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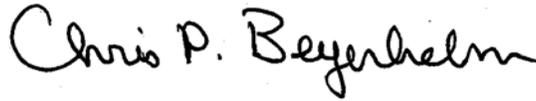Washington, DC 20250

For: State and County Offices

National Payment Services (NPS) Unsigned Payments Over 30 Days Old

Approved by: Associate Administrator for Operations and Management

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1   Overview

A   Background

In 2015 the amount of aged unsigned payments ranged from 1.5 to 9 million dollars. Unsigned payments impact the agency's and department's financial statements, the funds available for programs, and are costly in terms of prompt pay interest (PPI) and customer service. Currently, a list of unsigned payments greater than 30 days old is sent to the DAFP program areas to distribute to State Offices. These reports are then sent to County Offices for research and resolution.

An enhancement has been made to NPS to notify users about unsigned payments and provide a printable list of payment requests remaining unsigned over 30 days. Worklist counts have also been added to the NPS Welcome Screen, as a result, users can view at a glance how many payments await processing.

Also, with the new web-based Commodity Loan Processing System that has replaced APSS functionality, large volumes of payments and system timing issues between the NRRS and NPS systems are causing issues reconciling receivables.

To resolve this issue, County Offices shall reset all payments in NPS before certifying to ensure payments are correctly offset by current outstanding receivables in NRRS.

If the action to reset payments is not taken before certifying, payments may be offset by receivables that have already been paid.

Disposal Date	Distribution
August 1, 2016	State Offices; State Offices relay to County Offices

1   Overview (Continued)

   B   Purpose

This notice provides instructions for:

- the warning message displayed in NPS when there are unsigned payment requests over 30 days

- printing the unsigned payments report in NPS

- resetting automatic receivables in NPS to offset the correct receivable amounts.

   Note: This will also include all refund receipts that are processed in NRRS.

   C   Contact

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

Issue	Contact
Software-related problems	Contact the National Help Desk at 800-255-2434. **Note:** Select option 3 for hardware and FSA application software.

Policies or procedures for NPS	Contact 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.

   D   Log Into Website

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

2   Unsigned Payment Requests Over 30 Days Old

A   Unsigned Payment Request Warning Message

When a user logs into NPS and payments remain unsigned after 30 days, the following warning message will be displayed, "Warning XXX payment requests remain unsigned in NPS after 30 days. Please research these payments to determine whether they should be issued or canceled. For instruction on canceling payments, refer to the appropriate program application or contact the Help Desk".

The following is an example of the NPS Welcome Screen displaying the payment warning message for unsigned payment requests over 30 days.

Note: The unsigned payment warning message will only be displayed to State and county users, message will not be displayed to National users.

2   Unsigned Payment Requests Over 30 Days Old (Continued)

   A   Unsigned Payment Request Warning Message (Continued)

   The payment warning message will include the total number of payment requests on all
   payment worklists remaining unsigned after 30 days.

   The bottom of the NPS Welcome Screen will include the number of payment requests
   submitted to NPS on each of the following worklists:

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

   If the worklist contains payment requests over 30 days, the name of the worklist and number
   of items will be displayed in **red**, **bold** text with the message "(Some over 30 days)".

   Example: "**Manual Handling Worklist – 10 (Some over 30 days)**".

   Note: Payment worklists that contain no payment requests over 30 days will be displayed in
   regular text with no message.

   The warning message also includes a link to view or print the unsigned payments report.
   CLICK **"View/Print Unsigned Payments Report"** to view the Unsigned Payments Report
   Screen.

   B   Separation of Duties

   Although the worklist counts reflect **all** payment requests for the user's State/counties that
   are unsigned over 30 days, NPS validates the separation of duties.

   With the separation of duties, once the user selects the applicable worklist from the NPS
   menu, only payment requests for the user's role (manual handling, certifying, signing) will be
   displayed, thus the counts may be different than the payment and Treasury Check
   Replacement Worklist amounts.

2   Unsigned Payment Requests Over 30 Days Old (Continued)

C   Unsigned Payments Report

Once "View/Print Unsigned Payments Report" is selected, the Unsigned Payments Report will be displayed. The report will include:

- NPS user's name
- date of report.

The following is an example of the "Unsigned Payments Report".

Click 1 of the following "Sort By" options to change the sort order:

- "Number of Days in NPS"
- "Program Alpha Code"
- "Payment Status"
- "State/County FSA Code".

CLICK "Update Sort" to revise the sort results.

Note: The secondary (default) sort is the number of days the payment requests have been in NPS, in descending order.

2   Unsigned Payment Requests Over 30 Days Old (Continued)

   C   Unsigned Payments Report (Continued)

       Each unsigned payment request will be displayed with the following information:

       - customer name
       - tax ID and tax ID type
       - payment ID
       - amount ($)
       - State/county
       - program
       - issue date
       - primary reference code 1 and reference number 1, if applicable
       - payment status
       - days in NPS, current date minus payment submission date
       - prompt payment interest (PPI) start date, if applicable
       - amount of prompt payment interest (PPI) to date, if applicable.
       - package ID, if applicable
       - secondary reference code 2 and reference number 2, if applicable.

   D   Printing the Unsigned Payments Report

       Do the following to print or save report:

       - CLICK " Printer Friendly" at the top of the Unsigned Payments Report Screen

       - The following dialog box will open, CLICK 1 of the following:

           - "Open", to display the Unsigned Payments Report (in PDF format)
           - "Save", to save the report to the computer
           - "Cancel", to end the process without displaying the report.

       Do you want to open or save **UnsignedPaymentsReport2016_01_28T10_53_10_856.pdf** from **int1-intranet-apps.fsa.usda.gov**?   Open   Save ▼   Cancel

2   Unsigned Payment Requests Over 30 Days Old (Continued)

D   Printing the Unsigned Payments Report (Continued)

If "Open" is selected, the report will open in PDF. The "Sort By" option will be displayed on the top right of the report.

To print the report, CLICK the "print icon" on the taskbar.

2   Unsigned Payment Requests Over 30 Days Old (Continued)

   D   Printing the Unsigned Payments Report (Continued)

   The report will print the first 1000 payments based on the primary sort selected on the Unsigned Payment Report Screen by:

   - **"Number of Days in NPS",** will sort/display the first 1000 in descending order

   - **"Program Alpha Code",** will sort/display the first 1000 payment requests by program alpha codes in alpha numerical order (numbers first), with number of days in descending order

   - **"Payment Status",** will sort/display the first 1000 payment requests by payment status in alphabetical order, with number of days in NPS in descending order

   - **"State/County FSA Code",** will sort/display the first 1000 payment requests by FSA State/county in numerical order, with number of days in NPS in descending order.

   ```
   999. JOHN DOE                                     Tax ID: 123456789              E
   PaymentID: 12345678      Amount($):    1674.00    State/County:  TX(48)-LUBBOCK(303)
   Program:   15LOADINPNUT2  Issue Date:   11/04/2015
   Primary Reference:        LN-20271
   Payment Status:           Pending Certification   Package ID:       759
   Days in NPS:              141

   1000. JOHN DOE                                    Tax ID:  123456789             S
   PaymentID:  87654321     Amount($):    258395.19  State/County:  TX(48)-LUBBOCK(303)
   Program:   15PNUTNRMAL    Issue Date:   10/06/2015
   Primary Reference:        LN-20272
   Payment Status:           Alternate Payee         Package ID:       764
   Days in NPS:              140
   ```

   The report will be displayed with the following message, "Unsigned Payments over 30 days impact FSA financial statements and program obligations. These are tracked at the national level and should either be issued or cancelled as soon as possible. Contact applicable program specialists with policy questions or the Help Desk for technical assistance".

   To close the report dialog box, CLICK "X" in upper-right corner of the screen.

2   Unsigned Payment Requests Over 30 Days Old (Continued)

E   ACH/Treasury and Expired Treasury Check Replacements – Worklist Counts

To display the number of ACH/Treasury and expired Treasury check replacements, from the NPS Welcome Screen CLICK, "Treasury Disbursement Replacement".

The following is an example of the Treasury Disbursement Replacement Welcome Screen.

On the Treasury Disbursement Replacement Welcome Screen, each worklist will be displayed with the number of ACH/Treasury and expired Treasury check replacement requests and indicate those over 30 days. The Treasury Disbursement Replacement Worklists are separate counts than the Payment Worklists over 30 days.

2   Unsigned Payment Requests Over 30 Days Old (Continued)

E   ACH/Treasury and Expired Treasury Check Replacements – Worklist Counts (Continued)

Following are the Treasury Disbursement Replacement Worklists:

- Certification Worklist
- Signing Worklist
- Reset Held Worklist.

In the screen above, the Certification and Signing Worklist indicates "some payments over 30 days are not signed".

The user must navigate to the applicable Treasury check replacement worklist to take appropriate action. For Treasury check replacement worklists, no report is provided for replacement and expired items.

Note: Once a payment request has been displayed on any worklist and remains unsigned in NPS for over 30 days, the payment request shall remain on the over 30 days report until signed.

As the payment request moves to each applicable worklist, the number of days will also increase until the payment is signed.

3   Prior to Certifying Payments

A   Resetting Payments

To reset payments with receivables, the certifying officer shall take the action to "Reset Payment Processing", then CLICK "**Submit**".

Once the payment has been reset, the certifying officer shall receive the following message, **"Message: Informational: Reset payment (Payment ID: XXXXXXXX) special processing has been done successfully".**

Note: The certifying officer shall take the action to "Reset Payment Processing" on **all** payments at the time of certifying payment. This will ensure that current receivables are offset.

3   Prior to Certifying Payments (Continued)

B   Payments Not Reset

If payments are offset in excess because of receivables that were previously paid, a "REFREP" refund to the producer will be created in NRRS for the remaining amount to be certified and signed in NPS. The primary reference "CK – XXXXXXX" number is the NRRS receipt ID to which the offset was applied. If the payment identifies an offset and is not re-set before certifying, the offset may not apply to a receivable, nor may a REFREP be created. The following is an example of the Receipt Detail Screen with this type of receipt displayed.

Note: If this occurs, the County Office must submit an electronic Remedy ticket, including the NRRS remittance/receipt ID's, explaining the problem and requesting that the remittance/receipt be reapplied to a receivable or to generate a refund.