progress

On the PPID Home/View Progress Screen, users can select the "Fiscal Year", "State", and "Month" to display the desired data.

**Note:** More than 1 month can be checked (✓) in the "Month" criteria.**--***

## *--301 County Action: View Progress (Continued)

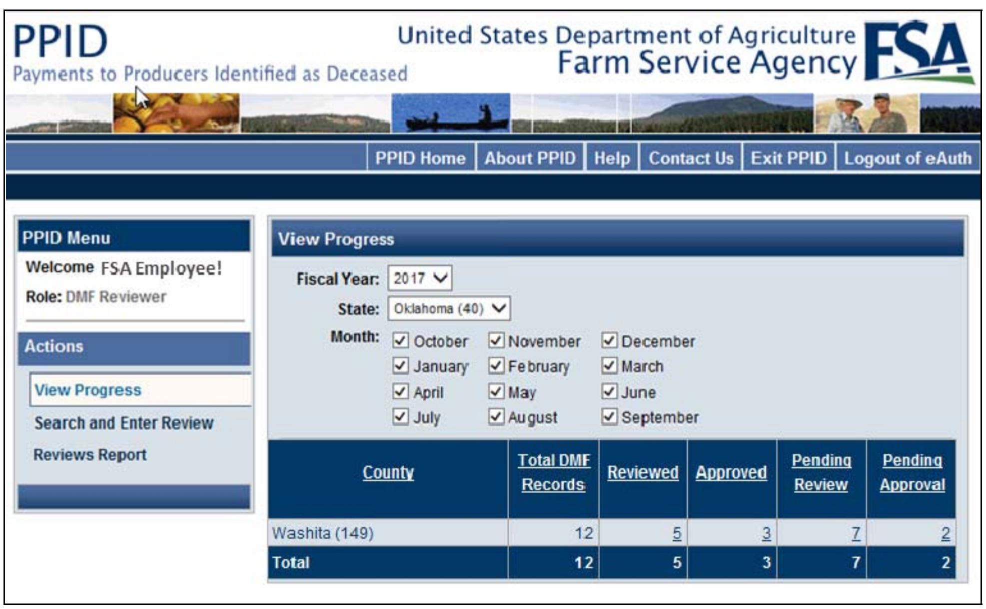
### C Selecting Data to View Progress (Continued)

The PPID Home/View Progress Screen will be displayed with the number of records per county in each of the 5 following categories:

- "Total DMF Records" by county
- "Reviewed", number of PPID reviews completed by County Office
- "Approved", number of PPID approvals completed by State Office
- "Pending Review", number of PPID reviews pending by County Office
- "Pending Approval" the number of PPID reviews completed by the County Office, but pending State Office approval.

**Note:** If there are no records for the applicable year, State, county, and month, then the message, "No DMF Records found." will be displayed, or the month will not be listed.

In the following example, the PPID Reviewer is viewing the progress of FY 2017 for all months. The "View Progress" table shows that the Washita County Office has completed review of 5 records, with 7 remaining for review. Of the 5 reviewed records, the State Office has approved 3, and 2 are still pending approval.



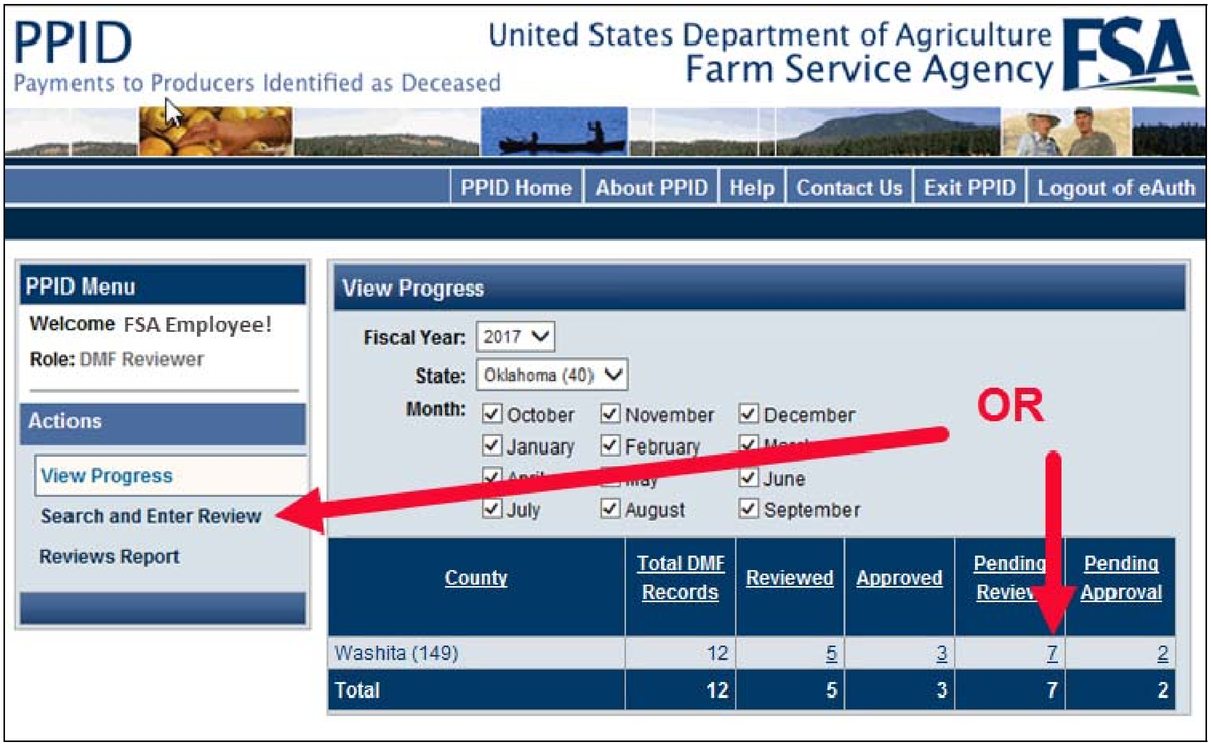

--*

***--301 County Action: View Progress (Continued)**

**D Action**

To perform a County Office PPID review, on the PPID Home/View Progress Screen, click either of the following:

- under "Action", CLICK "**Search and Enter Review**"
- in the "View Progress" table, under "Pending Review", click number of records link for the desired county.




--*

## *--302 County Action: Search and Enter Review

### A Overview

After PPID Reviewers have selected the "Search and Enter Review" action, the Search and Enter Review, Search Criteria Screen will be displayed.

In addition to using the "Fiscal Year", "State", "County", and "Month" selections, PPID Reviewers can check (✓) 1 or more of the following "Status" criteria:

- "Not Reviewed by County"
- "Reviewed by County"
- "Approved By State".

**Note:** More than 1 month can be checked (✓) in the "Month" criteria.

PPID Reviewers can modify the search criteria as necessary, and CLICK "**Search**" to view the resulting records, or CLICK "**Clear**" to clear all search criteria and start over.

### B Example of Search Criteria Screen

Following is an example of the Search and Enter Review, Search Criteria Screen for a PPID Reviewer.


--*

## *--302 County Action: Search and Enter Review (Continued)

### C Search Results

The Search and Enter Review Screen will be displayed with the “Fiscal Year”, “State”, “County”, “Month”, and “Status” of the summarized records, as a reminder of the criteria the PPID Reviewer previously selected. To change the search criteria, CLICK “**Modify**” on the top right.

The following details of each record are summarized on the Search and Review, Search Criteria Screen:

- “Record Id”
- “Tax Id” (last 4)
- “SCIMS Name”
- “Date of Death”
- “Program Code”
- “Month”
- “Action” (“Review” link).

PPID Reviewers may sort any of these columns by clicking on the header.**--***

## *--302 County Action: Search and Enter Review (Continued)

### C Search Results (Continued)

The following example Search and Enter Review, Search Criteria Screen will be displayed with the search results for records pending county review for FY 2017 (all months).

**Note:** If on the PPID Home/View Progress Screen, in the "View Progress" table, under "Pending Review", PPID Reviewer clicks the number of records link for the desired county, the Search Criteria Screen will be bypassed and the PPID Reviewer will be advanced to this screen.


### D Action

PPID Reviewers shall CLICK "**Review**" next to the first desired record to begin the detailed review.**--***

## *--303 County Action: Enter Review

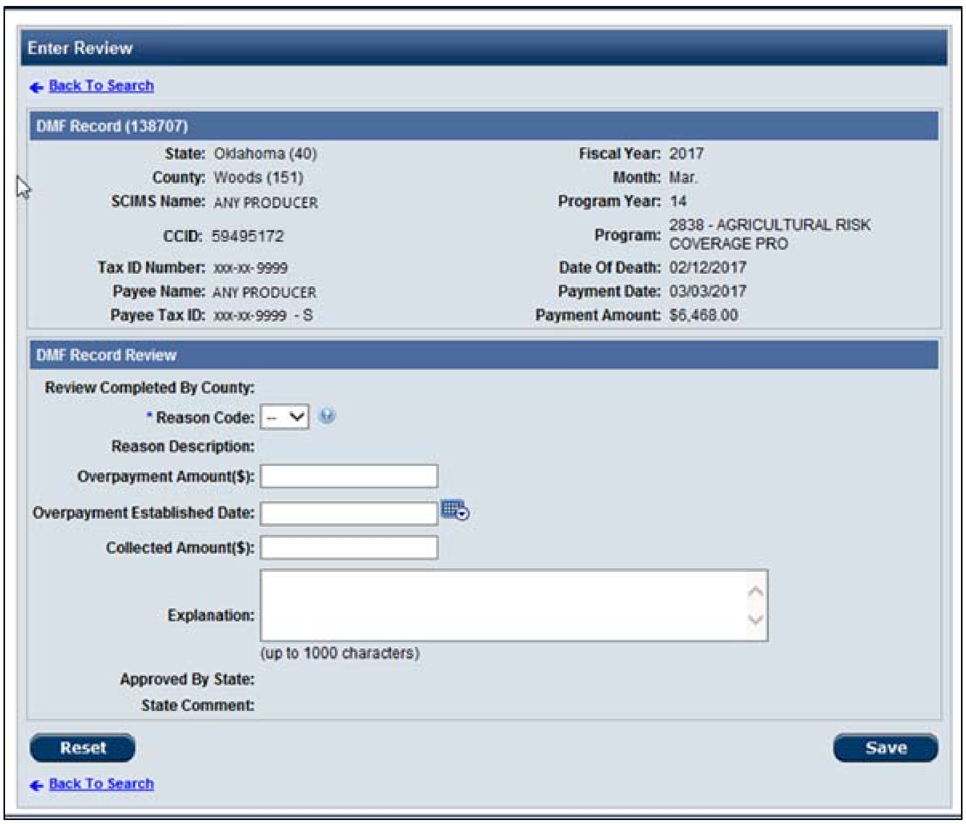
### A Overview

After PPID Reviewers have selected a record to review, the following Enter Review Screen will be displayed with all pertinent details about the record and fields for County Office reviewer input.

### B Example Enter Review Screen

The following is an example of the Enter Review Screen.

**Note:** The "DMF Record" number in parenthesis, (138707 in the example), is a unique number assigned to each record.




--*

***--303 County Action: Enter Review (Continued)**

**C Action**

On the Enter Review Screen, PPID Reviewers will review the information in the upper portion and enter the review information in the "DMF Record Review" section. PPID Reviewers shall select the reason code according to paragraph 304 and 1-CM, Part 34. Enter additional information, if applicable, that includes any of the following:

- overpayment amount
- date overpayment established
- collected amount
- explanation or actions completed.

**Note:** "**Explanation**" entries:

- can include, but are **not** limited to:
  - handbook procedure that was reviewed
  - legal documents authenticating producer's TIN
  - other records that may have been reviewed
  - date receivable established
- are:
  - **required** for reason codes "28" and "38"
  - limited to 1000 characters.

After PPID Reviewers have entered the applicable information, CLICK any of the following:

- "**Save**"
- "**Save and Next**"
- "**Reset**", to clear all fields and start over.**--***

## *--304 Reason Codes and Identifiers

### A Reason Codes to Identify Erroneous Payments

The following is a list of codes to describe the reasons for erroneous payments issued to individuals identified as deceased. For specific examples of each and policy about the reason code determination, see 1-CM, Part 34.

| Code | Condition or Situation |
|---|---|
| 20 | Erroneous; TIN error or misidentification of actual program participant. |
| 22 | Erroneous; ineligible program participant. |
| 24 | Erroneous; invalid payment document, lack of signature authority, or invalid FSA-211. |
| 26 | Erroneous; invalid multi-year payment document, incorrect participants. |
| 28 | Erroneous; ineligible for other reasons, detailed explanation required.<br><br>**Note:** Include the explanation on the same line in the “Explanation and Actions Completed” field. |

### B Reason Codes to Identify Correct Payments

The following is a list of codes to describe the reasons for payments issued correctly to an individual identified as deceased. For specific examples of each and policy about the reason code determination, see 1-CM, Part 34.

| Code | Condition or Situation |
|---|---|
| 30 | Eligible; payment earned by individual before death. |
| 32 | Eligible; TIN used to identify estate or trust. |
| 34 | Eligible; TIN corrected/verified. |
| 36 | Eligible; death of an individual not timely reported, but updated information supports the determinations of record.<br><br>**Note:** Ensure that Business File is updated to remove the deceased producer, if applicable |
| 38 | Eligible for other reasons; detailed explanation required.<br><br>**Note:** Include the explanation on the same line in the “Explanation and Actions Completed” field. |

--*

## *--305 County Action: Generate Reviews Report

### A Overview

From the PPID Home/View Progress Screen, under "Actions", if PPID Reviewers click "Reviews Report", the Reviews Report Screen will be displayed.

### B Example of the Reviews Report Screen

The following is an example of the Reviews Report Screen.


--*

## *--305 County Action: Generate Reviews Report (Continued)

### C Action

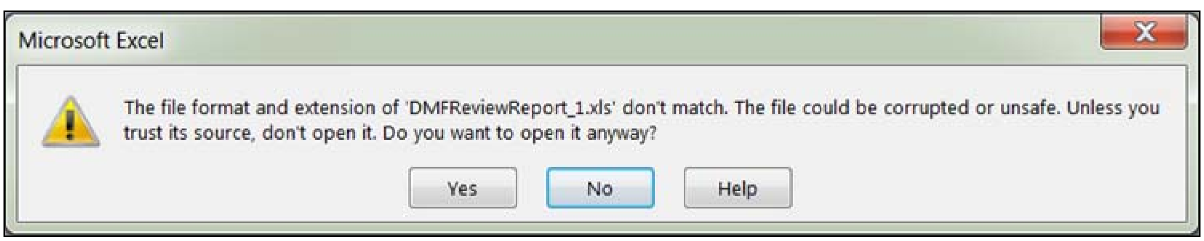
To generate a county report, select the following:

- "Fiscal Year"
- "State"
- "County"
- "Month" (multiple months may be selected)
- "Reason Code" (select "All" or multiple codes by holding the "Ctrl" button while selecting).

CLICK "**Generate**".

### D Generating County Reports

After PPID Reviewers click "Generate Report", the message, "The file you are trying to open, 'DMF_Report[1].xls', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?", may be displayed. CLICK "**Yes**".




--*

## *--305 County Action: Generate Reviews Report (Continued)

### E Information Arrangement in the PPID Report

The information in the PPID Report is arranged according to this table.

| Label | Description |
|---|---|
| Record ID | Unique number to identify DMF record. |
| State Code | State code of the administrative location for the individual identified as deceased. |
| State | State name of the administrative location for the individual identified as deceased. |
| County Code | County code of the administrative location for the individual identified as deceased. |
| County | County name of the administrative location for the individual identified as deceased. |
| Tax ID | Last 4 digits of TIN of the individual identified as deceased as recorded in SCIMS. |
| (SCIMS) Name | Name as recorded in SCIMS of the individual identified as deceased. |
| CCID | The core customer ID, or SCIMS ID, of the individual identified as deceased. |
| Date Of Death | Date of death as recorded in Business Partner and SCIMS of the individual identified as deceased. |
| Name | Name of the individual or entity associated with the individual identified as deceased. |
| Payee Tax ID | Last 4 digits of TIN of the individual or entity associated with the individual identified as deceased. |
| Payee Tax ID Type | TIN type of the individual or entity associated with the individual identified as deceased. |
| Program Code | Program code under which a payment was issued. |
| Program Name | Program name which a payment was issued. |
| Payment Date | Date of payment issuance. |
| FY Month | FY month (1 through 12) |
| Program Year | Program year associated with the payment. |
| Payment Amount | Payment amount. |

--*

***--305 County Action: Generate Reviews Report (Continued)**

**E Information Arrangement in the PPID Report (Continued)**

| Label | Description |
|---|---|
| Date State Review | Date the State review was completed. |
| Date County Review | Date the county review was completed. |
| Reason Code | Numerical code that best describes the condition or situation according to 11-CM, paragraph 1005. This item shall be completed by the reviewer. |
| Overpayment Amount | Monetary amount the producer is overpaid. This item shall be completed by the reviewer, if applicable. |
| Date Overpayment Est. | Date the overpayment was established. This item shall be completed by the reviewer, if applicable. |
| Collected Amount | Monetary amount of the overpayment that has been collected. This item shall be completed by the reviewer, if applicable. |
| Explanation | Description of any and all actions completed by the PPID Reviewer in the County Office. Not to exceed 1000 characters. |
| State Comment | Notes or comments entered by PPID Approver in the State Office. Optional entry. Not to exceed 1000 characters. |

**--***

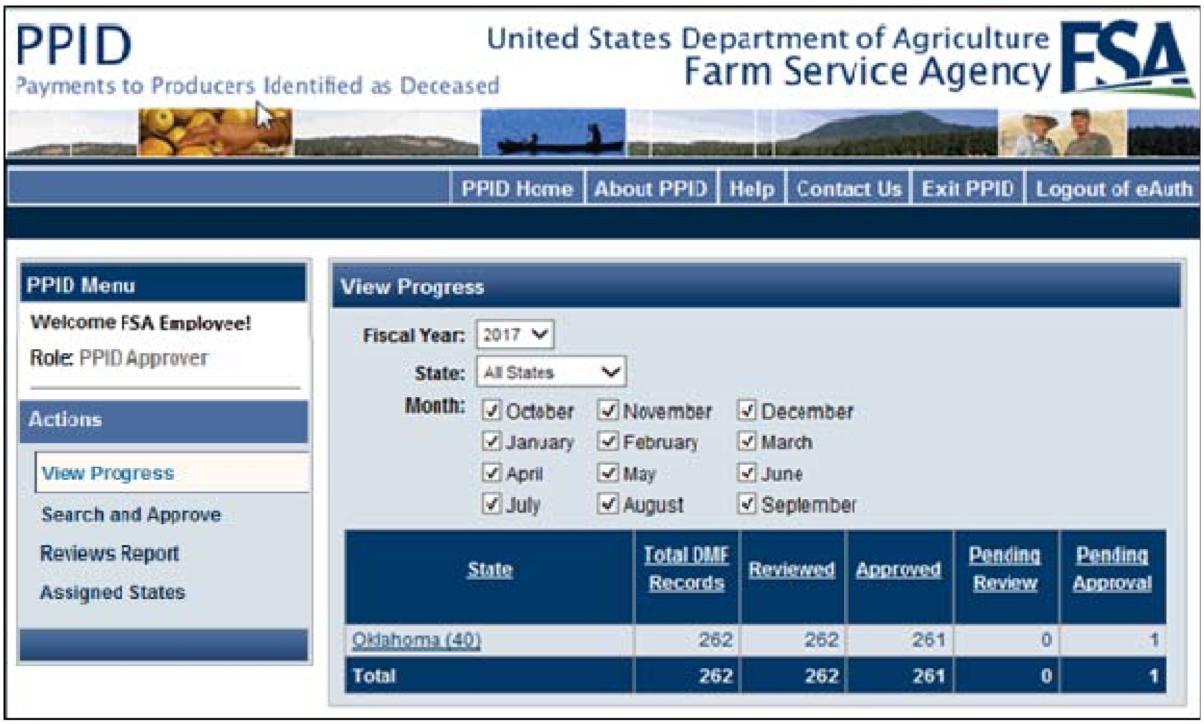
## *--306 State Action: View Progress

### A Overview

After PPID Approvers log into the PPID database, the PPID Home/View Progress Screen will be displayed. The PPID Home/View Progress Screen will initially be displayed with the total number of records within each State for which the PPID Approver is authenticated. If the PPID Approver is authenticated for more than 1 State, each will appear as a line item in the table.

### B Example of View Progress Screen for a PPID Approver

The following is an example of the initial PPID Home/View Progress Screen for a PPID Approver.




--*

## *--306 State Action: View Progress (Continued)

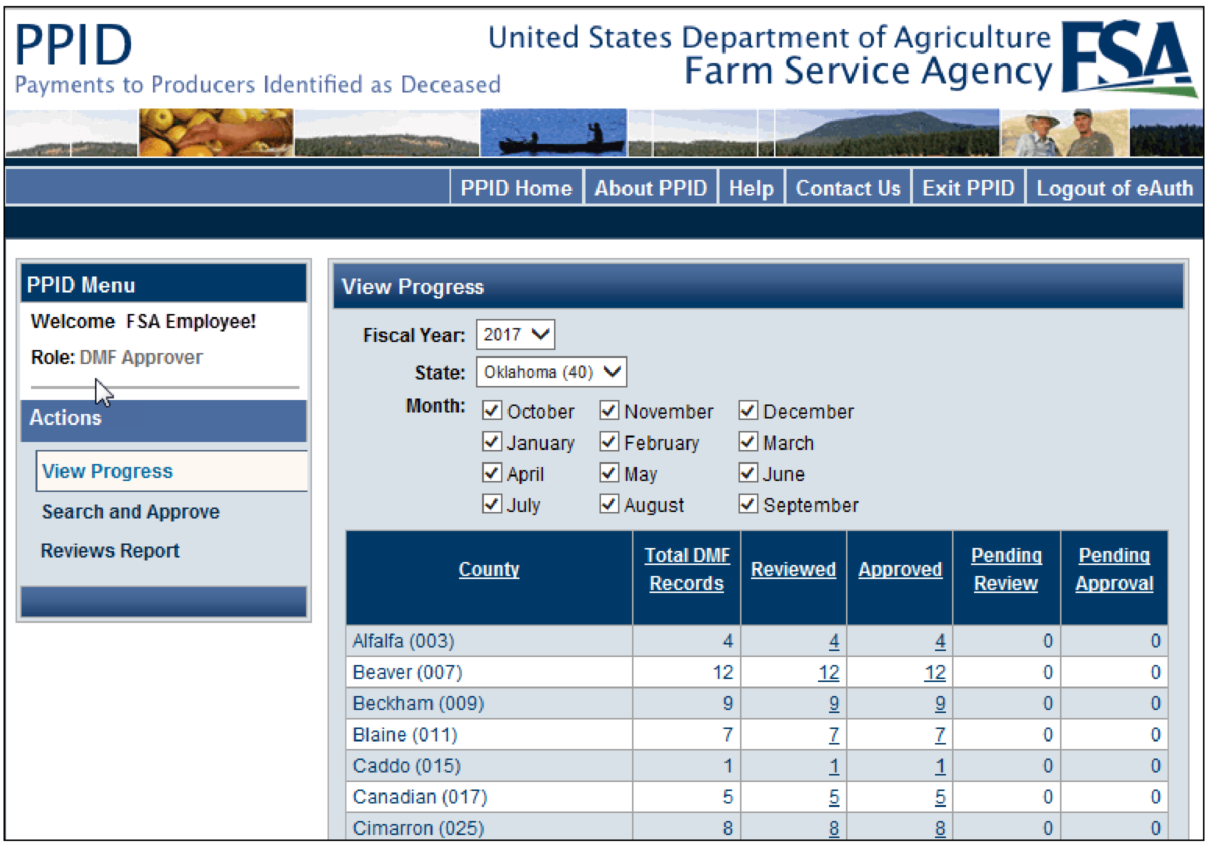
### C Selecting Data to View Progress

PPID Approvers can select the State, and the "View Progress" table will expand to display all counties with PPID records within that State. The applicable FY and months can also be selected to display the desired data.

The following is an example of the PPID Home/View Progress Screen for a PPID Approver, after FY, State, and months have been selected. For this example, the table shows that there are records pending State approval.

**Notes:** If a county is not listed, there are no records pending review for that FY and month.

A full list of county records will be available for viewing as the PPID Approver scrolls down.




| County | Total DMF Records | Reviewed | Approved | Pending Review | Pending Approval |
|---|---|---|---|---|---|
| Alfalfa (003) | 4 | 4 | 4 | 0 | 0 |
| Beaver (007) | 12 | 12 | 12 | 0 | 0 |
| Beckham (009) | 9 | 9 | 9 | 0 | 0 |
| Blaine (011) | 7 | 7 | 7 | 0 | 0 |
| Caddo (015) | 1 | 1 | 1 | 0 | 0 |
| Canadian (017) | 5 | 5 | 5 | 0 | 0 |
| Cimarron (025) | 8 | 8 | 8 | 0 | 0 |

--*

## *--306 State Action: View Progress (Continued)

### C Selecting Data to View Progress (Continued)

After PPID Approvers log into the PPID database, the PPID Home/View Progress Screen will be displayed with the number of records, per county, in each of the 5 following categories:

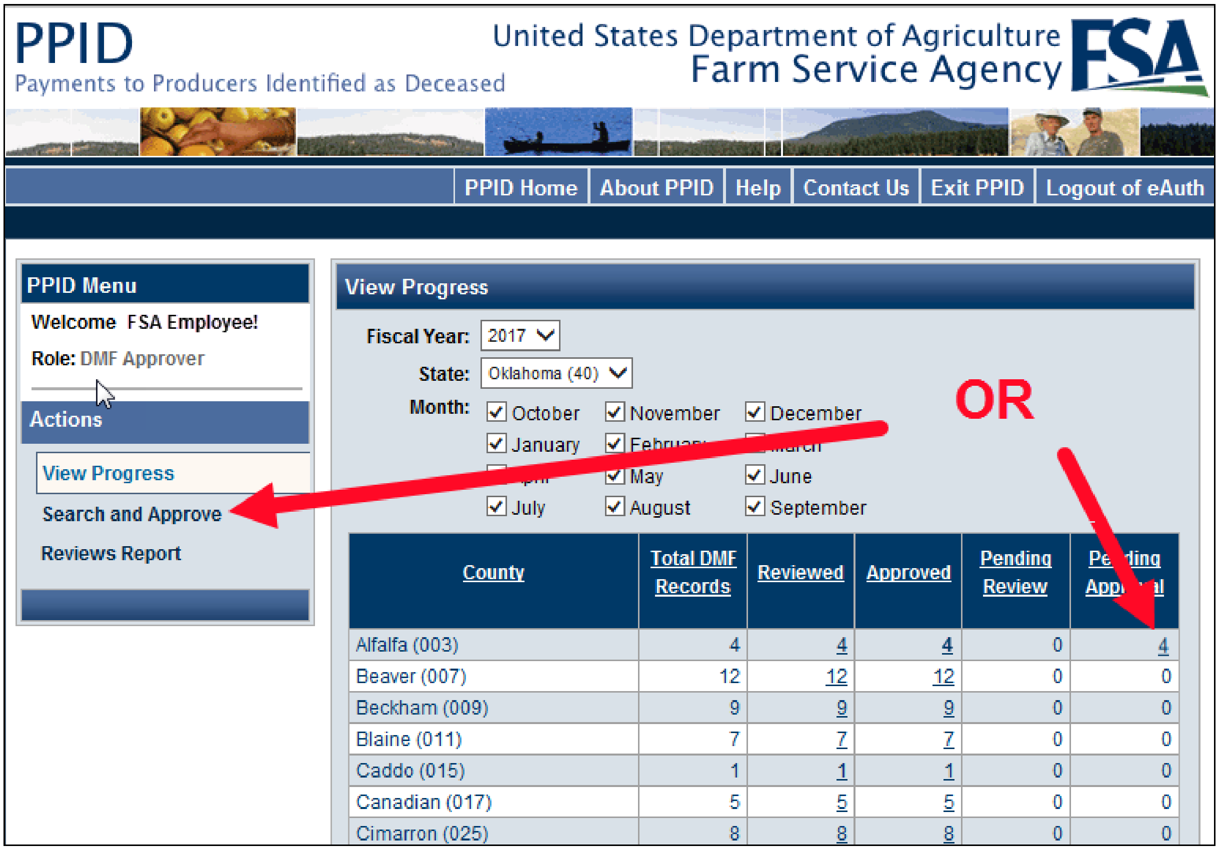
- "Total DMF Records", total number of PPID records per county
- "Reviewed", number of PPID Reviews completed by County Office
- "Approved", number of PPID Approvals completed by State Office
- "Pending Review", number of records pending PPID Review by County Office
- "Pending Approval", number of records reviewed by County Office, but pending State Office approval.**--***

***--306 State Action: View Progress (Continued)**

**D Action**

To perform a State Office PPID approval, on the PPID Home/View Progress Screen, click either of the following:

- under "Actions", CLICK "**Search and Approve**"
- in the "View Progress" table, under "Pending Approval", click number of records link for the desired county.




--*

***--307 State Action: Search and Approve**

## A Overview

After PPID Approvers have selected the "Search and Approve" action, the Search and Approve, Search Criteria Screen will be displayed.

In addition to using the "Fiscal Year", "State", "County", and "Month" selections, PPID Reviewers can check (✓) 1 or more of the following "Status" criteria:

- "Not Reviewed by County"
- "Reviewed by County "
- "Approved By State".

**Note:** More than 1 month can be checked (✓) in the "Month" criteria.

PPID Approvers can modify the search criteria as necessary, and CLICK "**Search**" to view the resulting records, or CLICK "**Clear**" to clear all search criteria and start over.

## B Example of Search Criteria Screen

Following is an example of the Search and Approve , Search Criteria Screen for a PPID Approver.


--*

## *--307 State Action: Search and Approve (Continued)

### C Search Results

The Search and Enter Review Screen will be displayed with the “Fiscal Year”, “State”, “County”, “Month” and “Status” of the summarized records, as a reminder of the criteria the PPID Approver previously selected. To change the search criteria, CLICK “**Modify**” on the top right.

The following details of each record are summarized on the Search and Review, Search Criteria Screen:

- “Record Id”
- “Tax Id” (last 4)
- “SCIMS Name”
- “Date of Death”
- “Program Code”
- “Month”
- “Action” (“Approve” link).

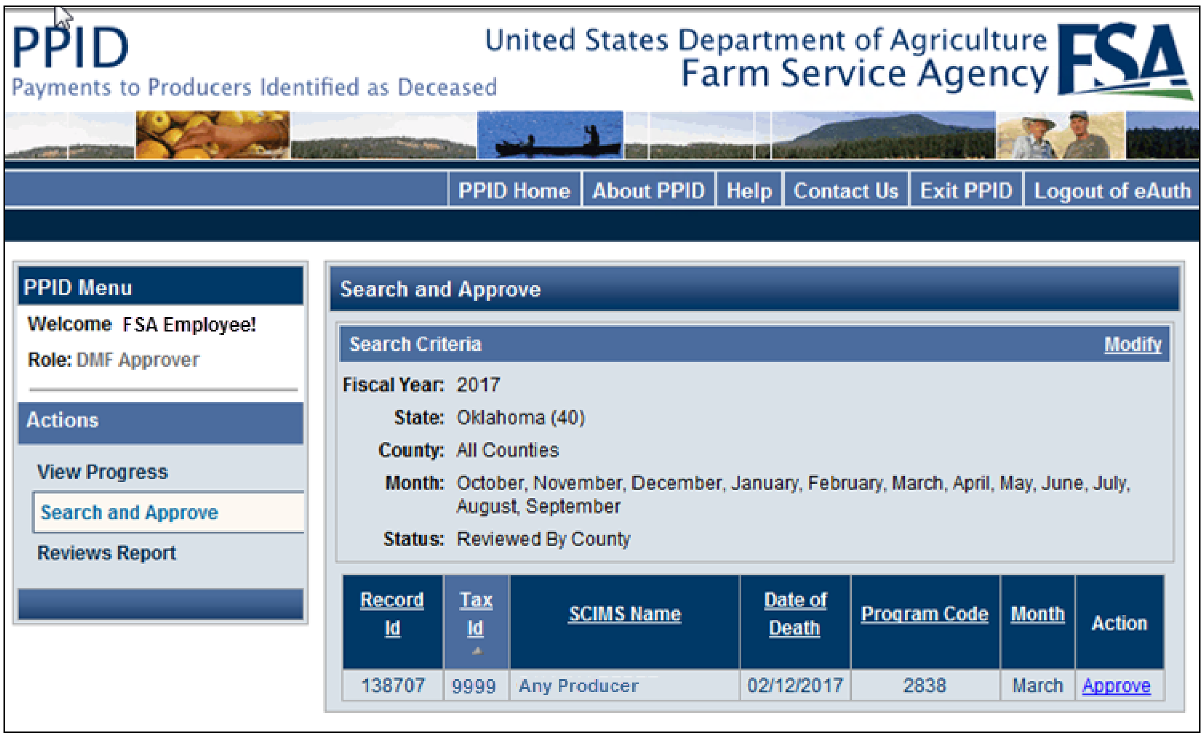
PPID Approvers may sort any of these columns by clicking on the header.**--***

***--307 State Action: Search and Approve (Continued)**

**C Search Results (Continued)**

The following example Search and Approve, Search Criteria Screen will be displayed with the search results for records that have been reviewed by the county for FY 2017 (all months).

**Note:** If on the PPID Home/View Progress Screen, in the "View Progress" table, under "Pending Review", the PPID Approver clicks the number of records link for the desired county, the Search Criteria Screen will be bypassed and PPID Approver will be advanced to this screen.




**D Action**

PPID Approvers shall CLICK "**Approve**" next to the first desired record to begin the detailed review.

**Note:** Clicking "Approve" on this screen will **not** actually approve the record. Clicking "Approve" will allow PPID Approvers to begin the record review and approval process.**--***

## *--308 State Action: Approve Review

### A Overview

After PPID Approvers have selected a record to approve, the Approve Review Screen will be displayed with all pertinent details about the record, and inputs from the county review.

### B Example of the Approve Review Screen

The following is an example of the Approve Review Screen.

**Note:** The DMF Number in parenthesis, (138707 in the example), is a unique number assigned to each record.


**Approve Review**

Back To Search

**DMF Record (138707)**

| | | | |
|---|---|---|---|
| **State:** | Oklahoma (40) | **Fiscal Year:** | 2017 |
| **County:** | Woods (151) | **Month:** | Mar. |
| **SCIMS Name:** | Any Producer | **Program Year:** | 14 |
| **CCID:** | 59495172 | **Program:** | 2838 - AGRICULTURAL RISK COVERAGE PRO |
| **Tax ID Number:** | xxx-xx- 9999 | **Date Of Death:** | 02/12/2017 |
| **Payee Name:** | Any Producer | **Payment Date:** | 03/03/2017 |
| **Payee Tax ID:** | xxx-xx- 9999 - S | **Payment Amount:** | $6,468.00 |

**DMF Record Review**

| | |
|---|---|
| **Review Completed By County:** | 5/1/2017 |
| **Reason Code:** | 30 |
| **Reason Description:** | Eligible; payment earned by individual before death. |
| **Overpayment Amount($):** | |
| **Overpayment Established Date:** | |
| **Collected Amount($):** | |
| **Explanation:** | |
| **Approved By State:** | |
| **State Comment:** | (up to 1000 characters) |

Approve

Back To Search

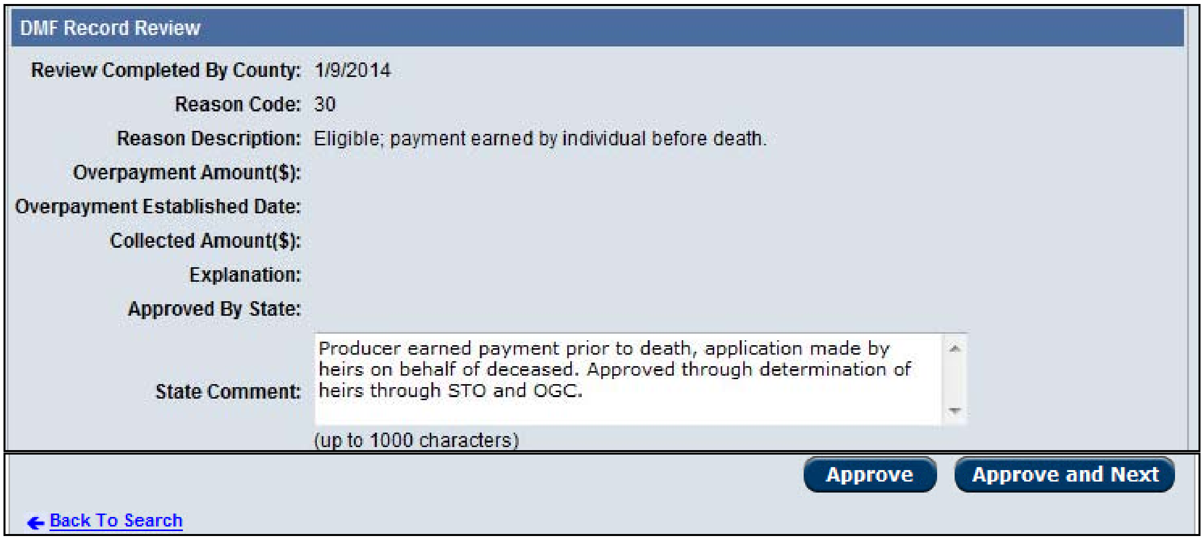
--*

***--308 State Action: Approve Review (Continued)**

## C Action

PPID Approvers shall review the information in the upper "DMF Record" section and then review the information in the lower "DMF Record Review" section. PPID Approvers have the option to enter a free-form text in the "State Comment" field, as necessary, to capture a note or comment about the approval. "State Comment" field entries will:

- be displayed on generated reports
- hold a maximum of 1000 characters.




**--***

## *--308 State Action: Approve Review (Continued)

### C Action (Continued)

State Approvers must verify that all required information was provided by the County Office according to 1-CM, Part 34.

| If PPID Approvers are… | THEN… |
|---|---|
| satisfied | CLICK either of the follow:<br><br>• "**Approve**", to approve and receive confirmation of record approval<br><br>• "**Approve and Next**", to approve and proceed to the next record pending approval. |
| **not** satisfied | do both of the following:<br><br>• CLICK "**Back To Search**" to return to the search results **without** approving the record<br><br>• contact the County Office to correct or resolve the issue.<br><br>After the issue has been resolved, PPID Approver shall review again. |

**--***

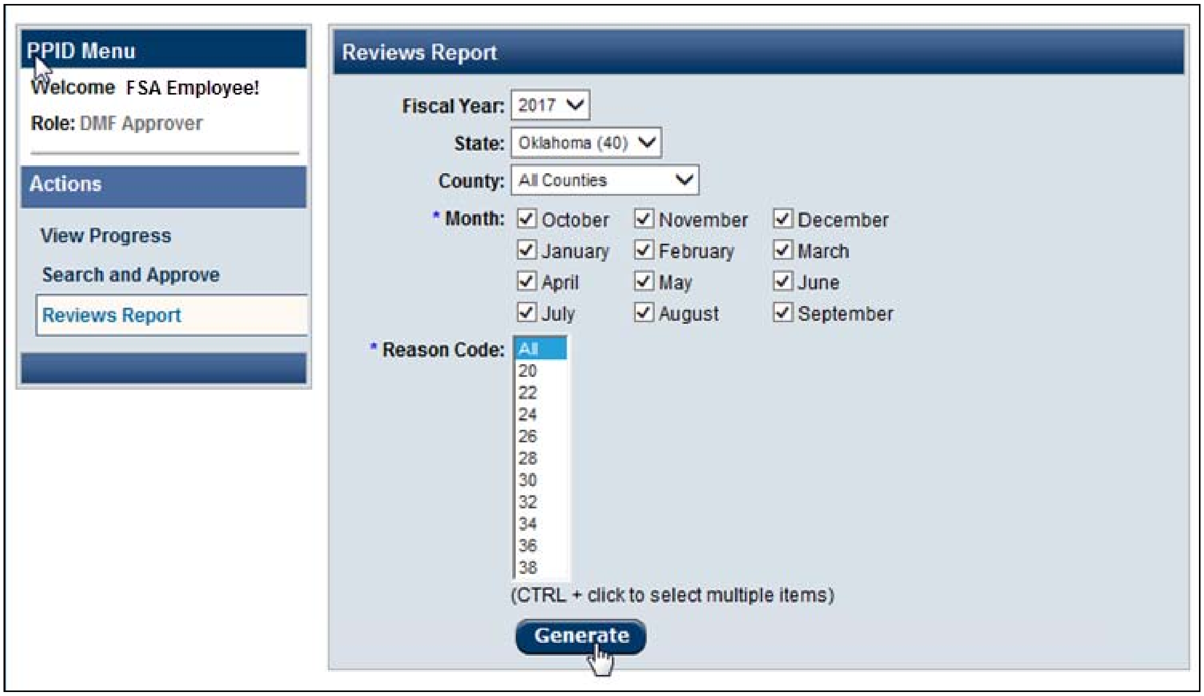
## *--309 State Action: Generate Reviews Report

### A Overview

From the PPID Home/View Progress Screen, under “Actions”, if PPID Approvers click “Reviews Report”, the Reviews Report Screen will be displayed.

### B Example of the Reviews Report Screen

The following is an example of the Reviews Report Screen.




### C Action

To generate a State Report, select:

- “Fiscal Year”
- “State”
- “County” (may select “All Counties”)
- “Month” (multiple months may be selected)
- “Reason Code” (select “All” or multiple codes by holding “Ctrl” button while selecting).

CLICK “**Generate**”.--*

***--309 State Action: Generate Reviews Report (Continued)**

**D Generating State Reports**

After PPID Approvers click “Generate ”, the “Microsoft Office Excel” dialog box will be displayed with the message, “The file you are trying to open, ‘DMF_Report[1].xls’, is in a different format than specified by the file extension.  Verify that the file is not corrupted and is from a trusted source before opening the file.  Do you want to open the file now?” may be displayed.  CLICK “**Yes**”.


**E Information Arrangement in the PPID Report**

The information in the PPID Report is arranged as described in subparagraph 305 E.

## Reports, Forms, Abbreviations, and Redelegations of Authority

### Reports

None.

### Forms

This table lists the forms referenced in this handbook.

| Number | Title | Display Reference | Reference |
|---|---|---|---|
| AD-1026 | Highly Erodible Land Conservation (HELC) and Wetland Conservation (WC) Certification (Includes Form AD-1026 Appendix) | | 76 |
| AD-2047 | Customer Data Worksheet Request for Business Partner Record Change (For Internal Use Only) | | 56, 60, 69 |
| CCC-10 | Representations for Commodity Credit Corporation or Farm Service Agency Loans and Authorization to File a Financing Statement and Related Documents | | 59, Ex. 8 |
| CCC-36 | Assignment of Payment | | 65 |
| CCC-37 | Joint Payment Authorization | | 65 |
| CCC-679 | Lien Waiver | | 76, Ex. 8 |
| CCC-901 | Members Information Agricultural Act of 2014 | | 76 |
| CCC-902E | Farm Operating Plan for an Entity - Agricultural Act of 2014 | | 76 |
| CCC-902I | Farm Operating Plan for an Individual - Agricultural Act of 2014 | | 76 |
| CCC-903 | Worksheet for Payment Eligibility and Payment Limitation Determinations (Agricultural Act of 2014) | | 76 |
| FSA-211 | Power of Attorney (Includes FSA-211A, Power of Attorney Signature Continuation Sheet) | | 70, 98, 102, 304 |
| FSA-2001 | Request for Direct Loan Assistance | | 59 |
| FSA-2301 | Request for Youth Loan | | 59 |
| FSA-2330 | Request for Microloan Assistance | | 59 |
| I-551 | Alien Registration Receipt Card | | 60 |
| IRS Form W-4V | Voluntary Withholding Request **www.irs.gov** | | 59 |
| SF-256 | Self-Identification of Disability **www.opm.gov/forms/pdf_fill/sf256.pdf** | | 60 |
| SF-3881 | ACH Vendor/Miscellaneous Payment Enrollment Form | | 65 |

## Reports, Forms, Abbreviations, and Redelegations of Authority

### Abbreviations Not Listed in 1-CM

The following abbreviations are not listed in 1-CM.

| Approved Abbreviation | Term | Reference |
|---|---|---|
| APO | Army/Air Post Office | 59 |
| BP | Business Partner | Text, Ex. 6, 7, 8 |
| CCID | SCIMS Core Customer ID | 50, 62, 117, 119, 305 |
| CRM | Customer Relationship Management | Text, Ex. 4 |
| DPE | Designated Paying Entity | 59, 72, 117-119, 202 |
| EIN | employer ID number | 59, 90, 91, 117, 118, |
| KFC | key field change | Text |
| ISO | Information Security Office | Ex. 5 |
| MRT | Master Reference Table | 27, 177 |
| OIP | Office Information Profile | 73 |
| PPID | Payments to Producers Identified as Deceased | 1, Part 8 |
| SOR/SOE | System of Record and System of Entry | 50, 58, 59, 64 |
| SSO | State Security Officer | Text, Ex. 9 |

### Redelegations of Authority

None.

## Definitions of Terms Used in This Handbook

### Address Validation

Address Validation means the automated process in Business Partner in which CRM validates the user entered address and provides suggested corrections to meet USPS address standards.

### Alert

Alert means an item that serves to notify or remind recipients to complete an action.

### Anchor

Anchor means the single record in an SSN Family with the role of "Individual".

### Archived Record

Archived Record means the status of the losing record of a merge. Archived records are no longer editable in CRM and have been permanently deleted from SCIMS. They can never be un-archived.

### Assignment Block

Assignment Block means a logical group of fields and tabs that contain different data that is applicable to the customer.

### Business Partner

Business Partner means a customer, contact, or employee. A customer can be an individual or organization.

### Business Role

Business Role means the role a user has in the system. This determines the items users can see in MIDAS.

### CCID/SCIMS ID Number

CCID/SCIMS ID Number means a unique number automatically assigned to each customer record.

### Cleansing Case

Cleansing Case means a grouping of two or more BP records being prepared for merging. COFs and their respective SSO's review the data and determine which customer data from each record shall be retained on the sole winning record, following the merge.

## Definitions of Terms Used in This Handbook (Continued)

### Contact

Contact means someone that represents an FSA customer.

### CRM (Customer Relationship Management)

CRM (Customer Relationship Management) means the system within MIDAS which houses Business Partner and Farm Records.

### CRM@FSA

CRM@FSA means a tab in the MIDAS Portal that offers access to the CRM Home Page where FSA business processes primarily occur.

### Customer

Customer means any individual or type of organization that has business with USDA.

### Date of Death (DOD)

Date of Death (DOD) means the reported Date of Death for a customer. The DOD is only considered valid once the COF obtains proof of the death and sets the Death Confirmed Flag in the customer record.

### Eligibility

Eligibility means the review carried out to determine whether a particular producer is eligible for a program, payment, and disbursement amount.

### Employee

Employee means any employee who has access to MIDAS.

### Fact Sheet

Fact Sheet means an immediate and condensed overview of information taken from several sources.

### Farm Records

Farm Records means the system source for all farm, tract, and field data, including GIS.

**Definitions of Terms Used in This Handbook (Continued)**

**Functionality**

Functionality means the set of functions or capabilities associated with a computer application or program.

**Grantee**

Grantee means a customer receiving the representative capacity assignment from another customer. This customer will be authorized to act on behalf of the grantor.

**Grantor**

Grantor means a customer assigning representative capacity to the grantee.

**Grantor Program**

Grantor Program means a set of processes grouped together to manage the awarding and distribution of funds to producers.

**Hyperlink**

Hyperlink means an icon, graphic, or word in a file or on a webpage that, when clicked, opens another file for viewing or takes the user to another location in the file.

**Integrated**

Integrated means to the combining of several software applications into one system allowing for shared data and streamlined processes.

**IRS Response Code**

IRS Response Code means a code and message returned from the IRS following an attempt to validate the customer's name and TIN.

**IRS Validation**

IRS Validation means the process where customer names and TIN's are sent nightly to the IRS for validation.

**KFC Request**

KFC Request means Key Field Change Request or the request from a County Office to modify restricted data in a customer record.

**Definitions of Terms Used in This Handbook (Continued)**

**Legacy System**

Legacy System means the web-based systems, other than MIDAS, being used by FSA.

**Loan Servicing**

Loan Servicing means the process to create and manage a loan.

**Losing Record**

Losing Record means a record identified by a user as the source record in a cleansing case. Following a successful merge, the losing record is permanently deleted from SCIMS.

**Master Record**

Master Record means the record identified by a user as the Master record in a cleansing case. Each cleansing case can have only one Master record.

**MIDAS Portal**

MIDAS Portal means a single point of access for CRM@FSA, Analytics, and services across the organization.

**Navigation Bar**

Navigation Bar means the section on the MIDAS CRM Homepage designed to aide users in navigating through the system by providing useful hyperlinks and pathways to information and tools.

**Non-Anchor**

Non-Anchor means an LLC or Revocable trust record in an SSN Family.

**Organization Data**

Organizational Data means the building blocks for the organization structure in CRM.

**Orphan**

Orphan means an LLC or Revocable trust record that is missing an anchor "Individual" role record.

**Definitions of Terms Used in This Handbook (Continued)**

**Payment**

Payment means an outgoing payment to vendors/business partners.

**Process**

Process means a systematic series of actions directed to some end.

**Processes**

Processes means a collection of related, structured activities or tasks that produce a specific service or product.

**Product**

Product means crops, dairy, apiculture, livestock, aquaculture, and conservation practices.

**Product Master**

Product Master means the database that maintains the list of approved FSA crops, livestock, aquaculture, apiculture, dairy, and conservation practices. These are currently referred to in offices as the Crop Table (CVS).

**Relationship**

Relationship means a family member relationship with an employee or an employee/producer relationship with an FSA customer.

**Representative Capacity**

Representative Capacity means all signatory relationships.

**SAP**

SAP means Systems, Applications, and Products and is a software product designed to manage business data, applications, and agreements, and streamline business processes.

**Search**

Search means the primary mechanism for retrieving information from the transactional system using a predefined search.

**Definitions of Terms Used in This Handbook (Continued)**

**Security Authorization**

Security Authorization means the level of security that allows employees to perform activities or tasks in MIDAS.

**Segregation of Duties**

Segregation of Duties means the concept of having more than one person required to complete a task, which contributes to an organization's system of checks and balances

**Source Record**

Source Record means a record identified by a user as the source record in a cleansing case. Following a successful merge, the losing record is permanently deleted from SCIMS. Each cleansing case can have more than one source record.

**SSN Family**

SSN Family means a grouping of BP customer records that share an individual's SSN.

**SSO**

SSO means State Security Officer. See Exhibit 7.

**TIN**

TIN means Tax ID Number.

**TIN Type**

TIN Type means Tax ID Number Type.

**Universal Work List**

Universal Work List means a process that conveniently combines tasks, alerts, notifications, and tracking information from multiple business processes into one list. A hub for workflow activity from multiple FSA related SAP Modules located on the MIDAS Portal.

**URL**

URL means the address of a World Wide Web page. The MIDAS Portal will be accessible through a URL.

**Definitions of Terms Used in This Handbook (Continued)**

**Wildcard**

Wildcard means an asterisk (*) used during a search in place of unknown variables. Placement of the wildcard will determine how results are determined.

**Winning Record**

Winning Record means the record identified by a user as the Master record during a cleansing case.

**Work Area**

Work Area means the screen that is displayed when a user clicks on the CRM@FSA link on the MIDAS Portal.

**Workflow**

Workflow means a SAP tool that automates business process verifications and approvals. Workflows are internal messages, alerts, and/or triggers that are initiated in the MIDAS system and require action by the user.

**Menu and Screen Index**

The following menus and screens are displayed in this handbook.

**Required CRM Training by Employee Business Role**

The following table provides the required training to access MIDAS CRM, by role.

| Role | Required Training |
|---|---|
| Grantor Process Viewer | • R2FN100 Introduction to MIDAS Portal<br>• FN200 Basic Navigation of MIDAS CRM<br>• R2BP301 Business Partner View Only<br>• FN220 Managing the MIDAS Universal Worklist<br>• FN240 Basic Navigation of GIS in MIDAS |
| Grantor Process User | • R2FN100 Introduction to MIDAS Portal<br>• FN200 Basic Navigation of MIDAS CRM<br>• FN220 Managing the MIDAS Universal Worklist<br>• FN240 Basic Navigation of GIS in MIDAS<br>• R2BP320 Create Business Partner in CRM<br>• R2BP400 Maintain Business Partner in CRM<br>• R2B003 Maintain Representative Capacity<br>• CT300 Product Master<br>• BP302 Business Partner<br>• FR400 Farm Records |
| Grantor Process Manager | • R2FN100 Introduction to MIDAS Portal<br>• FN200 Basic Navigation of MIDAS CRM<br>• FN220 Managing the MIDAS Universal Worklist<br>• FN240 Basic Navigation of GIS in MIDAS<br>• R2BP320 Create Business Partner in CRM<br>• R2BP400 Maintain Business Partner in CRM<br>• R2B003 Maintain Representative Capacity<br>• CT300 Product Master<br>• CT310 Product Master – Product Request (CEDs only)<br>• BP302 Business Partner<br>• FR400 Farm Records |
| • Grantor Process Specialist – Limited<br>• Grantor Process Specialist – All<br>• Grantor Process Expert – Limited<br>• Grantor Process Expert – All | • R2FN100 Introduction to MIDAS Portal<br>• FN200 Basic Navigation of MIDAS CRM<br>• FN220 Managing the MIDAS Universal Worklist<br>• FN240 Basic Navigation of GIS in MIDAS<br>• R2BP320 Create Business Partner in CRM<br>• R2BP400 Maintain Business Partner in CRM<br>• R2B003 Maintain Representative Capacity<br>• CT300 Product Master<br>• CT310 Product Master – Product Request (Compliance Specialists only)<br>• BP302 Business Partner<br>• FR400 Farm Records<br>• R2BP500 Business Partner for State Specialists |

**Required CRM Training by Employee Business Role (Continued)**

| Role | Required Training |
|---|---|
| • Org Structure Viewer<br><br>• Org Structure Maintainer | • R2FN100 Introduction to MIDAS Portal<br>• FN200 Basic Navigation of MIDAS CRM<br>• FN220 Managing the MIDAS Universal Worklist<br>• FN240 Basic Navigation of GIS in MIDAS<br>• R2BP320 Create Business Partner in CRM<br>• R2BP400 Maintain Business Partner in CRM<br>• R2B003 Maintain Representative Capacity<br>• CT300 Product Master<br>• BP302 Business Partner<br>• FR400 Farm Records<br>• R2BP500 Business Partner for State Specialist |

**CRM@FSA Roles**

The following table provides employee roles, functions, and associated positions.

Request access from the FSA ISO web site by clicking **https://sharepoint.apps.fsa.usda.net/iso/public/Wiki%20Pages/Home.aspx**.

| Role | Functions | Positions |
|---|---|---|
| Grantor Process Viewer | • Search and view Business Partner.<br>• Search and view Farm Records.<br>• Search and view Product Master. | • County Office reviewers<br>•*--SED's--* |
| Grantor Process User | • Search, create, and edit Business Partner and Farm Records.<br><br>• Search, create, and edit product requests. | • Program Technicians (GS FLP and CO)<br><br>• Farm Loan Officer<br><br>• Trainees<br><br>• Senior/Farm Loan Officer/Manager |
| Grantor Process Manager | • Search, create, and edit Business Partner and Farm Records.<br><br>• Search, create, and edit product requests.<br><br>• Approve workflows. | • County Executive Director<br>• County Operations Trainee<br>• District Director<br>• Senior/Lead Program Technicians |
| Grantor Process Specialist – Limited | • Search, create, and edit Business Partner<br><br>**Note:** Cannot complete Business Partner Merge.<br><br>• Search and view Farm Records. | State Office Specialists (non-State Security Officer (SSO) or GIS Specialist) |
| Grantor Process Specialist – All | • Perform all tasks of Grantor Process Specialist – Limited role.<br><br>• Complete Business Partner merges.<br>**Note:** SSO's only. See Exhibit 7.<br><br>• Search, create, and edit Farm Records. | • State Office Specialists (SSO or GIS Specialist)<br><br>* * * |
| Grantor Process Expert – Limited | • Search, create, and edit Business Partner.<br><br>**Note:** Cannot complete Business Partner Merge.<br><br>• Search and view Farm Records. | National Office specialists and managers |

**CRM@FSA Roles (Continued)**

| Role | Functions | Positions |
|---|---|---|
| Grantor Process Expert – All | • Perform all tasks of Grantor Process Specialist – Limited role.<br><br>• Complete Business Partner merges.<br><br>• Search, create, and edit Farm Records. | National Office specialists and managers responsible for FR or BP |
| Org Structure Viewer | Search Organization Structure. | National Office specialists or Manager |
| Org Structure Maintainer | Search, create, and edit Organization Structure. | National Office specialists or Manager |
| NRCS Viewer | • Search and view Business Partner.<br><br>• Search and view Farm Records. | NRCS Service Center employees (limited) |
| NRCS User | • Search and limited editing of Business Partner.<br><br>• Search and view Farm Records.<br><br>**Note:** Cannot initiate Cleansing Cases or KFC Requests; cannot edit Farm Records. | NRCS State and Service Center employees (limited) |

**Business Partner Training Simulations and Work Instructions**

The following table provides links to simulations and work instructions.

| MIDAS Release 1 | | |
|---|---|---|
| **Work Instruction** | **Simulation URL** | **Work Instruction Hyperlink** |
| BP Display a Representative Capacity | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/01_BP_Dspy_Rep_Cap/01_Dsply_Rep_Cap/sim/html/index.htm** | **Display a Representative Capacity Work Instruction** |
| BP Create a Conservatorship | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/02_BP_Crte_Cnsrvtr/02_Crte_Cnsrvtr/sim/html/index.htm** | **Create a Conservatorship Work Instruction** |
| BP Create an FSA Power of Attorney | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/03_BP_Crte_FSA_POA/03_BP_Crte_POA/sim/html/index.htm** | **Create an FSA Power of Attorney Work Instruction** |
| BP Signature and Attachments for FSA Power of Attorney | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/16_BP_Fidy_POA_Atth/16_BP_Sign_POA_Atth/sim/html/index.htm** | **Signature and Attachments for FSA Power of Attorney Work Instruction** |
| BP Create a Guardianship | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/05_BP_Crte_Grdnshp/05_Crte_Grdnshp/sim/html/index.htm** | **Create a Guardianship Work Instruction** |
| BP Create a Spousal Signature | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/06_BP_Crte_Spsl_Sign/06_Crt_Spsl_Sig/sim/html/index.htm** | **Create a Spousal Signature Work Instruction** |
| BP End a Fiduciary Relationship (Spousal Signature) | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/07_BP_End_Fid_Rel_Sps/07_End_Fid_Sps/sim/html/index.htm** | **End a Fiduciary Relationship (Spousal Signature) Work Instruction** |
| BP Create a Customer-to-Employee Family Relationship | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/08_BP_Crt_Cst_Emp_Rel/08_Crt_Cst_Rel/sim/html/index.htm** | **Create a Customer-to-Employee Family Relationship Work Instruction** |
| BP Perform Death Master File Verification with Worklist | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/9_PM_Prf_Prd_Srch/CT_Perf_Prd_Srch/sim/html/index.htm** | **Perform Death Master File Verification with Worklist Work Instruction** |
| BP Create Contact | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/10_BP_Crte_Cntct/10_Crte_Cntct/sim/html/index.htm** | **Create a Contact Work Instruction** |

**Business Partner Training Simulations and Work Instructions (Continued)**

| MIDAS Release 2 | | |
|---|---|---|
| **Work Instruction** | **Simulation URL** | **Work Instruction Hyperlink** |
| BP Create Marriage Relationship | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/114_BP_Crte_Marry_Reltn/BP_Crte_Marry_Rltns/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/114_BP_Create_Married_To_Relation.pdf** |
| BP Revoke Spousal Signature | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/115_BP_Revrse_Spous_Sig/BP_Revrse_Spous_Sign/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/115_BP_Create_Revoked_Spousal_Sign.pdf** |
| BP Create Signature Authority | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/116_BP_Rep_Cap_Sign_Auth/BP_Rep_Cap_Sign/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/116_WI_BP_Rep_Capac_Sign_Authority.pdf** |
| BP Search Business Partner Customer Record | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/103_BP_Srch_Bus_Prtnr_Rec/BP_Srch_Bus_Prt_Rec/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/103_BP_Search_Cust_Bus_Partner_Rec.pdf** |
| BP Display Business Partner Customer Record | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/104_BP_Disp_Bus_Prt_Rec/BP_Disp_Bus_Prt_Rec/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/104_BP_Display_Bus_Prtnr_Rec.pdf** |
| BP Create Business Partner Customer Record | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/105_BP_Crt_Bus_CustRec/BP_Crt_Bus_CusRec/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/105_BP_Create_Bus_Prtnr_Cust_Rec.pdf** |
| BP Initiate Customer Merge | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/107_BP_Init_Cust_Merge/BP_Init_Cust_Merge/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/107_BP_Initiate_Cust_Merge.pdf** |
| BP Manage BP Validations | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/106_BP_Manage_BP_Valids/BP_Manage_BP_Valids/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/106_BP_Manage_BP_Validations.pdf** |
| BP Create SSN Family | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/109_BP_Create_SSN_Fam/BP_Create_SSN_Fam/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/109_BP_Create_SSN_Fam.pdf** |
| BP Submit KFC Request | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/110_BP_Submit_KFC_Rqst/BP_Submit_KFC_Rqst/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/110_BP_Submit_KFC_Reqst.pdf** |
| BP Maintain SSN Family | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/111_BP_Maintain_SSN_Fam/BP_Maintain_SSN_Fam/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/112_BP_Manage_Attachments.pdf** |
| BP Maintain BP Record | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/117_BP_Maintain_BP_Rec/BP_Maintain_BP_Rec/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/117_BP_Maintain_BP_Record.pdf** |

**Business Partner Training Simulations and Work Instructions (Continued)**

| **MIDAS Release 2** | | |
|---|---|---|
| **Work Instruction** | **Simulation URL** | **Work Instruction Hyperlink** |
| BP TIN Name Query | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/118_BP_TIN_Name_Query/BP_TIN_Name_Query/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/118_BP_TIN_Name_Query.pdf** |
| BP Potential Duplicate Record Report | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/119_BP_Potentl_Dup_Rept/BP_Potentl_Dup_Rept/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/119_BP_Potential_Dup_Report.pdf** |
| BP Manage Attachments | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/112_BP_Manage_Attach/BP_Manage_Attach/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/111_BP_Maintain_SSN_Fam.pdf** |
| BP Customer Merge (for SSO's only) | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/108_BP_Custom_Merge/BP_Customer_Merge/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/108_BP_Customer_Merge.pdf** |
| BP Approve KFC Form (for SSO's only) | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/113_BP_Apprv_KFC_Form/BP_Apprv_KFC_Form/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/113_BP_Approve_KFC_Form.pdf** |
| Maintain Inactive Flag (for SSO's only) | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/120_BP_Maint_Inact_Flag/BP_Maint_Inact_Flag/index.htm** | **https://www.fsa.usda.gov/Internet/FSA_MIDAS/120_BP_Maintain_Inact_Flag.pdf** |

## BP Security Officers

### A BP National Security Officers

The following table provides the National Security Officers, by agency.

| Agency | Name |
|---|---|
| FSA | Lisa Berry |
| NRCS | Leroy Hall |
| RD | Vacant |

### B BP State Security Officers (SSO)

State Security Officers are listed on the Information Security Office, State Security Officers and Backups SharePoint web site. The web site may be accessed at **https://sharepoint.apps.fsa.usda.net/iso/public/Lists/State%20SCIMS%20Security%20Officers%20%20FSA%20Backups/AllItems.aspx.**

**Note:** If the SharePoint web site cannot be accessed by clicking the link, copy and paste the link into a web browser.

State Office employees that are not SSO's are restricted to the same Business Partner actions as County Office employees. Only SSO's are authorized to perform advanced BP management tasks, including:

- merging customer records
- inactivating customer records
- removing or modifying customer TIN's and TIN Types
- removal of FSA Program Participation and Associated County entries
- modifying prior year Roles.

To request a reassignment of BP SSO, contact Kerry Sefton in the National Office at:

- **kerry.sefton@wdc.usda.gov**, or
- 202-720-6120.

## BP Error and Warning Messages

The following table provides a list of all CRM/BP Error and Warning messages.

**Note:** The values “&1” and “&2” represent customer-specific data in the affected record (BP ID #, TIN, etc.).

| Error | Error Message |
|---|---|
| 1 | Multiple roles cannot be selected for business partner. |
| 2 | At least one Program Participation should exist for Associated County. |
| 3 | Duplicate Associated County record (State and county). |
| 4 | Please select Relationship Category. |
| 5 | Birth Date Determination must be provided. |
| 6 | Gender Determination must be provided. |
| 7 | Attachment has been linked. |
| 8 | Attachment has been unlinked. |
| 9 | Attachment CCC-679 is missing. |
| 10 | Ethnicity Determination must be entered. |
| 11 | Fiduciary Relationships were deleted, since Customer is Deceased. |
| 12 | CCC-10 Filling Date for Lien Documents is missing. |
| 13 | Do you want to create second group. If yes, first delimit the current one. |
| 14 | Enter all fields in Program Participation. |
| 15 | There should be at least 1 program in FSA to enter transaction. |
| 16 | Please enter date in relations group data. |
| 17 | You are not supposed to select crop type since all crop types selected. |
| 18 | Created All Crops. |
| 19 | Created All Farms. |
| 20 | Role has been changed. |
| 21 | Please provide new CCC-10 Filing Date. |
| 22 | There should be at least one program to create program transaction type. |
| 23 | There should be at least one crop to create crop transaction type. |
| 24 | There should be at least one farm to create farm transaction type. |
| 25 | Tax ID Number can contain only numeric characters. |
| 26 | Tax ID Number cannot be all zeros. |
| 27 | Tax ID Number must be nine digits long. |
| 28 | Tax ID Number for an Individual Customer must not begin with “99999”. |
| 29 | Tax ID Number must begin with”’9” when Tax ID Type is “IRS Number”. |
| 30 | Tax ID Number is not allowed for Indians represented by BIA. |
| 31 | Tax ID Number is not allowed for “General Entity Members”. |
| 32 | Tax ID Number for “BIA” must be “&1”. |
| 33 | Tax ID Number for Tax ID Type “Federal” must begin with “99999”. |
| 34 | Customer has been changed to &1. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 35 | Date of Death cannot be a future date. |
| 36 | FLP Customer must be selected in Program Participation. |
| 37 | Please enter farm data as crops data is there. |
| 38 | Please enter program transactions data as programs data is there. |
| 39 | Please enter crop transactions data as all crops enabled. |
| 40 | Please enter farm transactions data as farms enabled. |
| 41 | Signed FSA-211 form is required as status is in active mode. |
| 42 | Please select witness. |
| 43 | Wrong combination of Current Role and Tax ID Type. |
| 44 | Date of Death is mandatory when Death Confirmed is selected. |
| 45 | &1: Only letters, digits, -, ', %, &2, /, and a space are accepted. |
| 46 | Creation of guardian is not required as age is greater than 18 years. |
| 47 | Not supposed to create guardian as birth date is unknown. |
| 48 | Minor cannot have FSA-211, Non-FSA, Conservator. |
| 49 | Not supposed to create relationship as birth date is unknown. |
| 50 | Not supposed to create if conservator already created. |
| 51 | FLP Key is initial; specify at least one key field in table. |
| 52 | Enter FLP State, County & Organization. |
| 53 | Enter valid year. |
| 54 | Enter valid crop. |
| 55 | Associated Counties requires all fields to be entered. |
| 56 | Associated Counties are not valid with respect to Program Participations. |
| 57 | Assoc. County State: &1, County: &2 has no Service Center in Org. Model. |
| 58 | Enter at least one Race. |
| 59 | There is already active group. Please create future group. |
| 60 | Selected BP should be an individual role, Please select another BP. |
| 61 | Valid to greater than Valid from. |
| 62 | You do not have authorization to perform this. |
| 63 | Individual customer cannot be merged with corporate customer. |
| 64 | Active customer cannot be merged into inactive customer. |
| 65 | Customer &1 has pending Key Fields change requests. |
| 66 | Customer &1 belongs to SSN Family and must be selected as master record. |
| 67 | Combination of &1 and &2 creation is not allowed. |
| 68 | Please enter data in signature view. |
| 69 | Please select signature date. |
| 70 | Combination of &1 and &2 creation is not allowed for the selected BP. |
| 71 | Can't create relationship for deceased BP. |
| 72 | Selected BP is deceased. |
| 73 | Can't create Representative Capacity for an archived or inactive BP. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 74 | The BP entered is archived or inactive. Please enter an active BP. |
| 75 | Rep capacity relationship cannot be created. BP is a minor (has guardian). |
| 76 | An attorney-in-fact cannot be a minor child (has guardian). |
| 77 | Can't Select as BP is minor. |
| 78 | Please select Revocation Reason. |
| 79 | The signature/witness date cannot be greater than the effective date. |
| 80 | Please enter Revocation/Cancelled date that is not 12/31/9999. |
| 81 | Signature data is required before setting to active status. |
| 82 | There is overlapping dates. |
| 83 | &1. |
| 84 | OGC Review date is mandatory for Non FSA. |
| 85 | Business partner already incompetent. |
| 86 | A conservator cannot be an incompetent individual. |
| 87 | A conservator cannot be a minor child. |
| 88 | A grantor cannot be an incompetent individual. |
| 89 | A grantor cannot be a minor child (has guardian). |
| 90 | An attorney-in-fact cannot be an incompetent individual. |
| 91 | An attorney-in-fact cannot be a minor child (has guardian). |
| 92 | Guardianship cannot be recorded until active Is Conservator relationship. |
| 93 | Guardianship cannot be recorded since active Has FSA Attorney in Fact rel. |
| 94 | Guardianship cannot be recorded since active is FSA Attorney in Fact rel. |
| 95 | Guardianship cannot be recorded until active Has Guardian relship revoked. |
| 96 | Guardianship cannot be recorded until active Is Guardian relship revoked. |
| 97 | Guardianship cannot be since active Has Non-FSA Attorney in Fact rel. |
| 98 | Guardianship cannot be since active Is Non-FSA Attorney in Fact rel. |
| 99 | A minor child cannot grant signature authority. |
| 100 | A minor child cannot have signature authority. |
| 101 | A parent/guardian cannot be an incompetent individual. |
| 102 | A parent/guardian cannot be a minor child. |
| 103 | A grantor cannot be an incompetent individual. |
| 104 | A grantor cannot be a minor child. |
| 105 | An attorney-in-fact cannot be an incompetent individual. |
| 106 | An attorney-in-fact cannot be a minor child. |
| 107 | Signature authority cannot be granted to an incompetent individual. |
| 108 | Signature authority cannot be granted to a minor child. |
| 109 | Signature authority cannot be granted to an incompetent individual. |
| 110 | Signature authority cannot be granted to a minor child. |
| 111 | A spouse cannot be an incompetent individual. |
| 112 | Spousal Sign Authority can't be, since active Has Spousal Sign Authority. |
| 113 | A spouse cannot be an incompetent individual. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 114 | Spousal Sign Authority can't be, since active Is Spousal Sign Authority. |
| 115 | Please select Revocation Date. |
| 116 | OGC review date should be less than revoked date. |
| 117 | Death Confirmed must be selected when the Date of Death is entered. |
| 118 | If 'All current programs' is selected no other program may be selected. |
| 119 | “All actions” is selected no other transaction may be selected. |
| 120 | Please enter crop. |
| 121 | Please enter year. |
| 122 | Please enter State. |
| 123 | Please enter county. |
| 124 | Program Transactions entry required. |
| 125 | Crop Insurance Transactions entry required. |
| 126 | Disability Determination must be entered. |
| 127 | Multiple active relations are not possible. |
| 128 | All actions is already selected in programs. |
| 129 | All actions is already selected in crops. |
| 130 | Effective date is required for active status. |
| 131 | '&1' search criteria can be added only once. |
| 132 | Member share history doesn't exists. |
| 133 | Partner with CCID &1 is already exist. |
| 134 | Help Topic Object ID created: &. |
| 135 | Help Topic Object ID exists: &. |
| 138 | BP has already spousal relationship. |
| 139 | FSA, NRCS and CCC Programs entry required. |
| 140 | Selected BP already has spousal relationship. |
| 141 | Incompetent cannot be parent guardian for a minor. |
| 142 | Dates overlapping found. |
| 143 | This relationship already exists between these two BP’s. |
| 145 | Required Signature Count must be greater than zero. |
| 146 | State has not been determined of current GP user. |
| 147 | Please enter partner id in signatures block. |
| 148 | Signatures entered must be greater than or equal to Req Signature Count. |
| 149 | Number of Farms: &1, Tracts: &2, Fields: &3. |
| 150 | Please expand all nodes before export to spreadsheet. |
| 151 | Cannot create spousal signature de-authorization. |
| 152 | Effective dates do not fall within the marriage dates. |
| 153 | Spousal deauthorization is already recorded. |
| 154 | Conservatorship is being created for a married individual. |
| 155 | BP roles must be entered for all years starting with lowest prior year. |
| 156 | Replacement and Inactive Service Centers are mandatory fields. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 157 | ZIP Code and new Congressional Voting District Fields are mandatory. |
| 158 | Old OIP (Inactive Service Center) is not maintained in Org Model. |
| 159 | New OIP (Replacement Service Center) is not maintained in Org Model. |
| 160 | No Business Partners found for the given Inactive OIP for mass change. |
| 161 | Customer has been flagged as restricted. |
| 162 | Creation of restricted customers is not permitted by state or county user. |
| 163 | No Business Partners found for the given ZIP code+4 for mass change. |
| 164 | ZIP Code+4 and New Congressional Voting District are mandatory fields. |
| 165 | Entered ZIP Code +4 is not valid OR not exist single record in system. |
| 166 | Please enter a valid Phone Number. |
| 167 | Prog. Participation cannot be deleted since BP is associated with farms. |
| 168 | Associated counties cannot be deleted since BP is associated with farms. |
| 169 | Please enter Communication Number. |
| 170 | Please enter Communication Type. |
| 171 | You don't have authorization to delete Prog. Participation data. |
| 172 | You don't have authorization to delete Associated Counties data. |
| 173 | At least one Program Participation must be added. |
| 174 | Please enter the reason for change in comments. |
| 175 | Successfully submitted the key field(s) &1 for change. |
| 176 | There cannot be any Associated Counties for an inactive Customer. |
| 177 | Error when deleting record &1 from &2 table [&3]. |
| 178 | Error when inserting source data to &1 table [&2]. |
| 179 | Error when selecting source data from &1 table [&2]. |
| 180 | 'Waiting for IRS response / Manually Validated' are only allowed manually. |
| 181 | Race Determination must be entered. |
| 182 | 'Manually Validated' status set only if there are 2 or more IRS Attempts. |
| 183 | Data selection has been confirmed. |
| 184 | Please Select or create a folder first. |
| 185 | You do not have authorizations to delete. |
| 186 | You do not have authorizations to create folder. |
| 187 | You don't have authorizations to use Copy function. |
| 188 | You don't have authorizations to use Cut function. |
| 189 | Please do not use URL function. |
| 190 | Folder ID must contain alpha and numeric can contain underscores. |
| 191 | File cannot be larger than 1 MB. |
| 192 | Please do not copy an Individual to Individual. |
| 193 | FLP customer must have an Associated County. |
| 194 | Please select a folder. |
| 195 | Please select New Tax Type. |
| 196 | Please enter New Tax Number. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 197 | SSN matched with an Business Partner with role Individual. |
| 198 | BP is joining an SSN Family without an anchor - create Individual first. |
| 199 | Duplicate Tax ID Number found (customer: &1). |
| 200 | At least one member of an SSN Family must have the DPE indicator active. |
| 201 | General Program Interest must be “Has interest in the program”. |
| 202 | Customer record will join SSN family &. |
| 203 | Please do not create Sub folders. |
| 204 | Enter mandatory fields in Customer Profile. |
| 205 | Accounts have not been merged. |
| 206 | Folder ID cannot be duplicate. |
| 207 | Only one key field change & is allowed per request. |
| 208 | File name cannot be blank. |
| 209 | Ethnicity Determination and Race Determination should match. |
| 210 | Cannot have duplicate IRS Numbers &1. |
| 211 | Address is used in Associate County and cannot be deleted. |
| 212 | TIN/TIN Type cannot be changed for an existing &1. |
| 213 | Multiple BPs cannot have the same tax number for tax type: &1. |
| 214 | BP will join SSN Family &1. |
| 215 | Date of Birth cannot be a future date or less than 01/01/1901. |
| 216 | Two organization cannot be assigned with same Fed. Gov. Agency number &1. |
| 217 | At least one email must be maintained for Communication Type “E-Mail”. |
| 218 | At least one &1 number must be maintained for Communication Method “&2”. |
| 219 | Email is no longer maintained. |
| 220 | Phone is no longer maintained. |
| 221 | Make an entry in the current role. |
| 222 | BP is leaving SSN Family &1. |
| 223 | BP is leaving SSN family &1 and will join SSN family &2. |
| 224 | BP is leaving SSN family &1. |
| 225 | Minimum 2 BP's must be selected for merge from Potential Duplicate Report. |
| 226 | Old SSN Family & BP record(s) are now orphan(s). |
| 227 | Pending work item(s) associated with key field change were deleted. |
| 228 | Please change DPE Indicator to another BP in the current SSN family. |
| 229 | Cleansing Case rejected. |
| 230 | '&1' is required for address: &2. |
| 231 | Validate DPE once you create BP, keep unchecked initially. |
| 232 | Tax ID Type for Financial Institution must be “Employer ID Number”. |
| 234 | Customer Type cannot be changed from Business to Individual. |
| 236 | Tax Identification is not allowed for General Entity Members. |
| 237 | Tax Identification is not allowed for Indians represented by BIA. |
| 238 | FSA customers must have an Associated County. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 239 | Program Participations has Inactive Customer. Please delete other lines. |
| 240 | Inactive Customer: Please add an Inactive Program Participation. |
| 241 | To Inactivate the Customer: |
| 242 | Active Customer: Please remove an Inactive Customer Program Participation. |
| 243 | Please check Inactive Customer in Program Participation. |
| 244 | Inactive Customer cannot have active Associated Counties. |
| 245 | Tax Identification Type is required. |
| 246 | Business Partner &1 is currently locked. |
| 247 | Duplicate Program Participation record (Customer Type and Service Org.). |
| 248 | Alert has not been triggered due to attribute errors. |
| 249 | Alert has not been triggered due to missing recipients. |
| 250 | Source account will be set to archived within next minute. |
| 251 | Only Specialist ALL and Expert ALL roles are allowed to execute merges. |
| 252 | Duplicate Race record. |
| 253 | Duplicate communication type and number not allowed. |
| 254 | Cong District Code is mandatory for the Voting State, check all addresses. |
| 255 | Please enter US Phone No in a 10 digit format without any special char. |
| 256 | Phone number more than 15 digits not allowed. |
| 257 | Phone extension for US can only contain numeric characters. |
| 258 | Extension cannot exceed 6 digits. |
| 259 | Birthdate determination requires a birthdate to be entered. |
| 260 | Disability entries are required for FSA employee or Service center Empl. |
| 261 | When Citizen Country is USA then resident alien can't be Not a US citizen. |
| 262 | Mailing address is mandatory for all customers. |
| 263 | Please Enter Valid Phone Extension. |
| 264 | You are not assigned in the Org. Model. Changes cannot be saved. |
| 265 | Ethnicity must be entered. |
| 266 | Please maintain one communication number as standard. |
| 267 | Please delete corresponding Active Associated county first. |
| 268 | No results found. |
| 269 | Search is not available. Please contact your system administrator. |
| 270 | Please maintain both disability determination and disability type. |
| 271 | BIA is already maintained for year. |
| 272 | Invalid dates. |
| 273 | Legal Name fields have been pre-selected along with Legal Name Indicator. |
| 274 | Must use Changed on or Created on Date Range along with Service Center. |
| 275 | Program-Agency is mandatory for Online execution. |
| 276 | State is required if county entered for FSA program. |
| 277 | County is required if state entered for FSA program. |
| 278 | Data selection has been confirmed with errors. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 279 | No Authorization to submit Key Field form. |
| 280 | Associated county must have either an FSA or FLP Program Participation. |
| 281 | DQM is not available. Please contact your system administrator. |
| 283 | Pending workflow for this BP exists and must be executed first. |
| 284 | Duplicate Disability Type record. |
| 286 | Tax ID Number for Tax ID Type of SSN should not start with 9. |
| 287 | Error when updating record &1 from &2 table [&3] &4. |
| 288 | Cleansing Case &1 has been saved. |
| 289 | Cannot inactivate a BP record until outstanding workflows are executed. |
| 290 | Please move DPE to another BP record in the family. |
| 291 | Customer roles cannot be saved with gaps. |
| 292 | Please enter the Marital Status for an FLP Customer. |
| 294 | Tax ID Type for Federal Entity must be “Federal Government Agency”. |
| 295 | FSA customer must have an Associated County. |
| 296 | Address data is not editable. |
| 297 | SSN type is valid only for roles: Individual, Trust Revocable and LLC. |
| 298 | Veteran information is required for FLP program. |
| 300 | Invalid ZIP Code value: &1. |
| 301 | Tax ID Number which begins with '99999' should have Tax ID Type “Federal”. |
| 302 | Please enter valid address in associated county. |
| 303 | FSA/FLP customer must have an Associated County. |
| 304 | Congressional Voting district has to be a number, Check all addresses. |
| 305 | Congressional Voting District is required. |
| 306 | Invalid Receiving Office &. Plz. use SEARCH HELP to enter right value. |
| 307 | Invalid Receiving Office Code &.Plz. use SEARCH HELP to enter right value. |
| 308 | Invalid Signature PartnerName &. Plz.use SEARCH HELP to enter right value. |
| 309 | Invalid Signature Partner No &. Plz. use SEARCH HELP to enter right value. |
| 310 | Please save cleansing case to send an alert to State users! |
| 311 | Alert has been sent to State users. |
| 312 | Change to Roles are not allowed due to a pending Key Field Change request. |
| 313 | Folder cannot be deleted while attachments exists. |
| 314 | You don't have authorizations to Create attachments. |
| 315 | Invalid County &. Please use SEARCH HELP to enter right value. |
| 316 | Invalid county code &. Please use SEARCH HELP to enter right value. |
| 317 | Associated counties are required for FSA / FLP customers only. |
| 318 | Please maintain at least one communication number as primary. |
| 319 | Cleansing Case has errors in the log. |
| 320 | Source account(s) could be not archived. |
| 321 | Address Type is required for address: &1. |
| 322 | “State Prog. Participation" is a required search parameter. |

**BP Error and Warning Messages (Continued)**

| Error | Error Message |
|---|---|
| 323 | Inactive Program Participation must be added. |
| 324 | Inactive Program Participation must be removed. |
| 325 | Duplicate Relationship record. |
| 326 | Replaced: Business partner is a duplicate. |
| 327 | All source accounts must be confirmed before executing the merge. |
| 328 | Birth Date cannot be greater than Death Date |
| 329 | Receiving office is mandatory. |
| 330 | At least one email must have the Sensitive Email Consent checked. |
| 331 | The FSA-211 effective date must be greater than or equal to &1. |
| 332 | Duplicate Entry - An open workflow exists with the same SSN:&1. |
| 333 | The BP entered is a minor. Please enter a valid BP. |
| 334 | Decision of blank is not valid. Please Approve or Reject the KFC request. |
| 335 | Can't create Relationships for an archived or inactive BP. |
| 336 | Insured Crops entry required. |
| 337 | Please specify a Program and/or Insured Crop. |
| 338 | BP cannot be inactivated, since it is associated with an active farms. |
| 339 | Representative Capacity relationships revoked successfully. |
| 340 | Revoked/Cancelled Date must be same or later than the Effective Date. |
| 341 | Please enter a valid county code or select the County from search help. |
| 342 | Please Select the Master. |
| 343 | You cannot edit an archived BP. |
| 344 | Business partner &1 - &2 is a possible duplicate. |
| 345 | The Receiving office has been defaulted to the User receiving office. |
| 346 | &1 was archived. Archived customers are not allowed in BP Merge Process. |
| 347 | Please maintain 3 years of roles, starting from the current year. |
| 348 | Please select a customer with TAX Number, as Master record. |
| 349 | Submit Remedy ticket to have TIN removed from Archived record. |
| 350 | Found &1 records. |

## SCIMS Replication Failure Messages

Following are SCIMS Replication Failure Messages.

| Business Rule Code | Replication Error Message |
|---|---|
| 103 | Error.SCIMS.CustomerData.BusinessName.invalid |
| 103 | Error.SCIMS.CustomerData.CommonName.invalid |
| 103 | Error.SCIMS.CustomerData.InactiveCustomerDate.invalid |
| 104 | Error.SCIMS.Address.ZipCodeFirst5.invalid |
| 105 | Error.SCIMS.Phone.PhoneNumber.invalid |
| 108 | Error.SCIMS.Email.EmailAddress.invalid |
| 114 | Error.SCIMS.IndividualName.First.invalid |
| 114 | Error.SCIMS.IndividualName.Last.invalid |
| 114 | Error.SCIMS.IndividualName.Middle.invalid |
| 148 | Error.SCIMS.CustomerData.Audit.required |
| 148 | Error.SCIMS.CustomerData.BusinessType.required |
| 148 | Error.SCIMS.CustomerData.CommonName.required |
| 148 | Error.SCIMS.CustomerData.CustomerID.required |
| 149 | Error.SCIMS.Address.AddressID.required |
| 149 | Error.SCIMS.Address.DeliveryAddressLine.required |
| 150 | Error.SCIMS.Phone.CoreCustomerPhoneIdentifier.required |
| 152 | Error.SCIMS.LegacyLink.LegacySystemCustomerID.required |
| 154 | Error.SCIMS.Email.CoreCustomerEmailIdentifier.required |
| 157 | Error.SCIMS.CustomerNotes.NoteIdentifier.required |
| 157 | Error.SCIMS.CustomerNotes.NoteText.required |
| 160 | Error.SCIMS.IndividualName.Last.required |
| 166 | Error.SCIMS.RaceType.Code.required |
| 167 | Error.SCIMS.RaceTypeDetermination.Code.required |
| 170 | Error.SCIMS.Country.Code.required |
| 173 | Error.SCIMS.LanguagePreference.Code.required |
| 183 | Error.SCIMS.BusinessTypeYear.Code.required |
| 346 | Error.SCIMS.CustomerData.LosingCustomerIdRecreated |

**BP Customer Roles/Business Types and Valid Tax ID Types**

Following are BP Customer Roles/Business Types and Valid Tax ID Types.

| Business Type Code | Business Type Name | Business Type Description | Tax ID Type |
|---|---|---|---|
| 00 | Individual | A human being. | Social Security Number<br><br>IRS Assigned ID Number<br><br>No Tax ID Number Required |
| 02 | General Partnership | A legal entity created and governed under the laws of the state in which it was formed in which 2 or more general partners pool their resources, such as land, labor, capital, equipment, and management. Partners participate fully in running the business and share in profits and losses. | Employer ID Number<br><br>No Tax ID Number Required |
| 03 | Joint Venture | A business enterprise in which two or more individuals and/or businesses pool their resources, such as land, labor, capital, equipment, and management. Members participate fully in running the business and share in profits and losses.<br><br>Unlike a general partnership, a joint venture may or may not be formed under state law and may be an informal agreement between 2 or more individuals and/or businesses. | Employer ID Number<br><br>No Tax ID Number Required |
| 04 | Corporation | A legal entity created and governed under the laws of the state in which it was formed whose existence is independent of its shareholders with the intent to provide goods and services for a profit.<br><br>Includes but is not limited to publicly- or privately-held C or S Corporation, such as a domestic C corporation, a private cooperative corporation, or a wholly-owned foreign corporation.<br><br>This business type does not include corporations that can be classified as nonprofit or tax-exempt organizations. | Employer ID Number<br><br>No Tax ID Number Required |

**BP Customer Roles/Business Types and Valid Tax ID Types (Continued)**

| Business Type Code | Business Type Name | Business Type Description | Tax ID Type |
|---|---|---|---|
| 05 | Limited Partnership | A legal entity created and governed under the laws of the state in which it was formed consisting of at least one general partner and at least one limited partner that pool their resources, such as land, labor, capital, equipment, and management.<br><br>Includes but is not limited to limited liability partnerships, limited liability limited partnerships, family liability partnership, and professional limited liability partnership. | Employer ID Number<br><br>No Tax ID Number Required |
| 06 | Estate | A legal entity created and governed under the laws of the state in which it was formed as the result of an individual's death. The decedent's estate is a separate legal entity for federal tax purposes. The estate pays any debts owed by the decedent and then distributes the balance of the estate's assets to the beneficiaries of the estate. The estate exists until the final distribution of the assets is made to the heirs and other beneficiaries. | Employer ID Number<br><br>No Tax ID Number Required |
| 07 | Trust - Revocable | A legal entity created and governed under the laws of the state in which it was formed where legal title/interest is transferred from the settler or grantor to the trustee for the benefit of the designated beneficiary. This trust may be modified, amended, canceled, or revoked at anytime by the settler. | Social Security Number<br><br>Employer ID Number<br><br>No Tax ID Number Required |
| 08 | Federal Entity | United States governmental body with the authority to implement and administer particular legislation. Includes, but not limited to a government agency, administrative agency, public agency, and regulatory agency. | Federal ID Number |
| 09 | State/Local Government | The government at a state-level or lower, such as the government of a state of the United States, a state agency, county government, or city government. Includes territories of the United States and other public body organizations authorized to act in association with state and local governments as provided under state law.<br><br>Does not include tribal governments. See Indian Tribal Ventures. | Employer ID Number<br><br>No Tax ID Number Required |

**BP Customer Roles/Business Types and Valid Tax ID Types (Continued)**

| Business Type Code | Business Type Name | Business Type Description | Tax ID Type |
|---|---|---|---|
| 10 | Non-profit or Tax-Exempt Organizations | A legal entity created and governed under the laws of the state in which it was formed that is a tax-exempt or non-profit organization, generally a corporation, that does not distribute earnings to its members.<br><br>Includes but is not limited to churches, charities, private schools, and clubs. | Employer ID Number<br><br>No Tax ID Number Required |
| 13 | Public School | Primary, elementary, or secondary schools, open and free to all children of a particular district where the school is located. Includes charter schools. Also includes colleges and or universities which are directly administered under the authority of a governmental body or which receives a predominant amount of its financing from public funds. | Employer ID Number<br><br>No Tax ID Number Required |
| 14 | Bureau of Indian Affairs | A unit in the U.S. Department of the Interior responsible for helping Indian and Alaskan native people manage their affairs under the trust relationship with the U.S., and for promoting programs for their benefit. | Employer ID Number |
| 15 | Indians Represented by BIA | Groups or individuals, specifically represented by the Bureau of Indian Affairs, that are defined as any Indian tribe, band, nation, pueblo, or other organized group or community, including any Alaska Native village or regional or village corporation as defined in or established pursuant to the Alaska Native Settlement Claims Act. | Employer ID Number<br><br>No Tax ID Number Required |
| 17 | Trust - Irrevocable | A legal entity created and governed under the laws of the state in which it was formed where legal title/interest is transferred from the settler or grantor to the trustee for the benefit of the designated beneficiary(ies). This trust cannot be modified, amended, canceled, or revoked at anytime by the settler without the permission of the beneficiary.<br><br>For trusts established after January 1, 1987, the terms of the trust do not provide for the transfer of the corpus of the trust to the remainder beneficiary in less than 20 years from the date the trust is established, except in cases where the transfer is contingent upon the remainder beneficiary achieving at least the age of majority or upon the death of the grantor or income beneficiary.<br><br>**Note:** All other trusts not meeting all of the above requirements shall be considered revocable trusts. | Employer ID Number<br><br>No Tax ID Number Required |

**BP Customer Roles/Business Types and Valid Tax ID Types (Continued)**

| Business Type Code | Business Type Name | Business Type Description | Tax ID Type |
|---|---|---|---|
| 18 | Individual Operating as a Business | An unincorporated business created and governed under the laws of the state in which it was formed in which an individual owns all the assets, owes all the liabilities, and operates in his or her personal capacity.<br><br>Includes but is not limited to individual proprietorship, sole proprietorship, DBA (doing business as), and assumed name. | Employer ID Number<br><br>No Tax ID Number Required |
| 20 | Indian Tribal Venture | Any Native American or Indian tribe, band, nation, pueblo, or other organized group or community, including any Alaska Native village or regional or village corporation as defined in or established pursuant to the Alaska Native Claims Settlement Act, which is recognized as eligible for special programs and services provided by the United States to Indians because of their status as Indians. | Employer ID Number<br><br>No Tax ID Number Required |
| 22 | Limited Liability Company | A legal entity created and governed under the laws of the state in which it was formed by filing articles of organization as an LLC. Members may be individuals, corporations, partnerships, joint ventures, other LLC's, etc. and are not personally liable for the Limited Liability Company's debts. | Social Security Number<br><br>Employer ID Number<br><br>No Tax ID Number Required |
| 23 | Financial Institution | An institution (public or private) that collects funds (from the public or other institutions) and invests them in financial assets.<br><br>Note: Information for financial institutions is needed in order to process payments via direct deposit or to process assignments for participants. | Employer ID Number<br><br>No Tax ID Number Required |
| 48 | News Media | Collectively use for television, radio, newspapers, magazines, and other types of groups that may be interested in receiving press releases, program announcements, or other general information. | Employer ID Number<br><br>No Tax ID Number Required |

## Common Customer Record Modification Scenarios

The following table provides scenarios for RT and LLC TIN modifications.

<table>
<tr><th>Scenario</th><th>Description</th><th colspan="2">Solution</th></tr>
<tr><td rowspan="3">1</td><td rowspan="3">• Existing BP record for LLC using SSN.<br><br>• Customer obtains a new EIN for LLC.</td><td>IF LLC using SSN has…</td><td>THEN…</td></tr>
<tr><td>never received a payment</td><td>change the TIN from SSN to EIN.<br><br>Note: It may be necessary to put the DPE on the Individual record in the SSN Family first.</td></tr>
<tr><td>previously received a payment</td><td>• modifying the TIN will result in an overpayment<br><br>• user shall create a new BP record for the same LLC with the EIN<br><br>• use the Common Customer Name field to notate the difference (i.e. Jones LLC 2000-2014 vs Jones LLC 2015+).</td></tr>
<tr><td>2</td><td>• Existing BP record for RT using SSN.<br><br>• Customer is now deceased and the trust becomes irrevocable.</td><td colspan="2">• Create a new Irrevocable Trust record with the EIN.<br><br>• All future payments will be paid through the Irrevocable Trust record.<br><br>• No action is required on the existing RT record using SSN or on the deceased Producer’s Individual record except to update the DOD and Death Confirmed flag.</td></tr>
<tr><td>3</td><td>• Existing BP record for RT using SSN of deceased spouse.<br><br>• Surviving spouse requests to use their own SSN on the Revocable Trust.</td><td colspan="2">• The RT using the deceased spouse’s SSN is a unique record and will no longer be used to issue payments after their death.<br><br>• Create a new BP record for the RT using the surviving spouse’s SSN.<br><br>• Use the Common Customer Name field to notate the difference between the two RT records.<br><br>• Update Farms Records to reflect the proper trust record.</td></tr>
</table>

## NRCS User CRM Security Role Permissions

| **Customer BP Records** | **View** | **Add/Create** | **Modify** | **Delete** |
|---|---|---|---|---|
| Names | Yes | Yes | Yes | Yes |
| Addresses | Yes | Yes | Yes | Yes |
| Phone Numbers | Yes | Yes | Yes | Yes |
| Email Addresses | Yes | Yes | Yes | Yes |
| Current Year Role | Yes | Yes | Yes | No |
| Prior Year Roles | Yes | No | No | No |
| TIN & TIN Type | Yes | Yes | No* | No* |
| Profile (Demographic Info) | Yes | Yes | Some | Some |
| Mail Indicator Flags | Yes | Yes | Yes | Yes |
| Inactive Flag | Yes | No | No | Yes[±] |
| Representative Capacity | Yes | No | No | No |
| Relationships | Yes | Yes | Yes | Yes |
| Designated Paying Entity (DPE flag) in SSN Family | Yes | No | No | No |
| FSA or FLP Program Participation | Yes | Yes | No | No |
| Program Participation (all others) | Yes | Yes | Yes | Yes |
| Associated County (Legacy Link) | Yes | Yes | No | No |
| Attachments | Yes | Yes | No | No |
| Financial Services Data | No | No | No | No |
| Common Eligibility Data | Yes | No | No | No |
| Member Hierarchy | Yes | No | No | No |
| Fact Sheet | Yes | No | No | No |
| Initiate Cleansing Case (process to Merge Customer records) | No | No | No | No |
| Initiate Key Field Change Request | No | No | No | No |

* Reduced permission from SCIMS, at the agreement of FSA and NRCS Management.

[±] Similar to FSA Users, NRCS Users can delete the Inactive Flag in order to reactivate a customer record. County Office users from both agencies are prohibited from Inactivating a customer record (it requires State Office action).

| **Employee BP Records** | **View** | **Add/Create** | **Modify** | **Delete** |
|---|---|---|---|---|
| Name | Yes | No | No | No |
| Email Address | Yes | No | No | No |
| Relationships | Yes | No | No | No |
| Office OIP, Description and Address | Yes | No | No | No |

**NRCS User CRM Security Role Permissions (Continued)**

| **Contact BP Records** | **View** | **Add/Create** | **Modify** | **Delete** |
|---|---|---|---|---|
| Name | Yes | Yes | Yes | Yes |
| Addresses | Yes | Yes | Yes | Yes |
| Phone Numbers | Yes | Yes | Yes | Yes |
| Email Address | Yes | Yes | Yes | Yes |
| Relationships | Yes | No | No | No |
| | | | | |
| **Farm Records** | **View** | **Add/Create** | **Modify** | **Delete** |
| GIS Info | Yes | No | No | No |
| General Data | Yes | No | No | No |
| Land Data | Yes | No | No | No |
| Crop Election Data | Yes | No | No | No |
| Crop Data | Yes | No | No | No |
| Parties Involved (Business Partners) | Yes | No | No | No |
| FPMS Status | Yes | No | No | No |
| Installed Base Hierarchy | Yes | No | No | No |
| FSA-156EZ | Yes | No | No | No |
| Fact Sheet | Yes | No | No | No |
| | | | | |
| **MIDAS Portal** | Yes | n/a | n/a | n/a |
| **CRM Workflows** | No | n/a | n/a | n/a |
| **CRM Alerts** | No | n/a | n/a | n/a |