

For: State and County Offices

**2015 NAP Application for Coverage Software Service Fee Collection and Crop Eligibility**

Approved by: Deputy Administrator, Farm Programs



**1 Overview**

**A Background**

Before NAP automated collection software was deployed on March 2, 2015:

- 2015 NAP application service fee collections were entered in NRRS (Direct Sales) using the manual “15NAPFEE” code
- service fee collection amounts were **manually** recorded in the Application for Coverage software.

Subsequent to NAP automated collection software being deployed on March 2, 2015:

- **all** 2015 NAP service fee collections should be entered directly into the 2015 NAP Application for Coverage software
- 2015 NAP application service fee collections should **not** be entered directly in NRRS.

**Note:** The manual “15NAPFEE” code is no longer available.

Discrepancies between NAP and NRRS collection data are occurring because of:

- NAP automated collection software being deployed mid-program year, after most 2015 Application for Coverage service fees had already been manually entered in NRRS using the “15NAPFEE” code
- collections **not** being recorded in the NAP Application for Coverage software before new NAP Application for Coverage software being deployed on March 2, 2015
- previous collections being re-recorded in the NAP Application for Coverage software after it was deployed on March 2, 2015

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

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### 1 Overview (Continued)

#### A Background (Continued)

- the new NAP Application for Coverage software **not** properly handling the collection of service fees for an application in a county other than the producer's administrative county.

#### B Purpose

This notice:

- provides scenarios that may have caused discrepancies between NAP and NRRS collection data
- provides resolution for each of the scenarios
- explains the new "Remittance Office" field that will be incorporated into the 2015 NAP Application for Coverage software
- explains how crop eligibility has been affected by the updated 2015 NAP Application for Coverage software that was deployed on March 2, 2015.

### 2 Scenario 1, Collection Recorded Correctly

#### A Scenario

Before the NAP automated collection software was deployed on March 2, 2015:

- 2015 NAP Application for Coverage was manually loaded in the automated system
- service fee collection was manually recorded in the 2015 NAP Application for Coverage software
- collection was entered in NRRS using the manual "15NAPFEE" code.

Subsequent to the NAP automated collection software being deployed on March 2, 2015, no action has been taken in the 2015 NAP Application for Coverage software or in NRRS.

#### B Problem

No problem exists. Both the NAP Application for Coverage software and collection of service fees were handled correctly.

#### C Resolution

No action is required in this scenario because NAP and NRRS are in balance.

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### 3 Scenario 2, Duplicate Collection Records

#### A Scenario

Before the NAP automated collection software was deployed on March 2, 2015:

- 2015 NAP application service fee collection was entered in NRRS using the manual “15NAPFEE” code
- service fee collection was **not** recorded in the NAP Application for Coverage software.

**Note:** This includes situations where 2015 NAP Application for Coverage software was never loaded.

Subsequent to the NAP automated collection software being deployed on March 2, 2015, the service fee collection was also entered in the 2015 NAP Application for Coverage software that created an automated remittance in NRRS.

#### B Problem

A duplicate collection now exists in NRRS. One collection is for the amount previously submitted on the verified Schedule of Deposit using the manual “15NAPFEE” code and the other collection is for the automated remittance created by the new 2015 NAP Application for Coverage software.

#### C Resolution

Take the steps in the following table to resolve this scenario.

Step	Action
1	<b>State Office</b> shall cancel the automated collections entered in the 2015 NAP Application for Coverage software according to procedure in 3-NAP. This will reverse the automated collections out of NRRS.
2	<b>County Office</b> shall activate the remittances originally entered in NRRS using the manual “15NAPFEE” code.
3	<b>County Office</b> shall follow instructions in Exhibit 1 to submit a Remedy Incident to request deletion of the internal receipts associated with the remittances in NRRS created through the manual “15NAPFEE” code.
4	After the internal receipt is deleted, <b>County Office</b> shall re-enter the collection of fees in the 2015 NAP Application for Coverage software. This will interface with NRRS to attach a new external receipt to the original NRRS remittance.  <b>Note:</b> The “Remitter Name”, “Remittance Type”, “Item/Check Number”, and “Date of Remittance” from the original remittance <b>must</b> be entered so that a new external receipt can be attached to the existing remittance.
5	<b>County Office</b> shall access NRRS to verify the new external receipt was correctly attached to the existing remittance <b>and</b> the balance remaining is zero.
6	<b>County Office</b> shall deactivate the remittances in NRRS.

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### 4 Scenario 3, No NAP Fee Record

#### A Scenario

Before the NAP automated collection software was deployed on March 2, 2015:

- 2015 NAP application service fee collection was entered in NRRS using the manual “15NAPFEE” code
- service fee collection was **not** recorded in the NAP Application for Coverage software.

**Note:** This includes situations where the 2015 NAP Application for Coverage was never loaded.

Subsequent to the NAP automated collection software being deployed on March 2, 2015, nothing has been entered in either the 2015 NAP Application for Coverage software or NRRS.

#### B Problem

2015 NAP Application for Coverage service fee data and NRRS are out-of-balance. The collection was entered in NRRS using the manual “15NAPFEE” code, but the collection was never recorded in the 2015 NAP Application for Coverage software.

#### C Resolution

Take the steps in the following table to resolve this scenario.

Step	Action
1	<b>County Office</b> shall activate the remittances originally entered in NRRS using the manual “15NAPFEE” code.
2	<b>County Office</b> shall follow instructions in Exhibit 1 to submit a Remedy Incident to request deletion of the internal receipts associated with the remittances in NRRS created through the manual “15NAPFEE” code.
3	After the internal receipt is deleted, <b>County Office</b> shall enter the collection of fees in the 2015 NAP Application for Coverage software. This will interface with NRRS to attach a new external receipt to the original NRRS remittance.  <b>Note:</b> The “Remitter Name”, “Remittance Type”, “Item/Check Number”, and “Date of Remittance” from the original remittance <b>must</b> be entered so that a new external receipt can be attached to the existing remittance.
4	<b>County Office</b> shall access NRRS to verify the new external receipt was correctly attached to the existing remittance <b>and</b> the balance remaining is zero.
5	<b>County Office</b> shall deactivate the remittances in NRRS.

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**5 Scenario 4, No NRRS Collection Record**

**A Scenario**

Before the NAP automated collection software was deployed on March 2, 2015:

- 2015 NAP Application for Coverage was loaded in the automated system
- service fee collection was manually recorded in the 2015 NAP Application for Coverage software
- collection was **not** entered in NRRS using the manual “15NAPFEE” code.

**Note:** The assumption in this scenario is that the County Office is still holding the check in hand.

Subsequent to the NAP automated collection software being deployed on March 2, 2015, nothing has been entered in either the 2015 NAP Application for Coverage software or NRRS.

**B Problem**

2015 NAP Application for Coverage service fee data and NRRS are out-of-balance. The collection was manually recorded in the 2015 NAP Application for Coverage software, but the collection was never recorded in NRRS using the manual “15NAPFEE” code.

**C Resolution**

Take the steps in the following table to resolve this scenario.

Step	Action		
1	<b>IF the 2015 NAP Application for Coverage contains...</b>	<b>AND the service fee for...</b>	<b>THEN State or County Office shall access the 2015 NAP Application for Coverage and...</b>
	1 crop	the crop was manually recorded in the 2015 NAP Application for Coverage software but was <b>not</b> recorded in NRRS	temporarily set the producer’s limited resource producer determination to “Yes”. This will trigger the software to calculate a negative service fee balance.

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5 Scenario 4, No NRRS Collection Record (Continued)

C Resolution (Continued)

Step	Action		
1 (Cntd)	<b>IF the 2015 NAP Application for Coverage contains...</b>	<b>AND the service fee for...</b>	<b>THEN State or County Office shall access the 2015 NAP Application for Coverage and...</b>
	more than 1 crop	all crops were manually recorded in the 2015 NAP Application for Coverage software, but were <b>not</b> recorded in NRRS	temporarily set the producer's limited resource producer determination to "Yes". This will trigger the software to calculate a negative service fee balance.
		<ul style="list-style-type: none"> <li>• 1 or more crops were manually recorded in the 2015 NAP Application for Coverage software and NRRS correctly, <b>and</b></li> <li>• 1 or more crops were manually recorded in the 2015 NAP Application for Coverage software, but were <b>not</b> recorded in NRRS</li> </ul>	select "Edit Crops". Delete the crops associated with the service fee that was not recorded correctly in NRRS. This will trigger the software to calculate a negative service fee balance for the portion of the service fee that was not loaded correctly in NRRS.
2	<b>State Office</b> shall follow procedure in 3-NAP to authorize a refund of manual fees recorded on the 2015 NAP Application for Coverage software.  <b>Note: Do not</b> submit a request for refund since no fees are actually being refunded to the producer.		
3	<b>State or County Office</b> shall access the 2015 NAP Application for Coverage software and reset the limited resource producer determination set according to step 1 back to "No", if applicable.		
4	<b>State or County Office</b> shall access the 2015 NAP application for Coverage and load crops deleted from the application according to step 1, if applicable.		
5	<b>County Office</b> shall enter the collection of fees in the 2015 NAP Application for Coverage software. This will interface with NRRS to create both the remittance and receipt.		
6	<b>County Office</b> shall access NRRS to prepare the Schedule of Deposit, scan the remittance checks, and verify the Schedule of Deposit.		

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### 6 Scenario 5, Non-Administrative County Collection

#### A Scenario

Subsequent to the NAP automated collection software being deployed on March 2, 2015, a 2015 NAP Application for Coverage was taken and the service fee was accepted in a county other than the applicant's administrative county.

The County Office loaded the 2015 NAP Application for Coverage into the automated system and entered the remittance information to create the automated collection.

#### B Problem

The remittance is erroneously tied to the applicant's administrative county in NRRS, instead of the county where the service fee was accepted. As a result, the Schedule of Deposit cannot be prepared.

#### C Resolution

Take the steps in the following table to resolve this scenario.

Step	Action
1	<b>State Office</b> shall cancel the automated collections entered in the 2015 NAP Application for Coverage according to procedure in 3-NAP. This will reverse the automated collections out of NRRS.
2	<b>County Office</b> shall follow the instruction in subparagraph D to re-enter the collection of fees in the modified 2015 NAP Application for Coverage software. This will interface with NRRS to create both a new remittance and receipt.

#### D Remittance Office Instructions

When service fees are accepted in a county other than the applicant's administrative county, the "Remittance Office" field **must** be changed to select the County Office that accepted the fees. The "Remittance Office" field will default to the applicant's administrative county and will contain a list of counties associated with the user entering the service fees.

Following is an example of the modified 2015 NAP Application for Coverage software, "Remittance Information" section.

**Remittance Information**

Remittance Office:

**Remitter:** PRODUCER, ANY A [Select from SCIMS](#)

Remittance Type:

Remittance Amount:

Check/Item Number:

Check/Item Date:

Amount to apply to Application Service Fee:

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### 7 2015 NAP Crop Eligibility

#### A Crop Eligibility Before March 2, 2015

Before the NAP automated collection software was deployed on March 2, 2015:

- crops added or modified on a 2015 NAP Application for Coverage after the crop's application closing date, **not** including weekends and holidays, were flagged as "Ineligible"
- 2015 NAP Applications for Coverage with ineligible crops were flagged as "Awaiting STO Action"
- State Office administrative users could override crop ineligibility, as applicable.

#### B Crop Eligibility Since March 2, 2015

Subsequent to the NAP automated collection software being deployed on March 2, 2015:

- a temporary 90-calendar-day grace period was implemented in 2015 to allow buy-up applications to be loaded after the application closing date
  - 2015 crops flagged as "Ineligible" before March 2, 2015, are now flagged as "Eligible"
- Note:** No changes were made to 2014 and prior ineligible crops.
- 2015 crops are **not** being flagged as "Ineligible".

#### C Future Crop Eligibility Changes

After expiration of the temporary 90-calendar-day grace period:

- crops flagged as "Ineligible" on 2015 NAP Application for Coverage before March 2, 2015, will be automatically reset to "Ineligible" and the application flagged as "Awaiting STO Action"
- National Office will provide an Excel spreadsheet to NAP State Office administrative users listing the affected applications
- NAP State Office administrative users can override crops flagged as "Ineligible", as applicable
- a 30- calendar-day grace period will be implemented for determining crop eligibility.

**Note:** Producer **must** file a timely 2015 NAP Application for Coverage.

## Help Desk Electronic Remedy Ticket

# Help Desk Electronic Remedy Ticket

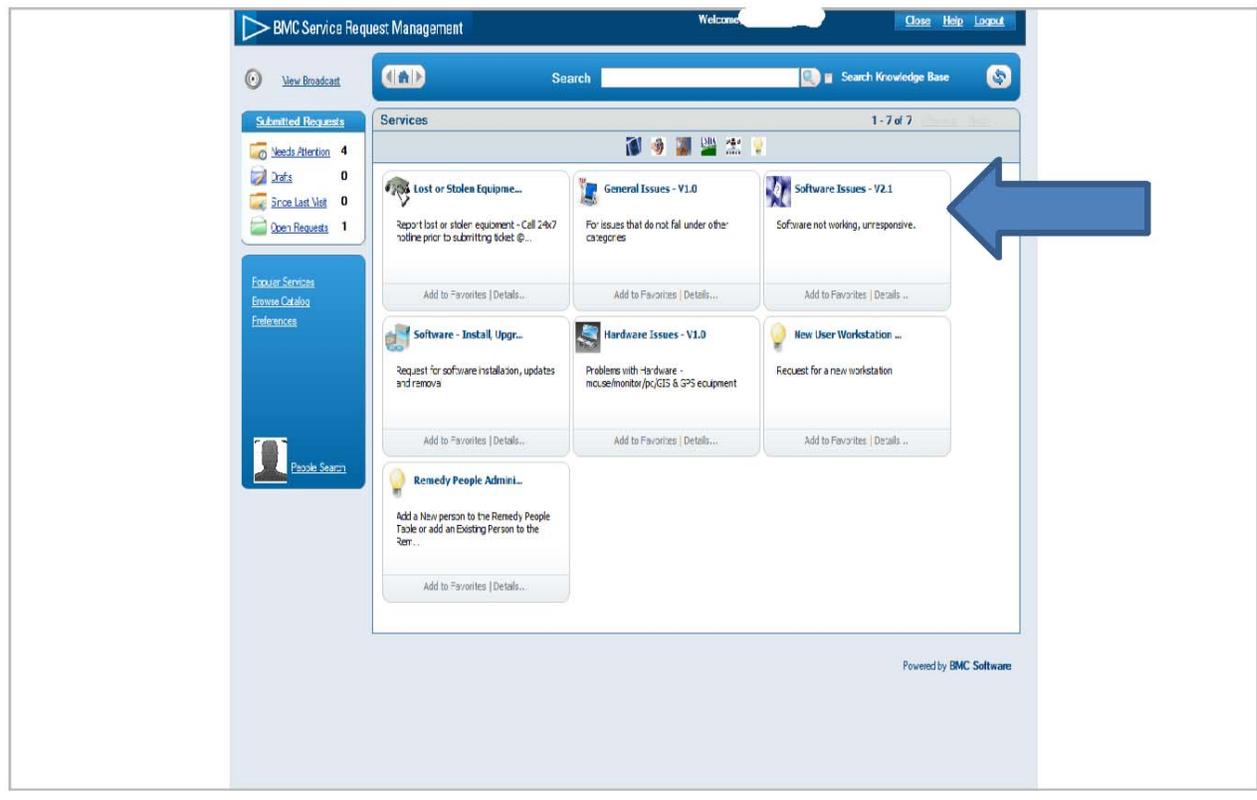
### *Additional Instructions on how to do this Remedy Ticket*

Use the ITS icon to access the electronic remedy ticket request.

Choose the ITSM Self Service Option this is in the upper right hand corner of the screen.

Once the user has logged on:

Choose Software Issues:



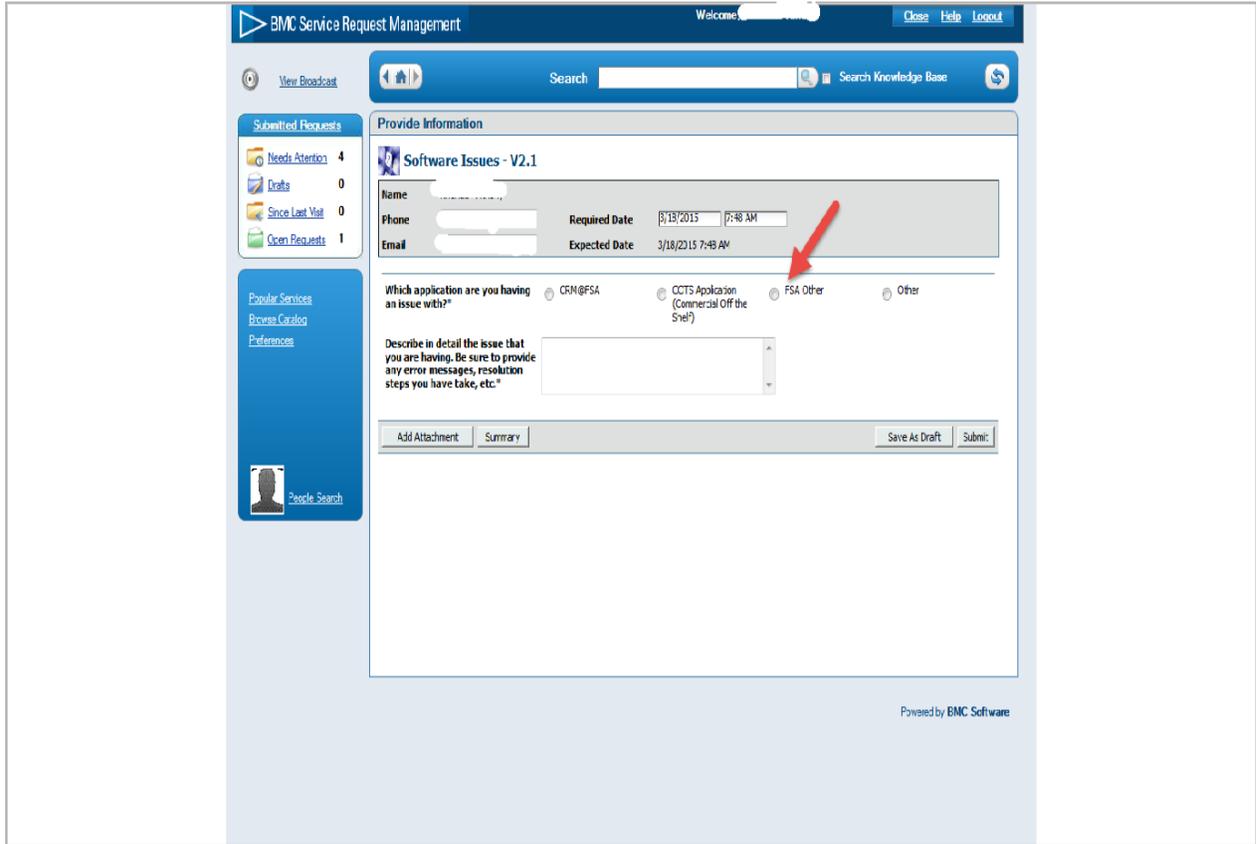
## Help Desk Electronic Remedy Ticket (Continued)

On the BMC Service Request Management Screen, do the following:

- CLICK “FSA Other”
- In the “Describe in detail the issue that you are having. Be sure to provide any error messages, resolution steps you have taken, etc.” box, ENTER “Delete NAP service fee receipts according to the attached spreadsheet.”
- CLICK “Add Attachment” and attach the completed spreadsheet from Exhibit 2
- CLICK “Submit”.

Help Desk Electronic Remedy Ticket Request

Choose the Radio Button – Other FSA



The screenshot displays the BMC Service Request Management interface. The main content area is titled "Provide Information" and shows a form for a "Software Issues - V2.1" ticket. The form includes fields for Name, Phone, Email, Required Date (3/18/2015 7:48 AM), and Expected Date (3/18/2015 7:48 AM). Below these fields, there are radio buttons for "CRM@FSA", "CCTS Application (Commercial Off the Shelf)", "FSA Other", and "Other". The "FSA Other" radio button is selected and highlighted with a red arrow. Below the radio buttons is a text area for describing the issue, with the instruction: "Describe in detail the issue that you are having. Be sure to provide any error messages, resolution steps you have taken, etc." At the bottom of the form, there are buttons for "Add Attachment", "Summary", "Save As Draft", and "Submit".

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