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

**For:** State and County Offices

### National Payment Service (NPS) Manual Handling Worklist
### for Deceased Producer Payments-Date of Death

**Approved by:** Associate Administrator for Operations and Management

*Candace Thompson*

## 1  Overview

### A  Background

Currently, FSA policy requires County Offices to verify a deceased customer's Tax Identification Number (TIN) after payments are issued. With the release of FMMI-R 5.4, payments issued to a deceased customer's TIN will be placed on the NPS Manual Handling Worklist, for visibility and determination if issuance is proper.

With the MIDAS Release 2, Financial Services (FSA-FS) will receive the customer's Date of Death (DOD) from Business Partner. When a payment request is submitted to NPS and the customer has a Date of Death present and the DOD indicator is:

- unconfirmed, NPS will display an error message "Please confirm death date in Business Partner. Once action is taken, then Refresh Customer Info."

  **Note:** The user also has the option to "Hold for Cancel by Program".

- confirmed, NPS will determine if the payment was earned for the deceased customer.

  **Note:** If deemed proper, the user will enter the applicable payment reason code identified in 1-CM. See Exhibit 1.

The FMMI-R 5.4 release will remove the current NPS functionality which required the verification of a producer's name on the Deceased Producer Manual Handling Worklist which contained specific words or forms of words as part of the producer's name and will no longer be part of the deceased producer Manual Handling Worklist.

| Disposal Date | Distribution |
|---|---|
| June 1, 2015 | State Offices; State Offices relay to County Offices |

**1 Overview (Continued)**

**B Purpose**

This notice provides instructions for verifying payments placed on the Manual Handling Worklist for Deceased Producer Payments due to a Date of Death prior to the issuing of payment.

This notice also obsoletes policy and procedure to verify and/or change the producer's name when placed on the Manual Handling Worklist for Deceased Producers. This functionality is no longer available, effective as of the posting of this notice.

**C Contacts**

If there are questions about this notice, contact the appropriate person according to the following.

| Issue | Contact |
|---|---|
| Software-related problems | Contact the National Help Desk at 800-255-2434 or 816-926-1552.<br><br>**Note:** Select option 3 for hardware and application software. |
| Financial policies in this notice | Contact 1 of the following:<br><br>• Jackie Pickens by:<br><br> • e-mail at **jackie.pickens@wdc.usda.gov**<br> • telephone at 202-772-6027<br><br>• MarySue Tolle by:<br><br> • e-mail at **marysue.tolle@kcc.usda.gov**<br> • telephone at 816-926-5965<br><br>• Jennifer Nagler by:<br><br> • e-mail at **Jennifer.nagler@kcc.usda.gov**<br> • telephone at 816-823-2166. |
| Business Partner Date of Death Questions | Contact Kerry Sefton by:<br><br>• e-mail at **kerry.sefton@wdc.usda.gov**<br>• telephone at 202-720-6120. |

**2      NPS Login**

**A   Logging into NPS**

To login to NPS, perform the following:

- go to FSA's Intranet Home Page at **http://fsaintranet.sc.egov.usda.gov/fsa**

- under "Applications Directory", CLICK "G-O"

- scroll down and under Applications Directory, from G to O,  CLICK "**National Payment Service**"

- "Security Alert" dialog box may be displayed, CLICK "**OK**"

- eAuthentication Warning Screen will be displayed, CLICK "**I Agree**"

- eAuthentication Login Screen will be displayed, enter valid eAuthentication user ID and password and CLICK "**Login**" or CLICK "**Login with my LincPass**" to login with Lincpass Certificate.

## 2    NPS Login (Continued)

### B   NPS Welcome Screen

The following is an example of the National Payment Service Welcome Screen.  Under "Payments" on the left, CLICK "Manual Handling Search".

**2 NPS Login (Continued)**

**C Manual Handling Worklist Search**

On the Manual Handling Worklist Search Screen, enter the applicable search criteria. The user may also select "Deceased Producer" from the "Payment Status" drop-down list.



Click 1 of the following:

- "Search", to receive payment results
- "Reset", to clear data entered in fields
- "Exit", to return to NPS Main Screen.

## 2    NPS Login (Continued)

### C   Manual Handling Worklist Search (Continued)

The following is an example of the Manual Handling Worklist displaying the search results for a producer identified as being a deceased producer.  CLICK the "Deceased Producer" link for the applicable payment.

**3      Payment Processing**

**A   Payment Process-Deceased Producer**

The following is an example of the Payment Processing – Deceased Producer Screen displaying the producer payment information:

The "Date of Death" field shall display the date as "XX/XX/XXXX"
The "Date of Death Confirmed" field shall be displayed as "Yes or No".

If the "Date of Death Confirmed" field is displayed as "Yes" and the producer is eligible to receive the payment, the user shall select the applicable "Date of Death Payment Reason"; see Exhibit 1.  Users shall follow applicable program policy and procedure to determine whether deceased producers are eligible to participate in the program.  If the producer is not eligible to participate in the program, follow program procedure to initiate changes on the program side which will result in the payment being cancelled in NPS.  Do **not** select a "Date of Death Payment Reason" for producers who are determined not eligible for payment.

Click 1 of the following:

- "**Save**" to move the payment request to the next processing step if the Date of Death information is correct as shown

- "**Refresh Customer Info**" to update producers Date of Death information from Business Partner after the Date of Death information has been updated

  **Note:**  Before clicking "Refresh Customer Info", user shall log out of NPS and make changes to Business Partner.  Once changes to Date of Death are made, Business Partner data will be replicated to Financial Services, the user shall then log back in to NPS and CLICK "Refresh Customer Info".

- **"Hold for Cancel by Program"** to place the payment in an "HP" status until further research can be completed and issue is resolved

- "**Exit**" to return user to the Manual Handling Worklist with no changes saved.

**3      Payment Processing (Continued)**

**A   Payment Process-Deceased Producer (Continued)**

## 3    Payment Processing (Continued)

### B   Date of Death Confirmation

Once "Save" is selected on the Payment Processing-Deceased Producer Screen, the user will be returned to the Manual Handling Worklist Search Screen that will be displayed with the confirmation message, **"Informational: Date of death information has been saved successfully. There currently are no active payments that match the criteria provided".**

**3      Payment Processing (Continued)**

**C   Payment Process-Deceased Producer/Date of Death Not Confirmed**

If "Date of Death Confirmed" field is displayed as "No", the screen will be displayed with the following error message: **"Error: Please confirm Date of Death date in Business Partner.  Once action is taken, then click "Refresh Customer Info".**

The options to select the payment reason code and "Save" will not be displayed until action is taken.
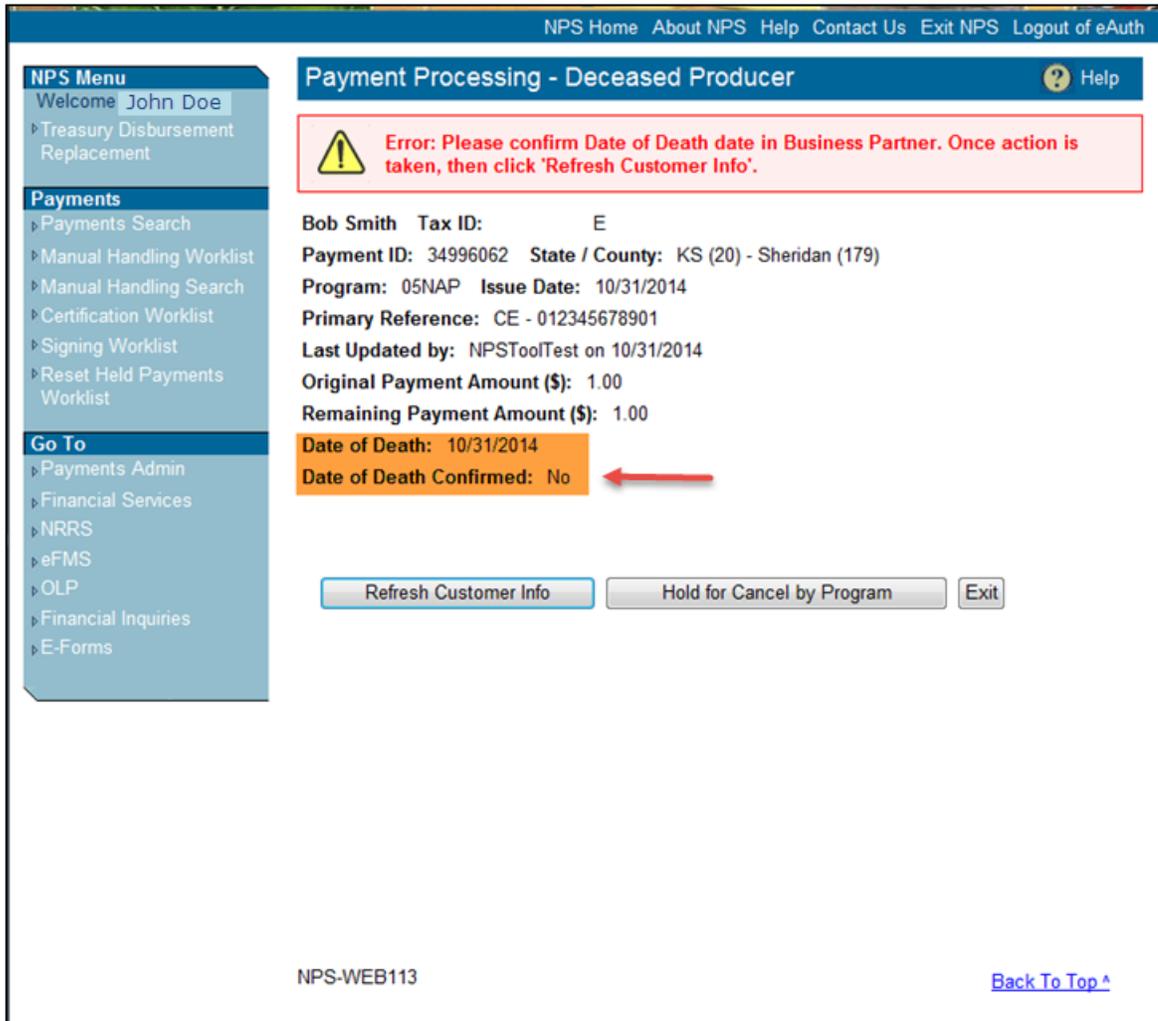
**3      Payment Processing (Continued)**

**C   Payment Process-Deceased Producer/Date of Death Not Confirmed (Continued)**

If the user selects "Refresh Customer Info" and changes have not been updated, the following error message will be displayed, **"Error: Customer information was not changed.  Please confirm Date of Death date in Business Partner.  Once action is taken, then click Refresh Customer Info".**
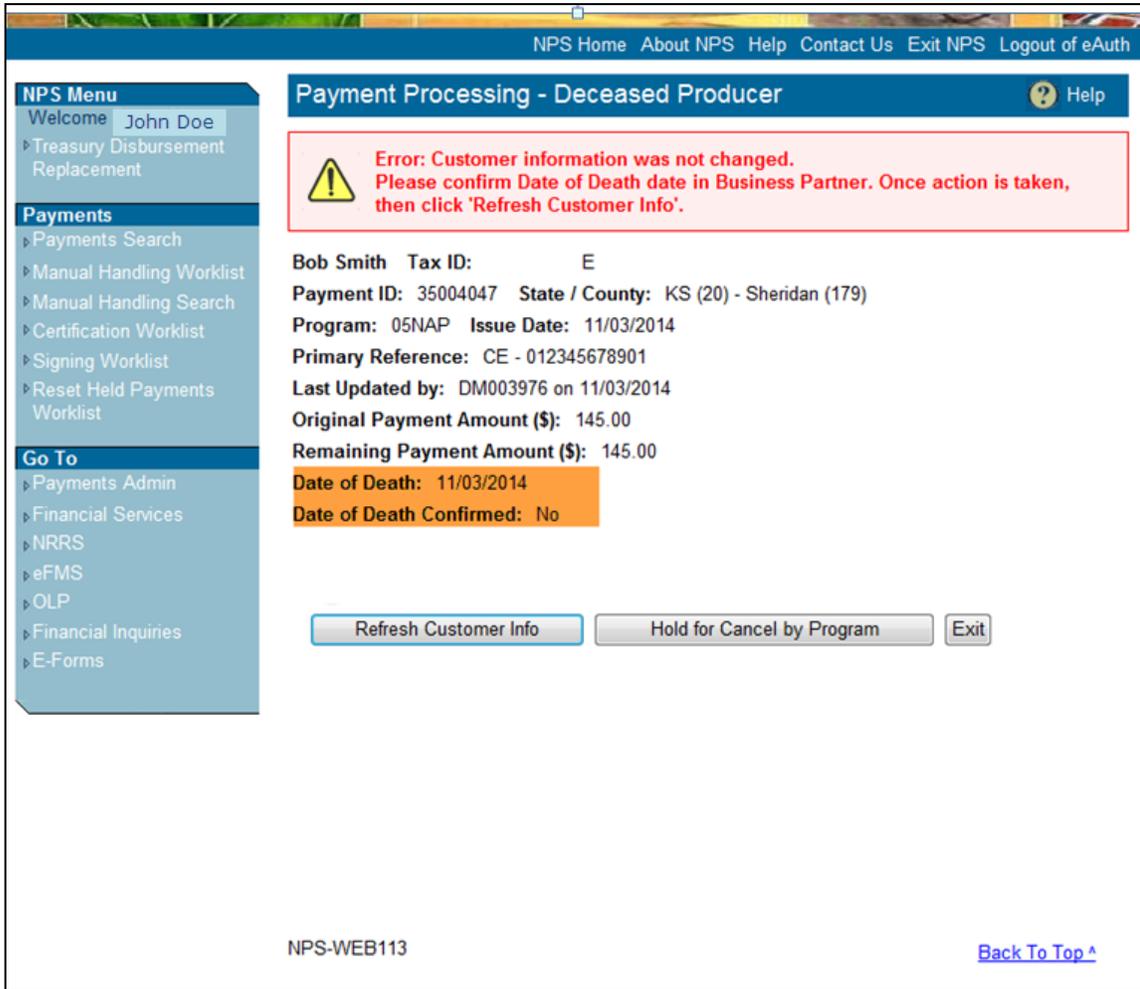


**Note:**  Date of Death Payment Reason and Save options will be available once Financial Services is updated, "Refresh Customer Info" is selected, and "Date of Death Confirmed" field has been updated to "Yes".

**3      Payment Processing (Continued)**

**D   Payment Certification Approval**

Once all special processing by the Service Center representative has been saved, the payment
will be displayed on the Certification Worklist.

Payments with Date of Death processing will display the "Date of Death Payment Reason"
field on the Payment Certification Approval Screen.

**3       Payment Processing (Continued)**

**E   Payment Signing Worklist**

The following is an example of a Payment Signing Worklist Screen.

Payments with Date of Death processing will display the "Date of Death Payment Reason" field.

## 3    Payment Processing (Continued)

### F   Payment Details

The following is an example of the Payment Details Screen.

Payments with Date of Death processing will display the "Date of Death Payment Reason" field.

NPS Home  About NPS  Help  Contact Us  Exit NPS  Logout of eAuth

**NPS Menu**
Welcome  John Doe
▸Treasury Disbursement Replacement

**Payments**
▸Payments Search
▸Signing Worklist

**Go To**
▸Payments Admin
▸Financial Services
▸NRRS
▸eFMS
▸OLP
▸Financial Inquiries
▸E-Forms

**Payment Details**                    🖨 Printer Friendly    ❓ Help

BOB SMITH  Tax ID:              E
Payment ID: 35004047  Amount ($): 145.00  State / County: KS (20) - Sheridan (179)
Program: 05NAP  Issue Date: 11/03/2014
Primary Reference: CE - 012345678901
Payment Status: Signing Approval    Certified By: DM003976 - 11/04/2014
Date of Death Payment Reason: Payment earned by individual before death (30)

Transaction Summary:
                                                          Amount ($)
Original Payment                                              145.00

Disbursement Payee Information
  Bob Smith                                                  145.00
  3169 N ROAD 120 W
  REXFORD, KS  67753-5322
Exit

NPS-WEB111                                               Back To Top ^

**4       Treasury Disbursement Replacement**

**A   ACH/Treasury Check Replacement-Date of Death**

The following is an example of the ACH/Treasury Check Replacement Certification Approval Screen.  When an ACH/Treasury Replacement displays a deceased producer, the Original Disbursement Information will display the "Date of Death Payment Reason" field.

## 4    Treasury Disbursement Replacement (Continued)

### B   Expired Treasury Check Replacement-Date of Death

The following is an example of an Expired Check Replacement Certification Approval Screen.  When an Expired Check Replacement displays a deceased borrower, the Original Disbursement Information will display the "Date of Death Payment Reason" field.

**Date of Death Payment Reason Code List**

The following exhibit lists the date of death payment reason codes and reasons.

| Code | Payment Reasons |
|------|-----------------|
| 30 | Eligible; payment earned by individual before death.<br><br>**Example:** Counter-cyclical payment received by the individual identified as deceased in the year following the individual's date of death. |
| 32 | Eligible; TIN used to identify revocable trust.<br><br>**Example:** Wife is co-grantor of a revocable trust carried under the husband's SSN.  The trust is the landowner and the husband is identified as deceased.  Surviving spouse has authority to sign for the trust. |