

**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Washington, DC 20250

**Notice FI-3237**

**For:** State and County Offices

**NRRS Write-Off and Withdrawal Functionality**

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



**1 Discontinuing Full Action Write-Offs and Withdrawals**

**A Background**

An issue has been identified in NRRS that is currently affecting write-off and withdrawal functionality in NRRS.

As a result of this issue, all Field Offices are directed to discontinue processing write-off, withdrawal, or settlement in full actions. Included are the following types of full settlement actions:

- Finality Rule
- Judgment in Full
- Promissory Note
- Relief Granted in Full
- Small Balance Write-Off
- Uncollectible
- Withdrawal.

When the situation is corrected, the National Office will notify Field Offices to resume normal operations.

**B Purpose**

This notice provides additional information on the write-off and withdrawal process.

Disposal Date	Distribution
September 1, 2015 2-24-15	State Offices; State Offices relay to County Offices

## Notice FI-3237

### 1 Discontinuing Full Action Write-Offs and Withdrawals (Continued)

#### C Contacts

If there are questions about this notice, State Offices shall contact the appropriate office as follows.

Issue	Contact
Software-Related Problems	National help Desk at 800-255-2434 or 816-926-1552. <b>Note:</b> Select option 3 for hardware and application software.
Procedures on a Write-Off or Withdrawal	Any of the following: <ul style="list-style-type: none"><li>• Patricia Maurer by:<ul style="list-style-type: none"><li>• e-mail to <b>patricia.maurer@kcc.usda.gov</b></li><li>• telephone at 816-926-6284</li></ul></li><li>• Kimhong Lai by:<ul style="list-style-type: none"><li>• e-mail to <b>kim.lai@kcc.usda.gov</b></li><li>• Telephone at 816-926-2156</li></ul></li><li>• Rhonda Anthony by:<ul style="list-style-type: none"><li>• e-mail to <b>rhonda.anthony@kcc.usda.gov</b></li><li>• telephone at 816-926-6330.</li></ul></li></ul>
Policy on NRRS Items	Thom Harris by either of the following: <ul style="list-style-type: none"><li>• e-mail to <b>tom.harris@wdc.usda.gov</b></li><li>• telephone at 202-772-6014.</li></ul>

#### D Additional Information

Currently, the National Office has fixed any receivables that have been written off or withdrawn affected by this NRRS issue. The corrected receivables were re-opened and placed in an “Open KC Review” status. Remarks were added to the Receivable History indicating the receivables are pending until the software can be fixed.

State and County Office users must **not** take any actions on these receivables. The National Office is maintaining a comprehensive list of the receivables and will fix them after the software is corrected. There is **no** additional action needed by State and County Office users.

If there is a receivable that needs to be written-off or withdrawn, contact the National Office for assistance. Do **not** use NRRS for full action write-offs or withdrawals.