

For: State and County Offices

Implementing Web Receipt for Service (webRFS) Phase II

Approved by: Acting Administrator



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, when requested, for service or denial of service 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** FSA, NRCS, and RD to provide a receipt when a current or prospective producer or landowner requests a USDA benefit or service. As a result of the statutory revisions, FSA, NRCS, and RD have collaboratively developed webRFS to issue and maintain receipts.

Phase I of webRFS in 2014 allowed FSA to provide copies of existing documentation to customers for limited farm programs. This paperwork served as a customer's receipt of the service received by FSA.

Phase II requires FSA to provide electronic receipts to all customers for all FSA programs and services. The webRFS software has been revised to allow for broader use to record farm program activity for FSA. Receipts for NRCS and RD activity have not been revised. Revised software will be available on April 29, 2016.

B Purpose

This notice informs State and County Offices about

- the inclusion of all farm programs into the webRFS system
- updates to the webRFS software.

Disposal Date

October 1, 2016

Distribution

State Offices; State Offices relay to County Offices

1 Overview (Continued)

C Contact

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

IF questions are about...	THEN contact...
general webRFS requirements	Shayla Watson, DAFO/Outreach, by either of the following: <ul style="list-style-type: none"> e-mail at shayla.watson@wdc.usda.gov telephone at 202-690-2350.
farm loan program receipts	Bill Cobb, DAFLP, by either of the following: <ul style="list-style-type: none"> e-mail to bill.cobb@wdc.usda.gov telephone at 202-720-1059.
farm program receipts	Kimberly Graham, DAFP, by either of the following: <ul style="list-style-type: none"> e-mail to kimberly.graham@wdc.usda.gov telephone at 202-720-0516.

Note: Do not contact the help desk for assistance.

2 Updates to webRFS for Phase II

A Policy for Issuing Receipts

Employees are required to issue electronic receipts to all customer requests for all FSA services provided. FSA employees shall issue receipts from the webRFS application link available on the FSA Intranet posted under FSA Applications. Counties and states participating in Bridges to Opportunity shall issue receipts from the Bridge software.

Receipts are applicable to the following modes of request:

- request for an FSA service/program received in person in the office
- request for an FSA service/program received by the office in writing.

Note: Receipts for services requested by telephone are **not required** by statute and should only be provided if the producer specifically requests a receipt be sent electronically or by mail.

2 Updates to webRFS for Phase II (Continued)

B Revisions to webRFS Screen

The following items have been removed from the FSA webRFS Screen:

- FSFL Application Requested
- FSFL Application Received
- Report NAP Loss
- FB Benefit Requested.

The following items have been added to the FSA webRFS Screen:

- Farm Program Application Requested
- Farm Program Application Received
- Acreage Report.

Important: Effective April 29, 2016, receipts are required for **all programs and activities**, excluding acreage reporting. Receipts for acreage reporting will be required beginning **August 1, 2016**.

C User Documentation

An updated webRFS user guide and the updated Receipt for Service input screen file are available for print on the DAFO training site. The site may be accessed via **<http://intranet.fsa.usda.gov/fsatraining/>**.

In case of a system outage, County Offices are encouraged to keep hard copies of the form on hand for duplication as needed.