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

For: State and County Offices

New NPS Packaged Payments Functionality

Approved by: Acting Associate Administrator for Operations and Management

1 Overview

A Background

NPS has new functionality to accept packaged payments submitted by program application software to complete the disbursement process. The first software to use the packaged payments functionality will be the Commodity Loan Processing System (CLPS).

B Purpose

This notice provides instructions on the new packaged payments functionality through NPS to complete the disbursement process through the following:

- Manual Handling Worklist
- Certification Worklist
- Signing Worklist
- Payment Search.

C Contacts

The following table provides contacts, if there are questions about this notice.

Issue	Contact
Software-Related Problems	National Help Desk at 800-255-2434 or 816-926-1552. **Note:** Select option 3 for hardware and application software.

Disposal Date	Distribution
November 1, 2015	State Offices; State Offices relay to County Offices

1   Overview (Continued)

C   Contacts (Continued)

Issue	Contact

Policies in This Notice	Either of the following:
	
	• Jackie Pickens by either of the following:
	
	  • e-mail to **jackie.pickens@wdc.usda.gov**
	  • telephone at 615-277-2613
	
	• Darla Noah by either of the following:
	
	  • e-mail to **darla.noah@kcc.usda.gov**
	  • telephone at 816-926-2516.

2   NPS Package Payment Overview and NPS Login

A   NPS Package Payment Overview

The packaged payments functionality supports a single program application and/or contract comprised of more than 1 payment request for different payees. Within NPS, packaged payments are individual payments originating from the same loan number and will be identified by a unique number assigned to the package by NPS.

For any payment request to be accepted by NPS, an associated county **must** exist for every payee and/or customer. All the individual payments **must** be available in NPS before any of the packaged payments may be processed for manual handling or certification. The packaged payments will become available for signing after all individual payments have been successfully certified.

The new "Package ID" and "Exclude Packaged Payments" search options are available for the following from the left navigation menu under "Payments":

• Payment Search
• Manual Handling Search
• Certification Worklist
• Signing Worklist
• Reset Held Payments Worklist.

2   NPS Package Payment Overview and NPS Login (Continued)

B   NPS Login

State or County Office employees **must** have the following:

- a valid eAuthentication user ID and password or LincPass credentials to login
- established roles by FSA security to access the NPS web site.

County Office employees shall log into NPS according to 1-FI, paragraph 136.

3   Manual Handling Worklist

A   County Selection - Manual Handling Worklist Screen

To review the Manual Handling Worklist for a County Office, from the left navigation menu under "Payments", CLICK "**Manual Handling Worklist**". The following County Selection - Manual Handling Worklist Screen will be displayed.

From the "County" drop-down list, select the appropriate State and county and CLICK "**Search**". Multiple counties may be displayed in the drop-down list based on the certifying official's security access.

3   Manual Handling Worklist (Continued)

B   Manual Handling Worklist Search Screen

From the left navigation menu under "Payments", the "Manual Handling Search" option allows County Offices to filter the Manual Handling Worklist Search Screen.

Additional search criteria are described in 1-FI, paragraph 138. The packaged payments functionality has added the following 2 additional search criteria options:

- "**Package ID**" that allows users to search for a specific package ID that is a unique number assigned to the package by NPS

- "**Exclude Packaged Payments**" checkbox that allows users to exclude all packaged payments from the search results.

3   Manual Handling Worklist (Continued)

C   Manual Handling Worklist Screen and Package Manual Handling Worklist Screen

The Manual Handling Worklist Screen will retrieve payments based on their State/county or search criteria specified on the Manual Handling Worklist Search Screen. The Manual Handling Worklist Screen will be displayed with both individual and packaged payments, **unless** the "Exclude Packaged Payments" option was clicked on the Manual Handling Worklist Search Screen.

Packaged payments will display a "Package" link. To process manual handling for packaged payments, CLICK the "**Package**" link. Individual payments will list the type of manual handling required.

3 Manual Handling Worklist (Continued)

C Manual Handling Worklist Screen and Package Manual Handling Worklist Screen (Continued)

When users CLICK the "Package" link, the Package Manual Handling Worklist Screen will be displayed. Each payment in the package that requires manual handling will be displayed. The packaged payments functionality has added 3 fields:

- "**Package ID**" number displayed at the bottom of each payment for a specific package ID that is a unique number assigned to the package by NPS

- "**Package Count**" that displays the total number of payments in the package

- "**Package Total ($)**"that displays the total dollar amount of payments in the package.

For the following Package Manual Handling Worklist Screen example, CLICK the "**Alternate Payee**" link to process the packaged payment according to 1-FI, paragraph 138.

Note: The Package Manual Handling Worklist Screen will be displayed with the "**Hold Package for Cancel by Program**" button. If any of the individual packaged payments require cancellation, the entire package **must** be placed in "Hold" status.

The processed payment will be removed from the Package Manual Handling Worklist Screen, but the "Package Count" and "Package Total ($)" will remain the same.

3   Manual Handling Worklist (Continued)

C   Manual Handling Worklist Screen and Package Manual Handling Worklist Screen (Continued)

IF…	THEN…
other special processing is required for the package on the Package Manual Handling Worklist Screen	NPS will display the next special processing item for the package ID.
no other special processing is required for the package	the Manual Handling Worklist Screen will be displayed.

After the manual handling processing has been saved on the applicable payment processing screen, an informational message will be displayed on the Manual Handling Worklist Screen.

In this example, the screen displayed the confirmation message:

"**Informational: Alternate Payee (Payment ID: [*XXXX*] information has been saved successfully.**"

After all special processing is completed for a payment the payment will no longer be displayed on the Manual Handling Worklist Screen. The package is now ready for certification.

Note: Manual handling **must** be completed for all payments within a package before any of the payments can be certified.

4   Certification Worklist

A   County Selection - Certification Worklist Screen

To certify payments, from the left navigation menu under "Payments", CLICK "**Certification Worklist**". The County Selection - Certification Worklist Screen will be displayed. From the "County" drop-down list, select the appropriate State and county. Multiple counties may be displayed in the drop-down list based on the certifying official's security access.

The certifying official may limit search results by selecting additional search criteria described in 1-FI, paragraph 139. The packaged payments functionality has added the following 2 additional search criteria options:

- "**Package ID**" that allows users to search for a specific package ID that is a unique number in NPS assigned to all payments in the package

- "**Exclude Packaged Payments**" checkbox that allows users to exclude all packaged payments from the search results.

After selection, click 1 of the following:

- "**Search**", to retrieve payment results
- "**Reset**", to clear search criteria
- "**Exit**", to return to NPS Home Page.

4   Certification Worklist (Continued)

B   Payment Certification Worklist Screen

From the County Selection - Certification Worklist Screen, after users CLICK "**Search**", the Payment Certification Worklist Screen will be displayed with retrieved payments available for certification. Payments are displayed in order by accounting service request date.

Individual payments that are **not** part of a package will display "Detail" next to the payment.

To certify a payment that is part of a package, CLICK the "**Package**" link next to the applicable payment.

Note: When certifying payments that are part of a package, all manual handling processing **must** be completed for all payments in the package before moving to the Certification Worklist.

4   Certification Worklist (Continued)

C   Package Payments Certification Worklist Screen

From the Payment Certification Worklist Screen, after users CLICK the "Package" link, the Package Payments Certification Worklist Screen will be displayed with each payment in the selected package.

The following new fields will be displayed:

- "**Package ID**" number displayed at the bottom of each payment for a specific package ID that is a unique number assigned to the package by NPS

- "**Package Count**" that displays the total number of payments in the package

- "**Package Total ($)**"that displays the total dollar amount of payments in the package.

Note: Other Certification Worklist field information is described in 1-FI, paragraph 139.

4   Certification Worklist (Continued)

   C   Package Payments Certification Worklist Screen (Continued)

   From the Package Payments Certification Worklist Screen, click 1 of the following:

   - "**Detail**", to view detailed information related to the payment and take appropriate action

   - "**Back**", to return to the Payment Certification Worklist

   - "**Hold Package for Cancel by Program**", to place **entire package** in "Hold" status until further research can be completed.

   D   Payments Certification Approval Screen

   From the Package Payments Certification Worklist Screen, when users CLICK the "Detail" link, the Payment Certification Approval Screen will be displayed with detail about the selected individual packaged payment and the package ID.

   Note: Other payment information is described in 1-FI, paragraph 139.

4   Certification Worklist (Continued)

D   Payments Certification Approval Screen (Continued)

The following informational message will be displayed on the Payment Certification Approval Screen to remind the certifying official that packaged payments **must** be placed in "Hold" status for cancellation together on the Package Payments Certification Worklist Screen and **cannot** be held individually on the Payment Certification Approval Screen:

   "**Informational: Individual payment requests cannot be cancelled. If the payment requests belonging to this package require cancellation, please return to the package work list to hold them for cancellation.**"

Click 1 of the following options:

- "**Defer**" (default), leaves payment on the Certification Worklist for later processing

- "**Approve**", accepts the payment as being proper, due, and payable as displayed

- "**Reset Payment Processing**", the individual packaged payment will **not** be accepted

  Note: If the certifying officer has determined an error in the payment request or wants to apply offsets differently, this will remove all prior special processing from payment request.

- "**Reset Address**", to reset address using customer information provided by Financial Services.

  Note: This will reset address information for the customer, bankruptcy trustee, assignee, and County Office address. If the customer has a foreign address, that address will also be reset, moving the payment back to the Manual Handling Worklist.

After clicking the applicable action, click 1 of the following:

- "**Submit**", to certify the individual payment and return certifying official to the Package Payments Certification Worklist Screen until all payments associated with the package have been certified

- "**Submit and Continue**", to certify the individual packaged payment and display the detail for the next payment on the Certification Worklist

- "**Exit**", returns user to the Package Payments Certification Worklist Screen without certifying.

4   Certification Worklist (Continued)

   D   Payments Certification Approval Screen (Continued)

   After the payment has been approved and submitted, the following confirmation message
   will be displayed on the Payment Certification Approval Screen stating the payment ID has
   been certified successfully. The next payment ID in the package will then be displayed for
   approval.

   "**Informational: Payment (Payment ID: XXXX) has been certified successfully**".

4   Certification Worklist (Continued)

D Payments Certification Approval Screen (Continued)

The certifying official will receive a confirmation message for each approved and submitted payment request in the package ID.

4   Certification Worklist (Continued)

D   Payments Certification Approval Screen (Continued)

When the user has approved and submitted all payments in the package ID, the County Selection - Certification Worklist Screen will be displayed. The package is now ready for signing.

5   Signing Worklist

A   County Selection - Signing Worklist Screen

To sign payments, from the left navigation menu under "Payments", CLICK "**Signing Worklist**". The County Selection - Signing Worklist Screen will be displayed. From the "County" drop-down list, select desired State and county. Multiple counties may be displayed in the drop-down list as determined by the signing official's security access.

The signing official may view all pending payments awaiting signing or limit search results to either of the following:

- "**Package ID**" that allows users to search for a specific package ID that is a unique number assigned in NPS to all payments in the package

- "**Exclude Packaged Payments**" checkbox that allows users to exclude all packaged payments from the search results.

After selection, click 1 of the following:

- "**Search**", to retrieve payment results
- "**Reset**", to clear search criteria
- "**Exit**", to return to NPS Home Page.

Note: Other Signing Worklist search limit options are described in 1-FI, paragraph 140.

5   Signing Worklist (Continued)

B   Payment Signing Worklist Screen

If no additional search criteria were selected from the County Selection - Signing Worklist Screen, the search results will be displayed on the Payment Signing Worklist Screen with all applicable individual and packaged payments for the Signing Worklist.

The signing official shall CLICK the "**Package**" link next to the applicable packaged payment to display the Package Payments Signing Worklist Screen.

Note: Individual payments will display a "Detail" link next to the payment.

5   Signing Worklist (Continued)

C   Package Payments Signing Worklist Screen

If the "Package ID" was entered in the "Additional Criteria" section, only the payments for the specific package ID will be displayed on the Package Payments Signing Worklist Screen.

From the Package Payments Signing Worklist Screen, the signing official shall view payment information. After verification, click the appropriate action and CLICK "**Submit Package**".

5   Signing Worklist (Continued)

C   Package Payments Signing Worklist Screen (Continued)

Although packaged payments are individual payments with a unique payment ID for each, packaged payments are all signed together, at the package level.

An informational message will be displayed to remind users that clicking "Approve" and "Submit Package" will sign every payment in the package. The Package Payments Signing Worklist Screen will display the following information message:

> "**Informational: Approving the package will put all the payments associated with this package in 'Signed' status.**"

Click 1 of the following actions:

- "**Approve**", signs **all** payments in the package as being proper, due, and payable as displayed

- "**Dispute**", none of the payments in the package will be accepted

  Note: This action removes certification from the packaged payments. Certifying official will have to return to the Payment Certification Worklist to resolve issues and reprocess the applicable packaged payments.

- "**Defer**" (default), leaves payment on the Package Payments Signing Worklist for later processing.

After signing official has clicked applicable action, click either of the following:

- "**Submit Package**", to accept the selected action and receive the confirmation results
- "**Back**", to take no action and return to the County Selection - Signing Worklist Screen.

Note: Packaged payments remain certified, but **not** signed, until "Approve" or "Disputed" action is clicked and users CLICK "Submit Package".

In addition to the fields described in1-FI, paragraph 140 for the Signing Worklist, the following fields have been added to the Package Payments Signing Worklist Screen:

- "**Package ID**" number displayed at the bottom of each payment for a specific package ID that is a unique number assigned to the package by NPS

- "**Package Count**" that is the total number of payments in the package, displayed following the payments list

- "**Package Total ($)**" that is the total dollar amount of payments in the package, displayed following the payments list.

5   Signing Worklist (Continued)

D   Package Payment Details Screen

From the Package Payments Signing Worklist Screen, the signing official has the option to view payment detail for each payment before approving and submitting package by clicking the "Detail" link. The Package Payment Details Screen will be displayed.

The Package Payment Details Screen is **read-only**. To return to the Package Payments Signing Worklist Screen, CLICK "**Exit**".

5   Signing Worklist (Continued)

E   Package Payments Signing Confirmation Screen

After the packaged payments have been approved and submitted by the signing official, the Package Payments Signing Confirmation Screen will be displayed with "Signed". CLICK "**Sign More Payments**".

IF…	THEN the…
more payments are available for signing	Package Payments Signing Worklist Screen will be displayed.
there are no more payments to be signed	County Selection - Signing Worklist Screen will be displayed.

6   Payments Search

A   Payments Search Screen

To search for payments, from the left navigation menu under "Payments", CLICK
"**Payments Search**". The Payment Search Screen will be displayed.

Additional search criteria options are described in 1-FI, paragraph 137. The packaged
payments functionality has added the following 2 additional search criteria options:

- "**Package ID**" that allows users to search for a specific package ID that is a unique
  number assigned to the package by NPS

- "**Exclude Packaged Payments**" checkbox that allows users to exclude all packaged
  payments from the search results.

6   Payments Search (Continued)

B   Payments Search Results Screen

If the "Excluded Packaged Payments" option was **not** selected, search results will include both individual and packaged payments, if applicable. Packaged payments are displayed with a "Package" link and the package ID. Individual payments will display a "Detail" link.

To view all payments in a package, CLICK the "**Package**" link next to the applicable payment.

6   Payments Search (Continued)

C   Package Payments Search Results Screen

The Package Payments Search Results Screen will be displayed.

Signed packaged payments, that include manual handing such as Prompt Payment Interest (PPI), will be displayed with the amounts included.

The following example of the Package Payments Search Results Screen displays a packaged payment containing PPI. The amount displayed in the payment includes PPI. The package total at the bottom of the screen also reflects PPI. Click either of the following:

- "Detail" link to view details of each payment in the package
- "Back" to return to the Payments Search Screen.

7   Hold Package for Cancel by Program

A   Package Payments Certification Worklist or Package Manual Handling Worklist Screen

Packaged payments can be placed in "Hold" status on the Package Payments Certification Worklist Screen or the Package Manual Handling Worklist Screen (subparagraph 3 C).

To place a package in "Hold" status, CLICK "**Hold Package for Cancel by Program**" on the applicable worklist.

Note: Individual payments from a packaged payment **cannot** be placed in "Hold" status for cancellation. If a packaged payment is selected for hold, **all** payments in the package will be placed in "Hold" status.

7   Hold Package for Cancel by Program (Continued)

B   County Selection - Certification Worklist Screen

The following is an example of the County Selection - Certification Worklist Screen that will
be displayed when a packaged payment has been placed in "Hold" status. The following
informational message will be displayed:

"**Informational: Packaged (ID: [*XX*)] payments are put on hold for cancel by
program.**"

Packaged payments placed in "Hold" status for program cancel will be available on the Reset
Held Payments Worklist.

Note: All payments from the selected package ID will be placed in "Hold" status.

8   Reset Held Payments Worklist

A   Reset Held Payment Search Screen

Packaged payments that have been placed in "Hold" status for cancel by program can be reset and modified.

To remove "Hold" status from packaged payments, from the left navigation menu under "Payments", CLICK "**Reset Held Payments Worklist**". The Reset Held Payments Search Screen will be displayed. Users can search for specific payment requests by entering additional search criteria.

Additional search criteria options are described in 1-FI, paragraph 141. The following additional search criteria options have been added for packaged payments:

- "**Exclude Packaged Payments**" checkbox, to display no packaged payments

- "**Package ID**", to search for a specific package ID that is a unique number assigned to the package by NPS.

After selections are made, CLICK "**Search**".

8   Reset Held Payments Worklist (Continued)

B   Reset Held Payment Search Results Screen

Held payment requests matching the search criteria will be displayed on the Reset Held Payment Search Results Screen. Search results may include packaged and individual payments. Individual payments will display a "Reset Payment" link next to the payment and packaged payments will display a "Package" link.

To reset a packaged payment, CLICK the "**Package**" link next to the applicable packaged payment.

Note: To reset an individual payment, CLICK the "**Reset Payment**" link next to the applicable individual payment.

8   Reset Held Payments Worklist (Continued)

C   Reset Held Package Payments Search Results Screen

The following is an example of the Reset Held Package Payments Search Results Screen.

To process the reset, CLICK "**Reset Package Special Processing**". All payments within the packaged payment will be moved to the appropriate worklist for further processing. This screen also displays the "Package Count" and "Package Total" associated with the package.

8   Reset Held Payments Worklist (Continued)

D   Reset Held Payment Search Screen Confirmation

After the package has been reset, the Reset Held Payment Search Screen will be displayed with the confirmation message:

"**Informational: Reset package (ID: [*XX*]) special processing has been done successfully.**"

9   Troubleshooting

A   Warning Messages Overview

Some program applications, loans, and/or contracts generate multiple payments to multiple parties. When the loan or contract is successfully completed, all parties must receive payment. If the loan or contract is cancelled, all payments related to that loan or contract must also be cancelled. To track these payments and ensure they are handled correctly, NPS created packaged payments. Packaged payments are bundles of individual payments that are all dependent on the same loan or contract. NPS's packaged payment functionality is based on 1 key concept, **packaged payments are linked together**.

Because packaged payments are linked together, they must go through the following steps together.

Step	Action
1	Pass to NPS.
2	Move through manual handling, if applicable.
3	Move through certification.
4	Signing.
5	Cancellation.

NPS does **not** allow packaged payments to be separated in the payment process. NPS will issue warnings to assist users in processing the packaged payments correctly.

Subparagraph B provides examples of some warning messages users may encounter when processing packaged payments in NPS.

Most warnings arise when 1 individual payment in a package is trying to move ahead of the other packaged payments through NPS processing.

9   Troubleshooting (Continued)

B   Example Warning Messages

The following table provides warning messages that might be displayed, explanations, and resolutions.

Message Displayed	Explanation	Resolve
"Warning: This package (ID: [*XXXX*] is **not** available for manual handling due to the following reasons. One or more payments (Payments ID(s): [*XXXX*]) belonging to this package are **not** ready for processing. The issues with these payments must be resolved before further processing of this package can resume."	One or more of the payments within the package did **not** successfully transfer to NPS.	Users may hold the package for cancel by program or correct the payment and try again. The most common cause of this warning is a missing associated county that means the customer information provided by the program application does **not** match Financial Services. **Note:** Manual handling options will **not** be displayed.
"Warning: This package (ID [*XXXX*] is **not** available for certification due to the following reasons. One or more payments (Payments ID(s): [*XXXX*], [*XXXX*] belonging to this package are **not** ready for processing. The issues with these payments must be resolved before further processing of this package can resume."	One or more of the payments within the package did **not** successfully transfer to NPS.	Users may hold the package for cancel by program or correct the payment and try again. The most common cause of this warning is a missing associated county that means the customer information provided by the program application does **not** match Financial Services.

9   Troubleshooting (Continued)

B   Example Warning Messages (Continued)

Message Displayed	Explanation	Resolve
"Warning: This package (ID: XX) is **not** available for certification due to the following reasons. One or more payments (Payment ID(s): [*XXXX*], [*XXXX*]) belonging to this package are still in manual handling worklist."	An individual package payment **cannot** be certified if another payment in the package is on the Manual Handling Worklist.	Do the following: • use "Manual Handling Search" option to find the payment ID or ID's listed • process required manual handling for packaged payment • return to the Certification Worklist to complete certification.
"Warning: One or more payments (Payment ID(s): [*XXXX*], [*XXXX*]) belonging to this package (ID: [*XX*]) have already been certified by another user. Someone other than the Certifying Official(s) will be needed for signing."	Two different users tried to certify 2 different payments within the same package.	Ensure that the package can be certified and signed according to the Separation of Duties requirements outlined in 1-FI, paragraph 15. Users may CLICK "Approve" to certify the package, if doing so will **not** violate Separation of Duties requirements.
"Warning: This package (ID: [*XX*]) is **not** available for signing due to the following reasons. One or more payments (Payments ID(s): [*XXXX*], [*XXXX*]) belonging to this package are **not** yet certified."	An individual payment or payments in the package have **not** been certified.	The signing official will **not** be able to sign the packaged payment until each individual payment in the package is certified. The option to "Approve" payments will **not** be displayed. Users can wait until all the payments are certified **or** CLICK "**Dispute**" and "**Submit Package**" to return the other individual payments to the Certification Worklist.
"Warning: This package (ID: [*XX*]) is **not** available for signing due to the following reasons. One or more payments (Payments ID(s): [*XXXX*], [*XXXX*]) belonging to this package have been certified by you so you cannot sign."	One or more of the payments in the package was certified by the signing official.	Users will **not** have the option to "Approve" payment on the Package Payments Signing Worklist. A different signing official **must** sign the payment **or** user may CLICK "**Dispute**" and "**Submit Package**" to return the individual payments in the package to the Certification Worklist.