

UNITED STATES DEPARTMENT OF AGRICULTURE

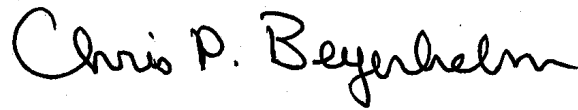
Farm Service Agency
Washington, DC 20250

Notice FI-3242

For: State and County Offices

**Margin Protection Program for Dairy (MPP-Dairy) Producers Administrative and Premium Fee
Receipt Creation and Correction in NRRS**

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

MPP-Dairy requires each participating dairy operation to pay a \$100 administrative fee to register to participate. MPP-Dairy participants may also elect greater coverage by paying a premium fee in addition to the administrative fee. A separate accounting program code must be used to record each applicable fee according to 1-MPP, subparagraph 62 D.

Until the MPP application is automated, the administrative fee and premium fee shall be manually recorded in NRRS separately under the collection type, “Direct Sales”, with the following program code:

- “XXMPPDADMFEED” for the administrative fee
- “XXMPPDPREMFEE” for the premium fee.

A review of NRRS collection data has revealed that the administrative and premium fees have been erroneously recorded in NRRS. The data discrepancies include, but are not limited to, the following:

- fee recorded in incorrect program year and/or accounting code
- administrative and premium fees not recorded separately
- duplicate collection recorded
- fee recorded as a premium rather than administrative
- fee recorded as administrative rather than premium
- incorrect premium fee amount recorded
- fee recorded as another program fee from another program, such as FSFL and NAP.

It is **imperative** that all erroneously recorded fees be identified and immediately corrected in NRRS as FSA prepares for software deployment.

Disposal Date	Distribution
October 1, 2015 4-29-15	State Offices; State Offices relay to County Offices

1 Overview (Continued)

B Purpose

This notice provides instructions for identifying, recording, and correcting the MPP-Dairy administrative and premium fee remittances and receipts in NRRS that include:

- recording a remittance
- recording an MPP administrative and premium fee internal receipt
- correcting an MPP administrative and premium fee internal receipt.

C Contacts

If there are questions about this notice, contact the appropriate person as follows.

Issue	Contact
Software-Related Problems	<p>Contact the National Help Desk at 800-255-2434 or 816-926-1552.</p> <p>Note: Select option 3 for hardware and application software.</p>
NRRS Procedures	<p>Contact Rhonda Anthony by either of the following:</p> <ul style="list-style-type: none"> • e-mail to rhonda.anthony@kcc.usda.gov with cc to NRRS-Production@kcc.usda.gov • telephone at 816-926-6330.
MPP-Dairy Collection Report	<p>Angela Payton by either of the following:</p> <ul style="list-style-type: none"> • e-mail to angela.payton@wdc.usda.gov • telephone at 202-720-0482.
MPP-Dairy Policy	<p>Dani Cooke by either of the following:</p> <ul style="list-style-type: none"> • e-mail to danielle.cooke@wdc.usda.gov • telephone at 202-720-1919.

2 Administrative and Premium Fee Discrepancies

A Identifying Erroneously Recorded Collections

To assist County Offices with reconciling incorrectly recorded fees, PSD will disseminate a report to each State Office identifying NRRS collections recorded as administrative and premium fees.

2 Administrative and Premium Fee Discrepancies (Continued)

A Identifying Erroneously Recorded Collections (Continued)

County Offices must review the report and compare against each MPP-Dairy contract application to ensure the following:

- correct program accounting code with correct program year is recorded
- the administrative and premium fees are correctly recorded for the correct amount

Note: Administrative fees split between producers in the dairy operation is acceptable as long as the total amount collected for the dairy operation totals \$100.

- the premium fee is not recorded as an administrative fee
- the administrative fee is not recorded as a premium fee
- the premium fee is recorded in the correct program year.

Example: Report indicates premium fee collections recorded in program year 2014, but the State had no dairy operations that elected premium coverage for 2014.

County Offices shall see Notice MPP-11 for discrepancies in MPP-Dairy premium fees. Premium fees recorded in NRRS that differ from CCC-782 as a result of rounding require no further action. It is imperative that all collection fee discrepancies be resolved no later than **COB May 15, 2015**.

B Tracking Corrections

County Offices **must**:

- keep a log to track changes that would affect any information previously entered into their 2015 MPP Application Enrollment Workbook
- print a copy of the Receipt Details Screen and the Receivables Detail Screen.

Note: Information will be forthcoming about corrections to the 2015 MPP Application Workbook data that has previously been uploaded to the MPP-Dairy SharePoint site.

2 Administrative and Premium Fee Discrepancies (Continued)

C State Office Action

State Office shall ensure that County Offices:

- are immediately informed of the contents of this notice
- continue to follow procedure in 1-MPP
- direct questions about MPP-Dairy policy and procedure to the National Office according to subparagraph 1 C.

D County Office Action

County Offices shall:

- take appropriate action on correcting 2014 and 2015 MPP-Dairy administrative and premium fees recorded in NRRS incorrectly by **May 15, 2015**
- continue to follow procedure in 1-MPP
- forward questions about the content of this notice to the State Office MPP-Dairy specialist.

3 Accessing NRRS

A eAuthentication Requirements

State or County Office employees must have a valid eAuthentication user ID and password or LincPass credentials to login and established roles by FSA Security to access NRRS.

B NRRS Login

County Office employees shall log into NRRS according to 64-FI.

4 NRRS Remittances and Receipts

A Creating Remittance

Follow these steps to create a remittance in NRRS.

Step	Action
1	On the NRRS Homepage, under the NRRS Menu, CLICK “Create Remittance” .
2	In the “Remittance Amount” field, enter total dollar amount of the instrument.
3	In the “Remitter Name” field, enter customer’s name that rendered the check.
4	Select applicable “Remittance Type” from the drop-down list.
5	In the “Check/Item Number” field, enter check or item number.
6	Enter remitter’s tax ID, select appropriate tax ID type, and CLICK “Search” .
7	Select applicable remitter and CLICK “Submit” .
8	On the Remittance Creation Confirmation Screen, after verifying the information is correct, CLICK “Confirm” .

Note: See 64-FI.

B Creating MPP Administrative or Premium Fee Receipts

Follow these steps to create an internal NRRS receipt for MPP-Dairy.

Step	Action
1	On the NRRS Homepage, under the NRRS Menu, CLICK “Manage/Search Remittance” .
2	Under “Unscheduled Remittances” , select the applicable remittance ID.
3	On the Remittance Details Screen, CLICK “Create Receipt” .
4	On the Create New Receipt Screen, enter collection dollar amount.
5	From the “Collection Type” drop-down list, select “Direct Sales” .
6	Enter customer’s tax ID, select the applicable tax ID type, and CLICK “Search” .
7	Select applicable customer and CLICK “Submit” .
8	On the Enter Direct Sales Program Information Screen, select “XXMPPDADMFE” or “XXMPPDPREMFEE” program code, as applicable.
9	Select the applicable State and county and CLICK “Submit” .
10	On the Confirm Receipt Creation Screen, after verifying the receipt information is correctly recorded, CLICK “Confirm” .
11	On the Receipt Successfully Recorded Screen, CLICK “Print Receipt” . Note: This step is optional.

Note: See 64-FI.

5 Corrections Before Preparing Schedule of Deposit

A Correcting MPP Administrative and Premium Fees Before Preparing the Schedule of Deposit

Before preparing the Schedule of Deposit in NRRS, the outstanding remittances will be displayed with a remittance status of “**Unscheduled**” and the associated receipts may be corrected.

The following steps are required to correct an internal MPP-Dairy administrative or premium fee when the Schedule of Deposit is not prepared in NRRS.

Step	Action
1	On the NRRS Homepage, under the NRRS Menu, CLICK “ Search ”.
2	On the Search for a Receipt Screen, select “ Internal Receipt ” collection type.
3	In the “ Receipt ID ” field, enter receipt ID number and CLICK “ Search ”.
4	On the Receipt Search Results Screen, for the applicable receipt, CLICK “ Select ”.
5	From the Receipt Detail Screen, under the left navigation menu, CLICK “ Delete Receipt ”.
6	On the Confirm Delete Receipt Screen, in the “ Remarks ” field, enter a brief description of the receipt correction reason (for example, “incorrect program code”) and CLICK “ Confirm ”.
	Note: It is important to enter a remark for a better understanding of what is happening.
7	Follow subparagraph 4 B, steps 1 through 11 to create a replacement MPP administrative or premium fee receipt.

B Searching for a Receipt

From the NRRS Homepage, under the Receipts Menu, CLICK “**Search**”. The Search for a Receipt Screen will be displayed. Select collection type, “Internal Receipt”, enter “Receipt ID”, and CLICK “**Search**”.

The screenshot displays the NRRS (National Receipts & Receivables System) interface. At the top, it shows the USDA logo and 'United States Department of Agriculture Farm Service Agency'. A navigation bar includes links: Home, About USDA, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. The current office is listed as LUBBOCK COUNTY FARM SERVICE AGENCY. On the left is an 'NRRS Menu' with options: Welcome NRRS user, You have access to NRRS as a County level user, Receivables (New Receivable, Search, Calculate Future Payoff), and Remittances (Create Remittance, Manage/Search). The main section is titled 'Search for a Receipt' and contains a 'Search By Receipt' form. The form has the following fields: 'Collection Type' (a dropdown menu set to 'Internal Receipt'), 'Receipt ID' (a text box containing '623006'), 'Tax ID' (an empty text box), 'Tax ID Type' (a dropdown menu set to 'Select ID type...'), and 'Check/Item Number' (an empty text box). At the bottom of the form are three buttons: 'Search', 'Reset', and 'Cancel'.

5 Corrections Before Preparing Schedule of Deposit (Continued)

C Receipt Search Results

On the Receipt Search Results Screen, select the applicable receipt.

The screenshot shows the 'Receipt Search Results' page. At the top, there is a header with the USDA logo and 'United States Department of Agriculture', 'Farm Service Agency', and 'National Receipts & Receivables System'. Below this is a navigation bar with links: Home, About USDA, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. The main heading is 'Receipt Search Results'. Underneath, there is a section titled 'Receipts' with a table. The table has columns: Receipt ID, Effective Date, Collection Amount, and Create Date. A 'Select' link is next to the first row. The first row contains: 623006, 10/11/2009, \$1,610.00, and 10/11/2009. At the bottom right, it says 'NRRS-Web-9.0.23'.

	Receipt ID	Effective Date	Collection Amount	Create Date
Select	623006	10/11/2009	\$1,610.00	10/11/2009

D Receipt Details

On the Receipt Details Screen, under “Receipts”, CLICK “Delete Receipt”.


The screenshot shows the 'Receipt Details' page. At the top, there is a header with the USDA logo and 'United States Department of Agriculture', 'Farm Service Agency', and 'National Receipts & Receivables System'. Below this is a navigation bar with links: Home, About USDA, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. On the left, there is a sidebar menu with 'Receipts' (Delete Receipt, Add Remarks, View History), 'Main Menu', and 'Go To' (NPS, OLP, eFMS, FSA-FS, FI). The main heading is 'Receipt Details'. Underneath, there is a section titled 'Remittance Information' with fields: Remittance Id: 6224107, Effective Date: 04/16/2015, Remittance Amount: \$100.00, Remaining Amount: \$0.00, Remitter Name: J Larry Elliot, Schedule Number: Not Deposited, Remittance Type: Check, Schedule Date: , Check/Item Number: 1111, Receiving Office: LUBBOCK, TX, Tax ID: ***, Dishonor Status: N, Tax ID Type: S, Remittance Status: Unscheduled, and Source System: NF. Below this is a section titled 'Receipt Information' with fields: Receipt ID: 6230006, Collection Amount: \$100.00, Collection Type: Direct Sales, Tax ID: , Tax ID Type: S, and Customer Name: J LARRY ELLIOTT. At the bottom, there is a table titled 'Affected Receivables' with columns: Receivable ID, Amount Applied, Date Applied, and Orig Cnty. The first row contains: 17326007, \$100.00, 04/16/2015, and 303.

Receivable ID	Amount Applied	Date Applied	Orig Cnty
17326007	\$100.00	04/16/2015	303

5 Corrections Before Preparing Schedule of Deposit (Continued)

E Confirm Delete Receipt

On the Confirm Delete Receipt Screen, in the “Remarks” field, enter a brief description of the receipt correction reason and CLICK “Confirm”.



United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

[Home](#) | [About USDA](#) | [About NRRS](#) | [Help](#) | [Contact Us](#) | [Exit NRRS](#) | [Logout of eAuth](#)

Confirm Delete Receipt

Remittance Information

Remittance Id: 6224107	Effective Date: 04/16/2015
Remittance Amount: \$100.00	Remaining Amount: \$0.00
Remitter Name: J Larry Elliot	Schedule Number: Not Deposited
Remittance Type: Check	Schedule Date:
Check/Item Number: 1111	Receiving Office: LUBBOCK, TX
Tax ID: ***5169	Dishonor Status: N
Tax ID Type: S	Remittance Status: Unscheduled
Source System: NF	

Receipt Information

Receipt ID: 6230006
 Collection Amount: \$100.00
 Collection Type: Direct Sales
 Borrower ID:
 Borrower ID Type: S

Affected Receivables

Receivable ID:	Amount Applied	Date Applied	Orig Cnty
17326007	\$100.00	04/16/2015	303

Remarks (limit 255 characters):

Test of MPP-Dairy

Confirm

Cancel

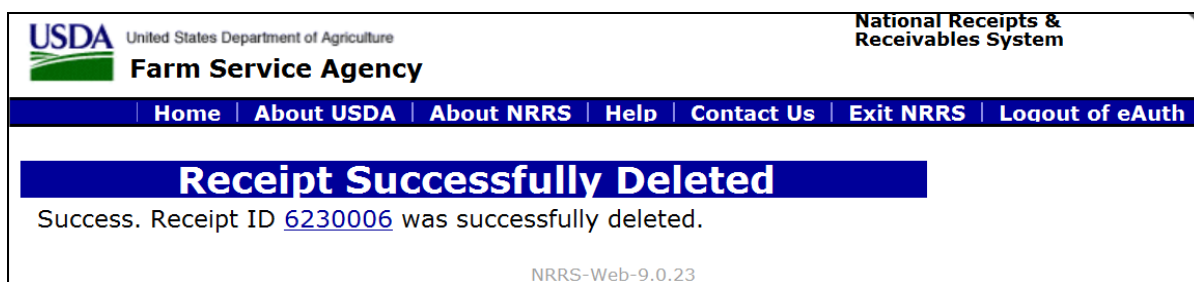
NRRS-Web-9.0.23

5 Corrections Before Preparing Schedule of Deposit (Continued)

F Receipt Successfully Deleted

After confirmation, the Receipt Successfully Deleted Screen will be displayed with the message, “Success. Receipt ID XXXXXXXX was successfully deleted.”

User will then follow subparagraph 4 B, steps 1 through 11.



6 Corrections After Preparing Schedule of Deposit

A Correcting MPP Administrative and Premium Fees After Preparing the Schedule of Deposit

Remittances on the prepared Schedule of Deposit will be displayed with a remittance status of “**Scheduled**”. Receipts associated with a remittance status of “**Scheduled**” are prohibited from correction.

The following steps are required to delete a prepared Schedule of Deposit allowing the remittance to revert back to an “**Unscheduled**” status for correction.

Step	Action
1	On the NRRS Homepage, under the NRRS Menu, CLICK “ Search ”.
2	On the Enter Schedule of Deposit Search Criteria Screen, enter the schedule number (4-digit field) and CLICK “ Submit ”.
3	On the Schedule of Deposit Detail Screen, CLICK “ Delete Deposit ”.
4	On the Confirm Schedule of Deposit Deletion Screen, CLICK “ Confirm ”.
5	Follow subparagraph 5 A to delete an internal receipt and recreate a new receipt for MPP administrative or premium fee.

6 Corrections After Preparing Schedule of Deposit (Continued)

B Enter Schedule of Deposit Search Criteria

On the NRRS Home Screen, under “Deposits”, after user clicks “Search”, the Enter Schedule of Deposit Search Criteria Screen will be displayed. Enter the “Schedule Number” and CLICK “Submit”.

The screenshot shows the 'Enter Schedule of Deposit Search Criteria' screen. At the top, the USDA logo and 'United States Department of Agriculture' are on the left, and 'National Receipts & Receivables System' is on the right. Below this is the 'Farm Service Agency' header. A navigation bar contains links: Home, About USDA, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. On the left is a sidebar menu with 'Deposits' (Prepare Deposit, Verify Deposit, Search), 'Home', and 'Go To' (NPS, OLP, eFMS, FSA-FS, FI). The main content area has a title 'Enter Schedule of Deposit Search Criteria'. It includes a 'User Scope: County' dropdown with a help icon, a 'Schedule Number (required):' text input field with a help icon, and 'Submit' and 'Cancel' buttons. At the bottom, it says 'NRRS-Web-9.0.23'.

C Schedule of Deposit Detail

The Schedule of Deposit Detail Screen will be displayed. CLICK “Delete Deposit”.

The screenshot shows the 'Schedule of Deposit Detail' screen. It has the same header and navigation as the previous screen. The sidebar menu is the same. The main content area has a title 'Schedule of Deposit Detail'. Below the title is a 'Search Criteria' section showing: 'User Scope: County', 'Schedule Number: 1739', 'Date Field: Not Used', and 'Date Value: 04/16/2015'. Below this is a 'Deposit Details' section with a table. The table has four columns: Deposit Number, Type, Preparing Office, and Total Deposit Amount. The first row shows: 1739, Check/OTC-Net, LUBBOCK COUNTY FARM SERVICE AGENCY, and \$200.00. Below this is another table with four columns: Created On, Created By, Deposited On, and Deposited By. The first row shows: 04/17/2015, (blank), (blank), and not verified. Below this is a third table with four columns: Money Order Fee, Remittance Count, Deposit Status, and Schedule ID. The first row shows: \$0.00, 2, P, and 1473005. At the bottom is a fourth table with five columns: Remittance Id, Effective Date, Remitter Name, Type, and Remittance Amount. The first two rows show: 6223107, 04/17/2015, J Larry, Check, \$100.00; and 6224107, 04/16/2015, J Larry, Check, \$100.00. At the bottom, it says 'NRRS-Web-9.0.23'.

Deposit Number:	Type	Preparing Office	Total Deposit Amount:
1739	Check/OTC-Net	LUBBOCK COUNTY FARM SERVICE AGENCY	\$200.00

Created On:	Created By:	Deposited On:	Deposited By:
04/17/2015			not verified

Money Order Fee:	Remittance Count:	Deposit Status:	Schedule ID:
\$0.00	2	P	1473005

Remittance Id	Effective Date	Remitter Name	Type	Remittance Amount
6223107	04/17/2015	J Larry	Check	\$100.00
6224107	04/16/2015	J Larry	Check	\$100.00

6 Corrections After Preparing Schedule of Deposit (Continued)

D Confirm Schedule of Deposit Deletion

The Confirm Schedule of Deposit Deletion Screen will be displayed. CLICK “Confirm”.

USDA United States Department of Agriculture Farm Service Agency		National Receipts & Receivables System	
Home About USDA About NRRS Help Contact Us Exit NRRS Logout of eAuth			
Deposits Prepare Deposit Verify Deposit Search Home Go To NPS OLP eFMS FSA-FS FI	Confirm Schedule of Deposit Deletion		
	After it has been deleted, all of the remittances associated with this deposit will have to be re-scheduled. Are you sure you want to delete the Schedule of Deposit shown below?		
	Deposit Details		
	Deposit Number:	Type	Preparing Office
	1739	Check/OTC-Net	LUBBOCK COUNTY FARM SERVICE AGENCY
	Total Deposit Amount:	\$200.00	
	Created On:	Created By:	Deposited On:
	04/17/2015		
	Money Order Fee:	Remittance Count:	Deposit Status:
	\$0.00	2	P
<div> <div>Confirm</div> <div>Cancel</div> </div>			
Schedule ID:			
1473005			

E Schedule of Deposit Deleted.

After confirmation, the Schedule of Deposit Deleted Screen will be displayed with the message, “The Schedule of Deposit shown below has been successfully deleted.”

User will then follow subparagraph 4 B.

USDA United States Department of Agriculture Farm Service Agency		National Receipts & Receivables System	
Home About USDA About NRRS Help Contact Us Exit NRRS Logout of eAuth			
Deposits Prepare Deposit Verify Deposit Search Home Go To NPS OLP eFMS FSA-FS FI	Schedule of Deposit Deleted		
	The schedule of deposit shown below has been successfully deleted.		
	Deposit Details		
	Deposit Number:	Type	Preparing Office
	1739	Check/OTC-Net	LUBBOCK COUNTY FARM SERVICE AGENCY
	Total Deposit Amount:	\$200.00	
	Created On:	Created By:	Deposited On:
	04/17/2015	KEELER, H CHRISTOPHER	
	Money Order Fee:	Remittance Count:	Deposit Status:
	\$0.00	0	P
Schedule ID:			
1473005			

NRRS-Web-9.0.23

7 Corrections After Verification of Schedule of Deposit

A Correcting MPP Administrative and Premium Fees on a Verified Schedule of Deposit

After the Schedule of Deposit is verified, the associated remittances will be displayed with a remittance status of “**Verified**”. With this status, associated receipts are prohibited from correction.

The following steps are required to activate the remittance to bring the remittance status to “**Active-Verified**” allowing for corrections.

Step	Action
1	On the NRRS Homepage, under the NRRS Menu, CLICK “ Manage/Search Remittance ”.
2	In the “ Remittance ID ” field, enter the remittance ID number and CLICK “ Search ”.
3	Under “Search Results”, click the applicable remittance ID link.
4	On the Remittance Details Screen, under Remittances menu, CLICK “ Activate ”.

B Correcting MPP Administrative and Premium Fees on a Verified Schedule of Deposit With Status of “Active-Verified”

After the remittance is activated with the remittance status of “Active-Verified”, proceed to the applicable table in paragraph 8 for correction based on the correction scenario.

8 Correction Scenarios

A Correcting Internal Verified Receipt for Customer, Program Code, and State and County Codes

The following steps are required to correct the customer, program code, and/or State and county codes on the internal receipt for MPP administrative or premium fee in NRRS.

Step	Action
1	On the Remittance Details Screen, click the receipt ID number link.
2	On the Receipt Details Screen, CLICK “ Correct Verified Receipt ”.

8 Correction Scenarios (Continued)

A Correcting Internal Verified Receipt for Customer, Program Code, and State and County Codes (Continued)

Step	Action
3	<p>From the Correct Verified Receipt Screen, the collection type and customer can be corrected as follows:</p> <ul style="list-style-type: none"> from the “Collection Type” drop-down list, select “Direct Sales” enter customer “Tax ID” and select the “Tax ID Type” CLICK “Search” to select the correct customer in the “Remarks” field, enter a brief description of the receipt correction reason (for example, “incorrect program code”) CLICK “Submit”.
4	<p>From the Direct Sales Program Information Screen:</p> <ul style="list-style-type: none"> select the applicable program code: <ul style="list-style-type: none"> “XXMPPDADMFE” for MPP administrative fee “XXMPPDPREMFEE” for MPP premium fee select the applicable State and county CLICK “Submit”.
5	On the Confirm Receipt Creation Screen, review the information displayed and CLICK “ Submit ”.
6	<p>On the Verified Receipt Creation Screen, CLICK “Print Receipt”.</p> <p>Note: This step is optional.</p>
7	On the Verified Receipt Creation Screen, click the applicable remittance ID link.
8	On the Remittance Details Screen, under Remittances menu, CLICK “ Deactivate ”.

8 Correction Scenarios (Continued)

B Correcting Collection Amount

The following steps are required to correct the **collection amount** on the Internal Receipt for MPP administrative or premium fee in NRRS.

Step	Action
1	Submit an electronic Remedy Ticket for the Help Desk to request the internal receipt be deleted. See paragraph 9 and Exhibit 1. Note: Include the “Remittance #”, “Receipt #”, “Producer Name”, and “Schedule #” on the activated remittance on the Remedy Ticket to expedite the process.
2	On the NRRS Homepage, under the NRRS Menu, CLICK “ Manage/Search Remittance ”. Note: After confirmation is received the internal receipt has been deleted, go to steps 3 and 4 to create a revised internal receipt.
3	Under “ Active Remittances ”, click the applicable remittance ID link.
4	Follow steps in subparagraph 4 B, steps 3 through 11 to create a new MPP administrative or premium fee receipt.
5	On the Verified Receipt Creation Screen, click the applicable remittance ID link.
6	On the Remittance Details Screen, under Remittances menu, CLICK “ Deactivate ”.

C Correcting Receipt Type From Internal to External Receipt

The following steps are required to correct an internal receipt recorded as MPP administrative or premium fee that should have been an external receipt, such as automated 2015 NAP administrative fee.

Step	Action						
1	Submit an electronic Remedy Ticket for the Help Desk to request the internal receipt be deleted. See paragraph 9 and Exhibit 1. Note: Include the “Remittance #”, “Receipt #”, “Producer Name”, and “Schedule #” on the activated remittance on the Remedy Ticket to expedite the process.						
2	After confirmation is received that the internal receipt has been deleted, log into an external Web application, such as NAP or DLS, and post the collection appropriately. Note: This will automatically create an external receipt in NRRS associated to the “ Active-Verified ” remittance.						
	<table> <tr> <th>IF this collection is for...</th><th>THEN follow guidance from...</th></tr> <tr> <td>NAP program year 2015 and subsequent</td><td>1-NAP (Rev 2).</td></tr> <tr> <td>FSFL repayment in DLS</td><td>2-FSFL.</td></tr> </table>	IF this collection is for...	THEN follow guidance from...	NAP program year 2015 and subsequent	1-NAP (Rev 2).	FSFL repayment in DLS	2-FSFL.
IF this collection is for...	THEN follow guidance from...						
NAP program year 2015 and subsequent	1-NAP (Rev 2).						
FSFL repayment in DLS	2-FSFL.						

8 Correction Scenarios (Continued)

C Correcting Receipt Type From Internal to External Receipt (Continued)

Step	Action
3	Log into NRRS and on the NRRS Homepage, under the NRRS Menu, and CLICK “Manage/Search Remittance” . Note: After confirmation is received, the internal receipt has been deleted.
4	Under “Active Remittances” , click the applicable remittance ID link.
5	On the Remittance Details Screen, under Remittances menu, CLICK “Deactivate” .

D Correcting Receipt Type From External to Internal Receipt


External receipts are receipts recorded outside of NRRS from an external Web application, such as NAP or DLS that interfaces automatically to NRRS.

The following steps are required to correct an MPP administrative or premium fee receipt that was recorded as an external receipt in the automated NAP or DLS application.

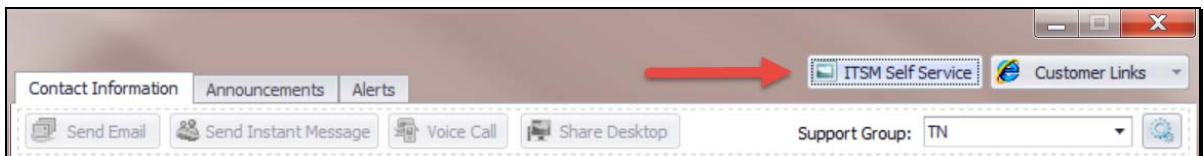
Step	Action
1	Log in the external Web application, such as NAP or DLS that the collection was posted incorrectly and post a reversal. IF this collection was recorded... in the automated NAP application as FSFL repayment in DLS
	THEN follow guidance from... 1-NAP (Rev. 2) to cancel the posted collection. 2-FSFL to reverse the payment off the loan.
2	Log into NRRS and on the NRRS Homepage, under the NRRS Menu, CLICK “Manage/Search Remittance” .
3	Under “Active Remittances” , select the applicable remittance ID.
4	Follow subparagraph 4 B, steps 3 through 11 to create a replacement MPP administrative fee or premium fee receipt.
5	On the Verified Receipt Creation Screen, click the applicable remittance ID link.
6	On the Remittance Details Screen, under Remittances menu, CLICK “Deactivate” .

9 Help Desk Electronic Remedy Ticket Request

A Creating a Remedy Ticket

CLICK “”, at the bottom of the computer screen to access an electronic Remedy Ticket.

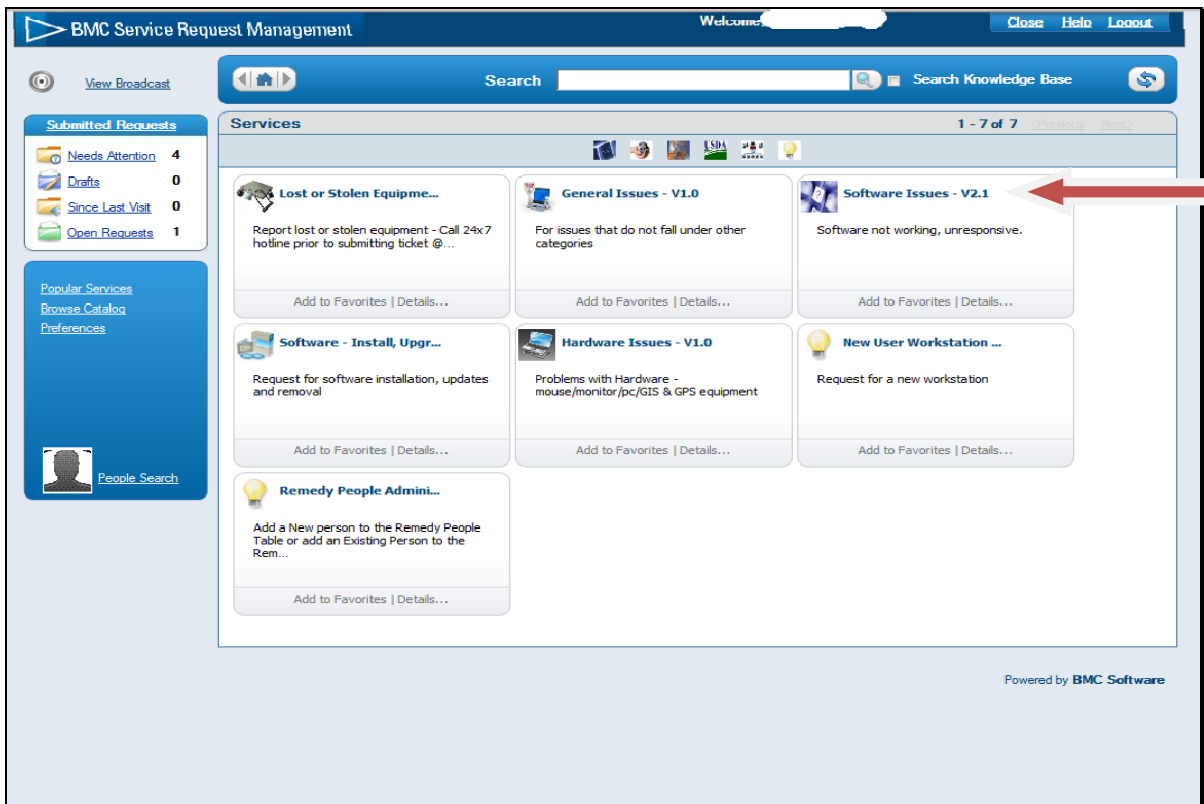
In the upper right corner of the BMC Service Management Screen, CLICK “**ITSM Self Service**”.



From the eAuthentication Login Screen, enter eAuthentication user ID and password and CLICK “**Login**” or CLICK “**Login With my LincPass**”. The BMC Service Request Management Services Screen will be displayed.

B Software Issues

From the BMC Service Request Management Services Screen, CLICK “**Software Issues**”.



9 Help Desk Electronic Remedy Ticket Request (Continued)

C Provide Software Issue Information

From the Provide Information Screen, select **“FSA Other”**.

In the “Description” field, enter the following information:

- the issue and what needs to be done
- remittance number
- other receipt numbers associated with dollar value
- customer name
- CLICK **“Add Attachment”** and attach the completed spreadsheet from Exhibit 1
- CLICK **“Submit”**.

Note: If a snap shot of the remittance can be included, this will increase the rate the Remedy Ticket can be processed.

The screenshot shows the BMC Service Request Management interface. The main section is titled 'Provide Information' and 'Software Issues - V2.1'. It contains fields for Name, Phone, Email, Required Date (3/18/2015 7:48 AM), and Expected Date (3/18/2015 7:48 AM). Below these is a question: 'Which application are you having an issue with?'. There are four radio button options: CRM@FSA, COTS Application (Commercial Off the Shelf), FSA Other (which is selected and indicated by a red arrow), and Other. Below the radio buttons is a text area for 'Describe in detail the issue that you are having. Be sure to provide any error messages, resolution steps you have take, etc.'. At the bottom of the form are buttons for 'Add Attachment', 'Summary', 'Save As Draft', and 'Submit'. The left sidebar shows 'Submitted Requests' with counts for Needs Attention (4), Drafts (0), Since Last Visit (0), and Open Requests (1). The top navigation bar includes 'BMC Service Request Management', 'Welcome', 'Close', 'Help', and 'Logout'. The bottom right corner says 'Powered by BMC Software'.

Receipt Deletion Spreadsheet

The following spreadsheet shall be completed and attached to Remedy Ticket incidents according to paragraph 9.

County Offices shall enter **all** receipts that need to be deleted within the county so that the Help Desk receives 1 Remedy Ticket per county. Ensure that all remittances included on the spreadsheet are activated **before** submitting the Remedy Ticket incident.

Note: If additional receipts are found after the initial Remedy Ticket incident submission, a new spreadsheet shall be completed and a new Remedy Ticket incident shall be submitted for the additional receipts.

State	County	Producer Name	Remittance #	Receipt #	\$ Amount of Receipt	Schedule of Deposit #