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

For: State and County Offices

Web Receipt for Service (webRFS) Questions and Answers (Q&A's)

Approved By: Acting Administrator

Candace Thompson

1   Overview

A Background

The Food, Conservation, and Energy Act of 2008 (2008 Farm Bill), Section 14003 (7 U.S.C. 2279-1(e)) required FSA, NRCS, and RD to issue a receipt for service or denial of service, when requested, to a current or prospective producer or landowner. The requirements established by the 2008 Farm Bill were further amended by Section 12204 of the Agricultural Act of 2014 (2014 Farm Bill) to require that FSA, NRCS, and RD provide a receipt when a current or prospective producer or landowner requests a USDA benefit or service.

Initial guidance about the December 2, 2014, implementation of webRFS, was provided in Notice CM-753. WebRFS is used by FSA, NRCS, and RD, to issue a receipt for service.

B Purpose

This notice provides State and County Offices with:

* a reminder that supporting documents are available on the DAFO Training Website
* guidance on resolving printing issues
* supplemental Q&A's
* a reminder of training requirements.

C Contact

If there are questions about this notice, County Offices shall contact the State Office. State Offices shall, for:

* webRFS questions, contact Linda Cronin by either of the following:

  * e-mail to **linda.cronin@wdc.usda.gov**
  * telephone at 202-690-1699

Disposal Date	Distribution
August 1, 2015	State Offices; State Offices relay to County Offices

1   Overview (Continued)

   C   Contact (continued)

   • FLP questions, contact Bill Cobb by either of the following:

     • e-mail to **bill.cobb@wdc.usda.gov**
     • telephone at 202-720-1059

   • Farm programs questions, contact Rick Blackwood by either of the following:

     • e-mail to **rick.blackwood@wdc.usda.gov**
     • telephone at 202-690-2530.

   Note: Do not contact the help desk for assistance.

2   Accessing webRFS and Supporting Documents

   A   Accessing webRFS

   FSA employees with a level 2 eAuthentication account may access webRFS at **https://rfs.sc.egov.usda.gov/rfs/**.

   B   Accessing Supporting Documents

   Access the DAFO Training Web site at **http://intranet.fsa.usda.gov/fsatraining** for the following:

   • the webRFS User's Guide
   • an electronic version of the webRFS FSA input screen for use if webRFS is unavailable.

3   Supplemental RFS and webRFS Q&A's

   A   Common Q&A's

   See Exhibit 1 for additional RFS and webRFS Q&A's supplementing CM-753, Exhibit 2.

   B   Correcting Large Print Issues

   See Exhibit 2 for instructions to correct large print issues.

   C   Training Requirements

   As provided in CM-753, subparagraph 5 A, all National, State, and County Office employees were required to complete USDA RFS-2014 RFS training in AgLearn no later than November 28, 2014. Any employee who has not met this requirement should immediately complete the training.

Receipt for Service Q&A's

1. **If a producer calls in and inquires about programs, and requests a receipt, should I provide a RFS?**

    Answer: Yes. While generally receipts are not required for telephone calls, if the customer specifically **requests** a receipt over the telephone, a RFS will be issued. For Phase 1 select "In person" as the contact method and provide details in the comment/other section explaining that it was over the telephone and customer specifically requested a receipt."

2. **What do I do if the FSA office address is wrong in webRFS?**

    Answer: Check to ensure that the OIP address is correct for the office. If it is not, work with the State OIP data steward to get the address updated in OIP. This will correct the problem.

3. **If producer has an application on file and comes into the office a week later asking when they will be receiving their money, am I required to issue a RFS?**

    Answer: No, a RFS is only required with the initial request for a benefit or service. The status inquiry does not require a RFS unless the producer specifically requested a RFS.

4. **If a producer calls in with a 72 hour notification of loss, do I need a RFS?**

    Answer: This is the 1 situation where a telephone call requires a receipt. The decision to document a NAP report of loss by telephone using webRFS was made after the decision that general requests by telephone would not require a RFS in Phase 1. As a result, there is no option for "Telephone" in the "Contact Method". Therefore, employees will need to select "Office Visit" as the method of contact and should utilize the "Service Request Additional Description" field to document the loss was reported by telephone as well as selecting "Report of NAP Loss" as the service requested.

5. **If a producer signs a CCC-576 Notice of Loss in the office, do I also provide a RFS?**

    Answer: No, if they report at the office, the producer will receive a copy of the notice of loss. Therefore, a RFS is not required.

6. **If a producer reports production to the County Office for NAP, is a RFS required?**

    Answer: The producer should receive their original records back date stamped by the County Office, in addition to receiving a copy of CCC-452. Therefore, a RFS is not required.

7. **If producer visits the office for a check release, is a RFS required?**

    Answer: A RFS is not required unless the producer specifically requests a receipt.

Receipt for Service Q&A's (Continued)

8. **If producer signs an AD-2047 and inquires about other programs, etc., do I issue a RFS?**

   Answer: As provided in the answer to question 6 in the FSA Specific Questions in CM-753, Exhibit 2 a RFS is not required for actions requiring an AD-2047; however, in the question above, the AD-2047 will not document the action for all benefits and services requested. Therefore, a RFS should be provided documenting the inquiry about other programs and the action taken in response to the inquiry.

9. **If I create a RFS and enter the producers email address, will webRFS automatically send the receipt to the email address added when I select "Submit"?**

   Answer: The webRFS will only send the receipt by e-mail when the option "Email" was selected in the "Receipt (Multi-Select)" field before pressing the "Submit" button.

10. **If a wife brings in a document for her husband and her name is not on the document, do I provide a RFS?**

    Answer: If the document is one of the benefits or services listed in subparagraph 3 B of CM-753, or on the FSA input screen, a RFS is required, unless "another form of documentation, such as a completed contract" is provided according to the "Note" included in subparagraph 3 B. If a RFS is required, the husband is our customer; his name should be entered on the receipt. The fact the wife delivered the document should be included in the "Service Requested Additional Description Field". The RFS should be e-mailed, if the e-mail address is known, or mailed, to the actual customer unless there is a power of attorney or the signature authority for spouses provisions in 1-CM, subparagraph 707 C have been met to avoid PII concerns. Keep in mind spousal signature authorities in 1-CM do not apply to FLP.

11. **Can I make a correction to a previously issued receipt?**

    Answer: There is no method to correct a receipt. A new receipt **must** be issued and the receipt number being corrected should be documented in the "Additional Description" field.

12. **Are State Office employees required to issue webRFS?**

    Answer: Requests for benefits or services received by the State Office do not require a RFS for phase I, unless it is requested. However, if a State Office employee is remotely located in a County Office, or is visiting a County Office, and assists a producer on behalf of the County Office, a RFS is required.

Receipt for Service Q&A's (Continued)

13. How do I load webRFS in ARS?

>   **Answer:** See 21-AO, paragraph 24 C, and Exhibit 4, which authorizes and instructs employees to use the activity of "NOAUTH-A5" to report activities performed for "Receipt of Services". The program to be used in conjunction with "NOAUTH-A5" would be the program specific to the task(s) related to completing the RFS. If there are any questions about appropriately reporting time, contact the BPMS Helpdesk at **bpmsupdate@wdc.usda.gov**.

14. The FSA examples in the webRFS User's Guide, page 7 makes reference to RFS not being required when an FLP borrower makes a payment, as the cancelled check will serve as a receipt. FSA offices now scan checks when a payment is received and the check is destroyed after the appropriate number of days. Does this mean a RFS is required?

>   **Answer:** No, the User's Guide will be revised to reflect the borrower's bank records will serve as a receipt. A RFS is not required.

15. When I attempt to print multiple copies of the receipt at the same time, one copy of the receipt prints without problems, but the second copy appears to be more of a screen print of the input screen. Why can't I print multiple copies?
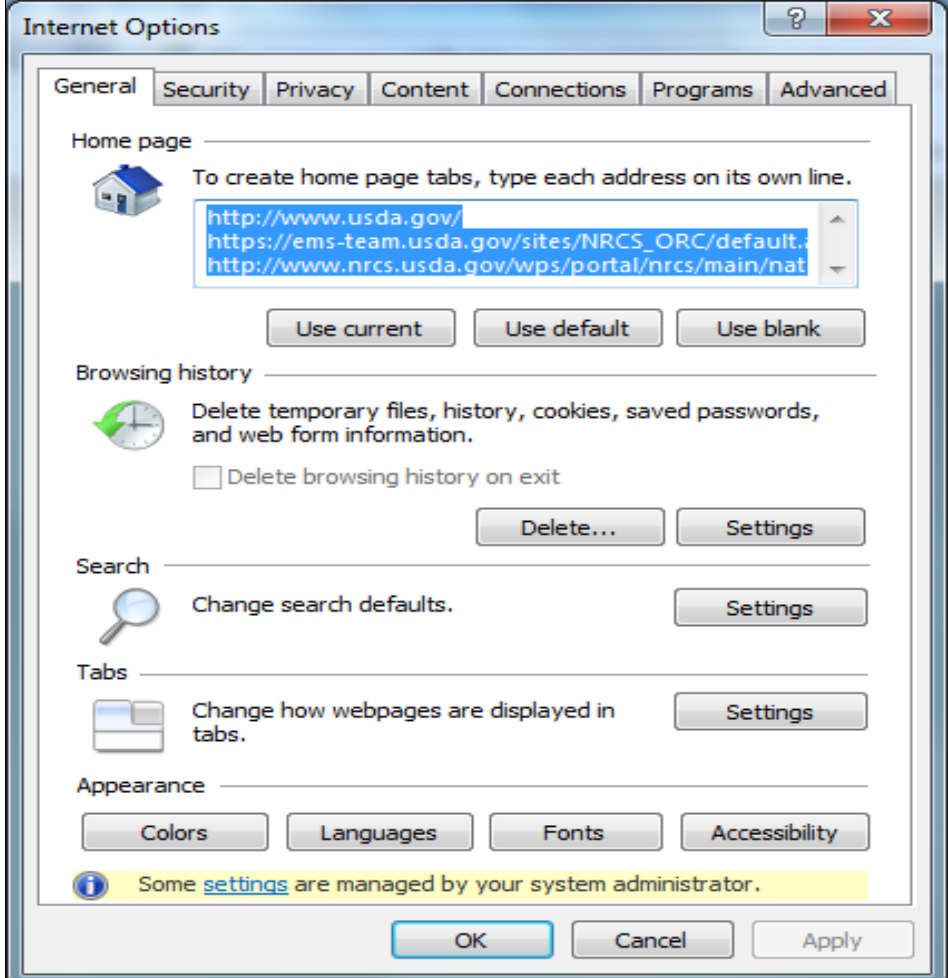
>   **Answer:** Printing issues can be encountered if the user has a large number or windows and/or programs open at the time the print request is made. Windows and/or programs not in use should be closed before attempting to print multiple copies of a receipt for service in webRFS.

16. If a producer visits the office several times to complete a program application, do we need to issue a receipt for each visit? Does the completed application cover all related visits, even if there are multiple? For example, they might stop by and bring leases or deeds, proof of ownership for cattle, production evidence, etc. before (or after) completing the application.
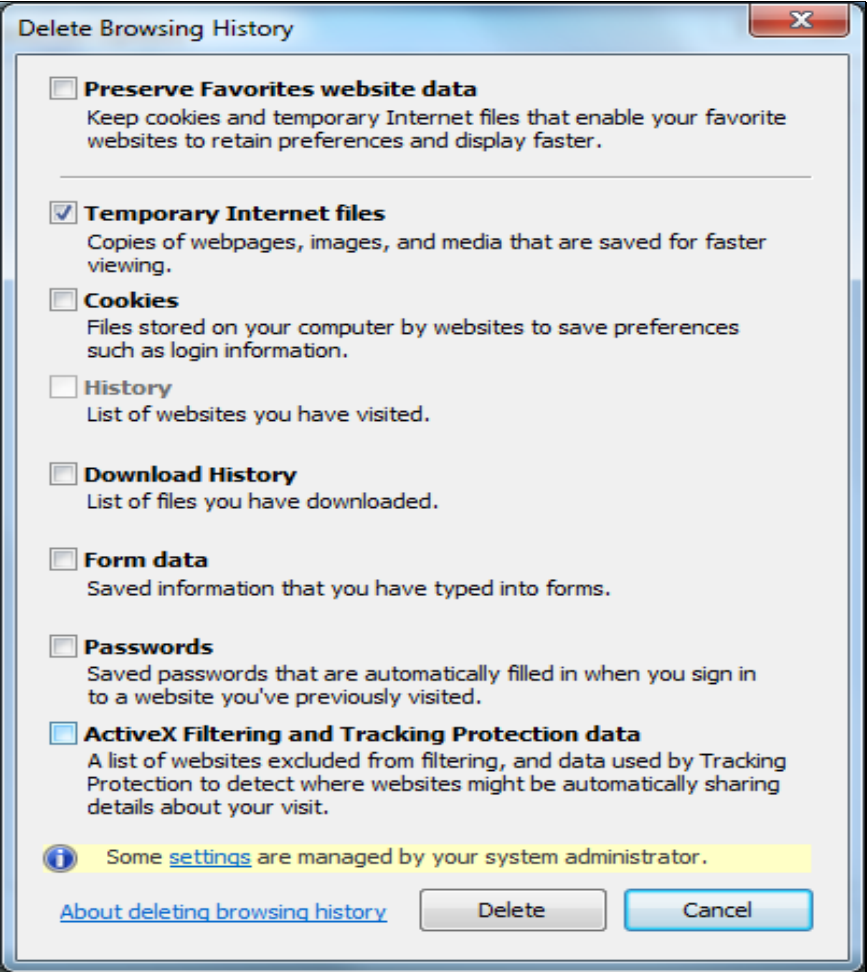
>   **Answer:** In these examples the office is typically date stamping the original document, making a photocopy, and providing the original back to the customer. For phase I, the returned document with the date stamp serves as the "receipt". If the producer requests a receipt, the receipt must be provided.

Correcting Large Print

Following are instructions for correcting large print issues.

Step	Removing Temporary Internet Files From Browsing History
1	Close all open browsers. Open Internet Explorer and CLICK "Tools". If the option for "Tools" is not available, look for the following icon.
2	Select "Internet Options" from the drop down list.
3	In the Internet Options window, select the "General" tab and click the "delete" button in the "Browsing History" section.

Correcting Print Issues (Continued)

Step	Removing Temporary Internet Files From Browsing History
4	In the Delete Browsing History window, ensure that the option 'Temporary Internet files' is checked and CLICK "Delete".
5	Close Internet Explorer and re-open it before going to the webRFS tool. **Note:** If you continue to have issues with the scale of the printing, go to the receipt search page in webRFS, and hold down the Ctrl key while pressing the F5 key to force the page to download the new files
6	If the actions in step 5 do not resolve the large print issue, e-mail **all** of the following information to Linda Cronin at **linda.cronin@wdc.usda.gov**. - State. - Service Center. - Name of each employee experiencing the problem. - eAuth login for each employee experiencing the problem. - Type of printer - network or desk top (local or parallel). - Version of Internet Explorer being used by each employee.

In step 4, the dialog shows:

Delete Browsing History

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files**
Copies of webpages, images, and media that are saved for faster viewing.

☐ **Cookies**
Files stored on your computer by websites to save preferences such as login information.

☐ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **ActiveX Filtering and Tracking Protection data**
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.

ⓘ Some settings are managed by your system administrator.

About deleting browsing history   [Delete]   [Cancel]