UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

Customer Data Management 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 164 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 5 (add)	1-1, 1-2 2-67, 2-68 2-71, 2-72 2-125 through 2-156 3-17, 3-18 3-23, 3-24 3-27, 3-28 3-31, 3-32 3-41, 3-42 3-51, 3-52 3-59 through 3-62 3-73, 3-74 3-101 through 3-104 3-211 through 3-230 3-259, 3-260 3-281 through 3-320 3-321, 3-322 (add) 5-1, 5-2 6-1 through 6-4 (add) 6-5 (add) 8-1 through 8-30 (add)	1, pages 1, 2 3, page 1 5, pages 1, 2 20, pages 1, 2 (add)

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Table of Contents (Continued)

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)

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: • Non-ag NRCS customer • Inactive customer • Technical service provider • Non county FSA customer • RD customer • Ag NRCS customer • FLP customer • 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: • Set • Not Set • Blank. 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.

C   **Search Criteria (Continued)**

Criteria	Default	Description
Inactive Flag	X	The following options are available: • Not Set • Set • Blank. 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: • Set • Not Set • Blank. 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.--*

C   Search Criteria (Continued)

Criteria	Default	Description
Standard Address		The following options are available: • Set • Not Set • Blank. 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)
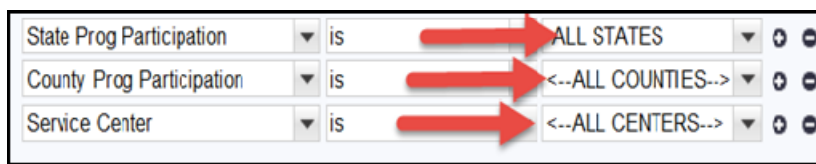
E   Performing an Accurate Customer Search

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.**--***

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.

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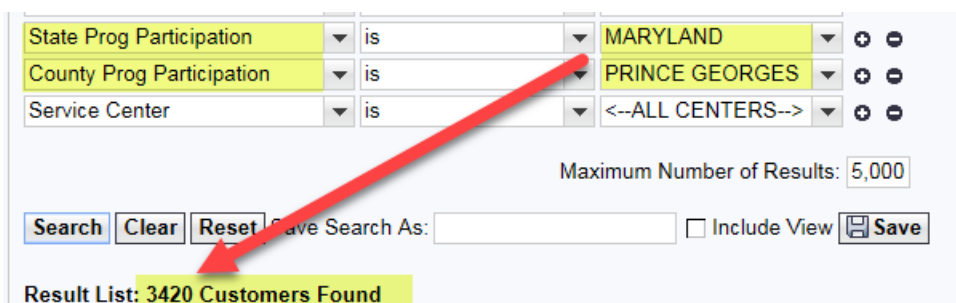
*--39 Searching for Customers Within a Service Center or County

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** **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'. 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. See paragraph 73 for more information on program participation.
State Associated County and **County Associated County** **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'. Results will include all customers with an Associated County entry of 'Maryland/Anne Arundel'. See paragraph 74 for more information on associated counties.

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40-42 (Reserved)

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.

Option	Description
Save	Saves changes made to data in the customer record to the database.
Cancel	Cancels all changes made to the customer record. No changes will be saved.
Copy	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. See Section 5 for additional information.
New	Allows users to create a new customer record. The Customer: New Screen will be displayed. See paragraph 57 for additional information.
Show Duplicates	Allows users to view potential duplicate records for the customer, if any have been identified by the system. *--**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.--*
Key Field Change	The Key Field Change request will be displayed. See Section 7 for additional information.
Fact Sheet	The Account Fact Sheet Screen will be displayed listing farms associated with the customer.
PDF Fact Sheet	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.

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: • blank • DR • MISS • MR • MRS • MS • REV.
First Name	Individual	User entered.	Yes	Only letters, numeric digits, -, ', %, &, /, commas, spaces, and periods are accepted. 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. 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. 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: • blank • DDS • DVM • Esquire • I • II • III • IV • JR • MD • SR • V.

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: • Employer ID Number • Federal Government Agency • IRS Number • No Tax ID Type • 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.
				
				Tax ID number is **required** if the customer wants to receive monetary benefits.
				
				Entry must be 9 digits, numeric only.
				
				Notes:
				
				   *--Temporary ID's are prohibited. "No Tax ID" must be used if a valid TIN is not provided by the customer.**--***
				
				   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. Code can be modified to "Manually Validated" after two IRS attempts. 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. Valid entry is current or prior date.

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. 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. The telephone number marked as 'Standard' in the Communication Numbers assignment block will be displayed in this field. 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. The mobile number marked as "Standard" in the Communication Numbers assignment block will be displayed in this field. 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. 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. Valid entries are: • E-mail • Mobile Number • Post (letter) • Telephone. ***--Note:** 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. Automated address validation will suggest and provide the correct congressional voting district or the user can manually enter the congressional voting district.

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: • Not a U.S Citizen or not a legal resident • Not a U.S Citizen but is a legal resident • Not Applicable or Unknown.
Veteran	Individual	User selected	Yes for individuals with FLP program participation.	Valid selections are: • Non-Veteran • Not Applicable or Unknown • Veteran. **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. **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: • citizens of the U.S. • lawful aliens possessing a valid Alien Registration Receipt Card (Form I-551). See 1-PL, subparagraph 236 A; 4-PL, subparagraph 108 A; and 5-PL for additional information.
Mail Indicators				
RMA NRCS RD FSA	Individual and Business	User selected	No	Displays the customer's preference to receive mail from one or more USDA agencies. Customer elected by completing AD-2047, items 4 and 5. By default, NRCS and FSA are selected. *--Upon confirmation of death, all mail indicator flags are automatically unchecked from the Individual Customer Record.--*

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. 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". 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.**--***

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).

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
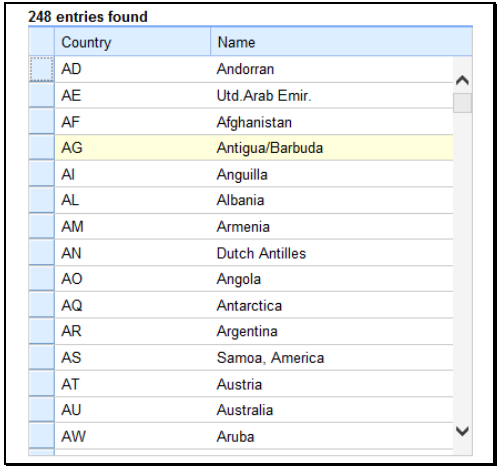
    Following is an example of the Communication Numbers assignment block.

68   Communication Numbers (Continued)

C   Fields/Descriptions

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

Field/Button	Description
Edit List	Allows users to modify existing communication numbers.
Insert	Allows users to add new communication numbers.
Actions	Delete 🗑 allows users to delete a previously entered communication number.
Type	See subparagraph D for additional information on types of communication numbers.
Country	Click the input help button to display the Search Help Screen. Select the country by clicking the blue box before the country name.
Number	A customer can have an unlimited number of telephone or communication numbers. *--**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.**--***
Extension	Provides the extension of the customer's telephone. Optional field.
Unlisted	Notates if a customer's number is unlisted in the telephone book. Optional field.
Standard	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.
State	Differentiates between numbers for customers who reside in multiple States.
County	Differentiates between numbers for customers who reside in multiple counties.

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. 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. ***--Note:** See applicable FLP directives for information about limitations on using e-mails to communicate with FLP customers.**--***

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. 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.

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.**--***

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)
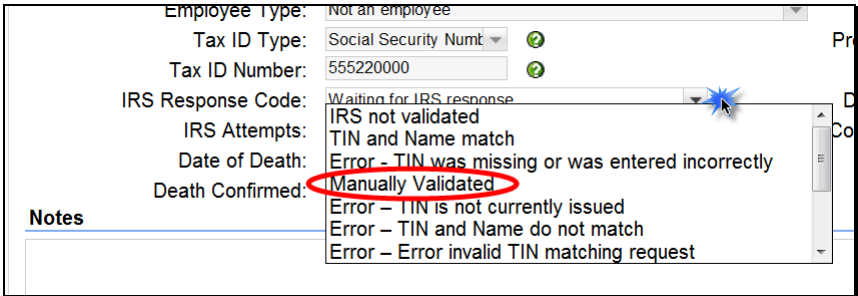
G   IRS Attempts

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

```
Data Origin:  CRM
Employee Type:  Not an employee
Tax ID Type:  Social Security Nu...   ⊘
Tax ID Number:  555220000   ⊘
IRS Response Code:  Error – TIN and Name do not match
IRS Attempts:  02
```

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". Employee Type: Not an employee Tax ID Type: Social Security Numb Tax ID Number: 555220000 IRS Response Code: Waiting for IRS response IRS not validated TIN and Name match Error - TIN was missing or was entered incorrectly Manually Validated Error – TIN is not currently issued Error – TIN and Name do not match Error – Error invalid TIN matching request Notes
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".

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. **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 Last Name: Smith First Name: John	Common Name: John Smith – **Smith Revocable Trust** Last Name: Smith First Name: John – **Smith Revocable Trust**
2: Individual who is also an LLC	Common Name: John Smith Last Name: Smith First Name: John	Common Name: John Smith – **Smith LLC** Last Name: Smith First Name: John – **Smith LLC**
3: Revocable trust who is also an individual	Common Name: Smith Revocable Trust Business Name: Smith Revocable Trust	Common Name: Smith Revocable Trust – **John Smith** Business Name: Smith Revocable Trust – **John Smith**
4: Revocable trust who is also an LLC	Common Name: Smith Revocable Trust 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 Business Name: Smith LLC	Common Name: Smith LLC – **John Smith** Business Name: Smith LLC – **John Smith**
6: LLC who is also a revocable trust	Common Name: Smith LLC 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)

132   Initiating KFC Requests (Continued)

D   County Office Action
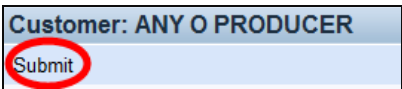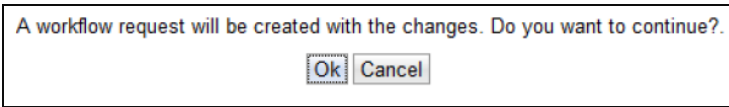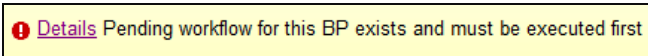
The following table provides the actions for submitting a KFC request.

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. **Customer: ANY O PRODUCER** Submit
3	Click "OK" to trigger the workflow message to the SSO. A workflow request will be created with the changes. Do you want to continue?. Ok Cancel **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. ❶ Details Pending workflow for this BP exists and must be executed first

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.

Home						Back ▾ 🔲 ▾
✔ Back Complete Reject Forward To... Reserve						✎ 🖨

▾ **Alert Details**

Description:	Alert for Key Field Change Accepted	Escalated:	No
Status:	Read	Escalated To:	
Sent Date and Time:	04/27/2015 03:59	Escalated On:	
Expiration Date:	05/11/2015 03:59		
Priority:	High		

Description

KFC request for BP 8011390167 has been approved by the state office.

Old Inactive Flag: False
Old TIN Type: Social Security Number
Old TIN No: 222993333
New TIN Type: Social Security Number
New TIN No: 444993333
Status: ACCEPTED
Comments: PLEASE CHANGE SSN.

▾ **Subsequent Actions**   📊 🗓 ✎ ⏏
ℹ No result found

▾ **Recipients**   📊 🗓 ✎ ⏏

Full Name	Reason

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: ● *--**not** complete the Cleansing Case, KFC Request or DOD Confirmation Alert ● mark the item (the alert) as having been completed ● remove the item from the alert list for all recipients. **Important:** Do **not** click "Complete" unless you are sure the alert should be removed for all recipients.
Reject	"Reject" will: ● **not** reject the Cleansing Case, KFC Request or DOD Confirmation Alert ● reject the alert notification only ● remove the item from Alert list for current user only. **Note:** "Reject" simply deletes/dismisses the alert from the current user's alert list. Most users should select this option.**--***
Forward	"Forward" will: ● allow user to send Alert to additional recipients ● remove the item from Alert list for current user only.
Reserve	"Reserve" will: ● allow user to take responsibility for the alert ● *--**not** complete the Cleansing Case, KFC Request or DOD Confirmation Alert**--*** ● 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: ● mark the item as having been completed ● remove the item from the worklist for all recipients ● complete the action requested.
Rejected	"Rejected" will: ● reject the worklist item ● remove the item from the worklist for all recipients ● **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 • 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 • the DOD workflow will be removed from the workflow tasks of all recipients. *--**Note:** See subparagraph E for subsequent effects of the death confirmation.
has been disproven by County Office	• Select "Reject" from the decision drop-down • click "Execute Decision" • 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 • 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 • 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 • 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 • the DOD workflow will be removed from the workflow tasks of all recipients. *--**Notes:** See subparagraph E for subsequent effects of the death confirmation.--* 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 • manually enter the DOD and Death Confirmed Flag • select "Save".
	an Individual record and one or more LLC's or RT's	• access the Individual record • manually enter the DOD and Death Confirmed Flag • select "Save" • 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 • manually enter the DOD and Death Confirmed Flag on the newly created Individual record • select "Save" • 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 **Note:** The "Revoked/Cancelled" date equal to DOD.	All records in SSN Family	none
Revocation of all Relationships **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. **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)

<div align="center">

Section 9   Member Hierarchies

</div>

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.

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)

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.

--*

*--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 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: • Employee ID • First Name • Last Name • E-Mail • 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.**--***

    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.

<div align="right">--*</div>

*--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. **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. **Note:** Ensure that Business File is updated to remove the deceased producer, if applicable
38	Eligible for other reasons; detailed explanation required. **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)
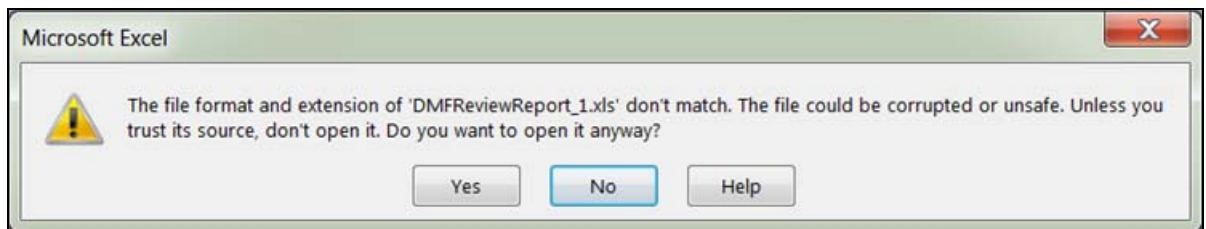
    C Action

        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.

--*

   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.

PPID
Payments to Producers Identified as Deceased

United States Department of Agriculture
Farm Service Agency FSA

| PPID Home | About PPID | Help | Contact Us | Exit PPID | Logout of eAuth |

PPID Menu

Welcome FSA Employee!

Role: DMF Approver

Actions

View Progress

Search and Approve

Reviews Report

View Progress

Fiscal Year: 2017

State: Oklahoma (40)

Month: ☑ October ☑ November ☑ December
☑ January ☑ February ☑ March
☑ April ☑ May ☑ June
☑ July ☑ August ☑ September

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.

--*

*--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: • "**Approve**", to approve and receive confirmation of record approval • "**Approve and Next**", to approve and proceed to the next record pending approval.
not satisfied	do both of the following: • CLICK "**Back To Search**" to return to the search results **without** approving the record • contact the County Office to correct or resolve the issue. 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.

Exhibit 1

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

Exhibit 1

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.

Exhibit 3

Menu and Screen Index

The following menus and screens are displayed in this handbook.

Exhibit 5
(Par. 2, 11, 25)

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. • Search and view Farm Records. • Search and view Product Master.	• County Office reviewers •*--SED's--*
Grantor Process User	• Search, create, and edit Business Partner and Farm Records. • Search, create, and edit product requests.	• Program Technicians (GS FLP and CO) • Farm Loan Officer • Trainees • Senior/Farm Loan Officer/Manager
Grantor Process Manager	• Search, create, and edit Business Partner and Farm Records. • Search, create, and edit product requests. • Approve workflows.	• County Executive Director • County Operations Trainee • District Director • Senior/Lead Program Technicians
Grantor Process Specialist – Limited	• Search, create, and edit Business Partner **Note:** Cannot complete Business Partner Merge. • 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. • Complete Business Partner merges. **Note:** SSO's only. See Exhibit 7. • Search, create, and edit Farm Records.	• State Office Specialists (SSO or GIS Specialist) * * *
Grantor Process Expert – Limited	• Search, create, and edit Business Partner. **Note:** Cannot complete Business Partner Merge. • Search and view Farm Records.	National Office specialists and managers

Exhibit 5
(Par. 2, 11, 25)

CRM@FSA Roles (Continued)

Role	Functions	Positions
Grantor Process Expert – All	• Perform all tasks of Grantor Process Specialist – Limited role. • Complete Business Partner merges. • 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. • Search and view Farm Records.	NRCS Service Center employees (limited)
NRCS User	• Search and limited editing of Business Partner. • Search and view Farm Records. **Note:** Cannot initiate Cleansing Cases or KFC Requests; cannot edit Farm Records.	NRCS State and Service Center employees (limited)

Exhibit 20
(Par. 201)

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

Exhibit 20
(Par. 201)

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