

**For:** State and County Offices

**Resuming NRRS Write-Offs and Withdrawals**

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



**1 Resuming Write-Offs and Withdrawals in NRRS**

**A Background**

Notice FI-3237 advised Field Offices about a software issue affecting receivable write-off and withdrawal functionality in NRRS. The software issue for settlement in-full has been corrected and released to production.

**B Purpose**

This notice instructs all Field Offices to resume processing write-off, withdrawal, or settlement in-full actions on receivables held or put in an “Open-Kansas City Review” status in NRRS.

**C Action**

For receivables that need to be written-off or withdrawn that are in “Open-Kansas City Review” status, Field Offices shall:

- change the receivable status from “Open-Kansas City Review” to “Open” according to 64-FI, paragraph 26
- see 64-FI, paragraph 25 to process the write-off or withdrawal.

|                      |  |
|----------------------|--|
| <b>Disposal Date</b> | <b>Distribution</b>                                  |
| September 1, 2015    | State Offices; State Offices relay to County Offices |

## Notice FI-3246

### 1 Resuming Write-Offs and Withdrawals in NRRS (Continued)

#### D Contact Information

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.<br><br><b>Note:</b> Select option 3 for hardware and application software or submit an electronic help desk ticket.   |
| Procedures on a Write-Off or Withdrawal | Any of the following: <ul style="list-style-type: none"><li>• Patricia Maurer by either of the following:<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 either of the following:<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 either of the following:<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                    | Jolynn Khan by either of the following: <ul style="list-style-type: none"><li>• e-mail to <b>jolynn.khan@wdc.usda.gov</b></li><li>• telephone at 202-772-6044.</li></ul>  |

#### E Additional Information

The National Office maintained a comprehensive list of the receivables they worked while the software was defective. The National Office has processed this list of write-offs and withdrawals.

State and County Office users can now review the receivables that were placed in “Open-Kansas City Review” status and complete any necessary actions required for those receivables requiring settlement in-full.