

**FSA**  
**HANDBOOK**

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## Customer Data Management

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To access the transmittal page click on the short reference

For State and County Offices

SHORT REFERENCE

11-CM

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



**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Washington, DC 20250

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**Customer Data Management**  
**11-CM**

**Amendment 1**

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**Approved by:** Acting Deputy Administrator, Farm Programs

*Bradley Karmen*

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**Amendment Transmittal**

**A Reason for Issuance**

This handbook has been issued to provide procedure for MIDAS CRM Business Partner.



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8	BP Error and Warning Messages
9	SCIMS Replication Failure Messages
10	BP Customer Roles/Business Types and Valid Tax ID Types
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**Part 1 Business Partner Automation****1 Overview****A Handbook Purpose**

This handbook contains common management and automation procedure for MIDAS CRM/Business Partner, SCIMS, and payments made to producers identified as deceased (PPID).

**B Public Information**

When making determinations on providing requested customer information to the public, follow instructions in 2-INFO.

**C Related handbooks**

FSA handbooks related to common management are as follows:

- 16-AO for State and county organization and administration
- 32-AS for record keeping requirements
- 1-CM for common management and operating provisions
- 3-CM for farm records
- 10-CM for MIDAS/CRM farm records
- 1-CMA for CMA and LSA procedures
- 1-FI for processing payments through NPS
- 62-FI for reporting data to IRS
- 63-FI for Financial Services web application
- 2-INFO for information available to the public
- 3-PL (Rev. 1) for web-based subsidiary files (2009 and subsequent years)
- 4-PL for payment limitation procedure.

**D Sources of Authority**

Authority for this handbook is in:

- Commodity Credit Corporation Charter Act, as amended
- Food Security Act of 1985
- Federal Agriculture Improvement and Reform Act of 1996
- Food, Conservation, and Energy Act of 2008
- Agricultural Act of 2014.

## 2 MIDAS CRM Training and Reference Documents

### A Overview

MIDAS training was delivered to State and County Offices in early 2013, before MIDAS Release 1, and again in late 2014, before MIDAS Release 2. Both training sessions included a variety of:

- AgLearn courses
- instructor-led courses
- simulations (task-specific)
- work instructions (task-specific).

All training material remains available for reference by users that have completed the training.

### B MIDAS Training Courses

All AgLearn courses can be re-reviewed by users that have already completed training, or can be completed by users who have not yet received the training. See Exhibit 4 for a comprehensive list of required MIDAS/CRM training. See Exhibit 5 for a list of CRM@FSA roles.

### C Business Partner Work Instructions and Simulations

All Business Partner work instructions (WI's) and simulations are available for CRM users to reference while completing a specific task. The comprehensive list of WI's and simulations are provided in Exhibit 6, and also on the Bulletin Board/Training section of the MIDAS Portal.

### 3-9 (Reserved)

Part 2 Business Partner in CRM@FSA

10 Accessing CRM@FSA

A Overview

Access CRM@FSA through the FSA Applications Page at <http://fsaintranet.sc.egov.usda.gov/fsa/applications.asp> and CLICK “MIDAS CRM”. The MIDAS Portal will be displayed.

B Example of MIDAS Portal

Following is an example of the Welcome to the MIDAS Portal Screen.



C Action

Click the “CRM@FSA” tab to open CRM and access Business Partner, Farm Records, Product Master and the Worklist. The CRM@FSA Home Screen will be displayed. See paragraph 18 for additional information.

## 11 Selecting CRM@FSA Roles

### A Overview

The Select a Business Role Screen will be displayed after clicking CRM@FSA for employees that are:

- assigned to multiple counties
- authorized for multiple CRM@FSA roles (Exhibit 5).

**Note:** This screen will **not** be displayed for users that are assigned a single CRM@FSA role for a single County. The search screens in CRM will automatically default to the users' assigned State and County.

### B Select a Business Role Screen Example

Following is an example of the Select a Business Role Screen.



### C Action

The user shall click the State/County and Business Role with which to log into CRM. The chosen selection will allow CRM to default search information specific to the CRM@FSA role or county selected.

12-15 (Reserved)

Section 1 CRM@FSA Home Screen

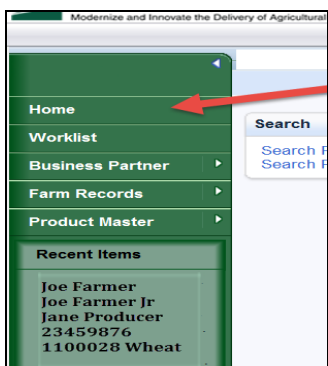
16 CRM@FSA Left Navigation Bar

A Overview

The left navigation menu on the CRM@FSA Home Screen allows quick access to Worklist, Business Partner, Farm Records, Product Master and Recent Items.

B CRM@FSA Left Navigation Menu Example

Following is an example of the CRM@FSA left navigation menu.



C CRM@FSA Left Navigation Menu Options

The following table provides the options available on the CRM@FSA left navigation menu.

Option	Description
Home	Displays the CRM@FSA Home Screen. See paragraph 18 for additional information.
Worklist	Displays alerts and workflow tasks assigned to the user. See Part 3, Section 8 for additional information on alerts and workflow tasks.
Business Partner	<p>Displays the Business Partner Home Screen. See paragraph 23 for additional information.</p> <p><b>Note:</b> When the arrow is selected next to Business Partner in the left Navigation menu, a fly-out menu will be displayed. The following options are available in the fly-out menu.</p> <ul style="list-style-type: none"> <li>• Search Customers/Contacts.</li> <li>• Search Employees.</li> <li>• Search Member Hierarchies.</li> </ul>
Farm Records	Displays the Farm Records Screen. See 10-CM for additional information.
Product Master	Displays the Product Master Screen. See 2-CP for additional information.
Recent Items	Displays a list of recently viewed customers, farms, and/or products. The number of recent items can be personalized up to 25 lines.

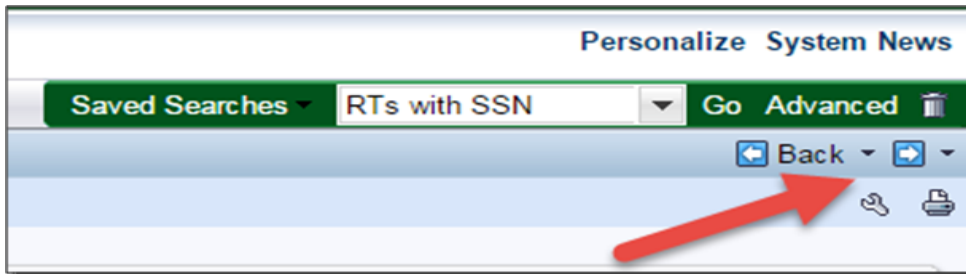
## 17 Back and Forward Arrows

### A Overview

The Back and Forward arrow options allow users to return to previously viewed screens.

### B Example of Back and Forward Arrows

Following is an example of the back and forward arrows.



### C Options

Once the Back Arrow option has been selected and viewed, the Forward Arrow option becomes active and when clicked allows user to move forward. Both Back and Forward Arrows options function similar to the Back and Forward buttons in a web browser. The Arrow drop-down menu contains a list of previously reviewed screens, populated during the current login session.

18 CRM@FSA Home

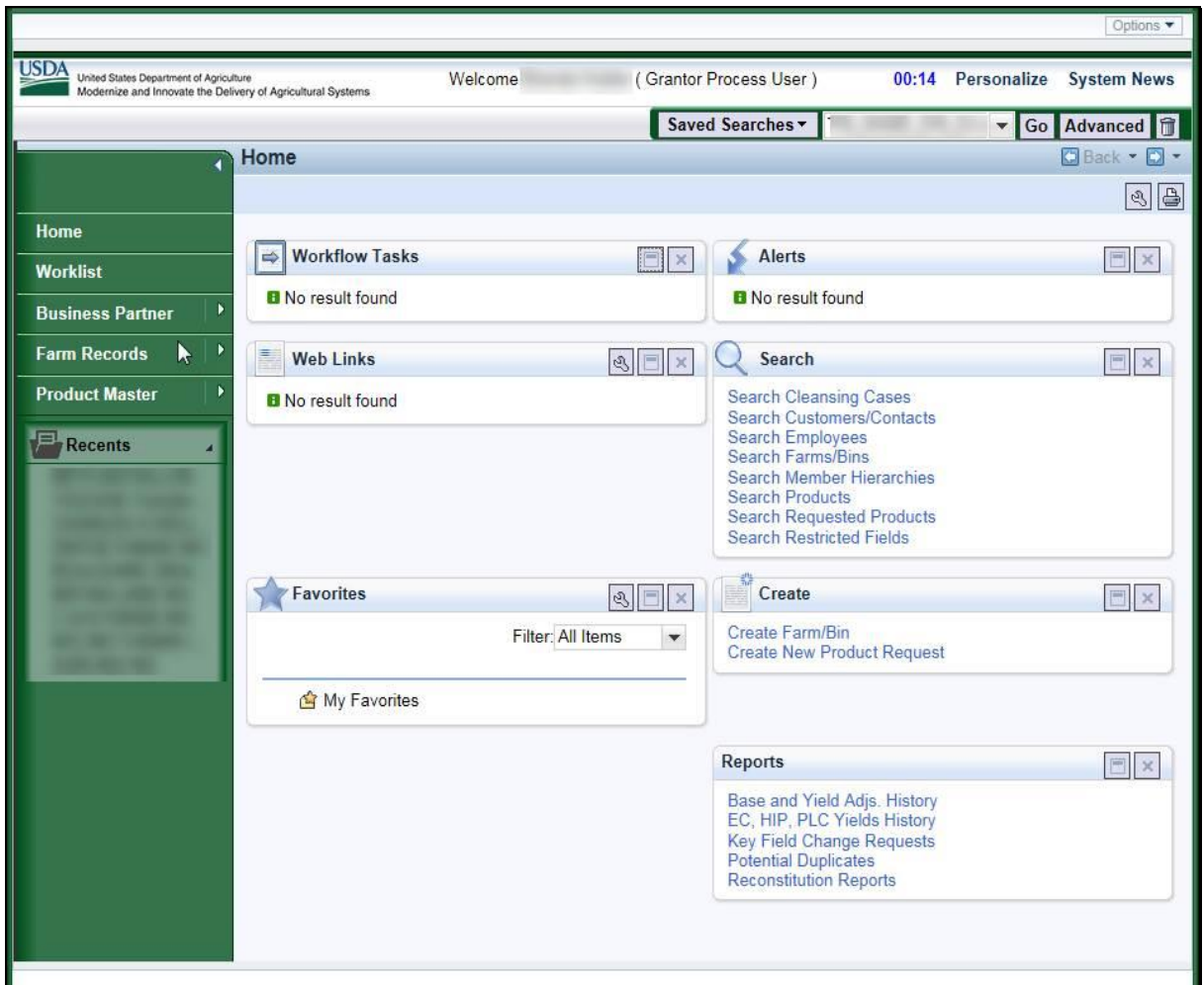
A Overview

The CRM@FSA Home Page will be displayed with the following assignment blocks, by default:

- Workflow Tasks
- Web Links
- Favorites
- Alerts
- Search
- Create
- Reports.

B CRM@FSA Home Page Example

Following is an example of the CRM@FSA Home Page.



18 CRM@FSA Home (Continued)

C CRM@FSA Home Assignment Blocks

The following table provides the assignment blocks available on the CRM@FSA Home Screen Page.

**Note:** Assignment blocks can be personalized using the wrench in the upper right corner.

Assignment Block	Description	Action
Workflow Tasks	<p>Displays notification of pending action to be taken by the user. The tasks will be displayed for all users with responsibility for that customer or farm.</p> <p><b>Example:</b> A multi-county customer’s date of death notification will appear in the Workflow Tasks of all users that are assigned to all counties to which the deceased producer is associated. Once one employee has taken action, the Workflow item(s) will be removed from all other employees’ Workflow Task list.</p>	Select the hyperlink to open the item.
Web Links	Displays quick links for frequently used web sites.	Select the wrench tool to personalize the web links.
Favorites	Displays quick links to FR or BP records previously saved as favorites.	Select the hyperlink to open the item.
Alerts	<p>Alerts are processed from the CRM Worklist or the Alert assignment block on the CRM Homepage.</p> <p>The Alerts notify the user of:</p> <ul style="list-style-type: none"> <li>• failed actions (such as replication errors)</li> <li>• pending or completed Cleansing Cases.</li> </ul> <p>Users will receive alerts, as appropriate, according to their CRM@FSA Role and Org Structure assignment.</p>	Selecting the hyperlink to open the alert.



18 CRM@FSA Home (Continued)

C CRM@FSA Home Options (Continued)

Assignment Block	Description	Action
Search	<p>Provides search options for CRM@FSA.</p> <p>Search options are as follows:</p> <ul style="list-style-type: none"> <li>• Search Attachment Folder</li> <li>• Search Cleansing Cases</li> <li>• Search Customer/Contacts</li> <li>• Search Employees</li> <li>• Search Farm/Bins</li> <li>• Search Member Hierarchies</li> <li>• Search Products</li> <li>• Search Requested Products</li> <li>• Search Restricted Fields.</li> </ul>	<p>Select the hyperlink to open the applicable search screen. See Section 3 for additional information on searching.</p>
Create	<p>Provides the option to:</p> <ul style="list-style-type: none"> <li>• Create a Farm/Bin</li> <li>• Create New Product Request.</li> </ul> <p><b>Note:</b> There is not a “Create Customer” or “Create Contact” option. Users must perform a thorough Search for existing Business Partner records before creating a new Customer or Contact record. See paragraph 23 for additional information on searching. Only after a thorough Search is completed will the user have the option to create a new record.</p>	<p>Select the hyperlink for the applicable option.</p>
Reports	<p>Provides the option for:</p> <ul style="list-style-type: none"> <li>• Key Field Change Request</li> <li>• Potential Duplicate Report.</li> </ul>	<p>Select the applicable report. See paragraph 30 for additional information on the Key Field Change Request. See paragraph 44 for additional information on the Potential Duplicate Report.</p>

19-22 (Reserved)



**Section 2 Business Partner Home**

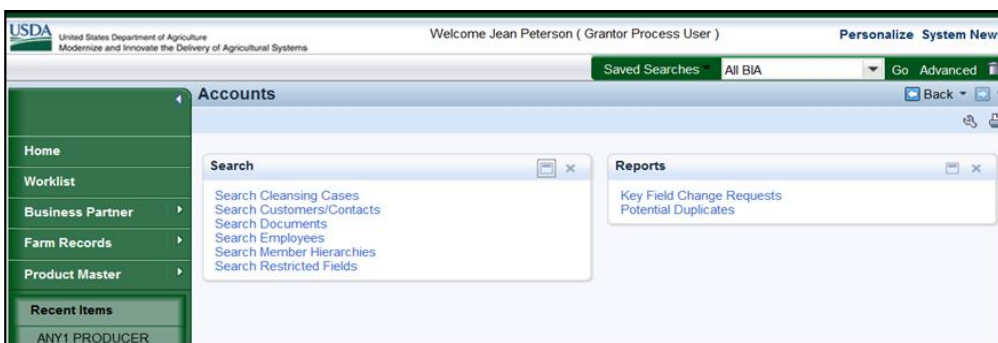
**23 Business Partner Home Screen**

**A Overview**

The Business Partner Home Screen provides users the ability to search Business Partner records and view reports.

**B Business Partner Home Screen Example**

Following is an example of Business Partner Home Screen.



**C Business Partner Home Screen Assignment Blocks**

The following table provides the assignment blocks available on the Business Partner Home Screen.

<b>Assignment Block</b>	<b>Options</b>	<b>Description</b>
Search	Cleansing Cases	Search Cleansing Cases Screen will be displayed. See paragraph 24 for additional information.
	Customers/Contacts	Search Customers Screen will be displayed. See paragraph 25 for additional information.
	Documents	Document Search Screen will be displayed. See paragraph 26 for additional information.
	Employees	Search Employees Screen will be displayed. See paragraph 27 for additional information.
	Member Hierarchies	Search Member Hierarchies Screen will be displayed. See paragraph 28 for additional information.
	Restricted Fields	Locked Fields in a Restricted BP Screen will be displayed. See paragraph 29 for additional information.
Reports	Key Field Change Requests	KFCR Search Result Page will be displayed. See paragraph 30 for additional information.
	Potential Duplicates	Potential Duplicate Report Screen will be displayed. See paragraph 31 for additional information.

## 24 Search Cleansing Cases

### A Overview

After selecting Search Cleansing Cases from the “Search” assignment block, the Search: Cleansing Cases screen will be displayed.

Cleansing Cases are created when an employee has confirmed that two or more records exist for the same individual or entity and must be merged. The Cleansing Case can be created by the State or County Office, and be searched for and accessed at a later time for merge completion by SSO.

See Part 3, Section 6 for more information on Potential Duplicate Check, Cleansing Cases, and Merges, and Exhibit 7 for a list of SSO’s.

The existing Cleansing Cases can be searched to determine the status, processor, and link to each Cleansing Case.

### B Search Cleansing Cases Screen Example

Following is an example of the Search: Cleansing Cases Screen.

The screenshot shows a web application interface titled "Search: Cleansing Cases". At the top right, there is a "Back" button. Below the title bar is a "Search Criteria" section with a "Hide Search Fields" link. The search criteria are defined by five rows, each with a field name, a relationship operator, and a value:

Case ID	is	
Processor (User)	is	
Status	is	New
Account	is	
State	is	ALL STATES

Below the search criteria, there is a "Maximum Number of Results" field set to 100. At the bottom of the search section are buttons for "Search", "Clear", "Reset", "Save Search As:" (with an input field), "Include View" (checkbox), and "Save".






The "Result List" section is currently empty. It features a toolbar with a trash icon, a bar chart icon, a calendar icon, and a refresh icon. Below the toolbar is a table header with the following columns:

Case ID	Account	Status	Priority	Processor	Created On
---------	---------	--------	----------	-----------	------------

24 Search Cleansing Cases (Continued)

C Search Criteria

The following table provides the available search criteria.

Criteria	Default	Description
Account	X	The Business Partner Record to select. Input Help  is used to search for a Business Partner record.
Case ID	X	The unique identifier assigned to each Cleansing Case.
Changed On		The date of the last change. Input Help  will display a calendar.
Created By		The user who created the cleansing case. Input Help  will display a search screen to search for the use.
Created On		The date the cleansing case was created. Input Help  will display a calendar.
Priority		The following priorities can be selected: <ul style="list-style-type: none"> <li>• Very Important</li> <li>• Important</li> <li>• Within 7 Days.</li> </ul>
Processor (User)	X	The user that created the Cleansing Case. Input Help  is used to facilitate the User Search.
State	X	Select to search by State Name or All States. State defaults are determined by searching employee's assignment in Org Structure.
Status	X	The following are statuses of Cleansing Case(s): <ul style="list-style-type: none"> <li>• New</li> <li>• In Process</li> <li>• Completed</li> <li>• Rejected.</li> </ul> Leaving this field blank will return all statuses.

24 Search Cleansing Cases (Continued)

**D Result List**

The result list will be displayed with the record(s) that match the search criteria entered. The Case ID field is hyperlinked to the Cleansing Case.

**Note:** “Processor” is the name of the employee that created the Cleansing Case. The Cleansing Case is not assigned to a specific SSO, therefore their name is not captured directly in the Cleansing Case. The SSO that completed the Cleansing Case and merged the records will be displayed in the Change History section of the Customer Record.

Result List: 4 Cleansing Cases Found						
Case ID	Account	Status	Created On	Processor...	State	
6632	Any Producer	In Process	02/17/2015	Employee Joe	KANSAS	
6703	That Farmer	Completed	03/25/2015	Employee Meg	KANSAS	
6734	Nice Farm LLC	In Process	04/22/2015	Employee Joe	KANSAS	
6771	Familyman Rev Trust	Rejected	05/13/2015	Employee Dan	KANSAS	

25 Search Customers/Contacts

A Overview

After selecting Search Customers/Contacts from the “Search” assignment block, the Search: Customers Screen will be displayed.

B Search Customers Screen Example

Following is an example of the Search: Customers Screen.

**Search: Customers** [Back]

**Search Criteria** [Hide Search Fields](#)

Search for: All Accounts

Business Name	is		
First Name	is		
Last Name	is		
Middle Name	is		
Common Customer Name	is		
BP Number/ID	is		
Role	is		
Tax ID Number	is		
Tax ID Type	is		
Archived Flag	is	Not Set	
Inactive Flag	is	Not Set	
IRS Response Code	is		
IRS Attempts	equals		
State Prog Participation	is	ALL STATES	
County Prog Participation	is	<--ALL COUNTIES-->	
Service Center	is	<--ALL CENTERS-->	

Maximum Number of Results: 100

[Search] [Clear] [Reset] Save Search As: [ ] [Include View] [Save]

**Result List**

[New Customer]

In...	BP Nu...	S...	Common Customer Name	Tax ID Number	T P A C A Z T E I. I.
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## 25 Search Customers/Contacts (Continued)

## C Search Criteria

The following table provides the default search criteria. Additional Search Fields can be selected by using the drop-down arrows.

**Notes:** Some search defaults are based on the user's CRM@FSA role. See Exhibit 5 for CRM@FSA roles.

Use wildcards if only part of the search criteria is known. See paragraph 36 for additional information.

Criteria	Default	Description
Search For	X	The type of record being searched. Defaults to All Accounts which includes both customers and contacts. If Customers is selected, only customer records will be returned. If Contacts is selected, only contact records will be returned.
Address Line 1		The first line of the customers/contacts address. Use wildcards if only part of the address is known. See paragraph 36 for additional information.
Address State		The State attached to the customer's/contact's address.
Archived Flag	X	The following options are available: <ul style="list-style-type: none"> <li>• Not Set</li> <li>• Set</li> <li>• Blank.</li> </ul> <p>The default "Not Set" option will return records that are not archived. "Set" will return records that are archived. "Blank" will return both archived and not archived records. See paragraph 63 for additional information on archived records.</p>
BP Number/ID	X	The system assigned number assigned to a customer/contact.
Business Name	X	The customer's business name.
City		The city attached to the customer's/contact's address.



25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
Common Customer Name	X	The common customer name of the customer.
Country		The country attached to the customer's/contact's address.
County Prog Participation	X	The county where the customer is participating.
Customer Type		The customer type tied to the program participation record. The following options are available: <ul style="list-style-type: none"> <li>• Non-ag NRCS customer</li> <li>• Inactive customer</li> <li>• Technical service provider</li> <li>• Non county FSA customer</li> <li>• RD customer</li> <li>• Ag NRCS customer</li> <li>• FLP customer</li> <li>• FSA customer.</li> </ul>
Date of Birth		The customer's date of birth.
Date of Death		The customer's date of death.
Death Confirmed Flag		The following options are available: <ul style="list-style-type: none"> <li>• Set</li> <li>• Not Set</li> <li>• Blank.</li> </ul> <p>The default is "Blank" which will return customers with or without the death confirmed flag set. "Set" will return customers with the death confirmed flag set. "Not Set" will return customers without the death confirmed flag set.</p>
E-Mail Address		The e-mail address of the customer.
First Name	X	The first name of the customer.

25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
Inactive Flag	X	<p>The following options are available:</p> <ul style="list-style-type: none"> <li>• Not Set</li> <li>• Set</li> <li>• Blank.</li> </ul> <p>Defaults to “Not Set” which will return records that are active. “Set” will return records that are inactive. “Blank” will return both active and inactive records. See paragraph 63 for additional information on inactive records.</p>
IRS Attempts	X	The number of attempts made to IRS to validate the customer’s tax ID number.
IRS Response Code	X	The tax ID validation response code received from IRS.
Last name	X	The last name of the customer.
Middle Name	X	The middle name of the customer.
Paying Entity		<p>The following options are available:</p> <ul style="list-style-type: none"> <li>• Set</li> <li>• Not Set</li> <li>• Blank.</li> </ul> <p>The default is “Blank” which will return customers with or without the paying entity flag set. “Set” will return customers with the paying entity flag set. “Not Set” will return customers without the paying entity flag set.</p>

25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
Relationship		<p>The type of relationship tied to the customer. The following options are available:</p> <ul style="list-style-type: none"> <li>• Has Conservator</li> <li>• Has Contact Person</li> <li>• Has FSA Attorney in Fact</li> <li>• Has Family Member/Business Associate</li> <li>• Has Member Signature</li> <li>• Has Non-FSA Attorney in Fact</li> <li>• Has Parent/Guardian</li> <li>• Has Revoked Spousal Signature Authority</li> <li>• Has Signature Authority</li> <li>• Is Conservator</li> <li>• Is Contact Person Of</li> <li>• Is FSA Attorney in Fact</li> <li>• Is FSA Employee/Producer</li> <li>• Is Married To</li> <li>• Is NRCS Employee/Producer</li> <li>• Is Non-FSA Attorney in Fact</li> <li>• Is Not Authorized to Sign for Spouse</li> <li>• Is Signature Authority.</li> </ul>
Relationship BP Number/ID		<p>The BP ID of a customer that is the receiver of the relationship (“Is” and not “Has”).</p>
Restricted		<p>The following options are available:</p> <ul style="list-style-type: none"> <li>• Set</li> <li>• Not Set</li> <li>• Blank.</li> </ul> <p>The default is “Blank” which will return customers regardless of the restricted status. “Set” will return customers that are restricted. “Not Set” will return customers that are not restricted.</p>

25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
Role	X	<p>The role of the customer. The following options are available:</p> <ul style="list-style-type: none"> <li>• Individual</li> <li>• Bureau of Indian Affairs</li> <li>• City Owned</li> <li>• Corp with No Stockholders</li> <li>• Corporation</li> <li>• County Owned</li> <li>• Estate</li> <li>• Federal Entity</li> <li>• Financial Institution</li> <li>• General Entity Member</li> <li>• General Partnership</li> <li>• Group of Individuals</li> <li>• Indian Tribal Venture</li> <li>• Indians Rep by BIA</li> <li>• Indv. Operating Business</li> <li>• Joint Venture</li> <li>• Limited Liability Company</li> <li>• Limited Partnership</li> <li>• Loss Adjustor Contractor</li> <li>• News Media</li> <li>• Non-Profit or Tax-Exempt</li> <li>• Other</li> <li>• Public Body</li> <li>• Public School</li> <li>• State/Local Government</li> <li>• Trust – Irrevocable</li> <li>• Trust – Revocable</li> <li>• Unknown/Not applicable.</li> </ul> <p>The result returned will be displayed with customers that used the selected role anytime from FY 2000 to current year.</p>
SCIMS ID Number		<p>The core customer ID number from SCIMS. This was the system assigned number for each customer.</p>
Service Center	X	<p>The service center tied to the county where the producer is participating. This field is populated after a State and County Program Participation is selected.</p>

25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
Standard Address		<p>The following options are available:</p> <ul style="list-style-type: none"> <li>• Set</li> <li>• Not Set</li> <li>• Blank.</li> </ul> <p>The default is “Blank” which will return customers regardless of the standard address flag. “Set” will return customers with the standard address flag set. “Not Set” will return customers without the standard address flag set.</p>
State by Country		Can be populated using the input help button.
State Prog Participation	X	The state where the customer is participating.
Tax ID Number	X	The tax ID number of the customer.
Tax ID Type	X	The tax ID type of the customer.
Telephone		The telephone number of the customer.
ZIP Code		The ZIP code attached to the customer’s address.

D Result List

The result list, when displayed, will provide the record(s) that match the search criteria entered. The Common Customer Name Field contains a hyperlink to the customer’s record. See Part 3 for additional information about customer records.

Result List: 3 Customers Found

Inactive	SCIMS ID	BP Number/ID	Common Customer Name	Current Role	Tax ID Type	Address State
<input type="checkbox"/>	0520805	8001480014	<a href="#">ANY O PRODUCER</a>	Individual	Social Security Number	New Mexico
<input type="checkbox"/>	3481134	8008980089	<a href="#">IMA FARMER</a>	Trust - Revocable	Employer ID Number	Ohio
<input type="checkbox"/>	5724457	8005480054	<a href="#">ANY D PRODUCER</a>	Trust - Revocable	No Tax ID Type	Georgia

25 Search Customers/Contacts (Continued)

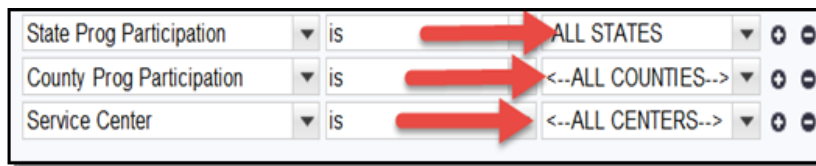
E Performing an Accurate Customer Search

When looking for a specific record, the user should enter as much information about the customer in order to quickly find the record. This is known as a **narrow search**. A narrow search might include the BP Number, Tax ID Number, or First and Last name.

If the record is not immediately returned, the user should remove Search Criteria in order to widen the search. It is critical to perform a **wide and thorough** search of customer records before creating a new customer record, to ensure duplicate records are not created.

A thorough search includes several searches using the following techniques.

- National Search in which State and County Program Participation values are “All States”, “All Counties” and “All Service Centers”.



- Search in which Archived, Inactive, and Death Confirmed Flags are {Blank}.



- Search by First and Last Name, or Business Name, using wildcards.
- Search by TIN, or partial TIN.
- Search by Common Customer Name, using wildcards.

26 Search Documents

A Overview

After selecting Search Documents from the “Search” assignment block, the Document Search Screen will be displayed.

Documents that have been attached to a customer’s record may be searched and viewed using the “Search Documents” option. See paragraph 76 for additional information on Attachments.

B Document Search Screen Example

Following is an example of the Document Search Screen.

The screenshot shows a web application window titled "Document Search". At the top right, there is a "Back" button and a notification icon with a red exclamation mark and the number "1". Below the title bar is a section titled "Search for Documents" with several input fields: "Created By:", "Creation Date From:" (with a calendar icon), "Creation Date To:" (with a calendar icon), "Document Name:", "Language:" (with a dropdown icon), and "Contains Text:". Below these fields are "Search" and "Clear" buttons. Underneath is a section titled "Result List : 0 Documents Found" with a table header containing "Document Name", "Type", "Created On", and "Created By". There are also icons for a list view and a refresh icon in the top right of the result list area.

26 Search Documents (Continued)

C Search for Documents

The following table provides the available search criteria.


Criteria	Description
Created By	The User Name/FID of the employee that loaded the attachment document. The User Name/FID can be found by first performing an employee record search using the employee’s name. See paragraph 27 for additional information.
Creation Date From	The date the attachment was created. Dates can be entered using the calendar Input Help.
Creation Date To	The end date of the attachment.
Document Name	The name of the attachment as entered by the user.
Language	Multiple language choices are available from the Input Help.
Contains Text	Any text contained within the attachment.


D Result List


The result list will be displayed with the document(s) that match the search criteria entered. The document name is hyperlinked to the scanned attached document.


**Search for Documents**

Created By:



Creation Date From:  

Creation Date To:  

Document Name:  

Language:  

Contains Text:

**Result List : 97 Documents Found**  

Document Name	Type	Created On	Created By	Filename
<a href="#">FSA-211 Deb Garman sign for Sheila Clark</a>	PDF File (Adobe Acrobat Exchange/Reader)	05/21/2013 14:27	F0015427	FSA-211 Sheila A Clark.pdf
<a href="#">FSA-211 Deb Garman sign for Richard Clar</a>	PDF File (Adobe Acrobat Exchange/Reader)	05/21/2013 14:36	F0015427	FSA-211 Richard J Clark.pdf
<a href="#">Tom to sign for Rodney's RLT</a>	PDF File (Adobe Acrobat Exchange/Reader)	06/03/2013 09:38	F0016065	Tom to sign for Rodney's RLT.pdf
<a href="#">Alan to sign for Michael</a>	PDF File (Adobe Acrobat Exchange/Reader)	09/04/2013 18:22	F0016065	Alan to sign for Michael Bailey.pdf
<a href="#">D. Courtney to sign for Michael</a>	PDF File (Adobe Acrobat Exchange/Reader)	09/04/2013 18:24	F0016065	D. Courtney to sign for Michael Bailey.pdf



## 27 Search Employees

### A Overview

After selecting Search Employees from the “Search” assignment block, the Search: Employees Screen will be displayed.

Employee records are available as view-only in Business Partner. All employee data is managed in the source applications: EmpowHR and MRT. Modifications to employee record data in Business Partner is prohibited.

### B Search: Employees Screen Example

Following is an example of the Search: Employees Screen.

The screenshot shows the 'Search: Employees' interface. At the top, there is a title bar with 'Search: Employees' and a 'Back' button. Below the title bar is a 'Search Criteria' section with a 'Hide Search Fields' link. The search criteria section contains five rows, each with a field name, a dropdown menu, an operator dropdown menu, and a text input field. The fields are: Employee ID, First Name, Last Name, E-Mail, and User. The operator dropdown menu for each row is set to 'is'. To the right of each row are two small circular icons, one with a plus sign and one with a minus sign. Below the search criteria section is a 'Maximum Number of Results' field set to '100'. At the bottom of the search criteria section are buttons for 'Search', 'Clear', 'Reset', 'Save Search As:' followed by a text input field, an 'Include View' checkbox, and a 'Save' button. Below the search criteria section is a 'Result List' section with a 'Merge Employees' link and three icons (a bar chart, a calendar, and a hand). Below the 'Merge Employees' link is a table with the following columns: Employee ID, First name, Last name, E-Mail, User Name, and Org. Unit.

Employee ID	First name	Last name	E-Mail	User Name	Org. Unit
-------------	------------	-----------	--------	-----------	-----------

27 Search Employees (Continued)





C Search Criteria

The following table provides the available search criteria.

Criteria	Description
E-Mail	The e-mail address of the employee.
Employee ID	The ID of the employee. This is an internal system generated ID number.
First Name	The first name of the employee.
Last Name	The last name of the employee.
User	The user name of the employee. This is an internal system generated identifier.

D Result List

The result list will be displayed with the record(s) that match the search criteria entered. The Last Name field contains a hyperlink which will provide the employee record when selected. See Part 5 for more information about Employee records.

Result List: 4 Employees Found					
Merge Employees   					
	Employee ID	First Name	Last Name	E-Mail	User Name
	7851	<a href="#">Fine</a>	<a href="#">Worker</a>	<a href="mailto:fine.worker@mo.usda.gov">fine.worker@mo.usda.gov</a>	
	7779	<a href="#">Good</a>	<a href="#">Employee</a>	<a href="mailto:good.employee@az.usda.gov">good.employee@az.usda.gov</a>	F0017750
	26541	<a href="#">Eager</a>	<a href="#">Beaver</a>	<a href="mailto:eager.beaver@ga.usda.gov">eager.beaver@ga.usda.gov</a>	F0323123
	28923	<a href="#">Kind</a>	<a href="#">Colleague</a>	<a href="mailto:kind.colleague@ok.usda.gov">kind.colleague@ok.usda.gov</a>	F0921759

## 28 Search Member Hierarchies

### A Overview

After selecting Search Member Hierarchies from the “Search” assignment block, the Search: Member Hierarchies Screen will be displayed.

Member Hierarchy data is displayed by an interface with Business File, the source system for this data. The Member Hierarchy is the membership of any entity (General Partnership, Corporation, LLC, etc). See 3-PL for additional information on Business File.

### B Search Member Hierarchies Screen Example

Following is an example of the Search Member Hierarchies Screen.

The screenshot shows a web application interface titled "Search: Member Hierarchies". At the top right, there is a "Back" button with a dropdown arrow. Below the title bar is a "Search Criteria" section with a "Hide Search Fields" link on the right. The search criteria are organized into five rows, each with a dropdown menu for the field name, a dropdown for the operator (all set to "is"), and a text input field for the value. The first row is pre-filled with "Shareholder". Each row has expand (+) and collapse (-) icons to its right. Below the criteria is a "Maximum Number of Results" field set to "100". At the bottom of the search section are buttons for "Search", "Clear", "Reset", and "Save Search As:" followed by a text input field. There is also an "Include View" checkbox and a "Save" button with a floppy disk icon. Below the search section is a "Result List" section with a header bar containing icons for a table, a calendar, and a refresh. The first row of the result list shows two columns: "Payment Entity ID" and "Payment Entity Name".

28 Search Member Hierarchies (Continued)

C Search Criteria

The following table provides the default search criteria.

Criteria	Description	Result
Category	Select shareholder or leave blank.	
Member BP ID	The BP ID number of a member of an entity (the BP ID will be automatically entered using the Input Help and searching for the member).	The Result list will be displayed with all entities to which the customer is associated, including the individual record.
Member Name	The name of the member of an entity.	
Payment Entity BP ID	The BP ID Number of the entity (the BP ID will be automatically entered using the Input Help and searching for the entity).	The Result list will be displayed with members for the payment entity.
Payment Entity Name	The name of the entity.	

D Result List

The result list will display the record(s) that match the search criteria entered. The Payment Entity ID field contains a hyperlink which will take the user to the Member Hierarchy Screen. See Part 3, Section 9 for additional information.

Result List: 1 Member Hierarchy Found	
Payment Entity ID	Payment Entity Name
<a href="#">8000000000</a>	IMA CORPORATION

**29 Search Restricted Fields**

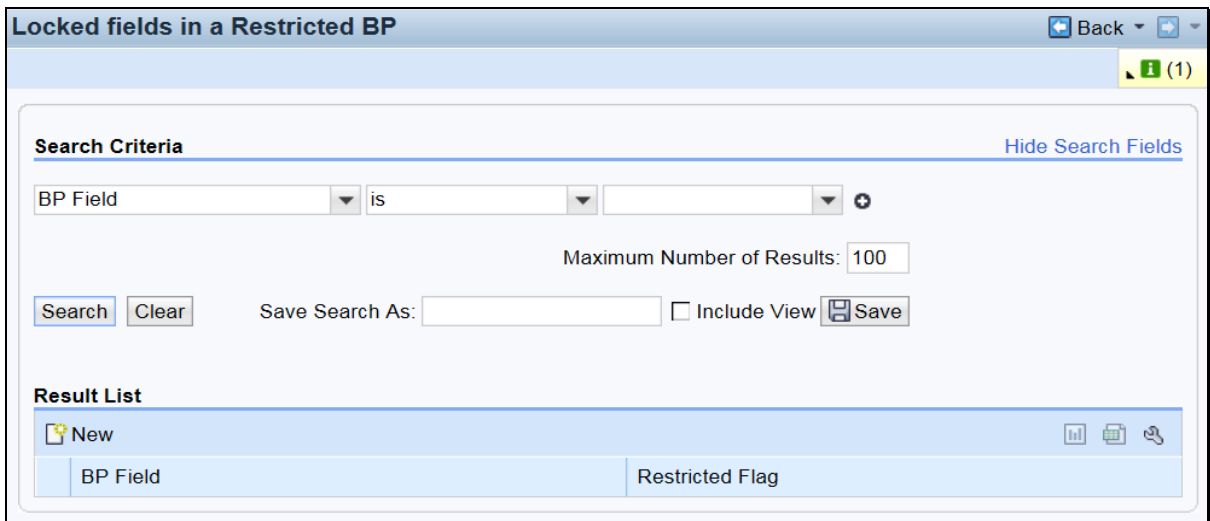
**A Overview**

After selecting Search Restricted Fields from the “Search” assignment block, the Locked Fields in a Restricted BP Screen will be displayed.

**Note:** Search Restricted Fields is for National Office use only.

**B Locked Fields in a Restricted BP Screen Example**

Following is an example of the Locked Fields in a Restricted BP Screen.



**C Search Criteria**

The following table provides the default search criteria.

Criteria	Description
BP Field	The BP field which has restricted entry.

**D Result List**

The result list will be displayed with the record(s) that match the search criteria entered.

### 30 Key Field Change Requests

#### A Overview

After selecting Key Field Change Requests from the “Reports” assignment block, the KFCR Search Result Page Screen will be displayed.

**Note:** Key Field Change Requests are processed by the BP SSO. See Exhibit 7 for BP SSO’s.

#### B KFCR Search Result Page Screen Example

Following is an example of the KFCR Search Result Page Screen.

The screenshot displays the 'KFCR Search Result Page' interface. At the top right, there is a 'Back' button. Below the title bar, the 'Search Criteria' section is visible, with a 'Hide Search Fields' link on the right. The search criteria are organized into a table with columns for field names, operators, and values. The fields include Service Center Name, Service Center, Partner, Common Customer Name, FLP Flag, Old Tax Type, Old Tax Number, Old Inactive, New Tax Type, New Tax Number, New Inactive, Change Status, Approved On, Approved by, Created by, and Created on. Operators include 'contains', 'is', and 'is between'. Values are mostly empty, with some containing 'and' and 'and ' followed by empty input boxes. To the right of each row are icons for adding, removing, and grouping criteria. Below the search criteria, there is a 'Maximum Number of Results' field set to '100'. At the bottom left of the search section are 'Search' and 'Clear' buttons. The 'Result List' section at the bottom shows a grid of search results with columns labeled with abbreviations: P..., C..., R..., T..., T..., I..., N..., N..., N..., C..., W..., C..., C..., C..., A..., A..., A..., C..., F..., P..., L... On the right side of the result list, there are icons for a grid view, a print icon, and a refresh icon.

## 30 Key Field Change Requests (Continued)

**C Search Criteria**

The following table provides the available search criteria.

<b>Criteria</b>	<b>Description</b>
Service Center Name	The service center associated with the KFCR.
Partner	The Business Partner associated with the KFCR.
Common Customer Name	The common name of the customer associated with the KFCR.
FLP Flag	The Yes/No indicator for an FLP Program Participation in the customer record associated with the KFCR.
Old Tax Type	The original Tax ID Type of the customer associated with the KFCR.
Old Tax Number	The original Tax ID number of the customer associated with the KFCR.
Old Inactive	The original inactive status of the customer associated with the KFCR.
New Tax Type	The new Tax ID Type of the customer associated with the KFCR.
New Tax Number	The new Tax ID Number of the customer associated with the KFCR.
New Inactive	The new inactive status of the customer associated with the KFCR.
Change Status	The status of the KFCR.
Approved On	The date the KFCR was approved.
Approved By	The employee that approved the KFCR.
Created By	The employee that created the KFCR.
Created On	The date the KFCR was created.

**D Result List**

The result list will be displayed with the record(s) that match the search criteria entered. See paragraph 43 for KFCR Reports.

### 31 Potential Duplicates

#### A Overview

After selecting Potential Duplicates from the “Reports” assignment block, the Potential Duplicate Report Screen will be displayed.

#### B Potential Duplicate Report Screen Example

Following is an example of the Potential Duplicate Report Screen.

The screenshot shows a web application window titled "Potential Duplicate Report". At the top right, there is a "Back" button with a dropdown arrow. Below the title bar is a "Search Parameters" section with the following fields:

- Group ID:
- Individual/Business:
- Creation Date:  (with a calendar icon)
- State Prog Participa...:
- County Prog Partici...:
- Service Center:

Below these fields is a "Maximum Number..." field with the value "100". At the bottom of the search section are "Search" and "Clear" buttons.

Below the search section is a "Potential Duplicate Records" section. It features a "RESOLVE" button with a document icon and three utility icons (print, refresh, help). Below this is a table header with the following columns:

Group ID	Busines...	Commo...	Similarit...	Address	Date Of...	Change...	Inactive	Tax Nu...	Tax Type
----------	------------	----------	--------------	---------	------------	-----------	----------	-----------	----------



**31 Potential Duplicates (Continued)**

**C Search Parameters**

The following table provides the default search parameters.

<b>Criteria</b>	<b>Description</b>
Group ID	The system generated number assigned to the group of duplicates.
Individual/Business	The role of the duplicate customer.
Creation Date	The creation date of the duplicate.
State Prog Participation	The State where the duplicate customer participates.
County Prog Participation	The county where the duplicate customer participates.
Service Center	The Service Center where the duplicate customer participates.

**D Result List**

The result list will be displayed with the record(s) that match the search criteria entered. See paragraph 44 for Potential Duplicate Reports.

**32-35 (Reserved)**



### Section 3 Searching in Business Partner

## 36 Search Criteria

### A Overview

The Search Criteria defines how a search will be performed. There are many ways to select and use search criteria.

The Search Criteria section of most search screens is divided into three distinct areas:

- Search Fields
- Search Options
- Search Values.

### B Example of Search Criteria

Following is an example of the search criteria section of a search screen showing the three distinct search areas.

The screenshot shows a search criteria interface titled "Search Criteria". At the top, there is a "Search for:" dropdown menu set to "All Accounts". Below this, a table lists various search criteria. The table is organized into three columns: Search Fields (yellow background), Search Options (pink background), and Search Values (blue background). Each row represents a search criterion, and each column contains a dropdown menu for that criterion. To the right of each row are two small circular icons, a plus sign and a minus sign. Three callout boxes are overlaid on the table: "Search Fields" points to the first column, "Search Options" points to the second column, and "Search Values" points to the third column.

Search Fields	Search Options	Search Values		
Business Name	is			+ -
First Name	contains	Jon		+ -
Last Name	is	Producer		+ -
Middle Name	is			+ -
Common Customer Name	is			+ -
BP Number/ID	is			+ -
Role	is	Individual		+ -
Tax ID Number	is			+ -
Tax ID Type	is			+ -
Archived Flag	is	Not Set		+ -
Inactive Flag	is	Not Set		+ -
IRS Response Code	is			+ -
IRS Attempts	equals			+ -
State Prog Participation	is	CALIFORNIA		+ -
County Prog Participation	is	-SAN JOAQUIN		+ -
Service Center	is	<--ALL CENTERS-->		+ -

## 36 Search Criteria (Continued)

**C Search Fields**

The search fields are defaulted to the most common fields used to perform searches. The default search fields differ based on the search screen. The following table provides references for additional information on default search fields for each search screen.

Search Screen	Paragraph
Search Cleansing Cases	24
Search Customers/Contacts	25
Search Documents	26
Search Employees	27
Search Member Hierarchies	28
Search Restricted Fields	29
Search KFCR	30
Search Potential Duplicates	31

**D Search Options**

The following table provides the available search options.

Search Option	Description
Is	The applicable field of the desired record(s) <i>exactly</i> matches the value entered.
Contains	The applicable field of the desired record(s) <i>contains</i> the value entered.
Starts With	The applicable field of the desired record(s) <i>begins with</i> the value entered.

**E Search Values**

In the search values section, the user enters or selects the values to query in the search. The specific data from the desired record is entered into the search value fields. Entering many search values will yield a very narrow result list. Entering few search values will yield a large result list.

The Wildcard (\*) can be used to represent unknown information. The location of the Wildcard (\*) in the Search Value field will determine the outcome of the results. The Wildcard (\*) can be used:

- after search values
- before search values
- before **and** after search values.

**Note:** Wildcard (\*) **cannot** be used in conjunction with the Search Option “Contains”.

36 Search Criteria (Continued)

E Search Values (Continued)

**Example 1:** Search for customers with the first name starting with “J” and the last name “Smith”.

**Search: Customers**

**Search Criteria**

Search for: All Accounts

Business Name	is		+	-
First Name	is	J*	+	-
Last Name	is	SMITH	+	-
Middle Name	is		+	-

**Example 2:** Search for customers with a Tax ID number ending in “1234”.

**Search: Customers**

**Search Criteria**

Search for: All Accounts

Business Name	is		+	-
First Name	is		+	-
Last Name	is		+	-
Middle Name	is		+	-
Common Customer Name	is		+	-
BP Number/ID	is		+	-
Role	is		+	-
Tax ID Number	is	*1234	+	-
Tax ID Type	is		+	-

**Example 3:** Search for customers with a common customer name that contains the word “Revocable”.

**Search: Customers**

**Search Criteria**

Search for: All Accounts

Business Name	is		+	-
First Name	is		+	-
Last Name	is		+	-
Middle Name	is		+	-
Common Customer Name	is	*REVOCABLE*	+	-
BP Number/ID	is		+	-

### 37 Basic Search Techniques

#### A Overview

There are many ways to perform a search in BP. This paragraph provides basic techniques that can be used when searching in BP.

#### B Adding and Removing Search Lines

To add an additional line to the Search Criteria, click the “+” at the end of the field. This will add a 2<sup>nd</sup> line item for the same Search Field.

To remove a line from the Search Criteria, click the “-“at the end of field. Alternatively, users can click the “Reset” button at the bottom of the Search page to return to the original default Search settings.

#### C And vs Or

When using different types of Search Fields, the operator is “And” (First Name And Last Name). When using multiple line items of the same Search field, the operator is “Or” (First Name Or First Name).

**Example:** In the following screen shot, the First Name field has two separate line entries. The Last Name field has only one entry. The Search Criteria is seeking records with the First Name of Jack Or Kenneth And the Last Name of Jones. Jack Jones and Kenneth Jones would both be returned, if a match is found.

Search: Customers			
Search Criteria			
Search for:	All Accounts		
Business Name	is		+ -
First Name	is	JACK	+ -
First Name	is	KENNETH	+ -
Last Name	is	JONES	+ -
Middle Name	is		+ -

37 Basic Search Techniques (Continued)

**D Clearing/Resetting Search Fields**

There are two options available to clear Search Criteria:

- Clear
- Reset.

The “Clear” button allows the search values to be cleared without the user individually deleting each entered value. The search fields and search options will not be changed.

The “Reset” button returns all search fields, search options, and search values to the original default setting.

**E Maximum Number of Results**

The Maximum Number of Results defaults to 100. This number can be modified to increase or decrease the number of results returned.

The screenshot shows a search interface with three criteria: State Prog Participation, County Prog Participation, and Service Center. Each criterion has a dropdown menu and a search operator. A red arrow points to the 'Maximum Number of Results' field, which is set to 100. Below the search fields are buttons for 'Search', 'Clear', and 'Reset', along with a 'Save Search As' field and a 'Save' button. The 'Result List' section shows a table with one entry: 'New Customer'.

Inactive	BP Number/ID	Common Customer Name	Tax ID Nu...	Current

If there are more than 100 results and the default is not changed, the system will *randomly* display 100 results. Maximum number of results should be increased as necessary to display all records for the entered Search Criteria. If an extremely large number is entered into the Maximum Number of Results field, the system may time out.

### 37 Basic Search Techniques (Continued)

#### F Save Search

Once the search criteria has been entered, that same criteria can be saved for future use. Enter a name in the *Save Search As* field and CLICK “Save”.

The screenshot shows a search criteria form with the following fields and values:

Common Customer Name	is		
BP Number/ID	is		
Role	is	Individual	
Tax ID Number	is		
Tax ID Type	is		
Death Confirmed Flag	is	Set	
Archived Flag	is	Not Set	
Inactive Flag	is	Not Set	
IRS Response Code	is		
IRS Attempts	equals		
State Prog Participation	is	ARIZONA	
County Prog Participation	is	<-- ALL COUNTIES -->	
Service Center	is	<-- ALL CENTERS -->	

Maximum Number of Results: 100

Buttons: Search, Clear, Reset, Save Search As: Deceased Individuals, Save

Saved Searches can be found in the header and can be accessed from any page.

The screenshot shows a system header with a 'Personalize System News' link. A dropdown menu is open, showing the following items:

- Saved Searches
- Financial Institutions in AZ
- City Owned Customers
- Deceased Individuals
- Financial Institutions in AZ

Other visible elements include 'Go Advanced', 'Back', and 'Hide Search Fields'.



### 38 Result List and Tools

#### A Overview

Results of the Search Criteria will be displayed in the lower portion of the Search page. The number of records found is displayed at the top of the Results List. Each record returned contains a blue hyperlink which will take the user to the record when selected.

#### B Example of Result List

Following is an example of the Result List.

In...	BP Nu...	Common Custom...	Tax ID...	Tax ID...	Curren...	Paying...	City	Address...
<input type="checkbox"/>	801139...	<a href="#">ANY PRODUCER</a>	NOTAXID	No Tax I...	Individual	<input type="checkbox"/>	ANYTO...	Ohio
<input type="checkbox"/>	801139...	<a href="#">ANY O PRODUCER</a>	NOTAXID	No Tax I...	Individual	<input type="checkbox"/>	ANYWH...	Maryland
<input type="checkbox"/>	801139...	<a href="#">ANY T PRODUCER6</a>	NOTAXID	No Tax I...	Individual	<input type="checkbox"/>	ANYTO...	Ohio
<input type="checkbox"/>	801139...	<a href="#">ANY TWO PROD...</a>	NOTAXID	No Tax I...	Individual	<input type="checkbox"/>	ANYTO...	Ohio
<input type="checkbox"/>	801139...	<a href="#">ANY1PRODUCER...</a>	NOTAXID	No Tax I...	Limited...	<input type="checkbox"/>	ANYTO...	Ohio

#### C Sorting/Filtering

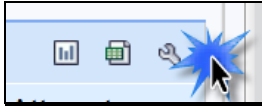
The columns of data in the Results List can be sorted and filtered for each field. Click the column header to and the sorting and filtering options will be displayed.

Inactive	BP...	Common Customer Name	Current Role
<input type="checkbox"/>	80...	Sort Ascending	al
<input type="checkbox"/>	80...	Sort Descending	al
<input type="checkbox"/>	80...	(All)	al
<input type="checkbox"/>	80...	(Custom...)	al

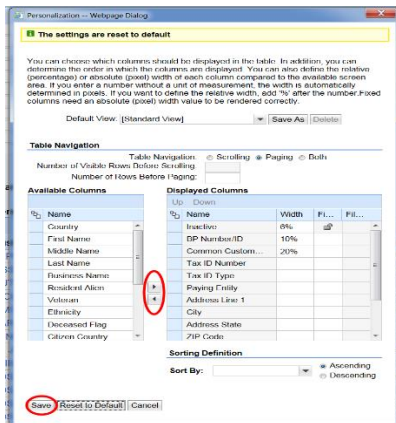
38 Result List and Tools (Continued)

D Personalizing

The Result List data fields can be organized and personalized by using the wrench icon located in the header bar of the Result List.



The Result List Default View is set to “Standard View”. Based on preference, the fields may be moved between Available Columns and Displayed Columns by clicking the box to the left of each field and then using the arrows between the two sections (Available Columns and Displayed Columns). Once the fields have been moved to the desired section, the box next to the field name must be clicked again to deselect it. To complete the personalization, CLICK “Save”.



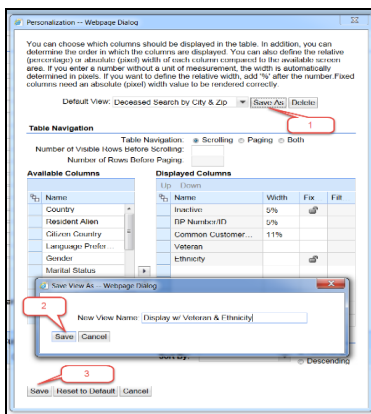
38 Result List and Tools (Continued)

D Personalizing (Continued)

Additional personalization can also be created and “Saved As”. This will allow the desired result displayed to be saved and used at a later date. This is done by selecting the fields from the Available Columns and Displayed Columns. Once the desired fields are in the “Displayed Columns”, the fields may be re-ordered by highlighting one box at a time and clicking the “Up” or “Down” button.

Save the personalization according to the following steps.

Step	Action
1	Select “Save As”.
2	Enter the Name of the display into the New View Name and select “Save”.
3	Once the View Name is saved, the Personalization will need to be saved as well.



The display views can be found and selected from the drop-down menu in the “Default View.”

38 Result List and Tools (Continued)

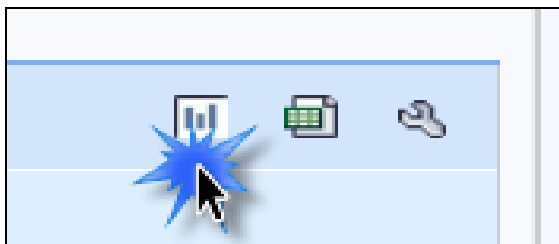
D Personalizing (Continued)

Based on the “View” selected, the Result List will be displayed with the personalized fields.

Result List: 10 Customers Found				
View: <span style="float: right;">New Customer</span>				
Inact...	BP Numbe...	Common Customer Name	Veteran	Ethnicity
<input type="checkbox"/>	8011390105	ANY PRODUCER1	Not Applicable or Unknown	Not Hispanic or Latino
<input type="checkbox"/>	8011390136	ANY PRODUCER2	Not Applicable or Unknown	Not Hispanic or Latino
<input type="checkbox"/>	8011390137	ANY PRODUCER3	Not Applicable or Unknown	Hispanic or Latino
<input type="checkbox"/>	8011390138	ANY PRODUCER4	Not Applicable or Unknown	Not Hispanic or Latino
<input type="checkbox"/>	8011390131	ANY PRODUCER	Not Applicable or Unknown	Not Hispanic or Latino
<input type="checkbox"/>	8011390162	ANY O PRODUCER	Non-Veteran	Not Hispanic or Latino
<input type="checkbox"/>	8011390129	ANY T PRODUCER6	Not Applicable or Unknown	Not Hispanic or Latino
<input type="checkbox"/>	8011390130	ANY TWO PRODUCER6	Not Applicable or Unknown	Not Hispanic or Latino
<input type="checkbox"/>	8011390167	ANY1 PRODUCER	Not Applicable or Unknown	Not Hispanic or Latino
<input type="checkbox"/>	8011390184	ANY1PRODUCER LLC	Not Applicable or Unknown	Not Hispanic or Latino

E Charts

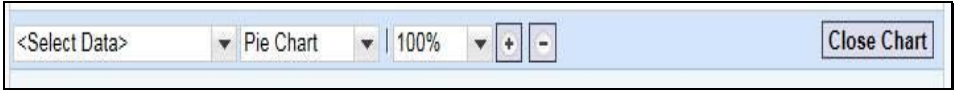
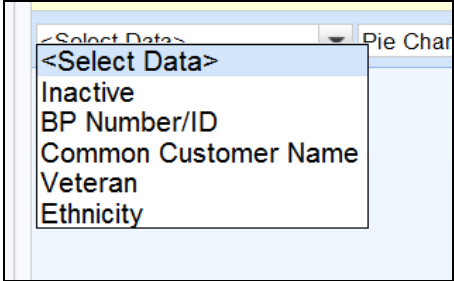
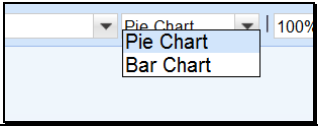
The data from the Search Result List may be viewed in a chart. The “Chart” icon is located in the right corner of the Result List section.



38 Result List and Tools (Continued)

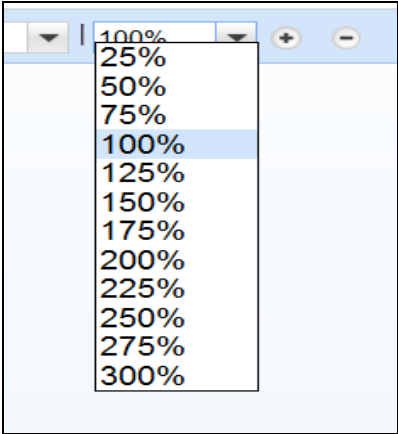
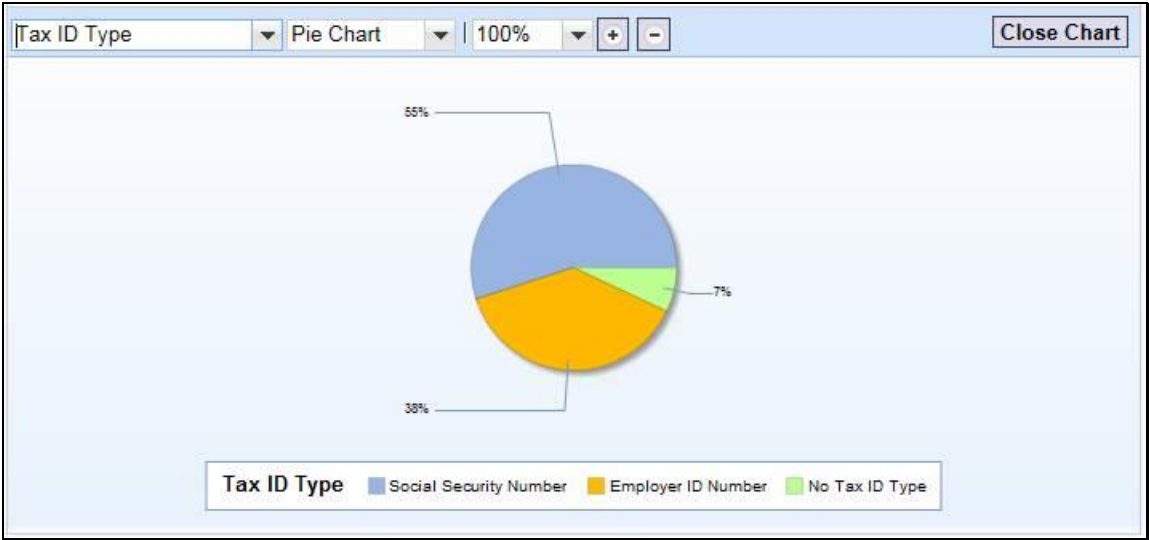
E Charts (Continued)

The following table provides steps for displaying the result list as a chart.

Step	Action
1	When the “Chart” is opened, scroll below the Result List to find the chart options. 
2	Select Data from the drop-down menu. The menu will include all fields from the Result List displayed. 
3	Select how the data will be displayed (Pie Chart or Bar Chart). 

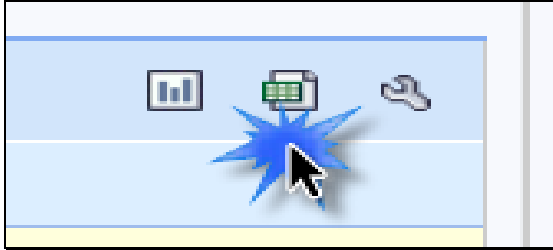
38 Result List and Tools (Continued)

E Charts (Continued)

Step	Action
4	<p>Select the size the data is to be displayed in. This can be done by selecting the drop-down menu, or by using the plus and minus buttons.</p> 
5	<p>After defining the options, the resulting chart will be displayed. In the following example, a Pie Chart was created using Veteran Status data.</p> 
6	<p>Select "Close Chart" to exit the Chart option.</p>

**38 Result List and Tools (Continued)****F Export to Spreadsheet**

The data from the Search Result List may be exported to a Spreadsheet. The “Spreadsheet” Icon is located in the right corner of the Result List section.



When the Spreadsheet is selected, the Result List data is exported to an Excel spreadsheet. The exported data will be limited to the data that is displayed in the Result List.

**Note:** If additional data is required in the exported spreadsheet, the fields containing that data must be included in the “Displayed Columns” of the Result List. See the instruction in subparagraph D.

Once in Excel, the data fields within the spreadsheet can be filtered or sorted as necessary. These ad hoc reports can be created for many different purposes. The spreadsheet can be saved to a computer or drive for further use.

38 Result List and Tools (Continued)

F Export to Spreadsheet (Continued)

**Important:** Exported spreadsheets that contain PII must be password protected to ensure the data is securely maintained.

	A	B	C	D	E
1	Inactive	BP Number/ID	Common Customer Name	Veteran	Ethnicity
2		8005574159	ABB H SMITH	Not Applicable or Unknown	Not Hispanic or Latino
3		8009413776	ABB R SMITH JR	Not Applicable or Unknown	Not Hispanic or Latino
4		8006847196	ABBEY SMITH	Non-Veteran	Not Hispanic or Latino
5		8010668426	ABBIE SMITH	Not Applicable or Unknown	Not Hispanic or Latino
6		8004845085	ABBIE L SMITH	Not Applicable or Unknown	Not Hispanic or Latino
7		8005760570	ABBIE L SMITH	Not Applicable or Unknown	
8		8001665660	ABBIE R SMITH	Not Applicable or Unknown	
9		8010520396	ABBIGAIL LYNN SMITH	Not Applicable or Unknown	Not Hispanic or Latino
10		8001335604	ABBOTT SMITH	Not Applicable or Unknown	
11		8009972888	ABBOTT SMITH IV	Not Applicable or Unknown	Not Hispanic or Latino
12		8001858162	ABBOTT J SMITH	Not Applicable or Unknown	Not Hispanic or Latino

**Note:** Exporting customer data for generation of mailing lists is prohibited until further notice. Information line and Address Line 2 is not available for inclusion in the BP Search result list or export, therefore, exported addresses are incomplete.

39-42 (Reserved)



## Section 4 Reports

### 43 KFCR Report

#### A Overview

Reports of Key Field Change Requests can be generated by all authorized employees. The report will display all requests to edit/change the data in a Key Field. See Part 3, Section 7 for additional information about Key Fields and KFC Requests.

To run the report, select Business Partner from the Navigation Bar in CRM@FSA to access the Business Partner Home screen. Select Key Field Change Requests from the Reports section.

#### B KFC Request Search Criteria

Use the Search Criteria page to search for specific Key Field Change Requests created and processed. Requests are predominantly created by field offices and always processed by the SSO. Search criteria must include a date range in Approved and/or Created On fields.

**Search Criteria** [Hide Search Field](#)

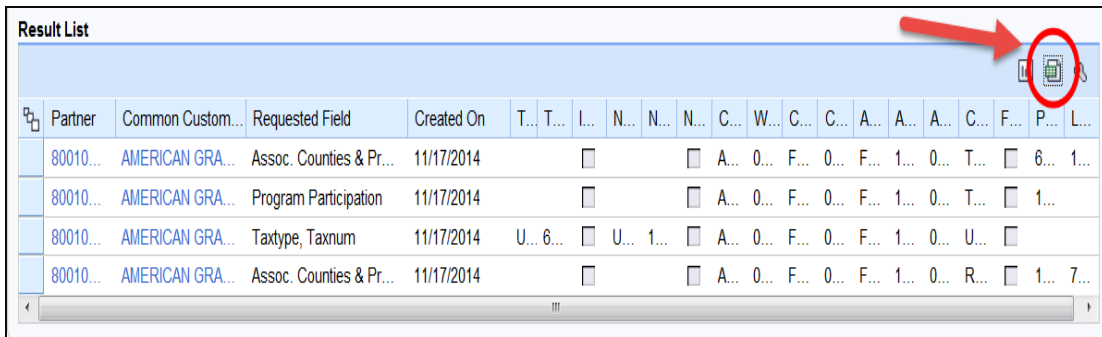
Service Center Name	contains			
Service Center	is			+
Partner	is			+
Common Customer Name	is			+
FLP Flag	is			+
Old Tax Type	is			+
Old Tax Number	contains			+
Old Inactive	is			+
New Tax Type	is			+
New Tax Number	is			+
New Inactive	is			+
Change Status	is			+
Approved On	is between		and	+
Approved by	contains			+
Created by	contains			+
Created On	is between		and	+

Maximum Number of Results:

43 KFCR Report (Continued)

C KFCR Result List

The Result List will be displayed with all information about the requested changes to the Key Fields. Because of the large amount of data displayed, it is usually beneficial to export the results to Excel to view the KFCR information in a spreadsheet.



The screenshot shows a web-based interface titled "Result List". At the top right of the interface, there is an icon for exporting to Excel, which is circled in red with a red arrow pointing to it. Below the header, there is a table with several columns and rows of data.

Partner	Common Custom...	Requested Field	Created On	T...	T...	I...	N...	N...	N...	C...	W...	C...	C...	A...	A...	A...	C...	F...	P...	L...	
80010...	AMERICAN GRA...	Assoc. Counties & Pr...	11/17/2014			<input type="checkbox"/>				<input type="checkbox"/>	A...	0...	F...	0...	F...	1...	0...	T...	<input type="checkbox"/>	6...	1...
80010...	AMERICAN GRA...	Program Participation	11/17/2014			<input type="checkbox"/>				<input type="checkbox"/>	A...	0...	F...	0...	F...	1...	0...	T...	<input type="checkbox"/>	1...	
80010...	AMERICAN GRA...	Taxtype, Taxnum	11/17/2014	U...	6...	<input type="checkbox"/>	U...	1...		<input type="checkbox"/>	A...	0...	F...	0...	F...	1...	0...	U...	<input type="checkbox"/>		
80010...	AMERICAN GRA...	Assoc. Counties & Pr...	11/17/2014			<input type="checkbox"/>				<input type="checkbox"/>	A...	0...	F...	0...	F...	1...	0...	R...	<input type="checkbox"/>	1...	7...

## 44 Potential Duplicates Report

### A Overview

The real-time Potential Duplicate Check dynamically validates customer data when a new record is created, or when certain fields of an existing record are modified. If a potential duplicate record is detected during creation or modification, CRM notifies the user immediately and prompts the user to take corrective action. See Part 3, Section 6 for additional information.

By contrast, the Potential Duplicate Report (PDR) should be used by State and County Offices on a regular basis to cleanup existing duplicate records. The PDR is refreshed periodically, and includes groups of potential duplicate records that exist in CRM. After running and reviewing the groups within the PDR, the user can take action on the records to resolve the potential duplicates by creating a Cleansing Case to merge them, or to mark them as unique, or “Not a Duplicate”.

To run the report, select Business Partner from the Navigation Bar in CRM@FSA to access the Business Partner Home Screen. Select Potential Duplicates from the Reports section.

### B Potential Duplicates Search Parameters

To run the report, enter the desired criteria into the Search Parameter fields.

**Search Parameters**

Group ID:

Individual/Business:  ▼

Creation Date:  📅

State Prog Participation: ALL STATES ▼

County Prog Participation: ALL COUNTIES ▼

Service Center: ALL CENTERS ▼

Maximum Number of Re...

44 Potential Duplicates Report (Continued)

C Potential Duplicate Records

Potential duplicates that meet the search parameters will be displayed in the Potential Duplicate Records section.

**Search Parameters**

Group ID:

Individual/Business:

Creation Date:

State Prog Participation: OKLAHOMA

County Prog Participation: DEWEY

Service Center: <-ALL CENTERS-->

Maximum Number of Re..

---

**Potential Duplicate Records**

Group ID	BusinessPartner	Full Name	Similarity in %	Address	Tax Number	Tax Type	Changed on
0000098411	8011	Any Producer	95.0	123Main St	XXXXXXXXXX	Employer ID N...	12/10/2014
0000098411	8011	Any1 Producer	95.0	123 Main St	XXXXXXXXXX	Employer ID N...	12/10/2014

Groups of potential duplicates will be displayed in the report. Each group of possible duplicates will have a unique Group ID number.

Step	Action												
1	<p>Select 1 BP record in the list of results and click “Resolve” to continue.</p> <p><b>Note:</b> It is not necessary, or even possible, to select all the records within the same group. Selection of only 1 record is required to continue. All possible duplicates in the group will be included on the next screen.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Potential Duplicate Records</b></p> <p><input type="button" value="RESOLVE"/></p> <table border="1"> <thead> <tr> <th>Group ID</th> <th>BusinessPartner</th> <th>Full Name</th> </tr> </thead> <tbody> <tr> <td>0098411</td> <td>8011</td> <td>Any Producer</td> </tr> </tbody> </table> </div>	Group ID	BusinessPartner	Full Name	0098411	8011	Any Producer						
Group ID	BusinessPartner	Full Name											
0098411	8011	Any Producer											
2	<p>Duplicate Check Screen is displayed. Select an action button to continue.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Duplicate Check -- Webpage Dialog</p> <p><b>Identified Duplicates</b></p> <table border="1"> <thead> <tr> <th>BP Nu...</th> <th>Common Customer Name</th> <th>Address</th> <th>Similari...</th> <th>Archived</th> <th>Case...</th> </tr> </thead> <tbody> <tr> <td>8005-....</td> <td>Any Producer</td> <td>1234 Main Street, Anytown, USA 00003</td> <td>93.0</td> <td><input type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Merge"/> <input type="button" value="Ignore"/> <input type="button" value="Not a Duplicate"/> <input type="button" value="Cancel"/></p> </div>	BP Nu...	Common Customer Name	Address	Similari...	Archived	Case...	8005-....	Any Producer	1234 Main Street, Anytown, USA 00003	93.0	<input type="checkbox"/>	
BP Nu...	Common Customer Name	Address	Similari...	Archived	Case...								
8005-....	Any Producer	1234 Main Street, Anytown, USA 00003	93.0	<input type="checkbox"/>									

44 Potential Duplicates Report (Continued)

C Potential Duplicate Records (Continued)

Step	Action	
3	<b>IF user selects...</b>	<b>THEN...</b>
	Merge	cleansing case creation is initiated.
	Ignore	the duplicate decision is deferred until later. Potential duplicates will continue to appear on the report until resolved.
	Not a Duplicate	<p>records are identified as unique and the records will no longer appear on the report.</p> <p><b>Notes:</b> The record will be reset to a duplicate after an edit is made to the name, address, role or date of birth of the customer record.</p> <p>If a new record is created that matches a resolved record, the potential duplicate check will prompt users to take action on the newly created record.</p>
Cancel	<p>the process is cancelled and the user is returned to the Potential Duplicate Report.</p> <p>See Part 3, Section 6 for additional information on Duplicate Check, Potential Duplicate Report, and Cleansing Cases.</p>	

45-49 Reserved



Part 3 Customer Business Partner Records

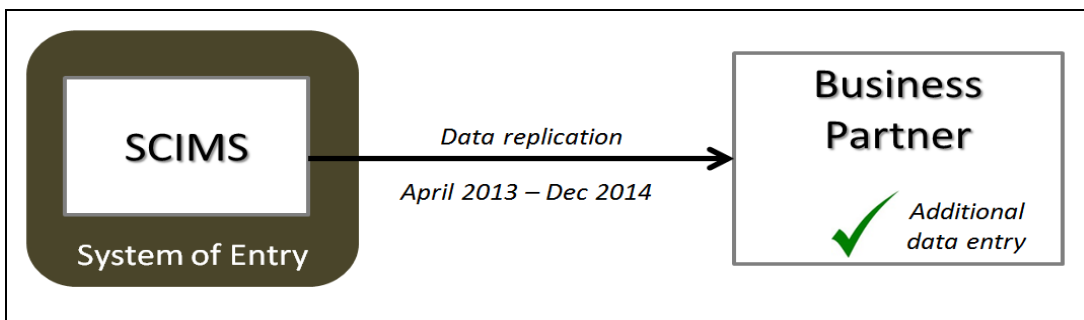
50 Replication Between BP and SCIMS

A Overview

Customer data was converted from SCIMS to BP with MIDAS Release 1 in April 2013. All customer data in SCIMS was copied and replicated into BP. Following Release 1, SCIMS continued to serve as the System of Record and System of Entry (SOR/SOE) for customer data. With MIDAS Release 2 in December 2014, Business Partner became the SOR/SOE for customer data.

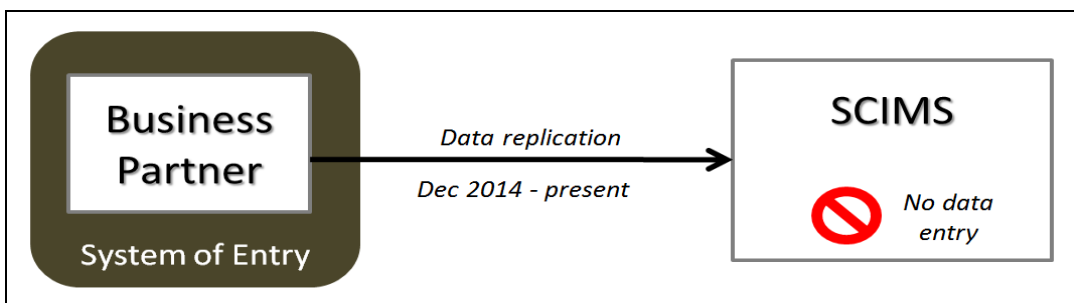
B Customer Data following MIDAS Release 1

Following MIDAS Release 1, users continued to enter and maintain customer data in SCIMS, and a system interface replicated the data to BP. Additional data including, but not limited to, Date of Death and Representative Capacity could be added to the customer record in BP.



C Customer Data following MIDAS Release 2

With MIDAS Release 2 in December 2014, BP became the SOR/SOE for customer data. The system interface was reversed, allowing the customer data to replicate back to SCIMS after a creation or modification in BP.



The BP to SCIMS replication will continue to support legacy systems and other USDA agencies that read customer data directly from SCIMS.

## 50 Replication Between BP and SCIMS (Continued)

**D Save to Validate and Replicate**

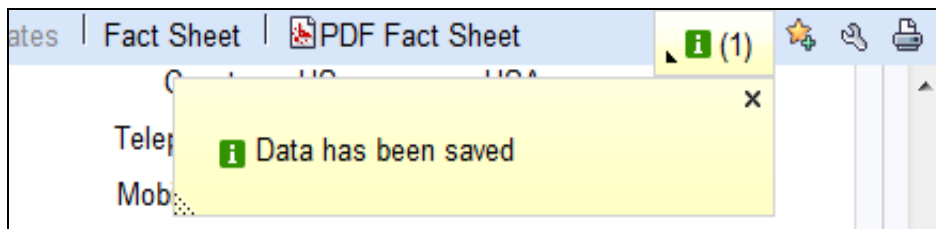
After entering all required customer information (and any optional information provided by the customer), click the “Save” button at the top of the record. This action will:

- validate the entered information against system requirements
- update the Change History tab with the user/time/date of new data creation (paragraph 77)
- save the record in CRM, with a system-assigned BP ID Number and CCID
- replicate the record to SCIMS.

If the data being saved is incomplete or improper, the user will receive an error message and the record will *not* be saved until the data is corrected or completed. See Exhibit 8 for BP Error and Warning Messages.

If the entered data is valid and complete, the record will be saved in CRM and the record will be replicated to SCIMS.

Error and success messages can be found in the message area. Following is an example of the message area.



Confirm the SCIMS replication by reviewing the SCIMS Replication Status assignments. See paragraph 63 and Exhibit 9 for additional information.

**Note:** Representative Capacity and Relationship entries do not replicate to SCIMS; therefore, the SCIMS Replication Status tab will not reflect an update following edits to these items.



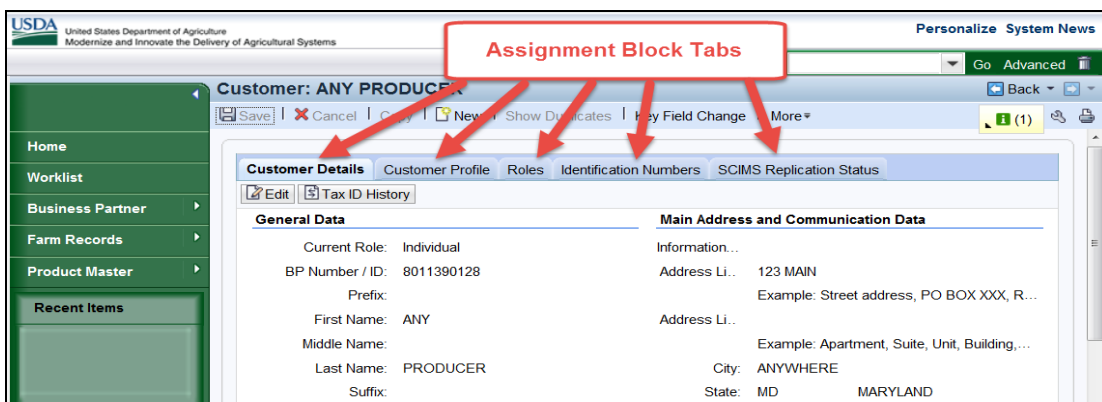
## 51 Assignment Blocks

### A Overview

Within the BP record, data is organized into Assignment Blocks which contain related information. To access each Assignment Block, the user shall click on a tab with the Assignment Block name.

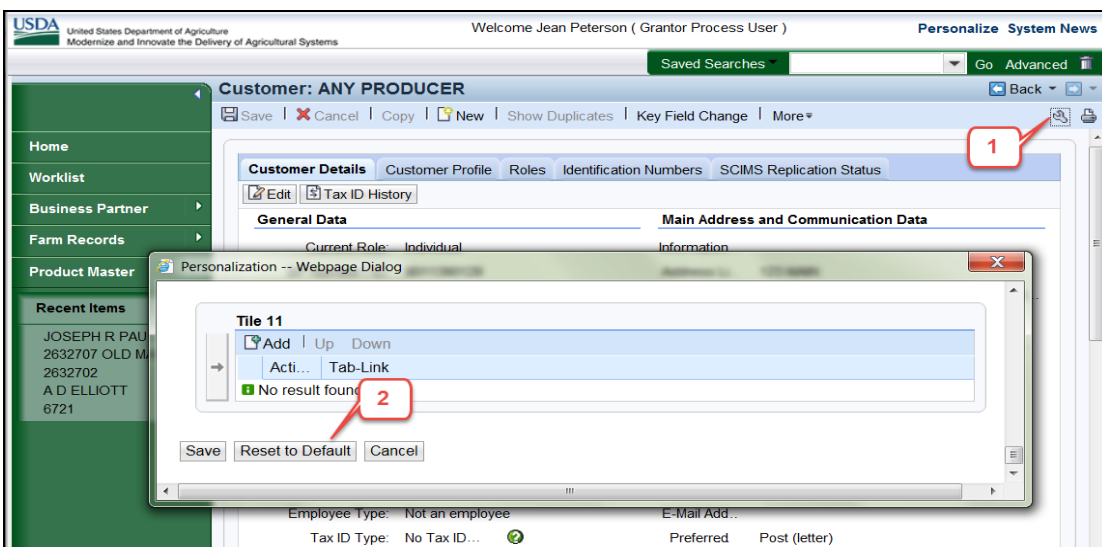
### B Relocating Assignment Blocks

Assignment Blocks can be relocated by dragging and dropping the tab to another location, based on the user's personal preference.



### C Restoring Assignment Block Defaults

To restore the assignment block tabs to their original positions, click the "Personalization Wrench" (1), then "Reset to Default" (2) as follows.



52-55 (Reserved)



Section 1 Create and Modify Customer Records

56 Creating New Customer Records

A Overview

Customer records are necessary for producers to:

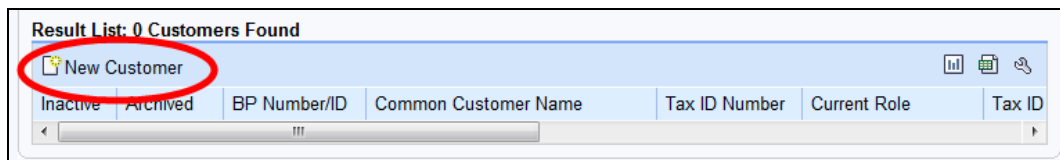
- enroll in or apply for FSA programs
- receive loans or program benefits.

The customer data is captured on the program or loan application form, or from AD-2047 (updates for existing customers).

Before creating a new record, County Offices must first search for an existing customer record. The producer might have an existing record under a different name, in another county, or one that was previously created and has since been inactivated. A National search is always required before creating new customers, using multiple search methods. See paragraph 25 for guidance on Searching for Customer Records.

B Creating New Customers

After a thorough search has been completed and the County Office has confirmed that an existing record does **not** exist for the customer, a new customer can be entered by selecting the **New Customer** button, as displayed below in the Search Result List.



The Customer: New Screen will be displayed, with three required fields: Current Role, Tax ID Type and Tax ID Number.

57 Customer New Screens

A Overview

The Customer: New Screens are used for creating a new customer. The Current Role option on this screen will be used to determine which Customer Screen will be displayed for entry of additional fields.

B Example of Customer New Screen (First Screen)

Following is an example of the first Customer: New Screen.

The screenshot shows a software interface window titled "Customer: New". At the top, there are two buttons: "Continue" with a green checkmark icon and "Cancel" with a red X icon. Below the buttons is a section titled "Customer Details" with a sub-section "General Data". Under "General Data", there are three input fields: "Current Role:\*" (a dropdown menu), "Tax ID Type:\*" (a dropdown menu), and "Tax ID Number:\*" (a text input field). All input fields are outlined in red.

57 Customer New Screens (Continued)

**C Customer New Screen Options**

The following table provides the options available on the first Customer: New Screen.

**Note:** Informational messages will appear when data is entered. Error messages begin as soon as any one field is entered and will continue until all fields are complete.

Field	Description	Action
Current Role	Drop-down menu containing the following options: <ul style="list-style-type: none"> <li>• Individual</li> <li>• Corporation</li> <li>• Estate</li> <li>• Federal Entity</li> <li>• Financial Institution</li> <li>• General Entity Member</li> <li>• General Partnership</li> <li>• Indian Tribal Venture</li> <li>• Indians Rep by BIA</li> <li>• Indv. Operating Business</li> <li>• Joint Venture</li> <li>• Limited Liability Company</li> <li>• Limited Partnership</li> <li>• News Media</li> <li>• Non-Profit or Tax- Exempt</li> <li>• Public School</li> <li>• State Local Government</li> <li>• Trust - Irrevocable</li> <li>• Trust - Revocable.</li> </ul>	Select the current role of the customer being added.

57 Customer New Screens (Continued)

C Customer New Screen Options (Continued)

Field	Description	Action
Tax ID Type	Drop-down menu containing the following options: <ul style="list-style-type: none"> <li>• Social Security Number</li> <li>• IRS Number</li> <li>• No Tax ID.</li> </ul>	Select the tax ID type of the customer being added.
Tax ID Number	Free form entry field for the customer’s tax ID number.	Enter the tax ID number of the customer being added.
Continue	The information entered on the screen will be saved and the second Customer: New Screen will be displayed to enter the remainder of the required fields. See paragraph 58 for additional information.	
Cancel	The information on the screen will not be saved.	

D Example of Customer New Screen (Second Screen)

Following is an example of the second Customer: New Screen.

All fields that require data entry will be highlighted in red, marked with an asterisk, or both. The text *Customer: New* will be displayed at the top of the screen until all required data has been entered and the record has been successfully saved.

## 57 Customer New Screens (Continued)

**E Customer New Screen Options (Second Screen)**

The following table provides the assignment blocks within the Customer: New Screen that **require** data entry.

<b>Assignment Block (Tab)</b>	<b>Paragraph Reference</b>
Customer Details	59
Customer Profile	60
Program Participation	73
Associated County	74

Once all required and optional customer data has been entered, save the new customer record according to subparagraph 50 D.

After a successful save, the text **Customer: New**, displayed at the top of the screen will be replaced with **Customer: {Common Customer Name}**.

58 Customer Screen

A Overview

The Customer Screen provides the ability to enter additional data for a customer.

B Customer Screen Example

Following is an example of the Customer Screen for an individual customer.

**Customer: ANY A PRODUCER** [Back]

Save | Cancel | Copy | New | Show Duplicates | Key Field Change | Fact Sheet | PDF Fact Sheet | Filter ST/Co

---

**Customer Details** | Customer Profile | Roles | Identification Numbers | SCIMS Replication Status

[Edit] | [Tax ID History]

General Data	Main Address and Communication Data
Current Role: Individual	Information...
BP Number / ID: 8011749996	Address Line1: 1234 ANY STREET Example: Street address, PO BOX XXX, RR X B...
Prefix:	Address Lin...
First Name: ANY	Example: Apartment, Suite, Unit, Building, Floor
Middle Name: A	City: ANYWHERE
Last Name: PRODUCER	State: MD MARYLAND
Suffix:	ZIP Code: 12345
Common Customer N...: ANY A PRODUCER	Country: US USA
Legal Name: No	Telephone N...
Language Preference: English	Mobile Num...
Data Origin: CRM	E-Mail Addre...
Employee Type: Not an employee	Preferred Co... Post (letter)
Tax ID Type: No Tax ID T... ?	Carrier Route:
Tax ID Number: No Tax ID N... ?	Delivery Bar...
Date of Death:	Congression... MISSISSIPPI 03
Death Confirmed: <input type="checkbox"/>	

**Notes**

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**Control Flags** | Common Eligibility | Financial Service

Archived:

Inactive:  ?

Restricted:

---

**Addresses** | Address Types | Communication Numbers | E-Mails

[New] [Copy] [Print]

Actions	Address	Current
[Edit]	1234 ANY STREET / ANYWHERE MD 12345	<input checked="" type="checkbox"/>

---

**Representative Capacity** | Relationships

[New] | [History Data] [Copy] [Print]

No result found

---

**Program Participation** | Associated Counties

[New] [Copy] [Print]

Acti...	Customer Type	Service ...	Service Organization	General Program I...	Current Participant
[Edit]	FSA CUSTOMER	63181	MARION COUNTY FARM SERVICE ...	Has interest in the pr...	Application made

---

**Attachments** | Change History

[Folder] [Attachment] [URL] [With Template] [Delete] [Copy] [Paste] [More]

Name	Description	Created By	Created On	File Name
No result found				



58 Customer Screen (Continued)

B Customer Screen Example (Continued)

Following is an example of the Customer Screen for a business customer.

**Customer: IMA BUSINESS** Back ▾

Save | Cancel | Copy | New | Show Duplicates | Key Field Change | Fact Sheet | PDF Fact Sheet | Filter S/Co

---

**Customer Details** | Customer Profile | Roles | Identification | SCIMS Replication Status

Edit | Tax ID History

General Data	Main Address and Communication Data
Current Role: Corporation	Information...
BP Number / ID: 8011749997	Address Line1: 1234 ANY STREET
Business Name: IMA BUSINESS	Example: Street address, PO BOX XXX, RR X B...
Common Customer N...: IMA BUSINESS	Address Lin...
Legal Name: No	Example: Apartment, Suite, Unit, Building, Floor
Tax ID Type: No Tax ID T... ?	City: ANYTOWN
Tax ID Number: No Tax ID N... ?	State: MD MARYLAND
Language Preference: English	ZIP Code: 12345
Data Origin: CRM	Country: US USA
	Telephone N...
	Mobile Num...
	E-Mail Adre...
	Preferred Co...: Post (letter)
	Carrier Route:
	Delivery Bar...
	Congression...: MISSISSIPPI 03

**Notes**

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**Control Flags** | Common Eligibility | Financial Service

Archived:

Inactive:  ?

Restricted:

---

**Addresses\*** | Address Types | Communication Numbers | E-Mails

New

Actions	Address	Current
	1234 ANY STREET / ANYTOWN MD 12345	<input checked="" type="checkbox"/>

---

**Representative Capacity** | Relationships

New | History Data

No result found

---

**Program Participation** | Associated Counties

New

Acti...	Customer Type	Service ...	Service Organization	General Program I...	Current Participant
	FSA CUSTOMER	63181	MARION COUNTY FARM SERVICE ...	Does not have intere...	Not currently particip...

---

**Member Share Percentage**

Detailed View

Required Signature Count:

Hierarchy ...	Description	Member S...	Valid From	Valid To	Share Per...	Account S...	Determina...	Position Ti...
No result found								

---

**Attachments** | Change History

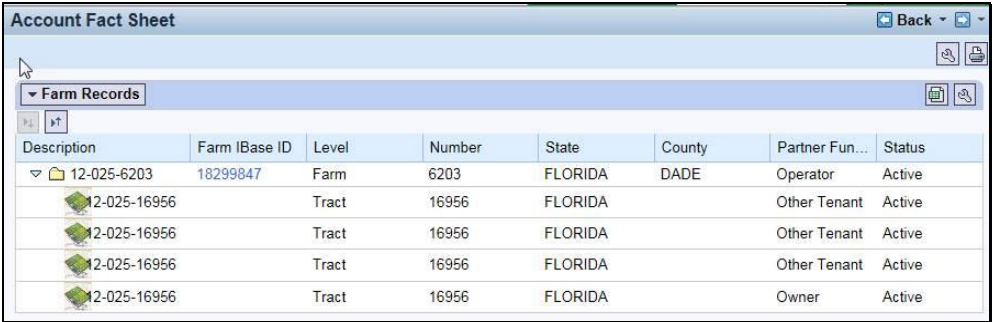
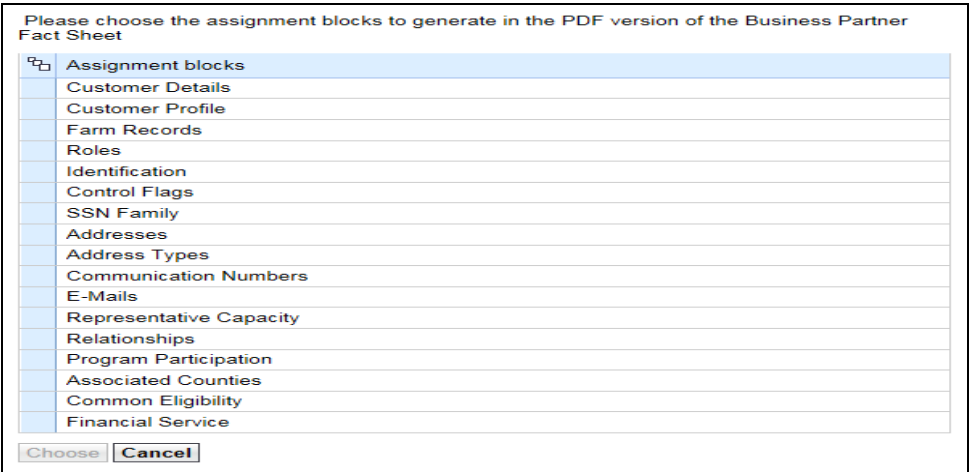
Folder | Attachment | URL | With Template | More ▾

Name	Description	Created By	Created On	File Name
No result found				

58 Customer Screen (Continued)





C Options

The following table provides the options available on the Customer Screen.

Option	Description																																																
Save	Saves changes made to data in the customer record to the database.																																																
Cancel	Cancels all changes made to the customer record. No changes will be saved.																																																
Copy	<p>The Copy function is available on records in an SSN Family and allows the user to copy common information from the existing record, to create a new record. The new record becomes an additional member of the SSN Family.</p> <p>See Section 5 for additional information.</p>																																																
New	Allows users to create a new customer record. The Customer: New Screen will be displayed. See paragraph 57 for additional information.																																																
Show Duplicates	Allows users to view potential duplicate records for the customer, if any have been identified by the system.																																																
Key Field Change	The Key Field Change request will be displayed. See Section 7 for additional information.																																																
Fact Sheet	<p>The Account Fact Sheet Screen will be displayed listing farms associated with the customer.</p>  <p>The screenshot shows a window titled "Account Fact Sheet" with a "Back" button. Below the title bar is a "Farm Records" section with a dropdown arrow and a search icon. A table displays the following data:</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Farm IBase ID</th> <th>Level</th> <th>Number</th> <th>State</th> <th>County</th> <th>Partner Fun...</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>12-025-6203</td> <td>18299847</td> <td>Farm</td> <td>6203</td> <td>FLORIDA</td> <td>DADE</td> <td>Operator</td> <td>Active</td> </tr> <tr> <td>12-025-16956</td> <td></td> <td>Tract</td> <td>16956</td> <td>FLORIDA</td> <td></td> <td>Other Tenant</td> <td>Active</td> </tr> <tr> <td>12-025-16956</td> <td></td> <td>Tract</td> <td>16956</td> <td>FLORIDA</td> <td></td> <td>Other Tenant</td> <td>Active</td> </tr> <tr> <td>12-025-16956</td> <td></td> <td>Tract</td> <td>16956</td> <td>FLORIDA</td> <td></td> <td>Other Tenant</td> <td>Active</td> </tr> <tr> <td>12-025-16956</td> <td></td> <td>Tract</td> <td>16956</td> <td>FLORIDA</td> <td></td> <td>Owner</td> <td>Active</td> </tr> </tbody> </table>	Description	Farm IBase ID	Level	Number	State	County	Partner Fun...	Status	12-025-6203	18299847	Farm	6203	FLORIDA	DADE	Operator	Active	12-025-16956		Tract	16956	FLORIDA		Other Tenant	Active	12-025-16956		Tract	16956	FLORIDA		Other Tenant	Active	12-025-16956		Tract	16956	FLORIDA		Other Tenant	Active	12-025-16956		Tract	16956	FLORIDA		Owner	Active
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12-025-16956		Tract	16956	FLORIDA		Other Tenant	Active																																										
12-025-16956		Tract	16956	FLORIDA		Owner	Active																																										
PDF Fact Sheet	<p>The Assignment Blocks pop-up will be displayed.</p>  <p>The screenshot shows a dialog box titled "Please choose the assignment blocks to generate in the PDF version of the Business Partner Fact Sheet". It contains a list of assignment blocks with checkboxes:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Assignment blocks</li> <li><input type="checkbox"/> Customer Details</li> <li><input type="checkbox"/> Customer Profile</li> <li><input type="checkbox"/> Farm Records</li> <li><input type="checkbox"/> Roles</li> <li><input type="checkbox"/> Identification</li> <li><input type="checkbox"/> Control Flags</li> <li><input type="checkbox"/> SSN Family</li> <li><input type="checkbox"/> Addresses</li> <li><input type="checkbox"/> Address Types</li> <li><input type="checkbox"/> Communication Numbers</li> <li><input type="checkbox"/> E-Mails</li> <li><input type="checkbox"/> Representative Capacity</li> <li><input type="checkbox"/> Relationships</li> <li><input type="checkbox"/> Program Participation</li> <li><input type="checkbox"/> Associated Counties</li> <li><input type="checkbox"/> Common Eligibility</li> <li><input type="checkbox"/> Financial Service</li> </ul> <p>Buttons for "Choose" and "Cancel" are at the bottom.</p> <p>The user shall select the assignment blocks to display on the PDF Fact Sheet and Click "Choose". The PDF Fact Sheet will be displayed in a separate window.</p>																																																

58 Customer Screen (Continued)

C Options Continued)

Option	Description						
Filter St/Co	<p>The Change State County pop up screen will be displayed.</p> <div data-bbox="493 394 1430 968" style="border: 1px solid black; padding: 10px;"> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• This popup is used to filter customer data based on selected States and Counties.</li> <li>• Data can be filtered by one or more States and Counties.</li> <li>• PP entries will be filtered by all Service Centers that serve the selected States and Counties.</li> <li>• AC entries will also be filtered by the 'Service Centers' that serve the selected States and Counties.</li> <li>• If a Service Center serves multiple states then multiple states will be included in AC entries.</li> <li>• Address entries will be filtered to display all addresses shown in AC and will also include customer Addresses not linked to any AC.</li> <li>• Address Types entries will be filtered to display 'Address Types' relevant to filtered Addresses.</li> <li>• Filtering by ALL STATES/ALL COUNTIES will remove any existing filters and display complete data.</li> <li>• Submitting the popup without any filter criteria will also remove existing filters.</li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p> <b>Insert</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e1eef6;"> <th data-bbox="526 747 837 779">Actions</th> <th data-bbox="837 747 1117 779">State</th> <th data-bbox="1117 747 1398 779">County</th> </tr> </thead> <tbody> <tr> <td data-bbox="526 779 837 814" style="text-align: center;"></td> <td data-bbox="837 779 1117 814" style="text-align: center;">ALL STATES</td> <td data-bbox="1117 779 1398 814" style="text-align: center;">▼ ALL COUNTIES ▼</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;"><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> </div> </div> <p>Select a “State” and “County” to filter customer data to only include information relevant to a specific State and county.</p> <p><b>Note:</b> This filter functionality is helpful when editing very large customer records.</p>	Actions	State	County		ALL STATES	▼ ALL COUNTIES ▼
Actions	State	County					
	ALL STATES	▼ ALL COUNTIES ▼					
Common Eligibility	The Subsidiary Print Screen will be displayed. See 3-PL (Rev. 2) for additional information on printing a Subsidiary Print for a customer.						
Favorite	Allows user to save customer record as a Favorite, for quick future access.						

## 58 Customer Screen (Continued)

**D Assignment Blocks**

The following table provides the assignment blocks available on the Customer Screen.

<b>Assignment Block</b>	<b>Customer Type</b>	<b>Paragraph Reference</b>
Customer Details	Individual and Business	Paragraph 59
Customer Profile	Individual and Business	Paragraph 60
Roles	Individual and Business	Paragraph 61
Identification Numbers	Individual and Business	Paragraph 62
SCIMS Replication Status	Individual and Business	Paragraph 63
Control Flags	Individual and Business	Paragraph 64
Financial Service	Individual and Business	Paragraph 65
Addresses	Individual and Business	Paragraph 66
Address Type	Individual and Business	Paragraph 67
Communication Numbers	Individual and Business	Paragraph 68
E-Mails	Individual and Business	Paragraph 69
Representative Capacity	Individual and Business	Paragraph 70
Relationships	Individual and Business	Paragraph 71
SSN Family	Individual and Business	Paragraph 72
Program Participation	Individual and Business	Paragraph 73
Associated Counties	Individual and Business	Paragraph 74
Member Share Percentage	Business	Paragraph 75
Attachments	Individual and Business	Paragraph 76
Change History	Individual and Business	Paragraph 77

59 Customer Details

A Overview

The Customer Details assignment block contains the bulk of the core data about a customer. The assignment block is separated into three sections:

- General Data
- Main Address and Communication Data
- Notes.

B Example of Customer Details

Following is an example of the Customer Details assignment block for an individual.

Customer Details		Customer Profile	Roles	Identification Numbers	SCIMS Replication Status
<a href="#">Edit</a> <a href="#">Tax ID History</a>					
General Data		Main Address and Communication Data			
Current Role:	Individual	Informati...			
BP Number / ID:	8011749...	Address...	1234 ANY STREET		
Prefix:			Example: Street address, PO BOX XX...		
First Name:	ANY	Address...			
Middle Name:	A		Example: Apartment, Suite, Unit, Build...		
Last Name:	PRODUCER	City:	ANYWHERE		
Suffix:		State:	MD	MARYLAND	
Common Custo...	ANY A PRODUCER	ZIP Code:	12345		
Legal Name:	No	Country:	US	USA	
Language Prefer...	English	Telephon...			
Data Origin:	CRM	Mobile N...			
Employee Type:	Not an employee	E-Mail Ad...			
Tax ID Type:	No Tax I...	Preferred...	Post (letter)		
Tax ID Number:	No Tax I...	Carrier R...			
Date of Death:		Delivery...			
Death Confirmed:	<input type="checkbox"/>	Congress...	MISSISSIPPI	03	
Notes					

59 Customer Details (Continued)

B Example of Customer Details (Continued)

Following is an example of the Customer Details assignment block for a business.

Customer Details		Customer Profile	Roles	Identification	SCIMS Replication Status
<input type="button" value="Edit"/> <input type="button" value="Tax ID History"/>					
General Data			Main Address and Communication Data		
Current Role:	Corporation		Information:		
BP Number / ID:	8011749...		Address:	1234 ANY STREET	
Business Name:	IMA BUSINESS			Example: Street address, PO BOX XX...	
Common Custo...:	IMA BUSINESS		Address:		
Legal Name:	No			Example: Apartment, Suite, Unit, Build...	
Tax ID Type:	No Tax I...		City:	ANYTOWN	
Tax ID Number:	No Tax I...		State:	MD	MARYLAND
Language Prefer...:	English		ZIP Code:	12345	
Data Origin:	CRM		Country:	US	USA
			Telephon...		
			Mobile N...		
			E-Mail Ad...		
			Preferred...:	Post (letter)	
			Carrier R...		
			Delivery...		
			Congress...:	MISSISSIPPI	03
Notes					

59 Customer Details (Continued)

C Fields and Descriptions

The following table contains fields and descriptions in the Customer Details assignment block.

Field	Customer Type	Entry Method	Required	Description
Edit	Individual and Business	User selected.	Yes (to edit the record)	Allows the user to edit information in the assignment block.
Tax ID History	Individual and Business	User selected.	No	Allows the user to view the customer's Tax ID history.
<b>General Data</b>				
Current Role	Individual and Business	User selected during record creation.	Yes	See paragraph 57 for additional information.
BP Number/ID	Individual and Business	System assigned.	Yes	Creation or modification of field is prohibited.
Prefix	Individual	User selected.	No	Valid entry areas are as follows: <ul style="list-style-type: none"> <li>• blank</li> <li>• DR</li> <li>• MISS</li> <li>• MR</li> <li>• MRS</li> <li>• MS</li> <li>• REV.</li> </ul>
First Name	Individual	User entered.	Yes	Only letters, numeric digits,-,','%,&,/, commas, spaces, and periods are accepted.  The customer's First Name must appear exactly as it does on IRS documentation, for a successful IRS Validation match.

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Middle Name	Individual	User entered.	No	Middle Name or Initial may be entered.  Only letters, numeric digits,-,','%,&/, commas, spaces, and periods are accepted.
Last Name	Individual	User entered.	Yes	Only letters, numeric digits,-,','%,&/, commas, spaces, and periods are accepted.  The customer's Last Name must appear exactly as it does on IRS documentation, for a successful IRS Validation match.
Suffix	Individual	User selected.	No	Valid entries are:  <ul style="list-style-type: none"> <li>• blank</li> <li>• DDS</li> <li>• DVM</li> <li>• Esquire</li> <li>• I</li> <li>• II</li> <li>• III</li> <li>• IV</li> <li>• JR</li> <li>• MD</li> <li>• SR</li> <li>• V.</li> </ul>



59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Business Name	Business	User Entered.	Yes	<p>Only letters, numeric digits, -, ', %, &amp;, /, commas, spaces, and periods are accepted.</p> <p>The customer's Business Name must appear exactly as it does on IRS documentation, for a successful IRS Validation match.</p>
Common Customer Name	Individual and Business	User entered, or system-suggested from First/Middle/Last or Business Name.	Necessary for hyperlink to BP record.	<p>If left blank, the system will default using prefix, first name, middle name, last name, and suffix, as applicable.</p> <p>However, the Common Customer Name can and should be modified as necessary for County Office ease of use and customer familiarity.</p>
Legal name	Individual and Business	User selected.	Yes	<p>Flag indicating that the First/Middle/Last or Business Name of the customer has been verified as their legal name.</p> <p>Valid entries are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No.</li> </ul> <p><b>Notes:</b> "Yes" shall only be checked if the customer has completed CCC-10, FSA-2001, FSA-2301, or FSA-2330.</p> <p>Do <b>not</b> change legal name if they were ever FLP customers without first consulting FLP.</p>

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Language Preference	Individual and Business	User selected.	No	Defaulted to "English".
Data Origin	Individual and Business	System assigned.	Yes	<p>Indicates whether the customer record was created in and converted from SCIMS or created in CRM.</p> <p>Creation or modification of field is prohibited.</p> <p>Valid entries are as follows:</p> <ul style="list-style-type: none"> <li>• SCIMS</li> <li>• CRM.</li> </ul>
Employee Type	Individual	System assigned.	Yes	<p>Using match on SSN, Employee Type indicates whether or not the customer is also an FSA Employee.</p> <p>Creation or modification of field is prohibited.</p> <p>Valid entries are:</p> <ul style="list-style-type: none"> <li>• Not an Employee</li> <li>• FSA Employee and/or Producer.</li> </ul> <p><b>Note:</b> STC and COC members are considered FSA employees.</p>

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Tax ID Type	Individual and Business	User selected.	Yes	<p>Selection options are dependent on customer role. See Exhibit 10 for additional information. Valid selections are:</p> <ul style="list-style-type: none"> <li>• Employer ID Number</li> <li>• Federal Government Agency</li> <li>• IRS Number</li> <li>• No Tax ID Type</li> <li>• Social Security Number.</li> </ul>
Tax ID Number	Individual and Business	User entered.	No	<p>Entry is not required if the tax ID type is “No Tax ID Type”. All other tax ID types require a valid tax ID number entry.</p> <p>Tax ID Number is <b>required</b> if the customer wants to receive monetary benefits.</p> <p>Entry must be 9 digits, numeric only.</p> <p><b>Note:</b> Tax ID’s for FLP customer shall <b>not</b> be changed without notifying FLP.</p>

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Affiliated SSN	Business using an SSN.	System populated from user entry into Tax ID Number field.	No	This field is only displayed for records with a Business Role that share an SSN with another customer record in an SSN Family.
IRS Response Code	Individual and Business using an SSN or EIN.	System entered or user selected for manual validation.	Yes	Indicates the response code following an IRS validation on SSN or EIN.  Code can be modified to “Manually Validated” after two IRS attempts.  See Section 2 for additional information about IRS validations.
IRS Attempts	Individual and Business using an SSN or EIN.	System entered.	Yes	Indicates the number of attempts the system has made to IRS to validate customer name and TIN.
Date of Death	Individual	User entered or System updated from date of death workflow.	No	Date can be entered by user or updated by the system upon acceptance of the date of death workflow. See Section 9 for additional information about date of death workflows.  Valid entry is current or prior date.

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Death Confirmed Flag	Individual	User entered or System updated from date of death workflow.	No	<p>Required only if date of death is manually entered by a user.</p> <p><b>Note:</b> Users <b>shall not</b> wait for the automated Date of Death worklist notification. When the County Office becomes aware of the customer's death, the Date of Death must be loaded and the Death Confirmed flag immediately selected in the customer's Individual BP record.</p> <p>A Date of Death entry will put payments on manual handling in NPS.</p>
<b>Main Address and Communication Data</b>				
<p><b>Notes:</b> These address fields are for quick reference when viewing the customer record. Users shall not modify customer addresses in this section. All address additions, deletions, and modifications shall be performed in the Address Assignment Block tab, according to paragraph 66.</p> <p>A P.O. Box can be a customer's standard address type; however, a non-P.O. Box address is also necessary to determine the Congressional Voting District.</p>				

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry method	Required	Description
Information Line	Individual and Business	User entered.	No	Field used to notate secondary name or c/o (care of).
Address Line 1	Individual and Business	User entered.	Yes	Customer's address.  <b>Examples:</b> Street address, P.O. BOX XXX, RR X BOX XXX, HC X BOX XXX.
Address Line 2	Individual and Business	User entered.	No	Additional line for Customer address.  <b>Examples:</b> Apartment, Suite, Unit, Building, Floor.
City	Individual and Business	User entered.	Yes	City Name. For military addresses, valid entry is 'APO'.
State	Individual and Business	User entered (Input Help).	Yes	State abbreviation.  For military addresses, valid entries are 'AA', 'AE' or 'AP'.
ZIP Code	Individual and Business	User entered.	Yes	5-digit zip code. Automated address validation will suggest and provide the correct ZIP+4.

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry method	Required	Description
Country	Individual and Business	User entered (Input Help).	Yes	Defaults to "US". User can use Input Help to search for and modify the Country. For military addresses, valid entry is 'US'.
Telephone Number	Individual and Business	User entered.	No	<p>The customer's 10-digit phone number.</p> <p>The telephone number marked as 'Standard' in the Communication Numbers assignment block will be displayed in this field.</p> <p>See paragraph 68 for additional information on the Communication Numbers assignment block.</p>
Mobile Number	Individual and Business	User entered.	No	<p>The customer's 10-digit mobile number.</p> <p>The mobile number marked as "Standard" in the Communication Numbers assignment block will be displayed in this field.</p> <p>See paragraph 68 for additional information on the Communication Numbers assignment block.</p>
E-Mail Address	Individual and Business	User entered.	No	<p>The customer's e-mail address. The e-mail addresses marked as "Standard" in the E-Mails assignment block will be displayed in this field.</p> <p>See paragraph 69 for additional information on the E-Mails assignment block.</p>

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry method	Required	Description
Preferred Communication Method	Individual and Business	User selected.	No	The customer's preferred method of communication.  Valid entries are:  <ul style="list-style-type: none"> <li>• E-mail</li> <li>• Mobile Number</li> <li>• Post (letter)</li> <li>• Telephone.</li> </ul>
Carrier Route	Individual and Business	System updated after address validation.	No	The carrier route for the customer's standard address. Not editable.
Delivery Bar Code	Individual and Business	System updated after address validation.	No	The delivery bar code for the customer's standard address. Not editable.
Congressional Voting District	Individual and Business	System updated after address validation.	Yes (for US addresses only)	The Congressional District of the customer's standard address.  Automated address validation will suggest and provide the correct congressional voting district or the user can manually enter the congressional voting district.



59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry method	Required	Description
<b>Notes</b>				
Notes	Individual and Business	User entered.	No	<p>Enter notations about edits users have made to the record and the reason for the edit.</p> <p>Entry is not required, but is encouraged to share relevant information about the customer record with other field offices.</p> <p>When entering text into the Notes section, users must manually enter the current date and name or initials of the annotator. The system will not automatically enter this information, as it does in the Change History assignment block.</p>

**59 Customer Details (Continued)****D Name Field Examples**

Following are examples of the correct use of the name fields in Business Partner.

- Lawrence Jones is known by, and answers to, his nickname “Lefty”. Lefty files his taxes using his given name. He should appear in BP as follows:
  - First Name = Lawrence
  - Last Name = Jones
  - Common Customer Name = Lefty Jones.
- John and Layla Smith have a Revocable Trust using John’s SSN. In 2015, the Smith family obtained an EIN for the trust. The records should appear in BP as follows.

**Existing record (using SSN):**

- Business Name = John and Layla Smith Family Trust
- Common Customer Name = John and Layla Smith Family Trust 2009-2014.

**Newly created record (using EIN):**

- Business Name = John and Layla Smith Family Trust
- Common Customer Name = John and Layla Smith Family Trust 2015+.

**Notes:** The existing Trust record with the SSN is a separate and distinct record from the newly created Trust record with the EIN. The only edit required to the existing Trust record with the SSN is the update to the Common Customer Name.

See Exhibit 11 for additional customer record modification scenarios.

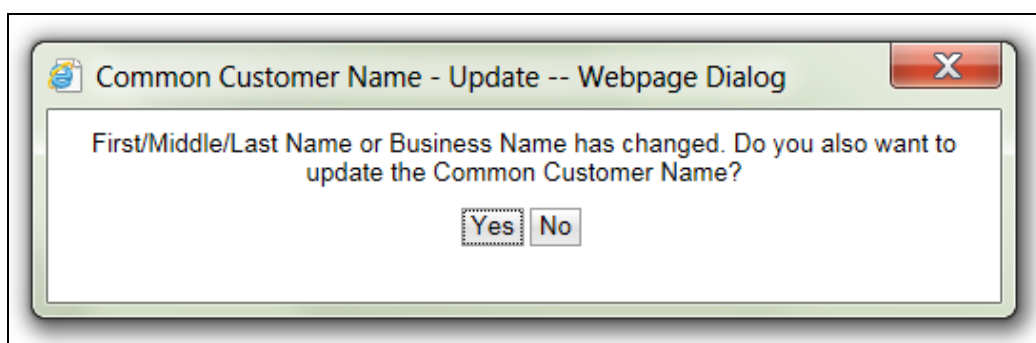
## 59 Customer Details (Continued)

### E Modifying Customer Names

It is occasionally necessary to modify the name(s) in a customer record for one or more of the following reasons:

- County Office error in loading the name
- name correction required to match IRS documents
- marriage or divorce
- adoption.

When any name, except Common Customer Name, is modified, the following dialog box will be displayed in the system.



Select “Yes” to update the Common Customer Name with the modifications made to the other name(s). Select “No” to leave the Common Customer Name unchanged.

### F Appropriate Use of the Common Customer Name

The Common Customer Name is not required to match the First/Middle/Last or Business name, and should be used as appropriate by the County Office to identify the customer. Following are some general examples of when the Common Customer Name should be different than the First/Middle/Last or Business name.

- To notate the customer’s self-declared nickname or commonly used name, if different than the First name.
- To differentiate between multiple Business records (such as two Trust records for the same Trust following a TIN change).
- To differentiate between family members with the same name.

See Exhibit 11 for frequent scenarios that require name and/or TIN changes to customer records.

**59 Customer Details (Continued)****G Common Customer Name: Fields included by Default**

By default, CRM will include all of the following fields in Common Customer Name:

- Prefix
- First Name
- Middle Name
- Last Name
- Suffix.

Only First and Last name are required, but if Prefix, Middle Name, and Suffix are entered, they will be included in the Common Customer Name. The County Office is permitted to modify the Common Customer Name if necessary.

**H Effect of Name Modifications on Payment Systems**

Modification of any of the Name fields in Business Partner will **not** impact payments. Only modifications to the TIN, TIN Type, or Role will impact payments. Merges, record Inactivation, and DPE reassignments will also affect payments.

Click “Save” after any Name modifications are completed. Verify the CRM Save and SCIMS Replication according to paragraph 50.

## 60 Customer Profile

### A Overview

The Customer Profile assignment block contains the customer's:

- demographic and social statistics
- date of birth
- options to receive mail from various USDA agencies.

### B Customer Profile Example

Following is an example of the Customer Profile assignment block for an individual.

**Customer: ANY O PRODUCER** Back

Save | Cancel | Copy | New | Show Duplicates | Key Field Change | More

Customer Details | **Customer Profile** | Roles | Identification Numbers | SCIMS Replication Status

Edit

Gender: Female      Marital Status: Married  
Gender Determinati... Customer Declared      Citizen Country: USA  
Birth Date: 10/11/1973      Resident Alien: Not Applicable or Unknown  
Birth Date Determi... Customer Declared      Veteran: Non-Veteran  
Ethnicity: Not Hispanic or Latino  
Ethnicity Determina... Customer Declared

**Mail Indicators**

RMA:       NRCS:   
RD:       FSA:

**Race\***

Act...	Race	Race Determination
	White - Origins in original peoples of Europe, the Middle...	Customer Declared

**Disability**

No result found

60 Customer Profile (Continued)

B Customer Profile Example (Continued)

Following is an example of the Customer Profile assignment block for a business.

Customer: ABC LLC

Save | Cancel | Copy | New | Show Duplicates | Key Field Change | More

Customer Details **Customer Profile** Roles Identification SCIMS Replication Status

Edit

Gender: Organization/Other (no clear male/female... Ethnicity:

Gender Determination: Not Verified Ethnicity Determination:

Originating Country: USA

**Mail Indicators**

RMA:  NRCS:

RD:  FSA:

**Race**

No result found

60 Customer Profile (Continued)

C Fields and Descriptions

The following table contains fields and descriptions in the Customer Profile assignment block.

Field/Button	Customer Type	Entry Method	Required	Description
<b>Customer Demographic Data</b>				
<p><b>Note:</b> A determination of:</p> <ul style="list-style-type: none"> <li>• “Customer Declared” indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form</li> <li>• “Not Verified” indicates an unsubstantiated judgment or information obtained through a third party.</li> </ul> <p>See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.</p>				
Edit	Individual and Business	User selected	Yes (to edit the record)	Allows the user to edit information in the assignment block.
Gender	Individual and Business	User selected.	Yes	<p>Valid selections for Individuals:</p> <ul style="list-style-type: none"> <li>• Female</li> <li>• Male.</li> </ul> <p>Valid selections for Businesses:</p> <ul style="list-style-type: none"> <li>• Not applicable or unknown</li> <li>• Organization/Female Owned</li> <li>• Organization/Male Owned</li> <li>• Organization/Other (no clear male/female ownership).</li> </ul>

60 Customer Profile (Continued)

C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Gender Determination	Individual and Business	User selected	Yes.	Valid selections are: <ul style="list-style-type: none"> <li>• Customer Declared</li> <li>• Not Verified.</li> </ul>
Birth Date	Individual	User entered	Yes for individuals with FLP program participation and minors.	Valid entry is current or prior date.
Birth Date Determination	Individual	User selected	Yes if birth date is entered.	Valid selections are: <ul style="list-style-type: none"> <li>• Customer Declared</li> <li>• Not Verified.</li> </ul>
Ethnicity	Individual and Business	User selected	Yes for individuals.	Valid entries are: <ul style="list-style-type: none"> <li>• Hispanic or Latino</li> <li>• Not Hispanic or Latino.</li> </ul>
Ethnicity Determination	Individual and Business	User selected.	Yes for individuals.	Valid selections are: <ul style="list-style-type: none"> <li>• Customer Declared</li> <li>• Not Verified.</li> </ul>
Marital Status	Individual	User selected.	Yes for individuals with FLP program participation.	Valid options are: <ul style="list-style-type: none"> <li>• Divorced</li> <li>• Legally Separated (legal separation)</li> <li>• Married</li> <li>• Not Applicable or Unknown</li> <li>• Single – never married</li> <li>• Widow(er).</li> </ul> <p><b>Note:</b> Not Applicable or Unknown is not a valid selection for individuals with FLP program participation.</p>



60 Customer Profile (Continued)

C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Citizen Country	Individual	User selected	Yes.	Defaults to 'USA' but can be modified.
Resident Alien	Individual	User selected	Yes.	Valid selections are: <ul style="list-style-type: none"> <li>• Not a U.S Citizen or not a legal resident</li> <li>• Not a U.S Citizen but is a legal resident</li> <li>• Not Applicable or Unknown.</li> </ul>
Veteran	Individual	User selected.	Yes for individuals with FLP program participation.	Valid selections are: <ul style="list-style-type: none"> <li>• Non-Veteran</li> <li>• Not Applicable or Unknown</li> <li>• Veteran.</li> </ul> <p><b>Note:</b> Not Applicable or Unknown is not valid for records with FLP program participation.</p>

60 Customer Profile (Continued)

C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Originating Country	Business	User Selected.	No.	<p>The Country of origin for a foreign entity. Defaulted to “USA” but can be modified.</p> <p><b>Note:</b> A foreign entity is a corporation, trust, estate, or other similar organization, that has more than 10 percent of its beneficial interest held by individuals who are not:</p> <ul style="list-style-type: none"> <li>• citizens of the U.S.</li> <li>• lawful aliens possessing a valid Alien Registration Receipt Card (Form I-551).</li> </ul> <p>See 1-PL, subparagraph 236 A; 4-PL, subparagraph 108 A; and 5-PL for additional information.</p>
<b>Mail Indicators</b>				
RMA	Individual and Business	User selected.	No	<p>Displays the customer’s preference to receive mail from one or more USDA agencies.</p> <p>Customer elected by completing AD-2047, items 4 and 5.</p> <p>By default, NRCS and FSA are selected.</p>
NRCS				
RD				
FSA				

60 Customer Profile (Continued)

C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
<b>Race</b>				
<p><b>Note:</b> A determination of:</p> <ul style="list-style-type: none"> <li>• “Customer Declared” indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form</li> <li>• “Not Verified” indicates an unsubstantiated judgment or information obtained through a third party.</li> </ul> <p>See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.</p>				
Race	Individual and Business	User selected.	Yes for individual.	<p>Multiple races may be selected. Valid selections are:</p> <ul style="list-style-type: none"> <li>• American Indian or Alaska Native (includes origins of Central &amp; South America)</li> <li>• Asian – Far East, SE Asia, or Indian Subcontinent (includes Japan &amp; Philippines)</li> <li>• Black or African American. African American indicates origins in black racial groups</li> <li>• Native Hawaiian or Other Pacific Islander. Origins of Hawaii, Guam, &amp; Samoa</li> <li>• White – Origins in original peoples of Europe, the Middle East, N Africa.</li> </ul>

60 Customer Profile (Continued)

C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Race Determination	Individual and Business	User selected.	Yes	Valid selections are: <ul style="list-style-type: none"> <li>• Customer Declared</li> <li>• Not Verified.</li> </ul>
<b>Disability</b>				
<p><b>Note:</b> A determination of:</p> <ul style="list-style-type: none"> <li>• “Customer Declared” indicates customer declaration on SF-256</li> <li>• “Not Verified” indicates an unsubstantiated judgment or information obtained through a third party.</li> </ul> <p>See 1-CM, paragraph 199 for documenting customer declared race, ethnicity and gender data.</p>				
Disability Type	Individual	User selected.	No, unless the individual is an FSA or Service Center employee	Multiple disabilities may be selected. Valid selections are listed on form SF-256.  See 1-CM, Exhibit 13 for additional information.
Disability Determination	Individual	User selected.	Yes if disability is selected	Valid selections are: <ul style="list-style-type: none"> <li>• Customer Declared</li> <li>• Not Verified.</li> </ul>

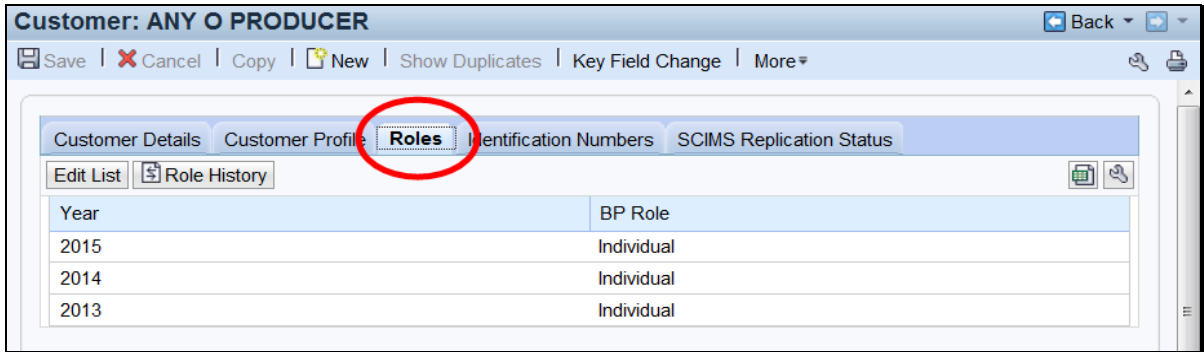
61 Roles

A Overview

The Roles assignment block contains the customer’s current and prior year business roles. By default, the 3 most current years are created with a new record.

B Roles Example

Following is an example of the Roles assignment block.

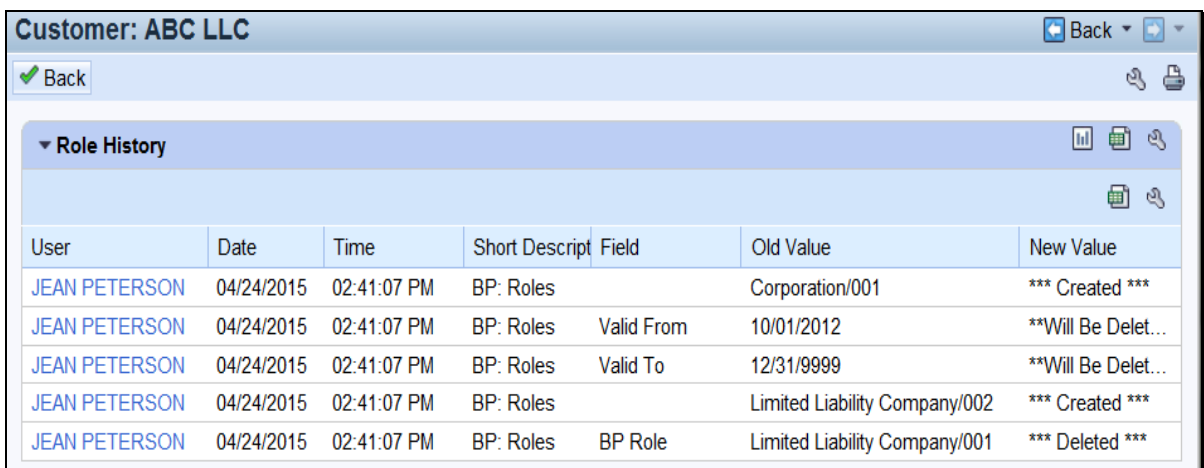


C Action

Current and prior year roles can be modified by clicking the “Edit List” button. County Office users can modify the current year role only. SSO’s are permitted to add and modify current year and prior year roles.

**Note:** Customers with a role of “Individual” can never be modified to anything else. Role changes are only permitted for businesses.

The historical changes made to the current or prior year role can be viewed by clicking the “Role history” button. Following is an example of the Role History Screen.



## 62 Identification Numbers

### A Overview

The Identification Numbers assignment block displays important reference numbers and ID's about the customer record. All data in the Information Numbers Assignment Block is view-only, no edits are permitted.

### B Identification Numbers Example

Following is an example of the Identification Numbers assignment block.

ID Type Description	ID number	Valid From	Valid To
SCIMS Core Customer ID	12005565	08/05/2016	12/31/9999

### C Fields/Descriptions

The following table provides the fields and descriptions for the Identification Numbers assignment block.

Field	Description
ID Type Description	The type of customer ID. Valid options are: <ul style="list-style-type: none"> <li>• SCIMS Core Customer ID</li> <li>• Losing Business Partner ID</li> <li>• Winning Business Partner ID.</li> </ul> See subparagraph D for additional information.
ID number	The ID number associated with the ID type.
Valid From	The date that the ID number became valid.
Valid To	The date that the ID number will no longer be valid.

## 62 Identification Numbers (Continued)

## D ID Type Descriptions

The following table provides additional information about the ID types.

ID Type	Displayed	Description
SCIMS Core Customer ID	Always.	The SCIMS Core Customer ID is the unique number assigned to a customer record. Also known as CCID, this unique number is system-assigned to each record.
Losing Business Partner ID	On a <i>winning</i> record, following a BP merge.	<p>The BP ID Number displayed is a reference to the losing BP record with which the specific (winning) record was merged. Clicking on the blue hyperlinked Losing Business Partner ID number will display the losing record, which has been archived. See Section 6 for additional information on merged records.</p> <p><b>Notes:</b> This is a hyperlinked reference to a <i>different</i> BP record from the one being viewed.</p> <p>If the merge was performed in SCIMS, before the MIDAS Release 1 in April 2013, the Losing Business Partner ID will display the CCID instead of the BP ID Number.</p>
Winning Business Partner ID	On a <i>losing</i> record, following a BP merge.	<p>The BP ID Number displayed is a reference to the winning BP record with which the specific (losing) record was merged. Clicking on the blue hyperlinked Winning Business Partner ID number will display the winning record, which is now the master record for the customer. See Section 6 for additional information on merged records.</p> <p><b>Note:</b> This is a hyperlinked reference to a <i>different</i> BP record from the one being viewed.</p>

## 63 SCIMS Replication Status

### A Overview

The SCIMS Replication Status assignment block displays information about the latest replication with SCIMS and the status of the transmission.

### B SCIMS Replication Status Example

Following is an example of the SCIMS Replication Status assignment block.

Replic...	Status	Busine...	Message	Replicated On	Replicated By
3157210	SUCC...		Replication has been successfully complete	08/05/2016 ...	

### C Fields/Descriptions

The following table provides the fields and descriptions in the SCIMS Replication Status assignment block.

Field/Button	Description
Refresh	Allows the user to refresh the status.
Replication ID	A unique log ID number documenting the transmission.
Status	Will display one of the following: <ul style="list-style-type: none"> <li>• Success</li> <li>• On Hold</li> <li>• Failed.</li> </ul> <p><b>Note:</b> Success statuses expire after 14 days. On Hold and Failed statuses remain visible until the next Replication attempt.</p>
Business Rule	References the business rule number that caused the replication to fail. <p><b>Note:</b> See Exhibit 9 for a full list of SCIMS replication error messages and business rules.</p>
Message	Information about the status or details about the business rule/system validation that caused the record to 'Fail' or be put 'On Hold'.
Replicated On	The date and time of the replication or replication attempt.
Replicated By	The name of the user that saved the record.



64 Control Flags

A Overview

The Control Flags assignment block contains flags associated with the Business Partner record.

B Control Flags Example

Following is an example of the Control Flags assignment block.

C Fields/Descriptions

The following table provides fields and descriptions for the Control Flags assignment block.

Control Flag	Description	Reference
Archived	<p>If checked, the record has been identified as the losing record in a BP merge. As a result, the record:</p> <ul style="list-style-type: none"> <li>shall not be edited in BP, except for revocation of Representative Capacity</li> <li>was permanently deleted in SCIMS.</li> </ul> <p>Users cannot set or uncheck the Archived flag.</p> <p><b>Note:</b> All Archived customer records have a coordinating “Winning” record that is used to manage the customer’s information. The Winning record shall be used for all customer activity/maintenance.</p>	<p>See:</p> <ul style="list-style-type: none"> <li>Section 6 for additional information on merged records</li> <li>paragraph 62 to locate the winning record for the archived record.</li> </ul>

64 Control Flags (Continued)

C Fields/Descriptions (Continued)

Control Flag	Description	Reference																		
Inactive	<p>If checked, the record was approved by the SSO to be flagged as inactive.</p> <p>A KFC request is required for the SSO to set the Inactive flag, inactivating the customer. However, inactive customer records can be reactivated at any time directly by the county Office according to the following steps.</p> <table border="1" data-bbox="509 648 1179 1031"> <thead> <tr> <th data-bbox="509 648 602 684">Step</th> <th data-bbox="602 648 1179 684">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="509 684 602 720">1</td> <td data-bbox="602 684 1179 720">Open the applicable BP customer record.</td> </tr> <tr> <td data-bbox="509 720 602 756">2</td> <td data-bbox="602 720 1179 756">Click "Edit".</td> </tr> <tr> <td data-bbox="509 756 602 791">3</td> <td data-bbox="602 756 1179 791">Uncheck the inactive flag.</td> </tr> <tr> <td data-bbox="509 791 602 869">4</td> <td data-bbox="602 791 1179 869">Delete the "Inactive Customer" Program Participation entry.</td> </tr> <tr> <td data-bbox="509 869 602 905">5</td> <td data-bbox="602 869 1179 905">Load a valid Program Participation entry.</td> </tr> <tr> <td data-bbox="509 905 602 940">6</td> <td data-bbox="602 905 1179 940">Load an Associated County, if applicable.</td> </tr> <tr> <td data-bbox="509 940 602 976">7</td> <td data-bbox="602 940 1179 976">Add a note to document the actions.</td> </tr> <tr> <td data-bbox="509 976 602 1031">8</td> <td data-bbox="602 976 1179 1031">CLICK "Save".</td> </tr> </tbody> </table>	Step	Action	1	Open the applicable BP customer record.	2	Click "Edit".	3	Uncheck the inactive flag.	4	Delete the "Inactive Customer" Program Participation entry.	5	Load a valid Program Participation entry.	6	Load an Associated County, if applicable.	7	Add a note to document the actions.	8	CLICK "Save".	See Section 7 for KFC Requests.
Step	Action																			
1	Open the applicable BP customer record.																			
2	Click "Edit".																			
3	Uncheck the inactive flag.																			
4	Delete the "Inactive Customer" Program Participation entry.																			
5	Load a valid Program Participation entry.																			
6	Load an Associated County, if applicable.																			
7	Add a note to document the actions.																			
8	CLICK "Save".																			
Restricted	<p>If checked, the record has been identified as a restricted customer and edits to the following fields are prohibited:</p> <ul style="list-style-type: none"> <li>• Business Name</li> <li>• Business Type</li> <li>• ID Number</li> <li>• Tax ID Type.</li> </ul> <p>County Office and State Office users cannot set or uncheck the Restricted flag.</p>	Contact the National Office if edits are required.																		

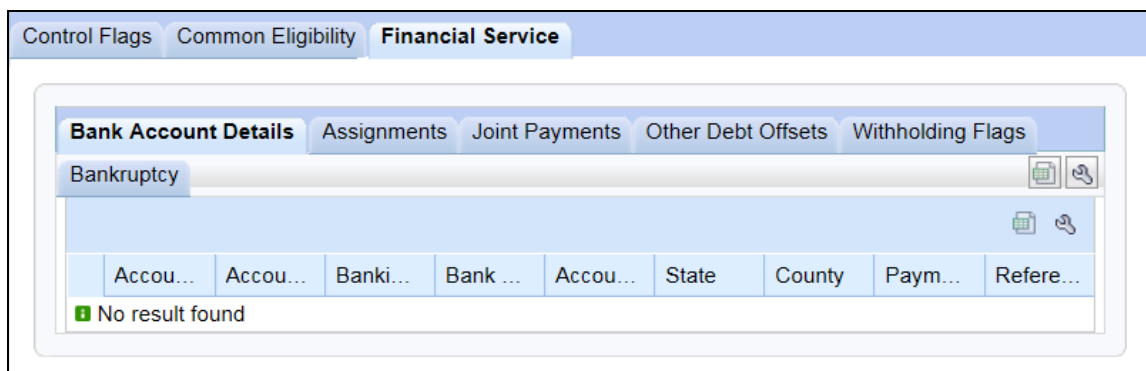
65 Financial Service

A Overview

The Financial Service assignment block displays customer financial data. All data in the Financial Service assignment block is displayed by an interface from the Financial Services application and is not editable in BP. The Financial Services application continues to be the System of Record/System of Entry for this data. See 63-FI for additional information.

B Financial Service Example

Following is an example of the Financial Service assignment block.



C Sub-Tabs

The following table provides the sub-tabs for the Financial Service assignment block.

**Note:** All data on these tabs is view-only and **cannot** be modified in BP. All updates and modifications to this data must be performed in the Financial Services application. See 63-FI.

Sub-Tab	Description
Bank Account Details	Bank direct deposit information.
Assignments	Assignment of a payment to a third party according to SF-3881. Payments are assigned by the producer to the third party on CCC-36.
Joint Payments	Payments are made jointly to a person or entity with the producer. Joint payment authorizations are executed on CCC-37.
Other Debt Offsets	Debts to other federal agencies.
Withholding Flags	Voluntary or involuntary withholdings are required on certain payments to taxpayers identified by IRS with specified Federal payment.
Bankruptcy	Will contain information if County Office has received notice of bankruptcy filing.

66 Addresses

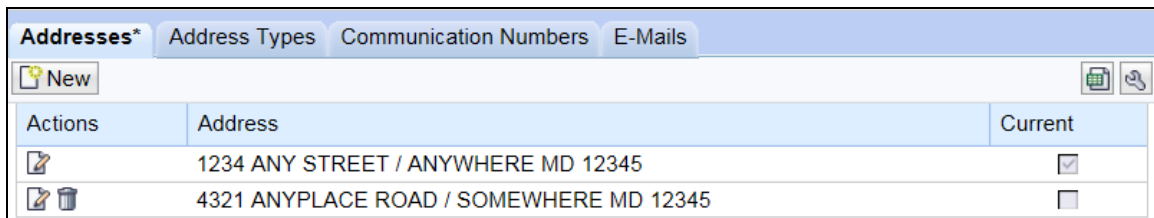
A Overview

The Addresses assignment block contains all addresses that are associated with the customer. An unlimited number of addresses are permitted. All address maintenance should be performed from this Assignment Block, including:

- creating new addresses
- modifying existing addresses
- deleting addresses.

B Addresses Example

Following is an example of the Addresses assignment block.



C Customer Addresses

The following table provides fields and descriptions for the Addresses assignment block.

Field/Button	Description
New	The customer address screen will be displayed. See subparagraph D.
Actions	<p>Edit  displays the customer address screen. See subparagraph D.</p> <p>Delete  will delete the address line.</p>
Address	The concatenated address that was entered on the customer address screen.
Current	<p>A customer can have an unlimited number of addresses but one must be flagged as “Current”.</p> <p>The address marked as “Current” will be the only address listed without the delete  option.</p>

**Note:** User shall enter the County Office’s address if the customer’s address is unknown.

66 Addresses (Continued)

D Customer Address Example

Following is an example of the Customer Address Screen.

**Customer: ANY A PRODUCER** Back

Back

---

**Address**

Information Line:

\* Address Line1:   
Example: Street address, PO BOX XXX, RR X BOX XX...

Address Line 2:   
Example: Apartment, Suite, Unit, Building, Floor

\* City:

\* State:

\* ZIP Code:

\* Country:

Carrier Route:

Delivery Bar Code:

Congressional Voting Dis...

**Address Types**

Address Type	Valid F...	Valid To
Standard Address	08/05/...	12/31/...
Mailing Address	08/05/...	12/31/...
▼		

66 Addresses (Continued)

E Fields/Descriptions

The following table provides the fields and descriptions for the Customer Address Screen.

Field	Description																																																
Back	Returns the user to the customer record. Will also trigger the USPS address validation. See subparagraph F.																																																
<b>Address</b>																																																	
Information Line	<p>This field is used if the “Delivery Address Line” field has a secondary name or c/o.</p> <p><b>Example:</b> Any Producer                      c/o That Producer                      1234 Main Street                      Anywhere, MD 99999</p>																																																
Address Line 1	<p>Enter the address for the customer using 1 of the following:</p> <ul style="list-style-type: none"> <li>• Street address</li> <li>• P.O. Box XXX</li> <li>• RR X BOX XXX</li> <li>• HC X Box XXX.</li> </ul>																																																
Address Line 2	<p>Enter additional information for a customer address, such as:</p> <ul style="list-style-type: none"> <li>• Apartment</li> <li>• Suite</li> <li>• Building</li> <li>• Floor.</li> </ul>																																																
City	Enter the city name.																																																
State	<div data-bbox="609 1192 1177 1661" style="border: 1px solid black; padding: 5px;"> <p>67 entries found</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Description</th> <th style="width: 20%;">Name</th> <th style="width: 20%;">Region</th> </tr> </thead> <tbody> <tr><td></td><td>USA</td><td>FM</td></tr> <tr><td></td><td>USA</td><td>KC</td></tr> <tr><td></td><td>USA</td><td>MH</td></tr> <tr><td></td><td>USA</td><td>PW</td></tr> <tr><td></td><td>USA</td><td>UM</td></tr> <tr><td>Alabama</td><td>USA</td><td>AL</td></tr> <tr><td>Alaska</td><td>USA</td><td>AK</td></tr> <tr><td>American Samoa</td><td>USA</td><td>AS</td></tr> <tr><td>Arizona</td><td>USA</td><td>AZ</td></tr> <tr><td>Arkansas</td><td>USA</td><td>AR</td></tr> <tr><td>Army/AF Post Office</td><td>USA</td><td>APO</td></tr> <tr><td>California</td><td>USA</td><td>CA</td></tr> <tr><td>Can., Afri, Euro, ME</td><td>USA</td><td>AE</td></tr> <tr><td>Colorado</td><td>USA</td><td>CO</td></tr> <tr><td>Connecticut</td><td>USA</td><td>CT</td></tr> </tbody> </table> </div> <p>Select the State by clicking the blue box before the State name.</p>	Description	Name	Region		USA	FM		USA	KC		USA	MH		USA	PW		USA	UM	Alabama	USA	AL	Alaska	USA	AK	American Samoa	USA	AS	Arizona	USA	AZ	Arkansas	USA	AR	Army/AF Post Office	USA	APO	California	USA	CA	Can., Afri, Euro, ME	USA	AE	Colorado	USA	CO	Connecticut	USA	CT
Description	Name	Region																																															
	USA	FM																																															
	USA	KC																																															
	USA	MH																																															
	USA	PW																																															
	USA	UM																																															
Alabama	USA	AL																																															
Alaska	USA	AK																																															
American Samoa	USA	AS																																															
Arizona	USA	AZ																																															
Arkansas	USA	AR																																															
Army/AF Post Office	USA	APO																																															
California	USA	CA																																															
Can., Afri, Euro, ME	USA	AE																																															
Colorado	USA	CO																																															
Connecticut	USA	CT																																															
ZIP Code	Enter the first 5 digits of the ZIP Code.																																																

66 Addresses (Continued)

E Fields/Descriptions (Continued)

Field	Description/Action																																
Country	<p>Select the input help button to display the Search Help Screen.</p> <div data-bbox="527 384 1105 928" style="border: 1px solid black; padding: 5px;"> <p>248 entries found</p> <table border="1"> <thead> <tr> <th>Country</th> <th>Name</th> </tr> </thead> <tbody> <tr><td>AD</td><td>Andorran</td></tr> <tr><td>AE</td><td>Utd.Arab Emir.</td></tr> <tr><td>AF</td><td>Afghanistan</td></tr> <tr style="background-color: yellow;"><td>AG</td><td>Antigua/Barbuda</td></tr> <tr><td>AI</td><td>Anguilla</td></tr> <tr><td>AL</td><td>Albania</td></tr> <tr><td>AM</td><td>Armenia</td></tr> <tr><td>AN</td><td>Dutch Antilles</td></tr> <tr><td>AO</td><td>Angola</td></tr> <tr><td>AQ</td><td>Antarctica</td></tr> <tr><td>AR</td><td>Argentina</td></tr> <tr><td>AS</td><td>Samoa, America</td></tr> <tr><td>AT</td><td>Austria</td></tr> <tr><td>AU</td><td>Australia</td></tr> <tr><td>AW</td><td>Aruba</td></tr> </tbody> </table> </div> <p>Select the Country by clicking the blue box before the Country name.</p>	Country	Name	AD	Andorran	AE	Utd.Arab Emir.	AF	Afghanistan	AG	Antigua/Barbuda	AI	Anguilla	AL	Albania	AM	Armenia	AN	Dutch Antilles	AO	Angola	AQ	Antarctica	AR	Argentina	AS	Samoa, America	AT	Austria	AU	Australia	AW	Aruba
Country	Name																																
AD	Andorran																																
AE	Utd.Arab Emir.																																
AF	Afghanistan																																
AG	Antigua/Barbuda																																
AI	Anguilla																																
AL	Albania																																
AM	Armenia																																
AN	Dutch Antilles																																
AO	Angola																																
AQ	Antarctica																																
AR	Argentina																																
AS	Samoa, America																																
AT	Austria																																
AU	Australia																																
AW	Aruba																																
Carrier Route	Enter the alphanumeric code assigned by USPS. This is automatically added during address validation.																																
Delivery Bar Code	A set of digits assigned to every address. This is automatically added during address validation.																																
Congressional Voting District	Select the State and enter the numeric code that applies to the voting district.																																
<b>Address Types</b>																																	
Insert	Adds a new blank line to allow users to select additional address types.																																
Address Type	<p>Choose the type of address by selecting from the following:</p> <ul style="list-style-type: none"> <li>• Billing Address</li> <li>• Mailing Address</li> <li>• Shipping Address</li> <li>• Standard Address</li> <li>• Street Address.</li> </ul> <p>Each address can have multiple address types.</p>																																
Valid From	Identifies the period of time that an address is valid.																																
Valid To	Automatically updated by the system and not editable by users.																																

## 66 Addresses (Continued)

## F USPS Address Validation

The address validation will occur after the address is loaded and the Enter key is pressed, or user clicks “✓ Back”. The following screen will be displayed.

Customer: CLAY SOILS

Back Error at address check -- Webpage Dialog

Please review Address validation results.

Address Component	Original Address	Validated Address
Address Line 1	601 BUSINESS LOOP 70W	601 BUSINESS LOOP 70 W
Secondary Number		STE 281
Street 2		
Address Line 2		
DPV/Carr./Cong.dist		568 C009 2904
Building Code		
Room Number		
Floor		
City	COLUMBIA	COLUMBIA
ZIP Code	65203	65203-2599
State	MO	MO
Country	US	US

Accept Use Original Address Cancel

Address Validation will automatically confirm and standardize the partial or incorrect address using USPS validation standards. The address validation and standardization is critical to reduce mailing costs associated with undeliverable mail.

The Validated Address will include:

- spelling or abbreviation corrections
- proper format of secondary number (for example: Suite or Apt number)
- the +4 ZIP code
- the delivery point validation code, carrier route, and Congressional voting district.

CLICK “Accept” to save the validated address to the customer’s record. If “Use Original Address” is clicked, the validated address will be ignored.



## 67 Address Types

### A Overview

The Address Types assignment block displays the address types for the recorded addresses.

### B Address Types Example

Following is an example of the Address Types assignment block.

Ac...	Address Type	Address	Valid F...	Valid To
	Standard Ad...	1234 ANY STREET / ANYWHERE MD 12345	08/05/...	12/31/...
	Mailing Addr...	1234 ANY STREET / ANYWHERE MD 12345	08/05/...	12/31/...

### C Fields/Descriptions

The following table provides the fields and descriptions for the Address Types assignment block.

Field/Button	Description												
History Data	The following Address Type History Screen will be displayed. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <table border="1"> <thead> <tr> <th>Address Type</th> <th>Valid From</th> <th>Valid To</th> <th>Address</th> </tr> </thead> <tbody> <tr> <td>Standard</td> <td>08/05/2016</td> <td>12/31/9999</td> <td>1234 ANY STREET , / A...</td> </tr> <tr> <td>Mailing</td> <td>08/05/2016</td> <td>12/31/9999</td> <td>1234 ANY STREET , / A...</td> </tr> </tbody> </table> </div>	Address Type	Valid From	Valid To	Address	Standard	08/05/2016	12/31/9999	1234 ANY STREET , / A...	Mailing	08/05/2016	12/31/9999	1234 ANY STREET , / A...
Address Type	Valid From	Valid To	Address										
Standard	08/05/2016	12/31/9999	1234 ANY STREET , / A...										
Mailing	08/05/2016	12/31/9999	1234 ANY STREET , / A...										
Edit List	Allows the user to modify the address type.												
Action	Delete  will delete the address type line.												
Address Type	See subparagraph D for additional information on address types.												
Address	The address assigned the address type.												
Valid From	The validity dates are used to identify the time period that an address is valid for. The Validity dates are not editable by the user but can be used to identify when the address was loaded and when the address type was changed.												
Valid To													

67 Address Types (Continued)

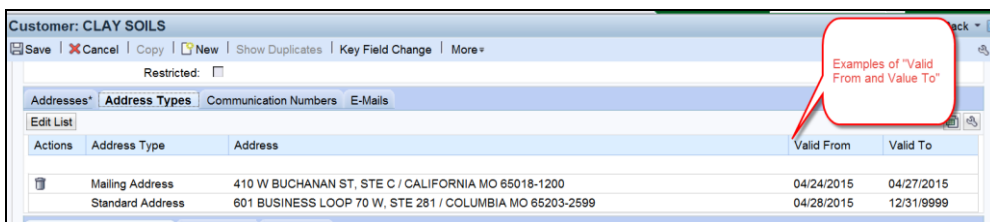
**D Valid Address Types**

All addresses entered into BP must be assigned at least one address type. Multiple address types are permitted for each address. The following table provides valid address types.

Address Type	Description/Use
Standard	Indicates the customer’s main address and is used to determine congressional voting district. For quick reference, the Standard address is also displayed in the Main Address & Communications Data section of the Customer Details assignment block. It is also flagged as “Current” on the Addresses Tab.
Mailing	Indicates a valid delivery point where the customer receives mail, including Post Office boxes.
Shipping	Indicates a location where shipments can be received (non-PO box address).
Billing	Indicates a location where billing and invoices can be received (rarely used by FSA).
Primary	Indicates the BPs primary address, as it was converted from SCIMS. It is no longer used to identify the customer’s preferred address. “Standard” type is now used to indicate the customer’s preferred address.
Street	Indicates a physical location associated with the customer, but not necessarily a mailing address (such as farm address).

**E Importance of Address Type Validity Dates**

The validity dates are used to identify the time period that an address is valid. The “Valid From” and “Valid To” dates are changed by the system as different addresses are added. The validity dates are not editable by the user, but can be used to identify when the address was loaded, and when the address type was changed.



It is advantageous to the County Office to leave the old addresses in place for historical knowledge and/or audit purposes. By changing the new address to a “Standard” address type and clicking “Save”, the previous Standard type address is automatically updated with the applicable “Valid To” end date. The customer’s record will include the current residence and former residence, each with applicable dates.

67 Address Types (Continued)

E Importance of Address Type Validity Dates (Continued)

The “Standard” address type can also be changed between existing addresses and can be used for seasonal residents (such as snowbirds).

The screenshot shows a software interface with tabs for 'Control Flags', 'Common Eligibility', and 'Financial Service'. Below these are checkboxes for 'Archived', 'Inactive', and 'Restricted'. A table titled 'Addresses\*' has sub-tabs for 'Address Types', 'Communication Numbers', and 'E-Mails'. The 'Address Types' sub-tab is active, showing a table with columns: 'Act...', 'Address Type', 'Address', 'Valid From', and 'Valid To'. Two red callout boxes point to the 'Valid From' and 'Valid To' columns of the first row, with text: 'Date Range of previous residence/Standard Address' and 'Date Range of new residence/Standard Address'.

Act...	Address Type	Address	Valid From	Valid To
	Standard Address	123 MAIN ST / RIDGELY MD 21660-1431	06/28/2010	08/30/2015
	Standard Address	400 S 5TH AVE / DENTON MD 21629-1359	08/31/2015	12/31/9999

68 Communication Numbers

A Overview

The Communication Numbers assignment block displays all the telephone numbers that are associated with a customer.

B Communication Numbers Example

Following is an example of the Communication Numbers assignment block.


The screenshot shows a software interface with tabs for 'Addresses\*', 'Address Types', 'Communication Numbers', and 'E-Mails'. The 'Communication Numbers' tab is selected and circled in red. Below the tabs is an 'Insert' section with a table. The table has columns: 'Actions', 'Type', 'Country', 'Number', 'Extension', 'Unlisted', 'Standard', 'State', and 'County'. There are three rows of data.

Actions	Type	Country	Number	Extension	Unlisted	Standard	State	County
	Home	US	0987654321		<input type="checkbox"/>	<input checked="" type="checkbox"/>	MARYLAND	CAROLINE
	Barn	US	3019875309		<input type="checkbox"/>	<input type="checkbox"/>	MARYLAND	CAROLINE
	Mobile	US	1234567890		<input type="checkbox"/>	<input checked="" type="checkbox"/>		

68 Communication Numbers (Continued)

C Fields/Descriptions

The following table provides the fields and descriptions for the Communication Numbers assignment block.

Field/Button	Description																																
Edit List	Allows users to modify existing communication numbers.																																
Insert	Allows users to add new communication numbers.																																
Actions	Delete  allows users to delete a previously entered communication number.																																
Type	See subparagraph D for additional information on types of communication numbers.																																
Country	<p>Click the input help button to display the Search Help Screen.</p> <div data-bbox="527 730 1016 1192" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>248 entries found</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Country</th> <th style="width: 80%;">Name</th> </tr> </thead> <tbody> <tr><td>AD</td><td>Andorran</td></tr> <tr><td>AE</td><td>Utd.Arab Emir.</td></tr> <tr><td>AF</td><td>Afghanistan</td></tr> <tr style="background-color: #ffffcc;"><td>AG</td><td>Antigua/Barbuda</td></tr> <tr><td>AI</td><td>Anguilla</td></tr> <tr><td>AL</td><td>Albania</td></tr> <tr><td>AM</td><td>Armenia</td></tr> <tr><td>AN</td><td>Dutch Antilles</td></tr> <tr><td>AO</td><td>Angola</td></tr> <tr><td>AQ</td><td>Antarctica</td></tr> <tr><td>AR</td><td>Argentina</td></tr> <tr><td>AS</td><td>Samoa, America</td></tr> <tr><td>AT</td><td>Austria</td></tr> <tr><td>AU</td><td>Australia</td></tr> <tr><td>AW</td><td>Aruba</td></tr> </tbody> </table> </div> <p>Select the Country by clicking the blue box before the Country name.</p>	Country	Name	AD	Andorran	AE	Utd.Arab Emir.	AF	Afghanistan	AG	Antigua/Barbuda	AI	Anguilla	AL	Albania	AM	Armenia	AN	Dutch Antilles	AO	Angola	AQ	Antarctica	AR	Argentina	AS	Samoa, America	AT	Austria	AU	Australia	AW	Aruba
Country	Name																																
AD	Andorran																																
AE	Utd.Arab Emir.																																
AF	Afghanistan																																
AG	Antigua/Barbuda																																
AI	Anguilla																																
AL	Albania																																
AM	Armenia																																
AN	Dutch Antilles																																
AO	Angola																																
AQ	Antarctica																																
AR	Argentina																																
AS	Samoa, America																																
AT	Austria																																
AU	Australia																																
AW	Aruba																																
Number	A customer can have an unlimited number of telephone or communication numbers.																																
Extension	Provides the extension of the customer’s phone. Optional field.																																
Unlisted	Notates if a customer’s number is unlisted in the phone book. Optional field.																																
Standard	At least one communication number must be marked as standard. A customer can have more than 1 standard number, but the numbers must be different types. See subparagraph D.																																
State	Differentiates between numbers for customers who reside in multiple States.																																
County	Differentiates between numbers for customers who reside in multiple counties.																																

68 Communication Numbers (Continued)

**D Communication Number Types**

The following table contains a description of each type of communication number.

<b>Type</b>	<b>Description</b>	<b>Eligible for “Standard” flag?</b>
Home	The home telephone number provided by the customer.	Yes. Only one number from these types can be flagged as Standard, and that number will appear as the “Telephone Number” in the Customer Details assignment block. See paragraph 59 for additional information on the Customer Details assignment block.
Business	The business telephone number provided by the customer.	
Barn	The barn/ranch/farm telephone number provided by the customer.	
TDD	Telephone Device for the Deaf, also known as the TT (Text Telephone)	
Video	A number that is only used for video conferencing.	
Mobile	The mobile or cellular telephone number provided by the customer.	Yes. One mobile number can be flagged as Standard and will also appear as the “Mobile Number” in the Customer Details assignment block. See paragraph 58 for additional information on the Customer Details assignment block.
Data	A number that is only used for communicating using data.	No.
Fax	The FAX telephone number provided by the customer.	No.

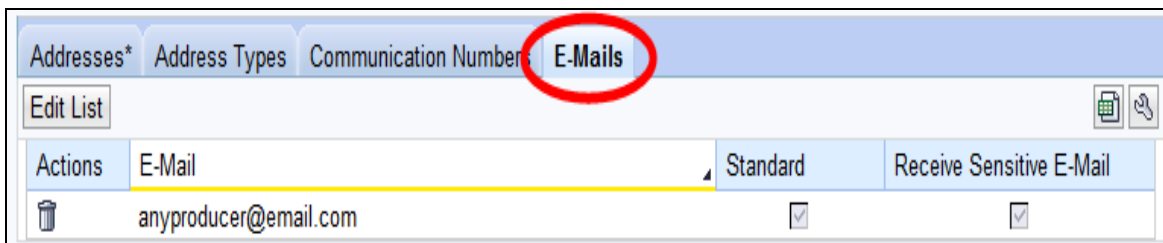
69 E-Mails

A Overview

The E-Mails assignment block displays all e-mail addresses that are associated with the customer.

B E-Mails Example

Following is an example of the E-Mails assignment block.



C Fields/Descriptions

The following table provides the fields and descriptions for the E-Mails assignment block.

Field	Description
Edit List	Allows users to add or modify existing E-Mail addresses.
Actions	Allows users to delete existing E-Mail addresses.
E-Mail	A customer can have an unlimited number of e-mail addresses, although none are required.
Standard	If multiple e-mail addresses are entered, one e-mail address must be flagged as standard, and the standard e-mail address will be displayed in the Customer Details Assignment block at the top of the BP record. See subparagraph 59 C.
Receive Sensitive E-Mail	Used to indicate whether or not the customer has elected to receive e-mails containing sensitive data, by AD-2047, item 4C.  If a customer provides their e-mail address to FSA, they will be eligible to receive e-mails from GovDelivery. The checkbox on AD-2047, item 4B is not recorded in BP.

70 **Representative Capacity**

**A Overview**

The Representative Capacity assignment block contains producer association information that identifies signature authority.

All relationships that were previously loaded and maintained in Fiduciary software were converted to Business Partner/Representative Capacity with MIDAS Release 1 in April 2013.

See Section 3 for recording and revoking Representative Capacity associations.

**B Representative Capacity Example**


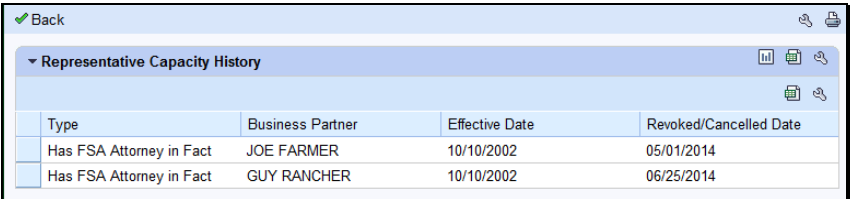



Following is an example of the Representative Capacity assignment block.

Representative Capacity Relationships						
Ac...	Type	Business Part...	Status	Effective Date	Revoked/Ca...	Version
	Has FSA Atto...	IMA BUSINESS	Active	08/09/2016	12/31/9999	11-25-2014
	Is FSA Attorn...	IMA BUSINESS	Active	08/09/2016	12/31/9999	11-25-2014
	Is Married To	WHICH PRO...	Active	08/09/2016	12/31/9999	

70 Representative Capacity (Continued)

C Fields/Descriptions

The following table provides the fields and descriptions for the Representative Capacity assignment block.

Field/Button	Description
New	<p>Following is an example of the Representative Capacity Relationships Screen.</p>  <p>Select from the following options:</p> <ul style="list-style-type: none"> <li>• Has Conservator</li> <li>• Has FSA Attorney in Fact</li> <li>• Has Parent/Guardian</li> <li>• Is Married To</li> <li>• Revoking Spousal Authority</li> <li>• Has Non-FSA Attorney in Fact</li> <li>• Has Signature Authority.</li> </ul> <p>See subparagraph D for additional information on each representative relationship type.</p>
History Data	<p>Allows users to view associations that have been “Revoked”. The following Representative Capacity History Screen will be displayed.</p> 
Action	<p>View/Edit  will be displayed next to all Representative Capacity associations where the customer is the initiator of the relationship (the grantor). Once a Representative Capacity is Active, the only change that can be made is to update the revocation reason.</p> <p>Delete  and Print  will only be displayed next to “In Creation” relationships.</p>
Type	The type that was selected on the Representative Capacity Relationships screen.
Business Partner	The second business partner that is involved in the relationship.
Status	“In Creation” or “Active”.
Effective Date	The date the relationship is effective.
Revoked/Cancelled Date	The date the relationship is to be revoked/cancelled.
Version	The version of FSA-211 that was used. Only applicable to POA relationships.



70 **Representative Capacity (Continued)**

**D Representative Capacity Types**

The following table contains the types of associations that can be loaded as representative capacities and where to find additional information about the type.

<b>Association Type</b>	<b>Description</b>	<b>Paragraph Reference</b>
Has Conservator	Used to record court appointed conservators for missing and incompetent customers.	97
Has FSA Attorney in Fact	Used to record FSA-211 powers of attorney.	98
Has Parent/Guardian	Used to record a natural or court appointed guardianship of a minor child.	99
Is Married To	Used to record spousal relationships.	100
Revoking Spousal Authority	Used to record when one spouse revokes signature authority for the other spouse.	101
Has Non-FSA Attorney in Fact	Used to record non-FSA powers of attorney accepted according to 1-CM.	102
Has Signature Authority	Used to record other signature authority relationships, such as, executors and farm managers.	103

**E Has Versus Is**

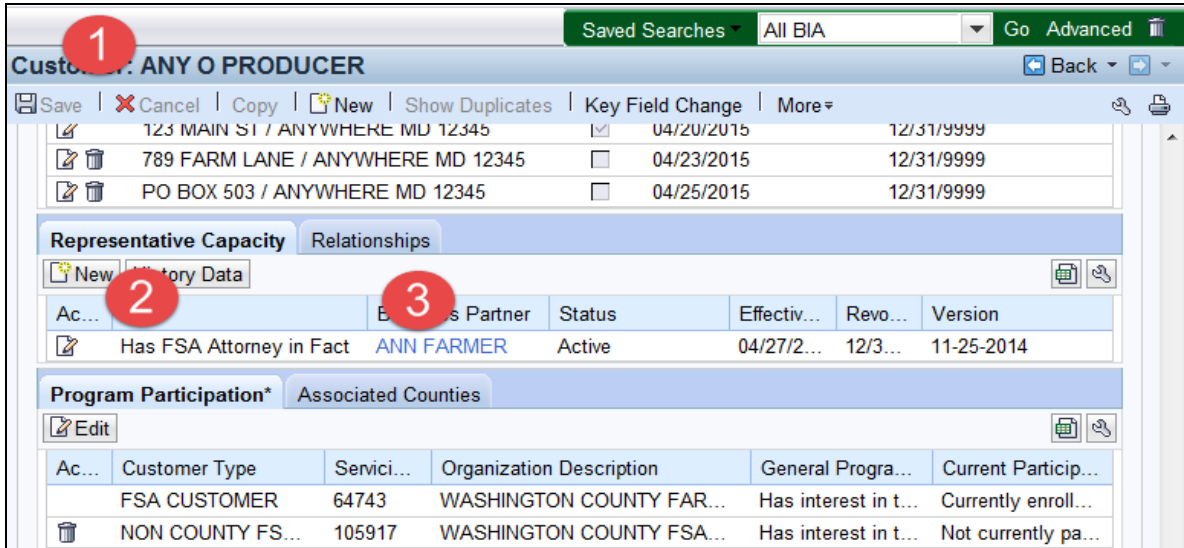
When reading each line item in Representative Capacity, the word “Has” or “Is” will precede the Type and Business Partner name.

- “Has” indicates that the customer, whose record is currently being viewed, has granted some form of representative capacity to another BP
- “Is” indicates that the customer whose record is currently being viewed is the representative for another customer.

70 Representative Capacity (Continued)

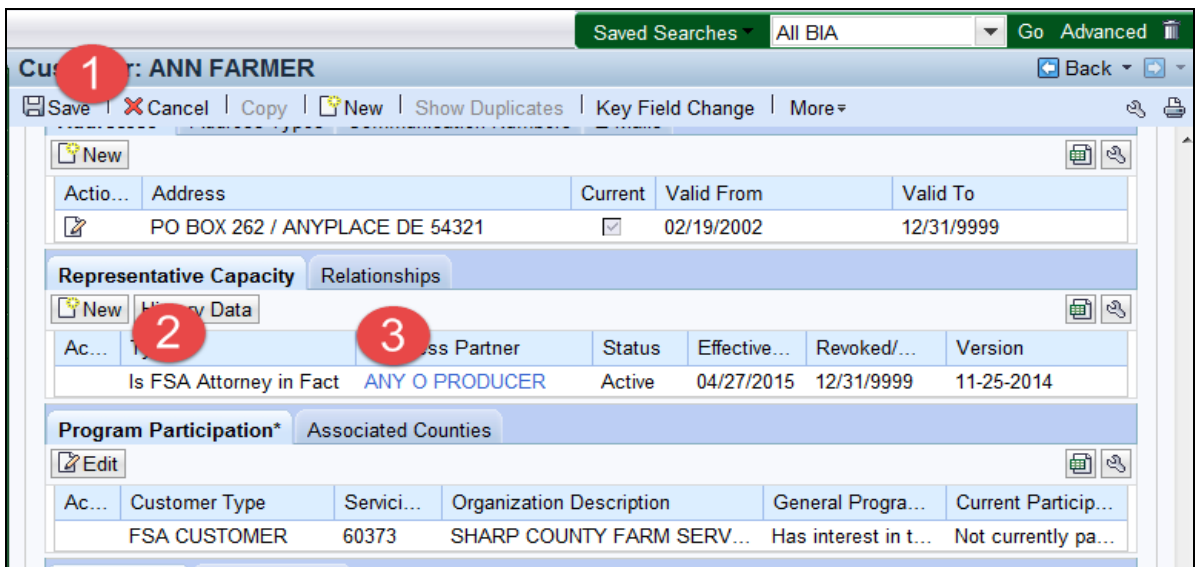
E Has Versus Is (Continued)

When reading the BP record to determine who is the grantor and grantee of any Representative Capacity, always read down from the top of the BP record, as follows.



Any O Producer (1) has (granted) FSA Attorney in Fact (2) to Ann Farmer (3).

When reading the same information from the grantee's BP record, also read from the top of the BP record, as follows:



Ann Farmer (1) is FSA Attorney in Fact (2) for Any O Producer (3).

## 71 Relationships

### A Overview

The Relationships assignment block displays all non-fiduciary Relationships that are associated with the customer.

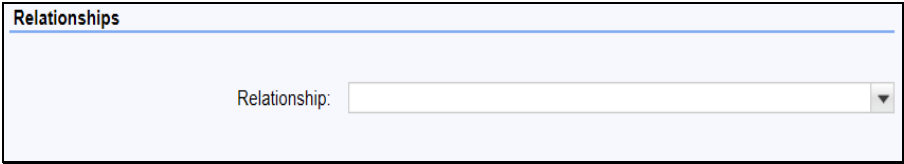
### B Relationships Example

Following is an example of the Relationships assignment block.

Actions	Relationship	Full Name	Valid From	Valid To
	Has Contact Person	ANYDAUGHTER PRODUCER	06/24/2015	04/25/2016
	Is Contact Person Of	ABC LLC	04/24/2015	12/31/9999
	Has Family Member/Business Associate	Amy Worker	04/28/2015	12/31/9999

### C Fields/Descriptions

The following table provides fields and descriptions for the Relationships assignment block.

Field/Button	Description
New	<p>The Relationships Screen will be displayed.</p>  <p>Select from the following options:</p> <ul style="list-style-type: none"> <li>• Has Contact Person</li> <li>• Has Family Member/Business Associate.</li> </ul> <p>See subparagraph D for additional information on each relationship type.</p>
Actions	<p>View/Edit  will allow users to modify the relationship type, valid from date, and valid to date.</p> <p>Delete  will allow users to delete existing relationships.</p> <p><b>Note:</b> No actions are allowed for Employee/Producer relationships.</p>
Relationship	The type of relationship selected on the Relationships Screen.
Full Name	The full name of the business partner involved in the relationship.
Valid From	The validity dates are used to identify the time period that a relationship is valid.
Valid To	

71 Relationships (Continued)

**D Relationship Types**

The following table provides the types of relationships.

**Note:** See subparagraph 70 E for “Has versus Is” references in representative capacity or relationship entries.

<b>Relationship</b>	<b>Description</b>
Contacts	<p>An individual identified by the customer to relay messages from the County Office to the customer. Contacts do not have signature authority.</p> <p><b>Example:</b> Any Producer provides a request to the County Office, to contact his daughter if he is unavailable by phone. The County Office loads his daughter into his BP record as a contact for him.</p> <p>A Contact Relationship can be established between 2 Customer BP records, or 1 Customer and 1 Contact BP record.</p> <p>See paragraph:</p> <ul style="list-style-type: none"> <li>• 110 for additional information on Contact relationships</li> <li>• 171 for additional information on Contact BP records.</li> </ul>
Family Member or Business Associate	<p>Used to establish a relationship between the customer and a family member or business associate that is an employee. The relationship is established to assist with segregation of duties.</p> <p><b>Example:</b> Any Producer’s sister in law, Amy Worker, is an FSA employee in the neighboring county. The relationship is loaded into BP as a family member to document the relationship and serve as a reminder that Amy Worker should not be approving contracts, signing payments, etc. for Any Producer.</p> <p>See paragraph 111 for additional information on family member or business associate relationships.</p>
Employee/Producer	<p>Automatically loaded for employees that are also customers and have their SSN loaded on the customer record. This entry cannot be manually loaded by a user.</p> <p>See paragraph 112 for additional information on Employee/Producer relationships.</p>

72 SSN Family

**A Overview**

The SSN Family assignment block displays the members of an SSN Family, if applicable. This assignment block is only displayed in a customer record if the customer has an SSN entered as the TIN.

See Section 5 for additional information about SSN families.

**B SSN Family Example**

Following is an example of the SSN Family assignment block.

BP Number / ID	Designated Paying Entity	Current Role	Common Customer Name	Inactive
8011390168	<input checked="" type="checkbox"/>	Individual	CLAY SOILS	
8011390198	<input type="checkbox"/>	Trust - Revocable	CLAYTON SOILS REVOCABLE TRUST	

**C Fields/Descriptions**

The following table provides fields and descriptions for the SSN Family assignment block.

Data Field	Information
BP Number/ID	Hyperlink to the BP record of the SSN Family member.
Designated Paying Entity (DPE)	This flag identifies which customer record stores the SSN in SCIMS.  <b>Note:</b> SCIMS can only store the SSN on a single customer record. The DPE simply identifies which record “carries” the SSN back to SCIMS when saved in BP and replicated.  <b>Important:</b> It is critical that the DPE remains on the same customer record or entity that previously received payments from FSA. If the DPE is modified and set on a different member of the SSN Family, overpayments will result.
Current Role	The current role of each customer record in the SSN Family. The Current Role will always be one of the following:  <ul style="list-style-type: none"> <li>• Individual</li> <li>• Revocable Trust</li> <li>• LLC.</li> </ul>
Common Customer Name	The Common Customer Name from the customer record.
Inactive	The inactive flag from the customer record. It is possible to have a member of an SSN family that is inactive.

73 Program Participation

A Overview

The Program Participation assignment block is used for recording the interest a customer has with an agency within a Service Center. If a customer has interest in more than one county serviced by a Service Center, only one program participation record shall be established for the Service Center.

B Program Participation Example

Following is an example of the Program Participation assignment block.

Program Participation		Associated Counties			
New					
Ac...	Customer Type	Servic...	Service Organization	General Progr...	Current Partici...
	FSA CUSTOMER	63181	MARION COUNTY FARM SE...	Does not have i...	Not currently pa...
	AG NRCS CUSTO...	63183	COLUMBIA SERVICE CENTER	Has interest in t...	Application made

C Fields/Descriptions

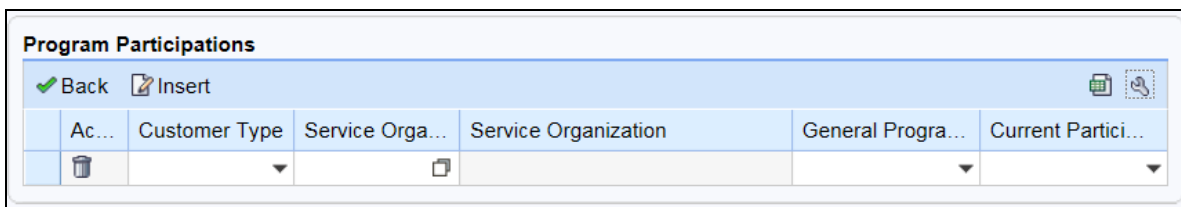
The following table provides fields and descriptions for the Program Participation assignment block.

Field	Description
New	The Insert Program Participation Screen will be displayed. See subparagraph D for additional information.
Action	The Edit option  allows users to modify an existing program participation record.  For FSA and FLP program participation, the Delete option  is only authorized by SSO's. For all other program participation records, the Delete option  will always be displayed.
Customer Type	The program or agency to which the customer is associated.
Service Organization ID	The numeric OIP code of the service center organization.
Service Organization	The full description of the service center organization.
General Program Interest	The customer's general program interest.
Current Participant	The customer's current participant determination.

73 Program Participation (Continued)



**D Program Participation Screen Example**

Following is an example of the Program Participation Screen.



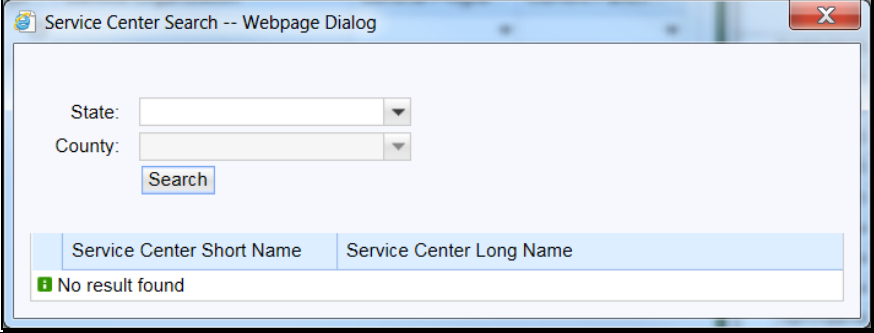
**E Fields/Descriptions**

The following table provides fields and descriptions for the Insert Program Participation Screen.

Field	Description
Back	The customer record will be redisplayed.
Insert	Allows users to add new program participation records.
Action	For FSA and FLP program participation, the Delete option  is only authorized by SSO's. For all other program participation records, the Delete option  will always be displayed.
Customer Type	<p>Valid options are:</p> <ul style="list-style-type: none"> <li>• Non-AG NRCS Customer</li> <li>• Inactive Customer</li> <li>• Technical Service Provider</li> <li>• Non County FSA Customer</li> <li>• RD Customer</li> <li>• AG NRCS Customer</li> <li>• Farm Loan Programs Customer</li> <li>• FSA Customer.</li> </ul> <p><b>Note:</b> Once a Farm Loan Programs and/or FSA customer type is selected, a KFC request by a County Office user is required for deletion by the SSO. See Section 7 for KFC Requests.</p>

73 Program Participation (Continued)

E Fields/Descriptions (Continued)

Field	Description
Service Organization ID	<p>The Service Center Search Screen will be displayed. Select the State and county from the drop-down and then select the application Service Center.</p> 
Service Organization	The full description of the service organization.
General Program Interest	<p>Valid options are:</p> <ul style="list-style-type: none"> <li>• Does not have interest in the program</li> <li>• Has interest in the program</li> <li>• Unknown.</li> </ul>
Current Participant	<p>Valid options are:</p> <ul style="list-style-type: none"> <li>• Application made</li> <li>• Currently enrolled and participating</li> <li>• Not currently participating.</li> </ul>



74 Associated Counties

A Overview

The Associated Counties assignment block will display all counties to which the customer is associated.

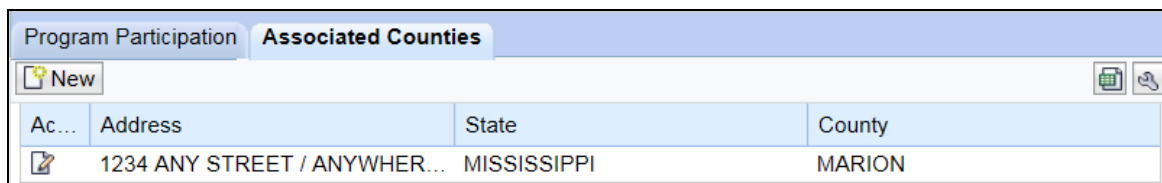
**Note:** Associated counties is a new term for the same data that was “Legacy Links” in SCIMS.

If a Program Participation entry was loaded according to paragraph 73, at least one corresponding Associated County entry is required if the Program Participation selected was one of the following:

- Farm Loan Programs Customer
- FSA Customer.

B Associated Counties Example

Following is an example of the Associated Counties assignment block.



C Fields/Descriptions

The following table provides fields and descriptions for the Associated Counties assignment block.

Field	Information
New	The Associated Counties Screen will be displayed. See subparagraph D for additional information.
Action	The Edit option  allows users to modify an existing associated county record.  The Delete option  is only authorized by SSO's. See Section 7 for Key Field Change Requests for Associated County deletions.
Address	The customer's address that will be linked with the State and county selected.
State	The State where the customer's record should be downloaded.
County	The county where the customer's record should be downloaded.

74 Associated Counties (Continued)


**D Associated Counties Screen Example**

Following is an example of the Associated Counties Screen.

The screenshot shows a software interface titled "Associated Counties". At the top, there are two buttons: "Back" (with a green checkmark icon) and "Insert" (with a pencil icon). To the right of these buttons are two small icons: a calendar and a hand cursor. Below the buttons is a table with four columns: "Ac...", "Address", "State", and "County". The "Ac..." column has a trash can icon. The "Address" column contains the text "1234 ANY STREET / ANYWHERE" followed by a downward arrow. The "State" and "County" columns also have downward arrows, indicating they are dropdown menus.

**E Fields/Descriptions**

The following table provides fields and descriptions for the Associated Counties Screen.

Field	Description
Back	The customer record will be redisplayed.
Insert	Allows users to add new associated county records.
Action	The Delete option  is only authorized by SSO's.
Address	Allows the user to select the address that is associated with the State and county selected.
State	Allows the user to select the State associated with the customer.
County	Allows the user to select the County associated with the State.

75 Member Share Percentage

A Overview

The Member Share Percentage assignment block will display the entity member information from Business File.

B Member Share Percentage Example

Following is an example of the Member Share Percentage assignment block.

Member Share Percentage								
Detailed View								
Required Signature Count: <input type="text"/>								
Hierarchy Node	Description	Member Signature	Valid From	Valid To	Share Percentage	Account Share Status	Determination Date	Position Title Name
8008159639	IM FARMER							
VER_6		<input type="checkbox"/>	10/01/2015	12/30/9999		Determined	09/22/2016	
800398937	ANY A PRODUCER	<input checked="" type="checkbox"/>			70.0600			
8010971562	ANY B PRODUCER	<input type="checkbox"/>			19.6600			
8008826465	ANY C PRODUCER	<input checked="" type="checkbox"/>			10.2800			

C Fields/Descriptions

The following table provides fields and descriptions for the Member Share Percentage assignment block.

**Note:** Only the most current record for the most current year will be displayed in the Member Share Percentage assignment block.

Field/Button	Description
Detailed View	The Member Hierarchy Details Screen will be displayed. See Section 9 for additional information.
Required Signature Count	The number of signatures that are required to have a valid signature from the business. This number is automatically populated based on the number that was entered into Business File when loading the Farm Operating Plan.
Hierarchy Node	A system generated unique number assigned to the member hierarchy.
Description	The business name and the name of all members. Click on the name to go directly to the customer record.
Member Signature	Indicates which members have signature authority for the business.
Valid From	The validity dates are used to identify the time period that a member hierarchy is valid for.
Valid To	
Share Percentage	The share that each members holds in the business.
Account Share Status	The status of the Farm Operating Plan in Business File.
Determination Date	The date the Farm Operating Plan was determined in Business File.

## 76 Attachments

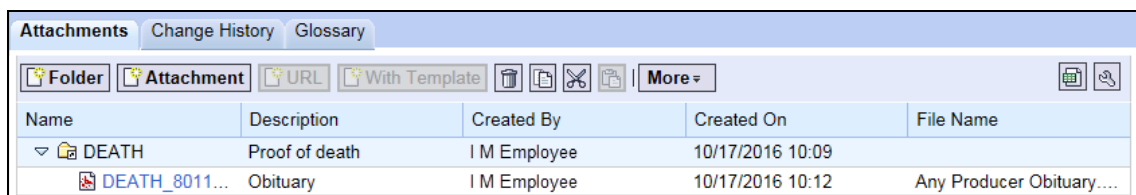
### A Overview

The Attachments assignment block displays attachments applicable to the customer record.

Attachments can be added to multicounty customer BP records. Attachments are electronic versions of specified documents that can be used for sharing between multiple County Offices. Because of limited storage space, attachments are only authorized for multi-county producers.

### B Attachments Example

Following is an example of the Attachments assignment block.







The screenshot shows a software interface for managing attachments. At the top, there are tabs for 'Attachments', 'Change History', and 'Glossary'. Below the tabs is a toolbar with icons for 'Folder', 'Attachment', 'URL', 'With Template', and a 'More' dropdown menu. The main area contains a table with the following data:

Name	Description	Created By	Created On	File Name
DEATH	Proof of death	I M Employee	10/17/2016 10:09	
DEATH_8011...	Obituary	I M Employee	10/17/2016 10:12	Any Producer Obituary....

## 76 Attachments (Continued)

## C Fields/Descriptions

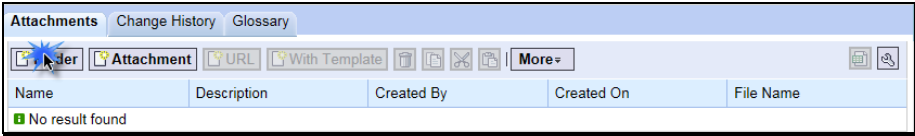
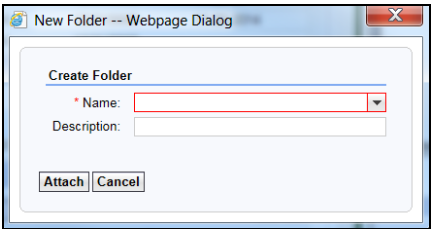
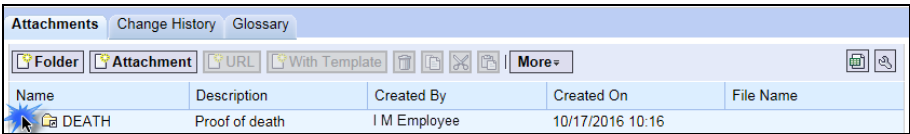
The following table provides fields and descriptions for the Attachments assignment block.

Field/Button	Description
Folder	The Create Folder pop up will be displayed. This pop up allows the user to select a folder name and enter a folder description.
Attachment	The New Attachment pop up will be displayed. This pop up allows the user to upload an attachment.
URL	Not an available option.
With Template	Not an available option.
Action	<p>Delete  allows users to delete folders. Attachment files <b>cannot</b> be deleted.</p> <p>Copy  allows users to the copy an attachment file.</p> <p>Cut  allows users to cut an attachment file.</p> <p>Paste  allows users to the paste copied or cut attachment files into other folders.</p>
More	A drop-down menu that allows users to select the check out/check in attachment files.
Name	<p>The folder name selected on the Create Folder pop up screen and, if applicable, the file hyperlink.</p> <p>The arrow to the left of folder name indicates there are documents attached to the folder.</p> <p>To view a previously attached document, select the blue hyperlinked name.</p>
Description	The folder description entered on the Create Folder pop up screen.
Created By	The name of the employee who created the folder and, if applicable, attached a document to the folder.
Created On	The date the folder was created and, if applicable the date the attachment was uploaded.
File Name	The name of the file that was uploaded, if applicable.

76 Attachments (Continued)

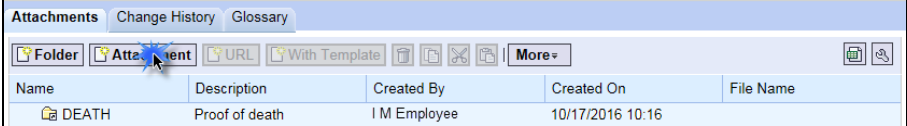
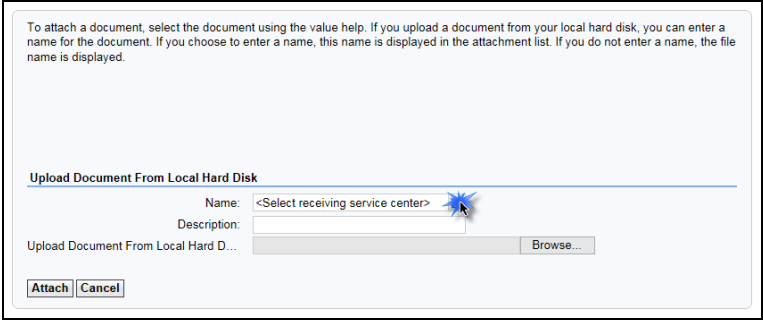
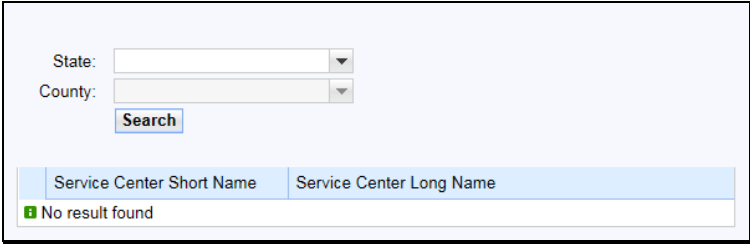
D Attaching a Document

Attach a document according to the following steps.

Step	Action
1	Within the BP customer record, scroll to the Attachment assignment block.
2	<p>If a folder is not yet created for the document being attached, select the “Folder” button. If a folder already exists for the document, skip to step 4.</p>  <p><b>Note:</b> If the “Attachment” button is selected before a Folder is selected, the error message “Select or Create a folder first” will be displayed.</p>
3	<p>When the “Folder” button is selected, a dialog window appears with Name and Description fields.</p> <p>Select the Name of a folder from the predefined list of folders. See subparagraph E for a list of predefined folders.</p> <p>The “Description” field defaults to the same name as selected in the “Name” folder. This field can be edited for clarification purposes, if necessary.</p> <p>When the “Name” and “Description” fields are complete, select “Attach” to load the folder into the customer record.</p>  <p>The folder has now been created and is ready to have a document attached.</p>
4	<p>Click on the Folder Name to select the folder.</p> 

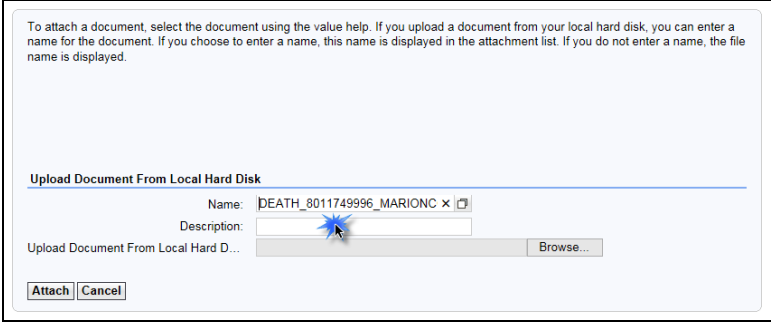
76 Attachments (Continued)

D Attaching a Document (Continued)

Step	Action
5	<p>Click “Attachment”. The New Attachment pop up screen will be displayed.</p> 
6	<p>On the New Attachment pop up screen, select the Name field Open Input Help button to search for the receiving service center.</p>  <p>The Receiving Service Center search screen will be displayed.</p>
7	<p>On the Receiving Service Center search screen, select the State and County and click “Search”. The resulting Service Center(s) will be displayed in the result box. Select the applicable Service Center.</p>  <p>The New Attachment pop up screen will be redisplayed with the file name populated. The file name includes the attachment type, BP ID, and Service Center.</p> <p><b>Note:</b> The Name field is not editable.</p>

76 Attachments (Continued)

D Attaching a Document (Continued)

Step	Action
8	<p>On the New Attachment pop up screen, enter a description, if applicable.</p> 
9	<p>On the New Attachment pop up screen, select “Browse” to select the document to be uploaded.</p>
10	<p>On the New Attachment pop up screen, select “Attach” to complete attachment of the document.</p> <p><b>Note:</b> Only files that are smaller than 1 MB can be attached.</p>
11	<p>Select “Save” at the top of the customer record to successfully complete the attachment.</p>



## 76 Attachments (Continued)

**E Folder Names**

Following is a complete list of available predefined folders.

<b>Folder Name</b>	<b>Purpose</b>
AGI Certification	AGI documentation, forms.
Archived Attachments	Old attachments that are no longer valid.
Auth Rels/View Docs	Authorization Releases.
Corporation Docs	Corporation documents.
Deed	Land ownership/conveyance deeds.
E_File Signature	E-file forms.
Easement Docs	Easement documents.
Eligibility Waiver	Waivers provided for eligibility.
Entity Op Plan	CCC-902E or similar forms.
Field Reporter Notes	Notes from Field Reporters from Measurement Service/Spot Checks.
HELC	AD-1026 form.
Ind Op Plan	CCC-902I or similar forms.
Irrevoc Trust Docs	Irrevocable Trust documents.
Lien Waivers	CCC-679 or similar forms or documentation.
Livestock Docs	Tax assessment forms, veterinary records, livestock photos, any documents necessary for livestock programs.
LLC Documents	Limited Liability documents.
Members Info	CCC-901 or like form.
Partnership Docs	Partnership documents
Paymt Elig CRP	CRP forms or documents.
Paymt Elig Determ	CCC-903 or similar forms.
Photos	Photos of field visits, disaster documentation, or similar documentation.
Proof of Death	Death certificate, obituary, or similar documentation.
Proof of Leases	Lease documents.
Revocable Trust Docs	Revocable Trust documents.
Sharecrop Agreements	Sharecrop agreements/leases.
Water Rights	Water Right documentation or similar documents.

77 **Change History**

**A Overview**

The Change History assignment block will display all changes made to a customer. Change History is a major enhancement from SCIMS and is a powerful tool to be used by managers and SSO's.

**B Change History Example**

Following is an example of the Change History assignment block.

Attachments		Change History				
User	Date	Time	Short Description	Field	Old Value	New Value
Ther...	08/1...	09:...	Prior Business Na...		1706218	*** Created ***
Ther...	08/1...	09:...	Address Custom F...	Delivery Bar ...		002
Ther...	08/1...	09:...	Address Custom F...	Cong Voting ...	4001	4003
Ther...	08/1...	09:...	Address Custom F...	Carrier Route		C009
Ther...	08/1...	09:...	Associated Counties	Legacy Inact...	00:00:00	07:44:20

Expand Page 1 ◀ Back 1 2 3 4 5 Forward ▶ 9

**C Fields/Descriptions**

The following table provides the fields and descriptions for the Change History assignment block.

Field	Description
User	The user name of the employee who made the change.
Date	The date the change was made.
Time	The time the change was made.
Short Description	The specific assignment block or area where the change was made.
Field	The specific field where the change was made.
Old Value	The original value in the field.
New Value	The new value in the field.

78 **Glossary**

**A Overview**

The Glossary assignment block will display acronyms used in BP and their descriptions.

**B Glossary Example**

Following is an example of the Glossary assignment block.

Acronyms	Description
AC	Associated County
AG	Agriculture/Agricultural
BP	Business Partner
CED	County Executive Director
COC	County Committee

**C Fields/Descriptions**

The following table provides the fields and descriptions for the Glossary assignment block.

Field	Description
Acronyms	The acronym used in Business Partner.
Description	The description of the acronym.

79-89 (Reserved)



## Section 2 IRS Validation

### 90 IRS Validation of Customer Name and TIN

#### A Overview

Whenever an SSN or EIN is created or edited in a customer's BP record, an IRS Validation process will take place. The customer's information is sent to IRS, the information is validated, and IRS sends back a response code. The IRS Response Code is then systematically updated in the BP customer record.

Records with the following criteria will be automatically sent to IRS for validation:

- TIN Type is EIN and the BP record is active
- TIN Type is SSN, Role is Individual, and the BP record is active.

#### B Records Validated

The following table shows what records are validated with IRS and what data is sent to complete the validation.

Role	TIN Type	Sent to IRS?	Data Validated
Individual	SSN	Yes	First and last name, TIN #, and TIN type.
	No TIN	No	None.
Business (all Roles except Individual)	EIN	Yes	Business name, TIN # and Type.
	SSN	No	None. Only an Individual record with SSN is validated. The IRS Response code for the Individual record will appear on the LLC or Revocable Trust using SSN record.
	No TIN	No	None.
All	IRS ID Number or Federal ID Number	No	None.

#### C Validation Frequency

A nightly batch of all applicable created or edited records (edit to Name and/or TIN) will be sent to the IRS for validation.

## 90 IRS Validation of Customer Name and TIN (Continued)

**D IRS Response Codes**

An IRS Response Code will be returned within 48 hours after the nightly batch process begins. The IRS Response Code will be used to determine if the TIN and Name combination in the BP record is a match with the TIN and Name recorded with IRS or if it requires modification to ensure a match.

Following are the IRS Response Codes and the actions required:

<b>IRS Response Code and Description</b>	<b>Required User Action</b>
00 - TIN and Name match	No further action is required.
01 - TIN is missing or entered incorrectly	Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS.
02 - TIN is not currently issued, IRS not validated	Contact the customer to obtain the correct TIN used by the customer with IRS.
03 - TIN and Name do not match	Contact the customer to obtain the correct name or TIN used by customer with IRS.
04 - Error Invalid TIN matching request	Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS.
05 - Duplicate TIN matching request	Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS.
06 - Match on SSN but TIN type is unknown	Review the customer's BP record and ensure the correct TIN Type is associated with the SSN.
07 - Match on EIN but TIN type is unknown	Review the customer's BP record and ensure the correct TIN Type is associated with the EIN.
08 - Match on SSN and EIN but TIN type is unknown	Review the customer's BP record and ensure the correct TIN Type is associated with the SSN or EIN.
09 - Waiting for IRS Response	No action is required.
10 - Manually Validated	No further action is required, unless a change is made to the Name or TIN fields.

**Note:** Depending on CRM Personalization settings, users may only see the description of the IRS Response code. Such as, "Waiting for IRS Response" instead of "09 - Waiting for IRS Response".

## 90 IRS Validation of Customer Name and TIN (Continued)

## E Locating IRS Response Codes

IRS Response Codes are displayed in the Customer Details assignment block of the customer's BP record.

Customer: SAM HAPPY

Save | Cancel | Copy | New | Show Duplicates | Key Field C

Customer Details | Customer Profile | Roles | Identification Number

Edit | Tax ID History

**General Data**

Current Role: Individual  
 BP Number / ID: 8011390185  
 Prefix:  
 First Name: SAM  
 Middle Name:  
 Last Name: HAPPY  
 Suffix:  
 Common Customer Name: SAM HAPPY  
 Legal Name: No  
 Language Preference: English  
 Data Origin: CRM  
 Employee Type: Not an employee  
 Tax ID Type: Social Security Nu...  
 Tax ID Number: 555220000  
 IRS Response Code: Waiting for IRS response  
 IRS Attempts: 00  
 Date of Death:  
 Death Confirmed:

Notes

**Note:** Only the Individual record in an SSN family will be validated with IRS. The reason for this is because the SSN is issued to the individual person, not a business. The resulting IRS Response Code for the Individual record will be displayed on all business records that contain the Affiliated SSN. See Section 5 for additional information on SSN Family.

## F Making Corrections after IRS Validation

When an IRS Response Code of 01, 02, 03, 04, 05, 06, 07, or 08 is returned, the user must change or correct the erroneous customer information to re-trigger the validation process.

**Example:** Customer Sam Happy's IRS Response Code is returned with "03 – Error - TIN and Name do not match". The user must correct the TIN and/or Name for the customer. The customer provides information that his name on file with the IRS is *Samuel* Happy. The user shall update the customer BP record with the First Name *Samuel*. The IRS Response Code will be automatically reset to "09 - Waiting for IRS Response". The IRS Validation will be re-sent in the nightly batch.

Failure of a customer's IRS Response Code to **equal** "00 -TIN and Name match" or "10 -Manually Validated" may result in a delay in payment processing.

90 IRS Validation of Customer Name and TIN (Continued)

G IRS Attempts

“IRS Attempts” will display the number of times a record has been submitted for IRS Validation.

Data Origin:	CRM
Employee Type:	Not an employee
Tax ID Type:	Social Security Nu...
Tax ID Number:	555220000
IRS Response Code:	Error – TIN and Name do not match
IRS Attempts:	02

After 2 earnest attempts have been made to clarify and correct the customer’s Name or TIN in response to the IRS Response Codes, the “Manually Validated” Response Code may be manually set by the user.

The following table provides the steps to set the “Manually Validated” response code.

Step	Action
1	CLICK “Edit” at the top of the customer record.
2	Scroll to the “IRS Attempts” field and click the drop-down arrow.
3	Scroll through the validation options and CLICK “Manually Validated”. The IRS Response Code will reflect “Manually Validated” and IRS Attempts will be set to “0”.
	<p>The screenshot shows a dropdown menu for the 'IRS Attempts' field. The current value is 'Waiting for IRS response'. The dropdown list includes the following options: 'IRS not validated', 'TIN and Name match', 'Error - TIN was missing or was entered incorrectly', 'Manually Validated' (which is circled in red), 'Error – TIN is not currently issued', 'Error – TIN and Name do not match', and 'Error – Error invalid TIN matching request'. A mouse cursor is pointing at the 'Manually Validated' option.</p>
4	Enter a note on the Customer Details assignment block indicating why it was necessary to set the IRS Response Code to “Manually Validated”.
5	CLICK “Save”.



91 IRS Response Code Query

A Overview

The IRS Response Code Query allows users to retrieve and review the IRS Response Codes to determine which BP records require correction of Name, TIN, or TIN Type.

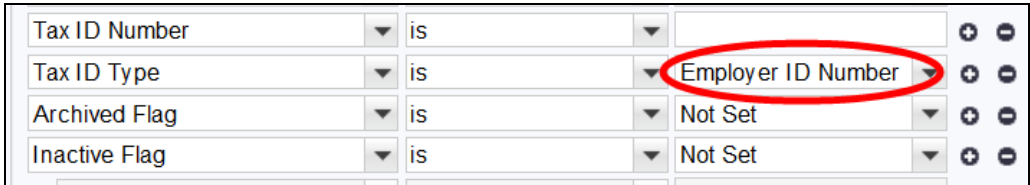
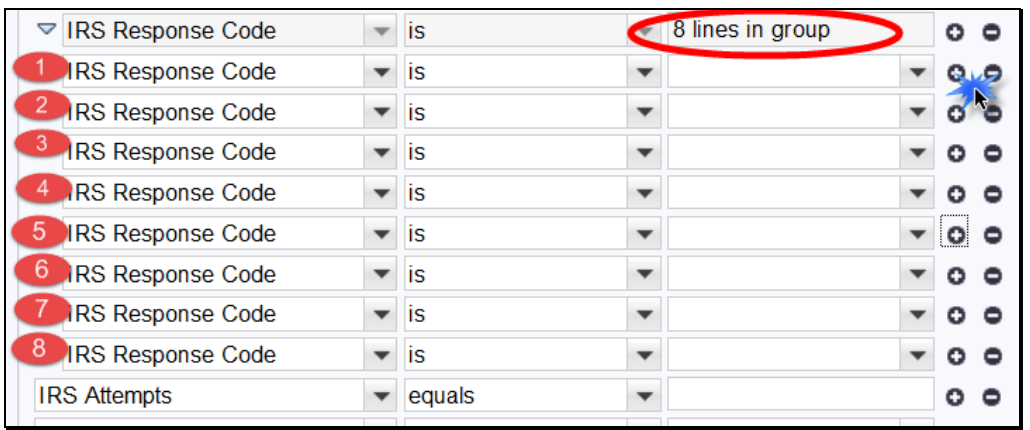
B Saved Search Query

Saved Search Query variants allow the user to save the Search Criteria parameters from the Search input screen. A unique query should be established for each Tax Type that IRS Validations are performed on. This is a one-time setup and can be executed multiple times based on the Search Criteria saved.

Saved search queries allow for a quick reference to the Search Criteria necessary to find all IRS Response Codes for an EIN/SSN that contain an error and require correction.

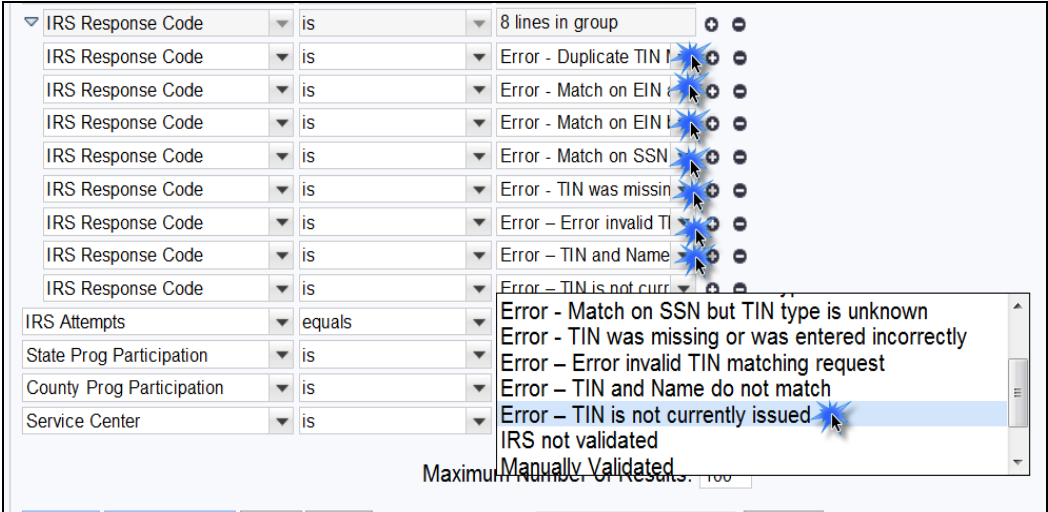
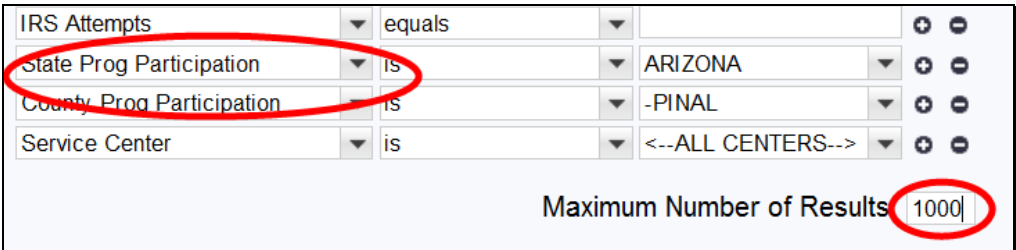
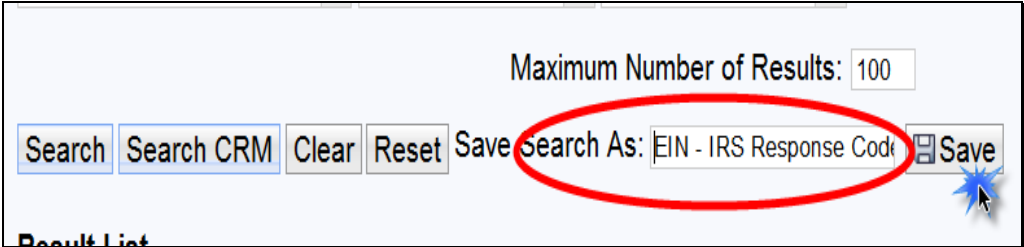
C Establishing the Saved Search Query for Tax Type

The following table provides the steps to establish a saved search query.

Step	Action
1	<p data-bbox="427 947 1435 1014">From the Customer Search Criteria Screen, CLICK “Employer ID Number” or “Social Security Number” from the Tax ID Type drop-down.</p>  <p>The screenshot shows a search criteria form with four rows. The first row is 'Tax ID Number' with 'is' and an empty field. The second row is 'Tax ID Type' with 'is' and a dropdown menu where 'Employer ID Number' is selected and circled in red. The third row is 'Archived Flag' with 'is' and 'Not Set'. The fourth row is 'Inactive Flag' with 'is' and 'Not Set'. Each row has plus and minus icons on the right.</p>
2	<p data-bbox="427 1241 1435 1308">Copy the IRS Response code search criteria line by clicking the + at the end of the line. Add enough lines for a total of 8 lines of IRS Response Code.</p>  <p>The screenshot shows a search criteria form with eight rows of 'IRS Response Code' criteria. The first row is expanded to show '8 lines in group' and is circled in red. The remaining seven rows are numbered 1 through 8 in red circles. Each row has a plus icon on the right, and a mouse cursor is clicking the plus icon on the second row. The last row is 'IRS Attempts' with 'equals' and an empty field.</p>

91 IRS Response Code Query

C Establishing the Saved Search Query for Tax Type (Continued)

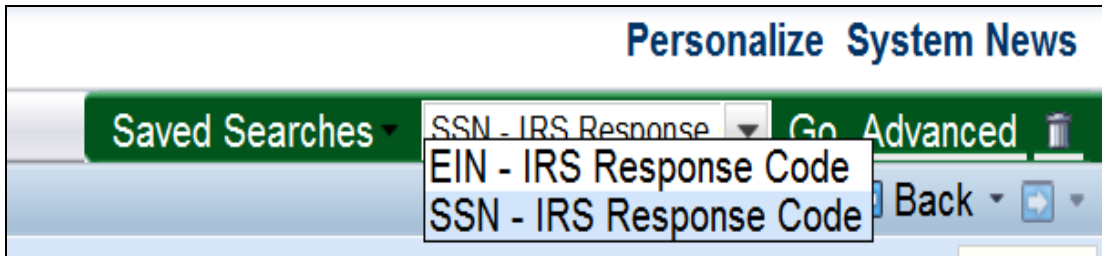
Step	Action
3	<p>Select the drop-down for each line of the 8 lines and select a separate error for each line until all eight errors are listed.</p> 
4	<p>Select the appropriate State and County Program Participation.</p> <p><b>Note:</b> The “Maximum Number of Results” may need to be increased to ensure all records are displayed for the criteria.</p> 
5	<p>Save the search in the “Save Search As” field by entering a title for this Search and then clicking “Save”.</p> 

Complete these steps for both “Employer ID Number” and “Social Security Number”.

91 IRS Response Code Query (Continued)

D Executing Saved Search Queries

Once the Search Criteria has been established and saved, Saved Searches can be found in the top right header of the Search Criteria Screen. Select the desired saved search from the drop-down menu and then select “Go”.



E Using Search Results

The Results List can be exported to an Excel spreadsheet to be sorted for ease of updating, correcting, and handling customers with IRS Response Code errors. See subparagraph 38 F for exporting search results and paragraph 90 for correcting BP data with IRS errors.

92-96 (Reserved)



### Section 3 Representative Capacity

## 97 Conservator

### A Overview

Conservators are used to record the person who was appointed by a court to assume responsibility for the interests of a minor or incompetent person.

When a Conservator is loaded into the customer’s BP record, all existing relationships are revoked and no other relationships can be created for this customer.

See 1-CM for policy about Conservators.

### B Conservator Screen Example

After the “Has Conservator” menu option is selected from the Relationship Category dropdown menu on the Representative Capacity Relationships Screen, the Conservator Screen will be displayed. Following is an example of the Conservator Screen.

The screenshot shows a web application window titled "Conservator". At the top, there are "Cancel" and "Save & Back" buttons. Below the title bar is a blue header with a dropdown arrow and the text "Conservator". Underneath is a "New" button with a plus icon. A table with four columns is shown: "Actions", "Relationship", "Full Name", and "Address". Below the table, a green message box says "No result found". The main area contains several form fields: "Effective Date:" with a text input, "Status:" with a dropdown menu set to "Active", "Signatures Count:" with a text input, "Receiving Office:" with a text input, "Stipulations:" with a large text area, "Revoked/Cancelled Date:" with a text input, "Revoked/Cancelled Reason:" with a dropdown menu, and "Source:" with a dropdown menu. At the bottom left, there is an "Attach Document:" label and an "Attach" button with a paperclip icon.

## 97 Conservator (Continued)

## C Action

The following table provides field/button descriptions and actions to be taken on the Conservator screen.

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Conservatorship and returns user to the previous screen.	Click to return to previous screen.
New	Allows user to add a line to select a Conservator.	Click to add a line.
Actions	Deletes line(s).	Click the Trashcan to delete line(s).
Relationship	Displays type of Relationship being created.	None. Defaults to Relationship chosen on previous screen.
Full Name	Displays Full Name of the Conservator.	Click "Input Help" to search and select Conservator.
Address	Displays the City, State and Zip Code of the selected Conservator.	None. Pre-populated by previous entry or selection.
Effective Date	Displays date the Conservatorship becomes or became effective.	Defaults to current date. Click the Input Help to select a date. Current date automatically displayed.
Revoked/Cancelled Date	Displays the date the Conservatorship ended or will end.	Defaults to 12/31/9999. Click the Input Help to select a different date if necessary.
Status	Displays the status of Active, Pending (if effective date is in the future) or Revoked.	None. Defaulted by the system and is not editable by the user.
Revoked/Cancelled Reason	Displays the reason the Conservatorship was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.
Signatures Count	Displays the number of signatures required to sign on behalf of the minor or incompetent customer.	Defaults to 1. User may manually enter a different number.
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Receiving Office	Displays the County Office that received the Conservatorship.	Defaulted to the users County that is creating the Conservatorship. Can be edited by clicking the Input Help to select a State, County, and Service Center.
Stipulations	Displays any stipulations related to the Conservatorship.	Defaulted to blank. Currently not editable.
Attach Document	Allows the user to attach a scanned copy of the Conservatorship to the customer record.	CLICK "Attach" to upload and attach document.

98 FSA Power of Attorney

A Overview

FSA Powers of Attorney are used to establish an FSA POA for a business or an individual.

The POA can be set up with limited scope, such as only being able to sign for certain crops or for certain farms. It can also be set to automatically expire (revoke) on a specific date in the future.

An FSA POA association may not be granted for a minor; instead, a Guardianship must be appointed. Also, minors may not be appointed as an FSA POA for another customer.

A signed FSA-211 is required before the POA status can be set to “Active” in CRM.

See 1-CM for policy regarding Power of Attorney and completion of FSA-211.

B FSA Power of Attorney Screen Example

After the “Has FSA Attorney in Fact” menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the FSA Power of Attorney Screen will be displayed. Following is an example of the top of the FSA Power of Attorney Screen.

The screenshot displays a web application interface for the FSA Power of Attorney screen. At the top, there are navigation buttons: 'Cancel', 'Save & Back', and 'Print'. Below this is a header section titled 'FSA Power of Attorney'. The main content area is divided into several sections:

- Attorney in Fact General Data:** This section contains several input fields and dropdown menus:
  - Attorney-In-Fact\*: [Redacted]
  - Effective Date\*: [Redacted]
  - Full Name: [Empty]
  - Status: In Creation
  - State: [Empty]
  - Revoked/Cancelled Date\*: [Redacted]
  - County\*: [Redacted]
  - Revoked/Cancelled Reason: [Empty]
  - Address: [Empty]
  - Source: SAP
  - Receiving Office: SAN JOAQUIN COUNTY - CA
  - FSA-211 Version: 11-25-2014
  - Attach Document: [Attach]
- FSA, NRCS and CCC Programs:** This section has a 'New' button and a table with columns 'Actions' and 'Program'. The 'Program' column shows 'ALL CURRENT AND ALL FUTURE PROGRAMS'.
- Program Transactions:** This section also has a 'New' button and a table with columns 'Actions' and 'Transaction'. The 'Transaction' column shows 'All actions'.

98 FSA Power of Attorney (Continued)

**B FSA Power of Attorney Screen Example, Continued**

Following is an example of the bottom of the FSA Power of Attorney screen.

The screenshot displays the bottom portion of the FSA Power of Attorney screen, organized into four main sections:

- Farms:** Includes a 'New' button, radio buttons for 'All Farms' and 'Farm', and a table with columns: Actions, Farm Number, and Admin State and County.
- Insured Crops:** Includes a 'New' button, radio buttons for 'All Crops' and 'Crop', and a table with columns: Actions, Crop, Year, State, and County.
- Crop Insurance Transactions:** Includes a 'New' button, an 'Actions' column, and a 'Transaction' column. A message below the table reads 'No result found'.
- Signatures:** Includes a 'New' button, a 'Required Signature Count' field set to '1', and a table with columns: Actions, Signature Date, Witnessed, and Partner ID. The 'Partner ID' field contains the text 'CLAY SOILS'.

**C Action**

The following table provides field/button descriptions and actions to be taken on the FSA Power of Attorney screen.

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to the previous screen.
Save & Back	Saves the created FSA POA and returns user to the previous screen.	Click to return to the previous screen.
<b>Attorney in Fact General Data</b>		
FSA-211 Version	Displays version of FSA-211 that is being used.	Click the drop-down arrow to choose version of form.
Attorney-In-Fact	Displays the Business Partner ID of the selected Grantee.	Click "Input Help" to search and select the Grantee's BP record.



## 98 FSA Power of Attorney (Continued)

## C Action (Continued)

Field/Button	Description	Action
Effective Date	Displays date the FSA POA becomes or became effective.	Defaults to current date. Click the Input Help to select a date. Current date will be automatically displayed.
Full Name	Displays Full Name of Grantee.	None. Defaulted by the system and is not editable by the user.
Status	Displays the status of Active, In Creation or Revoked.	Defaulted to In Creation until changed by using the drop-down arrow.
State	Displays the State of the Grantee.	None. Defaulted by the system and is not editable by the user.
Revoked/Cancelled Date	Displays the date the FSA POA ended or will end.	Defaults to 12/31/9999. Click the Input Help to select a different date if necessary.
County	Displays the County of the Grantee.	Click the Input Help to select State and County of Grantee.
Revoked/Cancelled Reason	Displays the reason the FSA POA was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.
Address	Displays the address of Grantee.	None. Defaulted by the system and is not editable by the user.
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Receiving Office	Displays the County Office that received the FSA POA.	Defaulted to the users County that is creating the FSA POA. Can be edited by clicking the Input Help to select a different State, County, and Service Center
Attach Document	Allows the user to attach a scanned copy of the FSA POA to the customer record.	CLICK "Attach" to upload and attach document.
<b>FSA, NRCS and CCC Programs</b>		
New	Adds additional lines to Actions and Programs.	Click the New button to add line(s).
Actions	Deletes line.	Click the Trashcan to delete line(s).
Program	Displays Program(s) Grantee has authority to sign on Grantors behalf.	Defaults to All Current and All Future Programs. Drop-down arrow can be selected to indicate specific programs.

98 FSA Power of Attorney (Continued)

C Action (Continued)

Field/Button	Description	Action
<b>Program Transactions</b>		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).
Actions	Deletes line.	Click the Trashcan to delete line(s).
Transaction	Displays Transaction(s) Grantee has authority to sign on Grantors behalf.	Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions.
<b>Farms</b>		
New	Adds additional lines to Actions, Farm Number and Admin State and County.	Click the New button to add line(s).
All Farms	Indicates the Farms the Grantee has authority to sign on Grantors behalf.	Defaults to All Farms.
Farm	Indicates only specific farm numbers included in the authority to sign on behalf of.	Click the radio button.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Farm Number	Displays the Farm Number(s) Grantee has authority to sign on behalf of.	Click the Input Help button to search and select farms associated to the Grantor.
Admin State and County	Displays the Administrative State and County of each Farm Number.	Click "Input Help" button to search and select State and County.
<b>Insured Crops</b>		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).
All Crops	Indicates the Crops the Grantee has authority to sign on Grantors behalf.	Defaults to All Crops.
Crop	Indicates only specific crops included in the authority to sign on behalf of.	Click the radio button.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Crop	Displays the Insured Crops the Grantee has authority to sign on Grantors behalf.	Click the Input Help button to search and select crop(s).
Year	Displays the crop year.	Enter four digit year.
State	Displays the State.	Click the drop-down to select State.
County	Displays the County.	Click the drop-down arrow to select County for State entered.

98 FSA Power of Attorney (Continued)

C Action (Continued)

Field/Button	Description	Action
<b>Crop Insurance Transactions</b>		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).
Actions	Deletes line.	Click the Trashcan to delete line(s).
Transaction	Displays Transactions Grantee has authority to sign on Grantors behalf.	Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions.
<b>Signatures</b>		
New	Adds additional lines to Actions, Signature Date, Witnessed and Partner ID, as needed when multiple signors are necessary.	Click the New button to add line(s).
Required Signature Count	Displays the number of signatures required by the Grantor.	Defaults to 1 for Individuals. Defaults to number indicated in the Member Signatures Assignment Block.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Signature Date	Displays the date signed by each Grantor.	Click the Input Help to select a date.
Witnessed	Displays how Grantor signature was verified.	Click the drop-down arrow to select witness type.
Partner ID	Displays the name of the Grantor signing the FSA-POA.	Click "Input Help" to search and select Grantor(s).

## 99 Guardianship

### A Overview

Guardianships are used to have a parent or guardian assigned Signature Authority for a minor child.

The BP record of the customer who has Guardianship (the minor) must include their Date of Birth *prior to* creating the Guardianship. The Date of Birth entry validates that the customer is under 18 years of age, and it also allows the system to automatically revoke the Guardianship on the minor’s 18<sup>th</sup> birthday.

Guardianships can be loaded for customers that are currently not minors (beyond 18 years of age). The Guardianship in the record will be valid for the time period that they were legally a minor.

See 1-CM for policy about Guardianship.

### B Guardians Screen Example

After the “Has Parent/Guardian” menu option is selected from the Relationship Category drop-down box on the Representative Capacity Relationships Screen, the Guardians screen will be displayed as follows.

The screenshot shows a web-based application window for managing guardianships. The window has a title bar with 'Cancel' and 'Save & Back' buttons. The main content area is titled 'Guardians' and contains a 'New' button, a table with columns 'Actions', 'Relationship', 'Full Name', and 'Address', and a message 'No result found'. Below the table are several input fields: 'Effective Date', 'Revoked/Cancelled Date', 'Status' (set to 'Active'), 'Revoked/Cancelled Reason', 'Signatures Count', 'Source', 'Receiving Office', and 'Stipulations'. At the bottom, there is an 'Attach Document' button with an 'Attach' icon.

## 99 Guardianship (Continued)

## C Action

The following table provides field/button descriptions and actions to be taken on the Guardians Screen.

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Guardianship and returns user to the previous screen.	Click to return to previous screen.
New	Allows user to add a line to select a Guardian.	Click to add a line.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Relationship	Displays type of Relationship being created.	None. Defaults to Relationship chosen on previous screen.
Full Name	Displays full name of Grantee.	Click the Input Help to search and select Grantee's BP record.
Address	Displays address of Grantee	None. Defaulted by the system and is not editable by the user.
Effective Date	Displays date the Guardianship becomes or became effective.	Defaults to the Grantor's Date of Birth. Click the Input Help to select a date.
Revoked/Cancelled Date	Displays the date the Guardianship ended or will end.	Defaults to the date the Grantor turns 18 years of age. Click the Input Help to select a different date if necessary.
Status	Displays the status of Active, or Revoked.	None. Defaults to Active.
Revoked/Cancelled Reason	Displays the reason the Guardianship was cancelled or revoked.	Defaults to reason "Minor Child Turns 18". Click the drop-down arrow and select revocation or cancellation reason.
Signatures Count	Displays the number of Guardian signatures required	None. Defaults to the number loaded in Business File.
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Receiving Office	Displays the County Office that received the Guardianship.	Defaulted to the user's County that is creating the Guardianship. Can be edited by clicking the Input Help to select a State, County and Service Center
Stipulations	Displays any stipulations related to the Guardianship.	Defaulted to blank. Currently not editable.
Attach Document	Allows the user to attach a scanned copy of the Guardianship to the customer record.	CLICK "Attach" to upload and attach document.

**100 Is Married To**

**A Overview**

The “Is Married To” association is used to record signature authority within the marriage relationship.

According to FSA policy (1-CM), spouses have signature authority for each other. The marriage relationship must be created in Representative Capacity for each spouse.

See 1-CM for policy regarding spouses’ signature authority.

**B Marriage Screen Example**

After the “Is Married To” menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the Marriage Screen will be displayed. Following is an example of the Marriage Screen.

**C Action**

The following table provides field/button descriptions and actions to be taken on the Marriage Screen.

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Marriage Relationship and returns user to the previous screen.	Click to return to previous screen.
Spouse	Displays the Spouse’s name.	Click the Input Help to search and select the spouse.
Revoked/Cancelled Date	Displays the date the marriage relationship ended or will end.	Defaults to 12/31/9999. Click “Input Help” to select a different date if necessary.

100 Is Married To (Continued)

C Action (Continued)

Field/Button	Description	Action
Effective Date	Displays date the marriage relationship becomes or became effective.	Defaults to current date. Click the Input Help to select a date. Current date automatically displayed.
Revoked/Cancelled Reason	Displays the reason the marriage relationship was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.
Receiving Office	Displays the County Office that received the marriage relationship.	Defaulted to the user's County that is creating the marriage relationship. Can be edited by clicking Input Help to select a State, County and Service Center
Source	Displays the source system the record was created in.	Defaulted by the system and is not editable by the user.
Status	Displays the status of Active or Revoked.	Defaults to Active.
Attach Document	Allows the user to attach a scanned copy of the marriage relationship to the customer record.	CLICK "Attach" to upload and attach document.

101 Revocation of Spousal Authority

A Overview

Revocation of Spousal Authority is used to record a customer's decision to rescind Spousal Signature Authority. The Relationship revokes the spouse’s ability to sign documents on his/her behalf.

Signature authority for spouses can be revoked at any time, regardless of marital status. If married couples choose to not allow spousal signature authority, they must have a “Revoke Spousal Signature Authority” loaded.

An active Marriage relationship must exist before revoking Spousal Signature Authority.

B Revoked Spousal Signature Authority Screen Example

After the “Revocation of Spousal Authority” menu option is selected from the Relationship Category drop-down box on the Representative Capacity Relationships Screen, the Spousal Deauthorization Screen will be displayed. Following is an example of the Spousal Deauthorization Screen.

The screenshot shows a web application interface for a customer named DAISY DUCK. The main heading is "Spousal Deauthorization". Below this, there are several input fields: "Spousal Name" with the value "DONALD DUCK", "Effective Date" with "11/13/2015", "Receiving Office" with "ALLEN COUNTY - KS", and "Status" with "Active". To the right, there are fields for "Revoked/Cancelled Date" (12/31/9999) and "Revoked/Cancelled Reason". At the bottom left, there is an "Attach Document" button with a paperclip icon. The interface includes standard navigation buttons like "Cancel", "Save & Back", and "Back".

C Action

The following table provides field/button descriptions and actions to be taken on the Spousal Deauthorization Screen.

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Spousal Deauthorization and returns user to the previous screen.	Click to return to previous screen.
Spouse	Displays the Spouse’s name.	Pre-loaded with Spouse’s name, per Is Married To Relationship. <b>Cannot</b> be edited.



101 Revocation of Spousal Authority (Continued)

C Action (Continued)

Field/Button	Description	Action
Revoked/Cancelled Date	Displays the date the Spousal Deauthorization ended or will end.	Defaults to 12/31/9999. Click the Input Help to select a different date if necessary.
Effective Date	Displays date the Spousal Deauthorization becomes or became effective.	Defaults to current date. Click the Input Help to select a date. Current date automatically displayed.
Revoked/Cancelled Reason	Displays the reason the Spousal Deauthorization was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.
Receiving Office	Displays the County Office that received the Spousal Deauthorization request.	Defaulted to the users County that is creating the Spousal Deauthorization relationship. Can be edited by clicking the Input Help to select a State, County and Service Center
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Status	Displays the status of Active or Revoked	Defaults to Active.
Attach Document	Allows the user to attach a scanned copy of the marriage relationship to the customer record.	CLICK "Attach" to upload and attach document.

## 102 Non-FSA Power of Attorney

### A Overview

Non-FSA Powers of Attorney are used to record the establishment of a non-FSA power of attorney relationship for an organization or an individual. It is used when the Grantor of the Non-FSA Power of Attorney (Non-FSA POA) does not use the FSA-211.

A Non-FSA POA may not be granted for a minor; instead, a Guardianship must be appointed. Minors may not be appointed as a Non-FSA POA for another customer.

See 1-CM for policy regarding Non-FSA POA.

### B Non FSA Power-Of-Attorney Screen Example

After the “Has Non-FSA Attorney in Fact” menu option is selected from the Relationship Category drop-down box on the Representative Capacity Relationships Screen, the Non FSA Power-Of-Attorney Screen will be displayed. Following is an example of the Non FSA Power-Of-Attorney Screen.

The screenshot shows a web application window titled "Non FSA Power-Of-Attorney". At the top, there are buttons for "Cancel" and "Save & Back". Below the title bar is a header with a "New" button and a table with columns: "Actions", "Relationship", "Full Name", and "Address". The table contains one row with the text "No result found". Below the table are several input fields and dropdown menus: "Effective Date", "Revoked/Cancelled Date", "OGC Review Date", "Revoked/Cancelled Reason", "Status" (set to "Active"), "Source", "Signatures Count", "Receiving Office", "Stipulations" (a large text area), and "Attach Document" with an "Attach" button.

## 102 Non-FSA Power of Attorney (Continued)

## C Action

The following table provides field/button descriptions and actions to be taken on the Non FSA Power-Of-Attorney Screen.

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Non-FSA POA and returns user to the previous screen.	Click to return to previous screen.
New	Allows user to add a line(s) to select Grantee.	Click to add a line(s).
Actions	Delete line(s).	Click the Trashcan to delete line(s).
Relationship	Displays type of Relationship being created.	None. Defaults to Relationship chosen on previous screen.
Full Name	Displays full name of Grantee.	None. Defaulted by the system and is not editable by the user.
Address	Displays the address of the Grantee.	None. Defaulted by the system and is not editable by the user.
Effective Date	Displays date the Non-FSA POA becomes or became effective.	Defaults to current date. Click the Input Help to select a date. Current date automatically displayed.
Revoked/Cancelled Date	Displays the date the Non-FSA POA ended or will end.	Defaults to 12/31/9999. Click the Input Help to select a different date if necessary.
OGC Review Date	Displays the date of the OGC review.	Click the Input Help to select date.
Revoked/Cancelled Reason	Displays the reason the Non-FSA POA was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.
Status	Displays the Status of the Non-FSA POA.	Defaults to In Creation. Drop-down can be selected to change status as necessary.
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Signatures Count	The number of signatures required in order to have a complete signature from the business.	If more than one signature is required, manually enter the number of signatures required for a business.
Receiving Office	Displays the County Office that received the Non-FSA POA.	Defaulted to the users County that is creating the Non-FSA POA. Can be edited by clicking the Input Help to select a different State, County and Service Center
Stipulations	Displays any stipulations related to the Non-FSA POA.	Defaulted to blank. Currently not editable.
Attach Document	Allows the user to attach a scanned copy of the Non-FSA POA to the customer record.	CLICK "Attach" to upload and attach document.

103 Signature Authority

A Overview

Signature authority is used when a customer grants legal signature authority delegated by an authoritative body (such as a board of directors) to organizational positions (such as president, managing director, manager) appointing them as agents of the organization. An organization can have more than one individual with signature authority.

See 1-CM for policy regarding Signature Authority.

B Signature Authority Screen Example

After the “Has Signature Authority” menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the Signature Authority Screen will be displayed. Following is an example of the Signature Authority Screen.

The screenshot shows a web application window titled "Signature Authority". At the top, there are buttons for "Cancel" and "Save & Back". Below the title bar, there is a dropdown menu currently set to "Signature Authority". The main content area contains several input fields and dropdown menus:

- Relationship Member:** A text input field with a red border and a help icon.
- Effective Date:** A date input field with a red border and a help icon.
- Representative Cap.:** A dropdown menu.
- Receiving Office:** A dropdown menu with "SAN JOAQUIN COUNTY - CA" selected.
- Status:** A dropdown menu with "Active" selected.
- Revoked/Cancelled Date:** A date input field with a red border and a help icon.
- Revoked/Cancelled Reason:** A dropdown menu.
- Source:** A dropdown menu with "SAP" selected.
- Attach Document:** A button with a paperclip icon and the text "Attach".

C Action

The following table provides field/button descriptions and actions to be taken on the Signature Authority Screen.

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Signature Authority and returns user to the previous screen.	Click to return to previous screen.
Relationship Member	Displays the Grantee’s name.	Click “Input Help” to search and select Grantee.
Revoked/Cancelled Date	Displays the date the Signature Authority ended or will end.	Defaults to 12/31/9999. CLICK “Input Help” to select a different date if necessary.

103 Signature Authority (Continued)

C Action (Continued)

Field/Button	Description	Action
Effective Date	Displays date the Signature Authority becomes or became effective.	Defaults to current date. Click the Input Help to select a date.
Revoked/Cancelled Reason	Displays the reason the Signature Authority was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.
Representative Capacity	Displays the position in which the Grantee will act.	Click the drop-down to select position.
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Receiving Office	Displays the County Office that received the Signature Authority.	Defaulted to the users County that is creating the Signature Authority. Can be edited by clicking the Input Help to select a State, County, and Service Center.
Status	Displays the status of Active or Revoked.	None. Defaulted by the system and is not editable by the user.
Attach Document	Allows the user to attach a scanned copy of the Signature Authority to the customer record.	Click "Attach" to upload and attach document.

104-109 (Reserved)



Section 4 Relationships

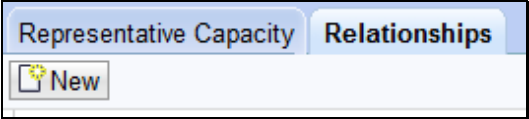
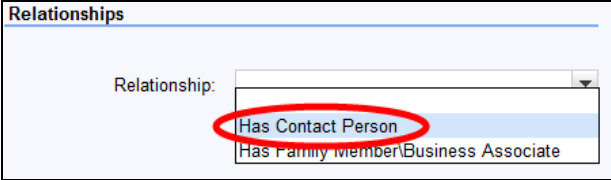
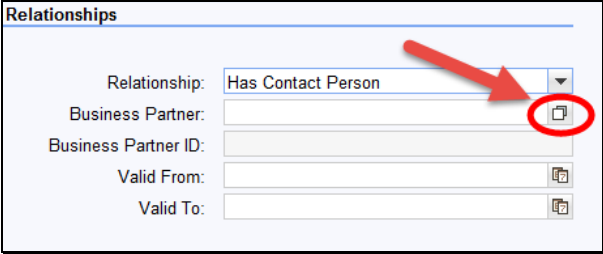
110 Contact Relationships

A Overview

Contacts are used when a customer delegates another person to be contact on their behalf regarding program information. A contact does not have signature authority. A customer can have more than one contact.

B Adding a Contact Relationship

The following table provides the steps for creating a “Contact” Relationship for a BP customer.

Step	Action
1	Access the customer record to which the contact will be added.
2	Scroll down to the Relationship assignment block. Select “New”. <div data-bbox="386 825 911 942" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div>
3	Select “Has Contact Person” from the Relationship drop-down menu. <div data-bbox="386 1016 993 1194" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div>
4	Select the input help button next to Business Partner to search for the contact. <div data-bbox="386 1268 985 1520" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div>
5	Enter applicable search criteria.
6	Click “Search”. The customer/contact(s) that match the search criteria entered will be displayed in the Result List. <p data-bbox="386 1661 1398 1724">If the contact cannot be found after doing a thorough search, the contact shall be added according to subparagraph 171 D.</p>
7	Select the applicable customer/contact. The Relationships Screen will be redisplayed with the customer/contact added.
8	Enter the Valid From/Valid To dates.
9	Select “Save & Back” to save the contact record. The customer will now have a “Has Contact” relationship listed.

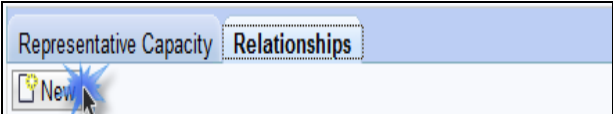
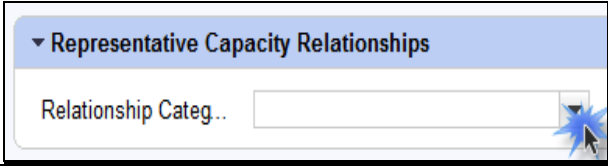


111 Family Member/Business Associate Relationships

A Overview

Family members/business associate relationships are used to indicate when a customer is a family member/business associate of an employee. A family member/business associate does not have signature authority. An employee can have more than one family member/business associate.

B Adding a Family Member/Business Associate Relationship


The following table provides the steps for creating a “Family Member/Business Associate” Relationship for an employee.

Step	Action
1	Select the “New” button in the Relationships assignment block. 
2	Select the drop-down arrow to expand the “Relationships Category” drop-down menu. 
3	Select “Has Family Member/Business Associate” from the drop-down menu. 
4	Select the applicable “Relationship Type”. Many types are available, scroll to view all. 



111 Family Member/Business Associate Relationships (Continued)

B Adding a Family Member/Business Associate Relationship (Continued)

Step	Action
5	<p>Use the Input Help button to search for and select the Employee record.</p>  <p><b>Note:</b> A “Family Member/Business Associate” Relationship can only be established between a BP Customer record and a BP Employee record.</p>
6	Modify the “Valid From” date, if necessary. Defaulted to current date.
7	Modify the “Valid To” date, if necessary. Defaulted to 12/31/9999.
8	Click “Save and Back”.

**112 Employee/Producer Relationships**

**A Overview**

FSA Employee/Producer relationships are system-generated and cannot be modified by the user. The relationship is automatically created based on a match of the SSN from the Employee BP record and Customer BP record, with role of *Individual*. When this match occurs, the relationship is automatically created and will display in both the Employee BP record and the Customer BP record.

**Note:** The SSN of the Employee record is not *visible* in CRM, but is used to create the relationship with the Individual customer record.

**B Viewing an Employee/Producer Relationship**

The Employee/Producer relationship can be viewed on the Relationships tab of the Customer record. See the following example.

Ac...	Relationship	Full Name	Valid From	Valid To
	Is FSA Employee/Producer	ANY PRODUCER	12/10/2014	12/31/9999

**113-116 (Reserved)**

## Section 5 SSN Family

## 117 SSN Family

## A Overview

SSN Family is a new concept, and improved functionality for TIN management within customer data records. SSN Family allows BP Customer records with the role of Individual, Revocable Trust (RT) or Limited Liability Company (LLC) to share a Social Security Number. SCIMS restricted 1 record to holding a unique TIN/TIN Type. SSN Family is a process improvement designed to allow all applicable records for the customer to store the customer's SSN.

Only Individuals, LLCs and RTs are authorized to use an SSN; therefore, only records with these Roles can be members of an SSN Family and share the same SSN.

According to 1-CM, paragraphs 178.6 and 178.8, customers may not receive monetary benefits from FSA as multiple business types (Individual, RT, or LLC) using their SSN. The purpose of SSN Family is **not** to allow multiple business types or entities to concurrently receive payments, but rather to allow a more streamlined transition when and if the producer elects to receive payment as a different business type.

**Important:** Customers that have obtained an EIN for their RT or LLC will **not** have an SSN Family. SSN Family is only used when the RT or LLC is using the SSN *that actually belongs to the individual person*, for payment.

## B SCIMS to Business Partner – SSN Family Process Improvement

Previously, when a customer requested to be paid as a different entity using the same SSN, the SCIMS restriction required users to perform a cumbersome workaround. This workaround included modifying the customers' Name and Role on their records in order to keep the SSN attached to the same CCID record that previously received payment. When the TIN is removed from the record, it is separated from the CCID and payment errors occur.

CCID is the assignment of a unique record number to a customer record. When a customer is created in SCIMS a unique CCID is assigned. Likewise, when a customer is created in Business Partner, a unique CCID is assigned. The CCID and all other customer data is replicated back to SCIMS when a record is created or modified in Business Partner.

The CCID is used to issue program and loan payments. Payments are issued to the customer that belongs to the CCID that holds the TIN in SCIMS.

**117 SSN Family (Continued)****C Anchor/Non-Anchor Records**

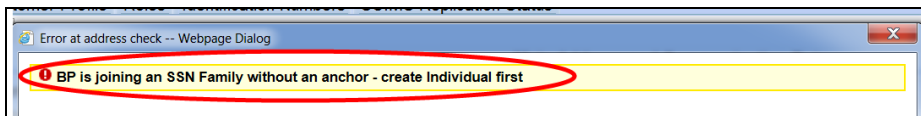
An SSN Family consists of an anchor and non-anchor records. Following are rules for anchor and non-anchor records.

- An anchor is always an Individual and must have an SSN.
- Non-anchors can be either a Revocable Trust or LLC that uses the same SSN as the Individual.
- Each SSN Family can have only one anchor.
- Multiple non-anchors may be part of an SSN Family.
- All SSN Family members share the same SSN.
- The TIN on the non-anchor record is referred to as the Affiliated SSN.

**Note:** The terms anchor and non-anchor do not appear on the screen in CRM; they are simply terms used to describe the records of members of an SSN Family.

**D Orphan Records**

An orphan is a non-anchor record that is not connected to an anchor record. Orphan records must be resolved by establishing an anchor record which will create the SSN family. Creation or editing of orphan records will result in an error message, which must be resolved first by establishing the anchor record.



**Note:** The term orphan does not appear on the screen in CRM; it is simply a term used to describe a non-anchor record that does not yet have an anchor record.

117 SSN Family (Continued)

**E Search for Existing Records**

When resolving orphan records or before creating any new SSN Family member records, always search first for existing records. See Part 2, Section 3 for completing a thorough search of customer records.

The Individual record may already exist with “No Tax ID” and just require the SSN to be loaded to establish the anchor for the SSN Family. Creation of a brand new Individual record will result in a duplicate, and must be resolved. See Section 6 for additional information on resolving duplicates.

IF an...	AND an...	THEN when the...
Individual customer record exists in BP with an SSN	LLC or RT customer record is being created with the same SSN as the existing Individual record	LLC or RT record is saved, the SSN Family will be created.
	LLC or RT customer record is being modified to add the same SSN as the existing Individual record	
orphan LLC or RT customer record exists in BP with an SSN	Individual customer record is being created with the same SSN as the existing RT or LLC record	Individual record is saved, the SSN Family will be created.
	Individual customer record is being modified to add the same SSN as the existing RT or LLC record	

**F Copy to Establish or Expand an SSN Family**

The Copy function is available on records in an SSN Family and allows the user to copy common information from the existing record in order to create a new record. The new record becomes an additional member of the SSN Family.

**Note:** Users are not required to use the Copy feature to create new records for members of an SSN Family. The Copy feature is just a quicker/simpler method than creating the record from scratch and manually entering the customer’s address, phone numbers, e-mail addresses, Program Participation, Associated Counties, etc.

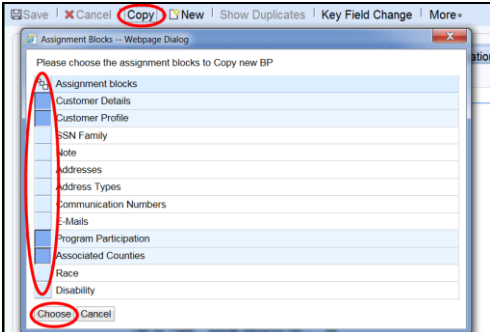
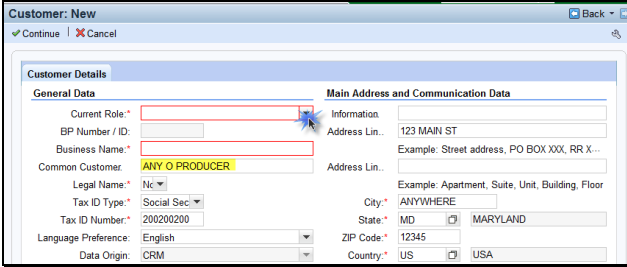
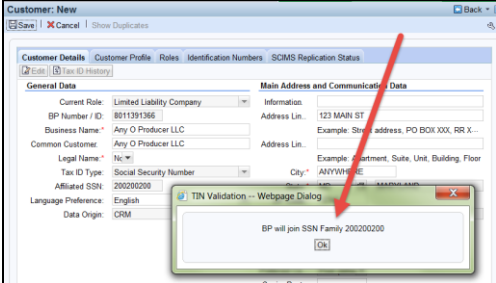
The Copy functionality can **only** be used to copy information from the:

- orphan, non-anchor record to create an anchor record
- anchor record to create a non-anchor record.

117 SSN Family (Continued)

F Copy to Establish or Expand an SSN Family (Continued)

The following table provides the steps for copying to establish or expand an SSN family.

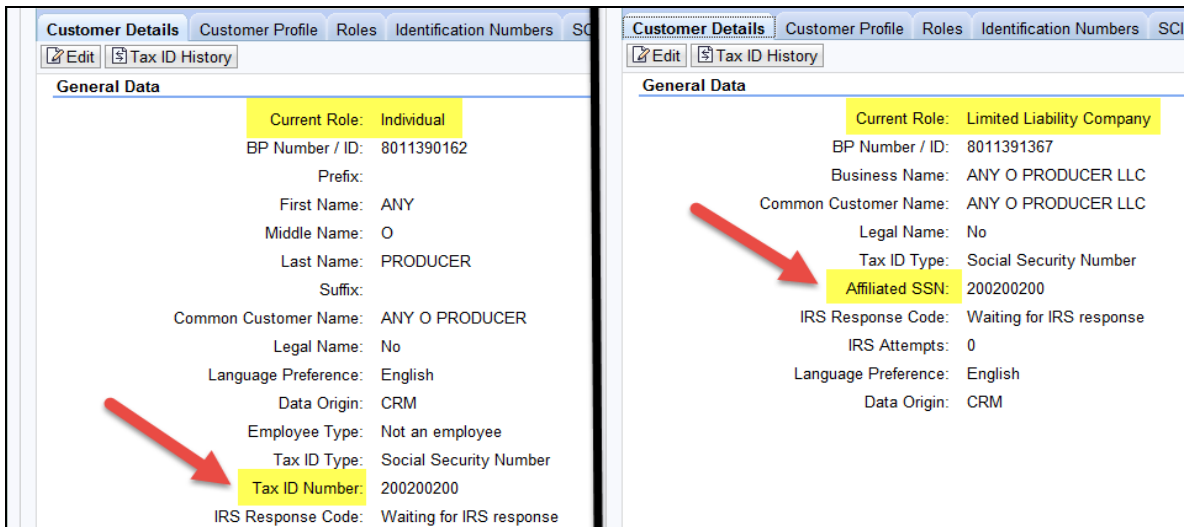
Step	Action
1	Select the “Copy” button at the top of the customer record. A pop up window will display the Assignment Blocks available for selection from the existing BP record.
2	<p>Select the Assignment Blocks to be copied to the new record by clicking the box to the left of each line.</p> 
3	Select “Choose”. All data from the selected Assignment Blocks will be copied to the new record.
4	<p>On the New Customer Screen, choose the Role for the new record and enter the appropriate name.</p>  <p><b>Note:</b> The name should not be exactly the same as the record from which it was copied, because they are different roles.</p>
5	Make any other necessary edits to the record and click “Save”. A confirmation window will be displayed notifying users that the new record will join the SSN Family.
6	<p>CLICK OK.</p> 

117 SSN Family (Continued)

**G Affiliated SSN**

All members of an SSN Family contain the same SSN in their records. The anchor will display the SSN as “Tax ID Number”. The non-anchors will display the SSN as “Affiliated SSN”.

Following are examples of an anchor and non-anchor.



**H DPE**

The DPE flag shall be set on the record that will store the TIN in SCIMS and receive payment. If a record has received payments in any prior year, the DPE flag is not year-specific and **must** remain set for that record. See paragraph 72 for a detailed description of the DPE flag.

BP Number / ID	Designated Paying Entity	Current Role	Inactive	Common Customer Name
8011390162	<input checked="" type="checkbox"/>	Individual		ANY O PRODUCER
8011391367	<input type="checkbox"/>	Limited Liability C...		ANY O PRODUCER LLC

If the customer has not previously received payment via any records in the SSN Family, the DPE can be modified, per the customer’s request. To change the DPE, the user must be editing the record that is to receive the DPE. The reassignment of the DPE flag cannot be performed on the record that the DPE flag is currently set on.

**Note:** Before changing the DPE, notify Farm Loan Programs.

When the SSN is moved from one CCID to another, by reassignment of DPE, pending overpayments are being computed on the CCID that previously held the SSN and received payment. Financial Services and Legacy Payment software are in the process of being modified, to utilize the flexibility of SSN Family.

118 Creating/Modifying Records to Establish an SSN Family

A Overview

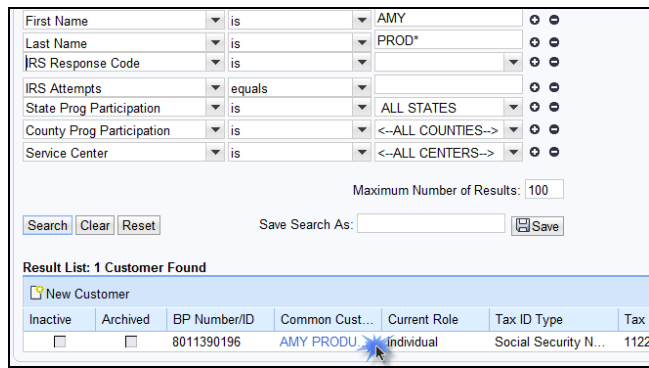
There are five different scenarios that require action to establish an SSN Family. Following is a description of each scenario and the respective subparagraph reference:

Scenario	Customer Record	Existing Record(s) Include	Subparagraph Reference
1	LLC or RT with SSN	<ul style="list-style-type: none"> <li>Individual record with an SSN.</li> <li>No LLC/RT record.</li> </ul>	B
2	Individual	<ul style="list-style-type: none"> <li>LLC or RT record with an SSN.</li> <li>No Individual record.</li> </ul>	C
3	LLC or RT with SSN	<ul style="list-style-type: none"> <li>Individual record with an SSN.</li> <li>LLC/RT record with No Tax ID.</li> </ul>	D
4	Individual	<ul style="list-style-type: none"> <li>LLC/RT record with an SSN</li> <li>Individual record with No Tax ID.</li> </ul>	E
5	LLC or RT with SSN	<ul style="list-style-type: none"> <li>None.</li> </ul>	F

**Note:** None of these scenarios apply if the customer has obtained an EIN for the RT or LLC. These records will be created separately and will not be included in the SSN Family because they do not share the SSN.

B Scenario 1

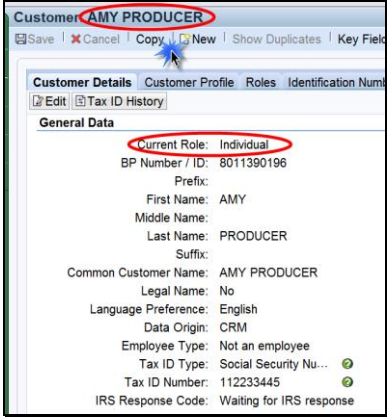
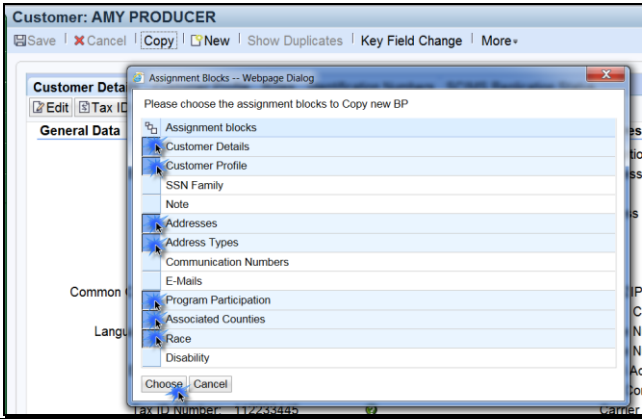
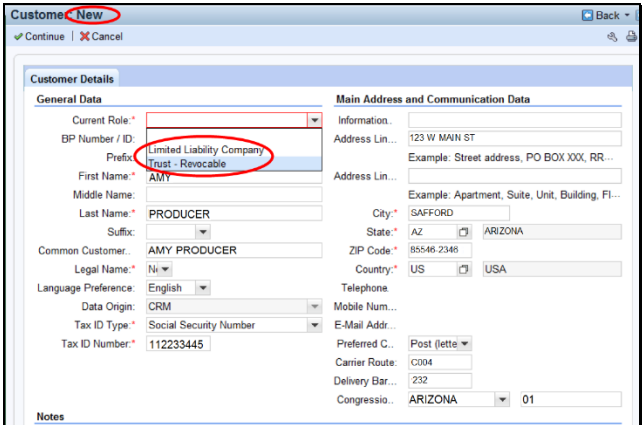
This scenario covers the situation where an Individual customer record exists but no RT or LLC record exists. In this scenario the user is adding a RT or LLC using the individual’s SSN. The following table provides steps for handling scenario 1.

Step	Action
1	<p>Search for and select the Individual’s customer record.</p>  <p>The screenshot shows a search form with the following criteria: First Name 'AMY', Last Name 'PROD*', and Service Center '&lt;-ALL CENTERS--&gt;'. Below the form, a 'Result List: 1 Customer Found' is displayed with a table containing one entry: AMY PRODU, individual, Social Security N... 1122.</p>



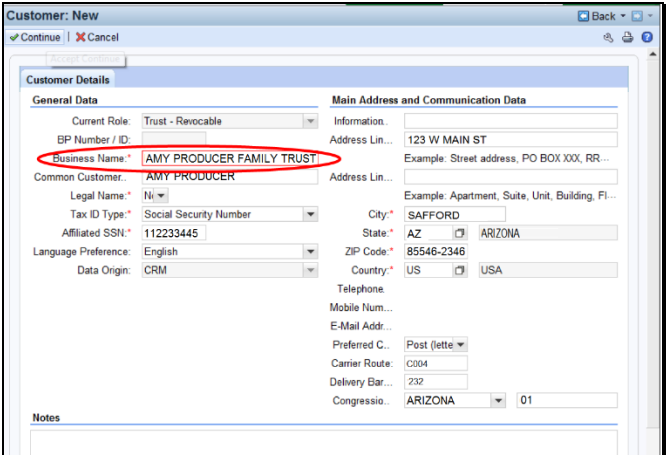
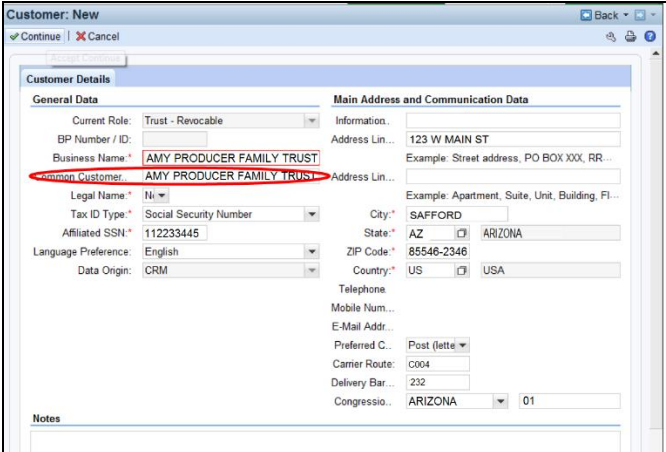

118 Creating/Modifying Records to Establish an SSN Family (Continued)

B Scenario 1 (Continued)

Step	Action
2	<p>Select the “Copy” button at the top of the customer record.</p> 
3	<p>Select the assignment blocks to be copied from the Individual record to the LLC or RT and then CLICK “Choose”. The New Customer Screen is displayed and the fields are populated based on the selected assignment blocks.</p> 
4	<p>Choose the role (RT or LLC) for the new record. The First/Middle/Last Name fields will disappear and the “Business Name” field will be displayed. The “Tax ID Type” field changes and “Affiliated SSN” will be displayed.</p> 

118 Creating/Modifying Records to Establish an SSN Family (Continued)

B Scenario 1 Continued)

Step	Action
5	<p>Enter the RT or LLC name in the “Business Name” field.</p> 
6	<p>Enter the Common Customer Name.</p> 
7	<p>Select “Continue” in the top left portion of the Header. The full Customer record will be displayed. Enter all required fields and select “Save” in the top left portion of the Header.</p> <p><b>Note:</b> Although the full customer record is being displayed, the record is not saved until the user clicks “Save” and CRM confirms that all required data has been entered.</p>
8	<p>A pop up message will be displayed stating that the newly created record is joining an SSN Family. CLICK “Ok”.</p> 

118 Creating/Modifying Records to Establish an SSN Family (Continued)

**B Scenario 1 (Continued)**

Following the SSN Family creation, the DPE will remain on the Individual record.

Representative Capacity Relationships Member Signatures <b>SSN Family</b>				
BP Number / ID	Designated Paying Entity	Current Role	Inactive	Common Customer Name
8011390196	<input checked="" type="checkbox"/>	Individual		AMY PRODUCER
8011390199	<input type="checkbox"/>	Trust - Revocable		AMY PRODUCER FAMILY TRUST

If the Individual record has:

- previously been paid, the DPE **shall not** be reassigned or overpayments will occur
- not previously been paid, the DPE can be reassigned. See subparagraph 117 H.

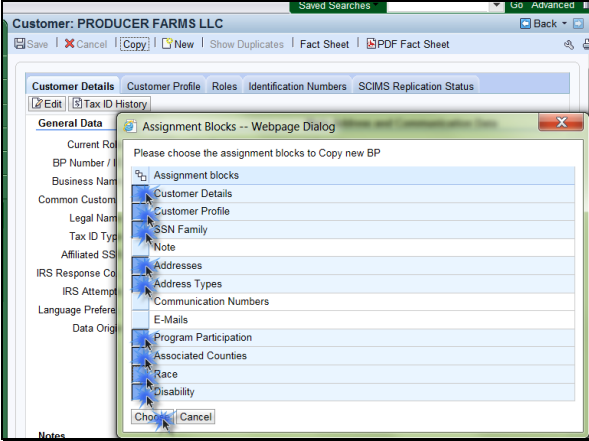
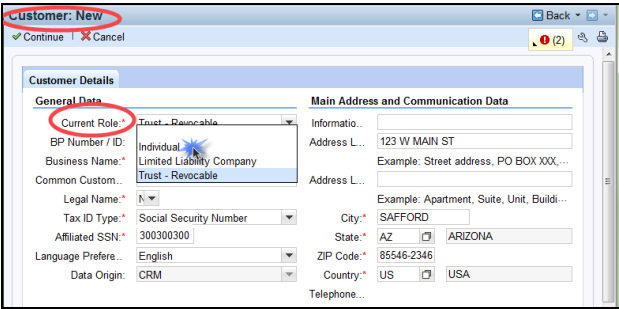
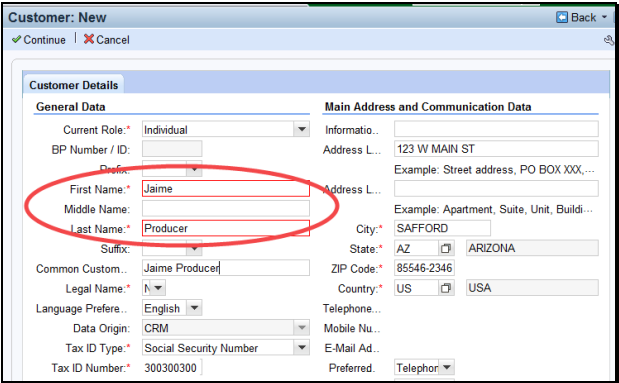
**C Scenario 2**

This scenario covers the situation where RT and/or LLC customer record exists but no Individual record exists. In this scenario the user is adding Individual. The following table provides steps for handling scenario 2.

Step	Action
1	<p>Search for and select the RT or LLC customer record.</p>
2	<p>Select the “Copy” button at the top of the customer record.</p>

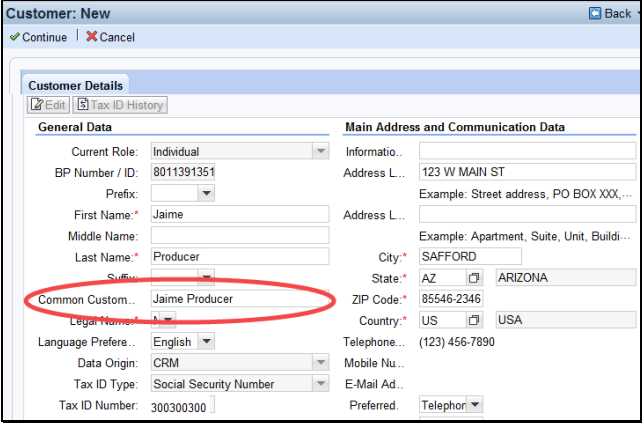
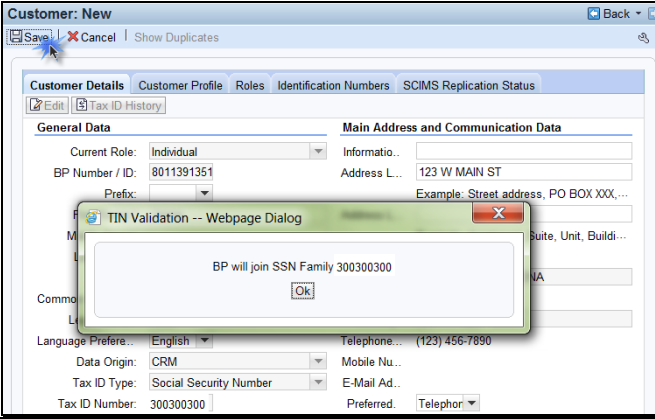
118 Creating/Modifying Records to Establish an SSN Family (Continued)

C Scenario 2 (Continued)

Step	Action
3	<p>Select the assignment blocks to be copied from the RT or LLC record to the Individual and then select “Choose”. The New Customer Screen will be displayed and the fields are populated based on the selected assignment blocks.</p> 
4	<p>Choose the role (Individual) for the new record. The “Business Name” field will disappear and the First/Middle/Last Name fields will be displayed. The “Affiliated SSN” field changes and “Tax ID Type” will be displayed.</p> 
5	<p>Enter the Individual name in the “First Name” and “Last Name” fields.</p> 

118 Creating/Modifying Records to Establish an SSN Family (Continued)

C Scenario 2 (Continued)

Step	Action
6	<p>Enter the Common Customer Name.</p> 
7	<p>Select “Continue” in the top left portion of the Header. The full Customer record will be displayed. Enter all required fields and select “Save” in the top left portion of the Header.</p> <p><b>Note:</b> Although the full customer record is being displayed, the record is not saved until the user clicks “Save” and CRM confirms that all required data has been entered.</p>
8	<p>A pop up message will be displayed stating that the newly created record is joining an SSN Family. Select “Ok”.</p> 

Following the SSN Family creation, the DPE will remain on the LLC record (the original record).

SSN Family				
BP Number / ID	Designated Paying Entity	Current Role	Common Customer Name	I...
8011391351	<input type="checkbox"/>	Individual	JAIME PRODUCER	
8008863973	<input checked="" type="checkbox"/>	Limited Liability Co...	PRODUCER FARMS LLC	

118 Creating/Modifying Records to Establish an SSN Family (Continued)

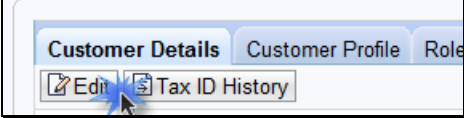
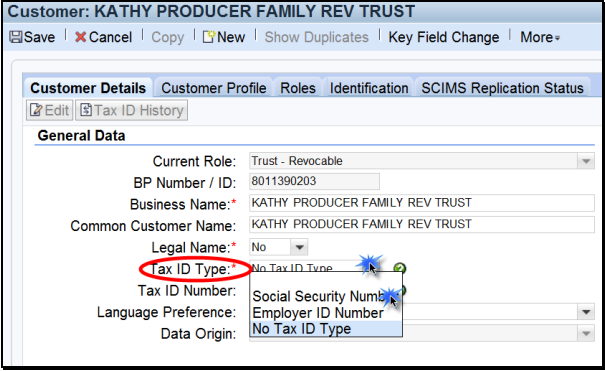
C Scenario 2 (Continued)

If the RT or LLC record:

- has previously been paid, the DPE **shall not** be reassigned or overpayments will occur.
- has not previously been paid, the DPE can be reassigned. See subparagraph 117 H.

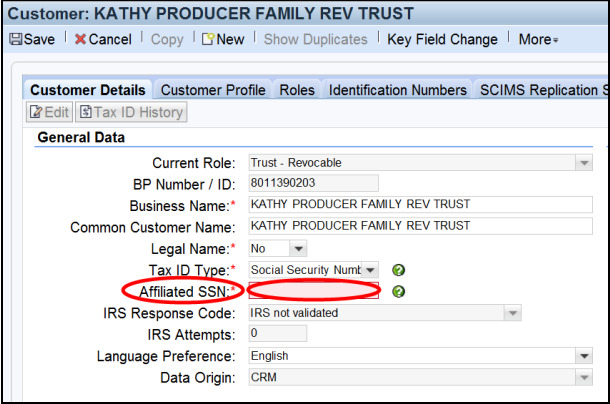
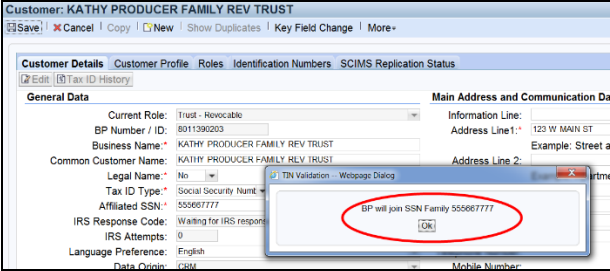
D Scenario 3

This scenario covers the situation where an Individual customer record exists and a RT or LLC record exists but the RT or LLC record has No Tax ID. In this scenario the user is adding the individual’s SSN to the RT or LLC. The following table provides steps for handling scenario 3.

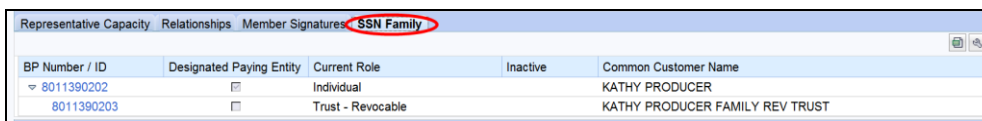
Step	Action
1	Open the RT record and CLICK “Edit” in the header. 
2	Select the drop-down in Tax ID Type and select “Social Security Number”. The “Tax ID Number” field is automatically changed to “Affiliated SSN” in preparation for becoming part of an SSN Family. 

118 Creating/Modifying Records to Establish an SSN Family (Continued)

D Scenario 3 (Continued)

Step	Action
3	Enter the SSN. 
4	Click Save.
5	A pop up box will display notifying users that the record will join the SSN Family. CLICK "OK". 

Following the SSN Family creation, the DPE will remain on the Individual record.



BP Number / ID	Designated Paying Entity	Current Role	Inactive	Common Customer Name
8011390202	<input checked="" type="checkbox"/>	Individual		KATHY PRODUCER
8011390203	<input type="checkbox"/>	Trust - Revocable		KATHY PRODUCER FAMILY REV TRUST

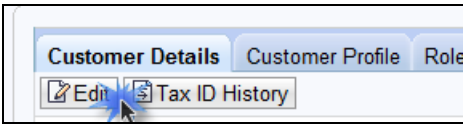
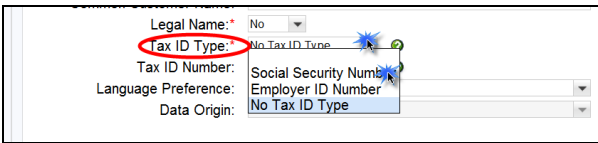
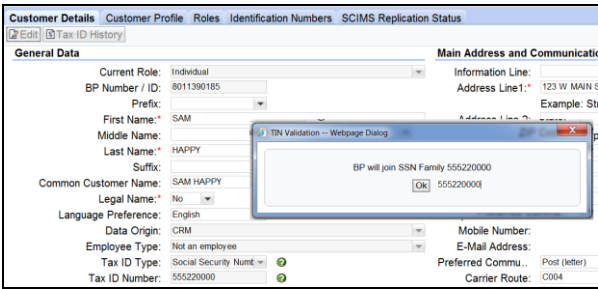
If the Individual record has:

- previously been paid, the DPE **shall not** be reassigned or overpayments will occur
- not previously been paid, the DPE can be reassigned. See subparagraph 117 H.

118 Creating/Modifying Records to Establish an SSN Family (Continued)

E Scenario 4

This scenario covers the situation where RT and/or LLC using and SSN record exists and an Individual record exists but the Individual record has No Tax ID. In this scenario the user is adding the SSN to the Individual. The following table provides steps for handling scenario 4.

Step	Action
1	Open the Individual record and CLICK "Edit" in the header. 
2	From the "Tax ID Type" drop-down menu, select "Social Security Number". 
3	Enter the Individual's SSN in to the Tax ID Number field.
4	CLICK Save.
5	A pop up box will display notifying user that the record will join the SSN Family. CLICK "OK". 

Following the SSN Family creation, the DPE will remain on the LLC record.

Representative Capacity Relationships <b>SSN Family</b>				
BP Number / ID	Designated Paying Entity	Current Role	Common Customer Name	Inactive
8011390185		Individual		
8008753085		Limited Liability Company		

If the LLC/RT record has:

- previously been paid, the DPE **shall not** be reassigned or overpayments will occur
- not previously been paid, the DPE can be reassigned. See subparagraph 117 H.



118 Creating/Modifying Records to Establish an SSN Family (Continued)

**F Scenario 5**

This scenario covers the situation where no record exists for the customer. In this scenario the user is adding both an individual record and a RT and/or LLC record. The following table provides steps for handling scenario 5.

Step	Action
1	Create a new Individual record according to Section 1. Ensure the SSN is entered on the new record.
2	Create a new RT or LLC record according to Section 1. Ensure the SSN is entered on the new record.
3	Assign the DPE to the record under which the producer requests to be paid according to subparagraph 117 H.  <b>Note:</b> Because the SSN has never been used to issue payments, the DPE can be reassigned without fear of overpayments.
4	Save the RT record.

119-123 (Reserved)



Section 6 Potential Duplicates and Cleansing Cases

124 Duplicate Check

A Overview

CRM/Business Partner validates every newly created or modified record in order to identify duplicate customer records. This validation ensures more accurate, complete data for each customer. The Duplicate Check is dynamic which means it works in real-time as the records are being created or modified.

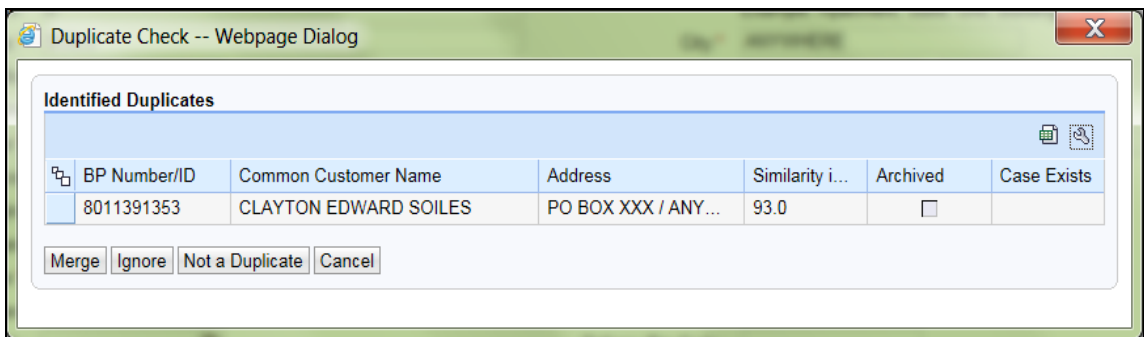
As the County Office user is creating a record, CRM works behind the scenes to search for possible duplicates. If matches are not found, the user receives no alert or message. However, if the system does find possible duplicate records, a warning message and list of potential matches are displayed. The user is given a choice to abort the creation of the new record and choose the existing record or proceed with saving the new record.

When the County Office user is editing an existing record, the user has the option to initiate a merge of the duplicate records. This is a process improvement from SCIMS. SCIMS required the County Office to e-mail or call the STO in order to initiate a merge. In BP, the County Office user can initiate the merge process and the SSO will review and complete the process.

The Potential Duplicate Report (PDR) is not dynamic. When the PDR is accessed by the user, the system is not running real-time duplicate checks to generate the report. See paragraph 126 for additional information on the PDR.

B Duplicate Check Example

The Duplicate Check screen presents the Identified Duplicates when a BP Customer record is created or edited and saved. All identified duplicates are displayed for the user to review. Following is an example of the Duplicate Check Screen.



**Note:** The original record being edited (Clay E Soils) does not appear in the Identified Duplicates list. Only the possible duplicates of *Clay E Soils* are displayed.

## 124 Duplicate Check (Continued)

## C Actions

The following table describes the available fields/buttons on the Duplicate Check Screen.

<b>Field/Button</b>	<b>Description</b>
BP Number/ID	The system assigned number for the customer.
Common Customer Name	The customer's common name.
Address	The customer's address.
Similarity Index	The percentage of match between the identified duplicates.
Tax Number	The customer's Tax ID Number.
Archived	Indicates if the customer identified as a duplicate is archived.
Case Exists	Indicates if a cleansing case already exists for the duplicate match.
Merge	<p>Initiates the process of merging the existing BP Customer record with the record being modified. Selecting "Merge" will create a Cleansing Case to submit to the SSO for processing. See paragraph 125.</p> <p><b>Note:</b> Merge shall never be used when identified during a new customer record creation. User must <b>Cancel</b> the new record creation and access the existing record to make updates.</p>
Ignore	Allows the user to temporarily bypass making a decision or acting upon the potential duplicates. This will allow users to continue with the current task. The Duplicate Check will re-validate the record every time it is edited until the user resolves the potential duplicates.
Not a Duplicate	Identifies the record as unique. Prevents Duplicate Check from re-validating the record in the future unless one of the records is modified.
Cancel	<p>Returns user to the customer record being edited/created without taking any action on potential duplicates.</p> <p><b>Note:</b> If the Duplicate Check is triggered when creating a new customer record, the user must <b>Cancel</b> from the Duplicate Check screen to return to the BP Customer screen. Users must then <b>Cancel</b> on the New Customer screen. Do <b>not</b> save the new customer record because it will create a duplicate record. Performing a thorough search of BP before creating a new record will prevent this situation.</p>

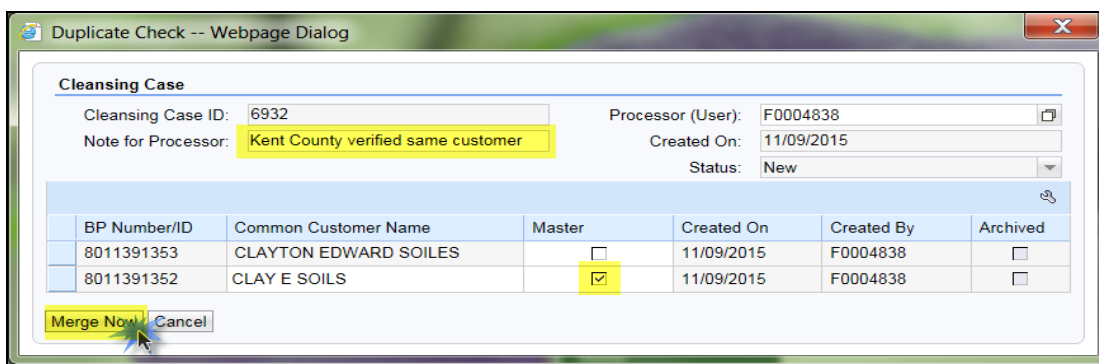
125 Cleansing Cases

A Overview

Selection of the duplicate record and clicking the Merge button will initiate a Cleansing Case. A Cleansing Case is a grouping of 2 or more customer records that will be merged together. The purpose of the Cleansing Case is to allow the County Office user to initiate a cleansing case and to allow the SSO to review and select the data in each record to be retained in the winning record.

B Cleansing Case Example

Following is an example of the Duplicate Check/Cleansing Case creation Screen.



C Field/Buttons

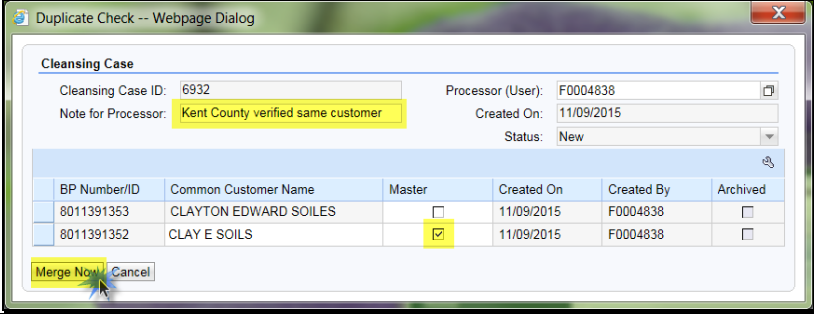
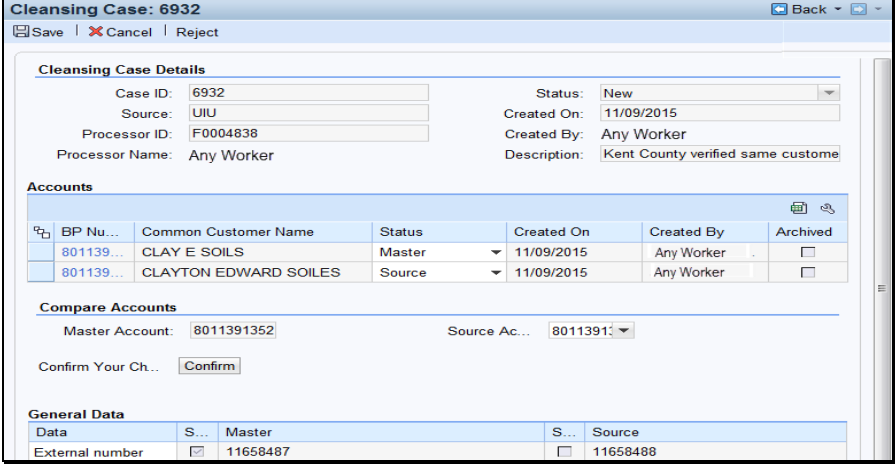
The following table describes the fields/buttons available on the Cleansing Case creation Screen.

Field/Button	Description
Cleansing Case ID	The system generated number assigned to the cleansing case.
Processor (User)	The user ID of the employee requesting the cleansing case.
Note for Processor	Manually entered note.
Created On	The date the cleansing case is being initiated.
Status	The status of the cleansing case.
BP Number/ID	The system generated number assigned to each customer in the cleansing case.
Common Customer Name	The common name of each customer in the cleansing case.
Master	Indicates which record is the master record.
Created On	The date each customer record in the cleansing case was created.
Created By	The user that created each customer record in the cleansing case.
Archived	Indicates if any of the records in the cleansing case are archived.
Merge Now	Initiates the cleansing case.
Cancel	Cancels the cleansing case.

125 Cleansing Cases (Continued)

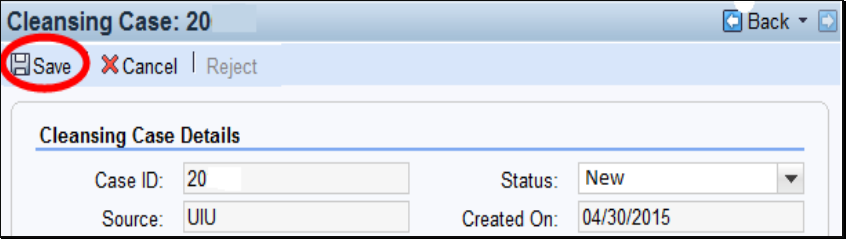
D County Office Actions

The following table provides the steps for creating a cleansing case from the Cleansing Case Screen.

Step	Action
1	On the Duplicate Check screen, review the records to be included in the cleansing case.
2	<p>Select the appropriate Master (this will be the winning record) record by clicking the checkbox in the Master column. All other records not flagged as Master will be permanently archived in CRM and deleted from SCIMS following the merge.</p> <p><b>Important:</b> The Master record should always be the record with the correct TIN. Merges are not reversible, so choose the Master record carefully.</p>
3	Include a short explanation for the SSO in the “Note for Processor” field. Detail the circumstances that require a BP Customer merge. Entry in this field is mandatory.
4	<p>Select “Merge Now” to create the Cleansing Case with a unique Cleansing Case ID Number.</p> 
5	<p>Review the data in the cleansing case and make any corrections if necessary.</p>  <p><b>Note:</b> There should be no need for County Office users to edit anything in the Cleansing Case. The detailed data from the Master and Source records are outlined for the SSOs to select during their review.</p>

125 Cleansing Cases (Continued)

D County Office Actions (Continued)

Step	Action
6	<p>Click Save at the top of the Cleansing Case. The status will change to “In Process” and an alert will be generated for the SSO to review and complete the merge.</p>  <p><b>Notes:</b> Failure to click Save or selecting Cancel will result in no change in status and no alert for the SSO. The cleansing case will be saved, but will still be in a “New” status. County Office users will need to re-access the cleansing case to Save and send an alert to the SSO.</p> <p>If the cleansing case should <b>not</b> be processed, County Offices must contact the SSO. The SSO will manually reject the Cleansing Case to remove it from processing.</p> <p>Cleansing cases that impact FLP customers <b>must</b> be researched extensively and coordinated with FLP staff. Merging FLP records could potentially impact loan documents.</p>

E SSO Cleansing Case Alerts

Cleansing Case alerts:

- are received by all State Office personnel with a role of “Grantor Process Specialist - Limited” or “Grantor Process Specialist - All”. This enables all State Office employees, including those that are responsible for Farm Records, to be aware of the pending action affecting a customer
- shall **only** be acted upon by the SSO. All State Office personnel may view the pending cleansing case; however, only the SSO is authorized by DAFP to edit, save, or “Start” the cleansing case. See Exhibit 7 for SSO’s
- trigger the cleansing case process which could result in customer records being permanently deleted from SCIMS; therefore, authority is limited to 2 SSO’s per State
- contain the Cleansing Case ID Number for the SSO to reference when accessing.

125 Cleansing Cases (Continued)

F SSO Actions

The following table provides the actions for SSO’s after receiving a Cleansing Case Alert.

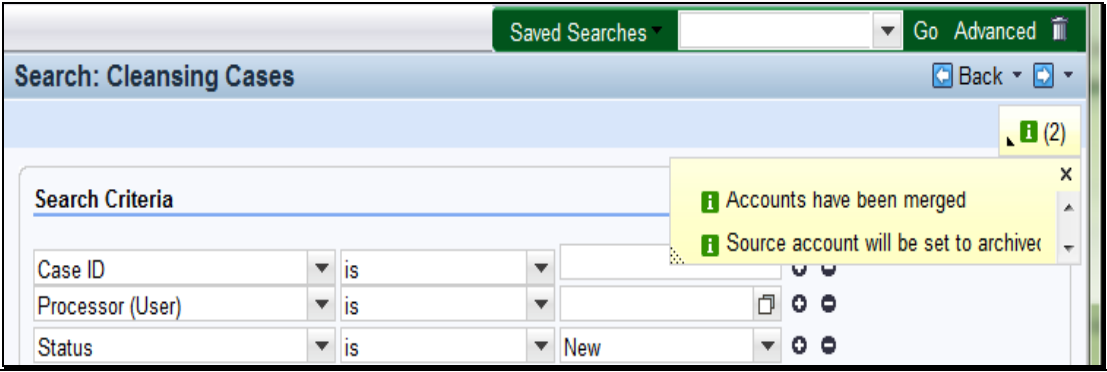
**Note:** SSO **must** notify FLP before taking action on Cleansing Cases for FLP customers.

Step	Action																																																																																								
1	<p>Click on the Cleansing Case ID Number in the alert to open the cleansing case.</p> <p><b>Note:</b> If a cleansing case alert is missed, the SSO can find all cleansing cases for their State by following the instructions in paragraph 24.</p>																																																																																								
2	<p>Ensure that the correct record is identified as the Master record. Master and source records can be switched, if necessary, but only prior to step 3.</p> <div data-bbox="349 703 938 871" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Accounts</p> <table border="1"> <thead> <tr> <th>BP Nu...</th> <th>Common Customer Name</th> <th>Status</th> <th>Created On</th> </tr> </thead> <tbody> <tr> <td>801139...</td> <td>CLAY E SOILS</td> <td>Source</td> <td>11/09/2015</td> </tr> <tr> <td>801139...</td> <td>CLAYTON EDWARD SOILES</td> <td>Master</td> <td>11/09/2015</td> </tr> </tbody> </table> </div> <p><b>Note:</b> If any of the records in the cleansing case contains the correct TIN, that record should always be designed as the Master record.</p>	BP Nu...	Common Customer Name	Status	Created On	801139...	CLAY E SOILS	Source	11/09/2015	801139...	CLAYTON EDWARD SOILES	Master	11/09/2015																																																																												
BP Nu...	Common Customer Name	Status	Created On																																																																																						
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3	<p>Review and compare all relevant data fields. Use the check boxes to select the data to be retained on the winning record. Deselect any values that are duplicated (identical in both Master and Source records). Some values cannot be deselected.</p> <div data-bbox="349 1108 1263 1803" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>General Data</b></p> <table border="1"> <thead> <tr> <th>Data</th> <th>S...</th> <th>Master</th> <th>S...</th> <th>Source</th> </tr> </thead> <tbody> <tr> <td>Inactive</td> <td><input checked="" type="checkbox"/></td> <td>No</td> <td><input type="checkbox"/></td> <td>Yes</td> </tr> <tr> <td>External number</td> <td><input checked="" type="checkbox"/></td> <td>5806080</td> <td><input type="checkbox"/></td> <td>5806060</td> </tr> <tr> <td>Last Name</td> <td><input checked="" type="checkbox"/></td> <td>SOILES</td> <td><input type="checkbox"/></td> <td>SOILS</td> </tr> <tr> <td>Ethnicity</td> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td>Not Hispanic or Latino</td> </tr> <tr> <td>Ethnicity Determ.</td> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td>Not Verified</td> </tr> <tr> <td>Common Custome</td> <td><input checked="" type="checkbox"/></td> <td>CLAYTON EDWARD SOILES</td> <td><input type="checkbox"/></td> <td>CLAY E SOILS</td> </tr> <tr> <td>FSA Mail Indicator</td> <td><input checked="" type="checkbox"/></td> <td>X</td> <td><input type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p><b>Referenced Data</b></p> <table border="1"> <thead> <tr> <th>Data Entity</th> <th>S...</th> <th>Master</th> <th>S...</th> <th>Source</th> </tr> </thead> <tbody> <tr> <td>ID Numbers</td> <td><input checked="" type="checkbox"/></td> <td>580 ,SCIMS Core Customer ID</td> <td><input checked="" type="checkbox"/></td> <td>580 ,SCIMS Core Custom...</td> </tr> <tr> <td>Tax Numbers</td> <td><input checked="" type="checkbox"/></td> <td>NOTAXID No Tax ID Type</td> <td><input type="checkbox"/></td> <td>NOTAXID No Tax ID Type</td> </tr> <tr> <td>Main Address</td> <td><input checked="" type="checkbox"/></td> <td>PO BOX xxx/ ANYTOWN OK 74451</td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Program Partici...</td> <td><input checked="" type="checkbox"/></td> <td>FSA CUSTOMER   CHEROKEE COUN...</td> <td><input type="checkbox"/></td> <td>INACTIVE CUSTOMER   CHE...</td> </tr> <tr> <td>Program Partici...</td> <td><input checked="" type="checkbox"/></td> <td>AG NRCS CUSTOMER   TAHLEQUAH...</td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Associated Co...</td> <td><input checked="" type="checkbox"/></td> <td>PO BOX xxx  OKLAHOMA   CHEROK...</td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Race</td> <td><input checked="" type="checkbox"/></td> <td>American Indian   Not Verified</td> <td><input checked="" type="checkbox"/></td> <td>American Indian   Not Verified</td> </tr> </tbody> </table> <p><b>Application Log File</b></p> <table border="1"> <thead> <tr> <th>M...</th> <th>L...</th> <th>Message Text</th> <th>Time Stamp</th> </tr> </thead> <tbody> <tr> <td colspan="4">No result found</td> </tr> </tbody> </table> <div data-bbox="673 1669 868 1795" style="border: 2px solid red; border-radius: 50%; padding: 10px; display: inline-block; margin-top: 10px;"> <p>Duplicate race Reference Data. De-select on Source record</p> </div> </div>	Data	S...	Master	S...	Source	Inactive	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Yes	External number	<input checked="" type="checkbox"/>	5806080	<input type="checkbox"/>	5806060	Last Name	<input checked="" type="checkbox"/>	SOILES	<input type="checkbox"/>	SOILS	Ethnicity	<input type="checkbox"/>		<input type="checkbox"/>	Not Hispanic or Latino	Ethnicity Determ.	<input type="checkbox"/>		<input type="checkbox"/>	Not Verified	Common Custome	<input checked="" type="checkbox"/>	CLAYTON EDWARD SOILES	<input type="checkbox"/>	CLAY E SOILS	FSA Mail Indicator	<input checked="" type="checkbox"/>	X	<input type="checkbox"/>		Data Entity	S...	Master	S...	Source	ID Numbers	<input checked="" type="checkbox"/>	580 ,SCIMS Core Customer ID	<input checked="" type="checkbox"/>	580 ,SCIMS Core Custom...	Tax Numbers	<input checked="" type="checkbox"/>	NOTAXID No Tax ID Type	<input type="checkbox"/>	NOTAXID No Tax ID Type	Main Address	<input checked="" type="checkbox"/>	PO BOX xxx/ ANYTOWN OK 74451	<input type="checkbox"/>		Program Partici...	<input checked="" type="checkbox"/>	FSA CUSTOMER   CHEROKEE COUN...	<input type="checkbox"/>	INACTIVE CUSTOMER   CHE...	Program Partici...	<input checked="" type="checkbox"/>	AG NRCS CUSTOMER   TAHLEQUAH...	<input type="checkbox"/>		Associated Co...	<input checked="" type="checkbox"/>	PO BOX xxx  OKLAHOMA   CHEROK...	<input type="checkbox"/>		Race	<input checked="" type="checkbox"/>	American Indian   Not Verified	<input checked="" type="checkbox"/>	American Indian   Not Verified	M...	L...	Message Text	Time Stamp	No result found			
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125 Cleansing Cases (Continued)

F SSO Actions (Continued)

Step	Action	
4	<b>SELECT...</b>	<b>TO...</b>
	Save	exit the cleansing case with edits saved. This allows the SSO to return later to complete the cleansing case. When the SSO accesses the cleansing case again, return to step 1.
	Cancel	exit the cleansing case without saving edits. When the SSO accesses the cleansing case again, return to step 1.
	Reject	disapprove the cleansing case. This option should be selected if records are determined to be unique. No further action is necessary.
	Confirm	update changes/selections. Continue to Step 5.
	<b>Note:</b> Edits to the cleansing case and the options to “Save” or “Reject” are no longer allowed after clicking “Confirm”.	
5	<b>SELECT...</b>	<b>TO...</b>
	Start	process the cleansing case and complete the merge. Continue to step 6.
	Cancel	exit the cleansing case. When the SSO accesses the cleansing case again, return to step 5.
6	<p>Check the message center for confirmation that the customer records have been merged and the source record is set to “Archived”.</p>  <p>The screenshot shows a search interface titled 'Search: Cleansing Cases'. At the top, there is a 'Saved Searches' dropdown and a 'Go Advanced' button. Below the title bar, there are navigation buttons for 'Back' and a search icon. A search criteria section is visible with fields for 'Case ID', 'Processor (User)', and 'Status', each with a dropdown menu and a search button. A yellow notification box is overlaid on the search criteria, displaying two messages: 'Accounts have been merged' and 'Source account will be set to archiver'.</p>	
7	<p>Manually notify the County Office employee that the cleansing case has been completed and the duplicate records have been merged.</p> <p><b>Notes:</b> It might be necessary for the SSO or County Office to update Subsidiary for the winning customer record. Some Subsidiary flags are reset following a BP merge.</p> <p>All active Representative Capacity entries on the losing record will automatically be revoked.</p>	
8	<p>If the customer is associated with multiple States, notify the SSOs from the applicable Stats of the completed merge. See Exhibit 7.</p>	

125 Cleansing Cases (Continued)

**F Winners vs. Losers**

The table below contains a brief explanation of terms used during and following a Cleansing Case/Merge.

<b>Term</b>	<b>Synonymous Term</b>	<b>Fate/Explanation</b>
Master Record	Winning record	<p>The record identified by the user as the Master record becomes the Winning record following a successful merge. Each Cleansing Case can have only one Master record.</p> <p>See paragraph 62 for identifying Winning records.</p>
Source Record	Losing record	<p>The record identified by the user as a Source record becomes a Losing record following a successful merge. Each Cleansing Case can have more than one Source record.</p> <p>See paragraph 62 for identifying Losing records.</p>
Archived Record	Losing record	<p>Following a successful merge, all Losing records are flagged as “Archived”. They are no longer editable in CRM and have been permanently deleted from SCIMS. They can never be un-Archived.</p> <p>See paragraph 64 for identifying Archived records.</p>

**126 Potential Duplicate Report (PDR)****A Overview**

The PDR is available for users to review and resolve groups of possible duplicate records. The PDR is a tool for cleaning up existing duplicates that have not been edited or created since being identified as a duplicate.

The PDR is generated via a “batch match” process, in which CRM scans all customer records (including those not recently created or edited) and creates groups of potential duplicates. With roughly 11 million customer records in BP, the batch match process takes several hours to run and requires CRM to be taken offline. Each time the batch match is run, an updated PDR is generated.

Records will be removed from the PDR after they have been resolved/merged.

Duplicates identified since the last “batch match” was run will not be displayed on the PDR until the next “batch match” is run.

**B Using the PDR**

Access the PDR through the Reports assignment block on the CRM Home Page or the Business Partner Home Page. See paragraph 44 for complete instructions on using the report.

Resolve groups of identified duplicates according to the procedure in paragraph 124.

**127-130 (Reserved)**



## Section 7 Key Field Change Requests

### 131 Key Field Change Requests (KFC or KFCR)

#### A Overview

KFC Requests are used to request:


- modification or removal of data in a Restricted Field
- inactivation of a customer
- removal of FSA or FLP Program Participation and Associated Counties (necessary only if added in error).

KFC Requests are created by County Office users and generate a worklist item for the SSO to review and approve or reject.

**Notes:** State Office employees that are not SSOs are restricted to the same actions as County Office employees. Only SSOs are authorized to perform advanced BP management tasks.

SSOs are not required to create a KFC Request to modify data. SSOs are permitted to make required edits directly in the customer record. See Exhibit 7 for SSO's.

#### B Restricted Fields

Restricted Fields are identified with a  symbol and include changes to:

- existing TIN

**Note:** If the customer record currently has “No Tax ID”, a KFC Request is not necessary. The County Office user can directly load the new TIN into the record.

- TIN Type
- Inactive flag.

Additional Restricted Data:

- FSA Program Participation
- FLP Program Participation
- Associated Counties.

**Notes:** If a change to a TIN Type **and** prior year role is needed concurrently, the user must contact the SSO to directly make the edits. KFC Requests are not used for prior year role modifications.

When the user creates a KFC Request for TIN Type change, all current and prior year roles are locked until the workflow is accepted or rejected by the SSO.

132 Initiating KFC Requests

A Overview

A KFC Request is initiated by selecting “Key Field Change” in a customer record. The KFC Request Screen will be displayed.

**Notes:** The “Key Field Change” button is only active when the Customer record is **not** in edit mode.

If there is a pending KFC Request for the customer, another KFC cannot be submitted.

B KFC Request Example

Following is an example of the KFC Request Screen.

**Customer: ANY1 PRODUCER** Back

Submit

**1 Customer Details**

Inactive:       New Inactive:   
 Tax Type: Social Security Number      New Tax Type:   
 Tax Number: 444993333      New Tax Number:

**2 Associated Counties**

A...	Address	State	County
	1234 MAIN / ANYTOWN OH 00003	OHIO	DARKE
	1234 MAIN / ANYTOWN OH 00003	CALIFORNIA	SAN JOAQUIN
	1234 MAIN / ANYTOWN OH 00003	OKLAHOMA	CHEROKEE
	1234 MAIN / ANYTOWN OH 00003	OKLAHOMA	ADAIR

**3 Program Participation**

A...	Customer Type	Organization Name	General Program Inter...	Current Participant
	FSA CUSTOMER	DARKE COUNTY FAR...	Unknown	Not currently participa...
	FSA CUSTOMER	SAN JOAQUIN COUNT...	Unknown	Not currently participa...
	FSA CUSTOMER	CHEROKEE COUNTY...	Unknown	Not currently participa...

**4 Comments**

Comments:

**5 Key Field Change History**

P...	A...	Appr...	Req...	Initia...	Initia...	Status	Old...	Ne...	Ne...	Old...	Co...	Ne...	Old...
8...	F...	04/2...	Taxt...	F001...	04/2...	ACC...	2229...	444...	<input type="checkbox"/>	<input type="checkbox"/>	PL...	US1	US1
8...			Ass...	F001...	04/2...	INP...			<input type="checkbox"/>	<input type="checkbox"/>	PL...		

## 132 Initiating KFC Requests (Continued)

## C Fields/Descriptions

The following table provides descriptions of fields on the KFC Requests Screen.

Field/Button	Description
<b>Customer Details</b>	
<b>Note:</b> A KFC is not needed to change an Inactive customer to Active. See paragraph 64 for reactivating customers.	
Inactive	Indicates if the customer is currently active or inactive.
New Inactive	If the customer is currently active, select the New Inactive check box to indicate the customer is now inactive.
Tax Type	The customer's current Tax ID Type.
New Tax Type	If applicable, select the customer's new Tax ID Type.
Tax Number	The customer's current Tax ID Number.
New Tax Number	If applicable, enter the customer's new Tax ID Number.
<b>Associated Counties</b>	
<b>Note:</b> Only one Associated County deletion can be included per KFC Request. If a second Associated County needs to be deleted, a second KFC Request must be created after the first is completed, or the County Office employee can contact the SSO to request removal of both Associated Counties directly from the customer record.	
Action	Click the trashcan next to an Associated County to request removal.
Address	The customer's address associated with the county.
State	The State associated with the customer's associated county.
County	The customer's associated county.
<b>Program Participation</b>	
<b>Note:</b> Only one Program Participation deletion can be included per KFC Request. If a second Program Participation needs to be deleted, a second KFC Request must be created after the first is completed, or the County Office employee can contact the SSO to request removal of both Program Participation entries directly from the customer record.	
Action	Click the trashcan next to a Program Participation to request removal.
Customer Type	The agency the customer is associated with.
Organization Name	The customer's service center.
General Program Interest	The type of program interest the customer has in the service center.
Current Participant	The program participation the customer has in the service center.

## 132 Initiating KFC Requests (Continued)

## C Fields/Descriptions (Continued)

Field	Description/Action
<b>Comments</b>	
Comments	An entry into this assignment block is required. Comments are used to provide instruction to the SSO regarding the reason for the KFC Request.
<b>Key Field Change History</b>	
This assignment block contains information on all historical KFC Requests for the customer record.	
Partner	The Customer BP ID Number
Approver	The name of the KFC request approver
Approval Date	The date of the KFC request approval
Approved Time	The time of the KFC request approval
Requested Field	The fields requested for edit
Initiator	The name of the KFC request initiator
Initiated Date	The date of the KFC request initiation
Initiated Time	The time of the KFC request initiation
Status	The status of the KFC request
Comments	The comments provided by the initiator and approver.
New Inactive	The initiated (requested) inactive flag status
Old Inactive	The prior inactive flag status
New Tax Num	The initiated (requested) Tax ID Number
Old Tax Num	The prior Tax ID Number
New Tax Type	The initiated (requested) Tax ID Type
Old Tax Type	The prior Tax ID Type



132 Initiating KFC Requests (Continued)

D County Office Action

The following table provides the actions for submitting a KFC request.

**Note:** Before submitting a KFC Request for **inactivation** of a customer record, research must be conducted by County Offices to determine that the customer:

- has no outstanding or future payments pending
- has never been paid by FSA directly
- has never been attributed payments as a member of a joint operation or entity
- has never been an FLP customer
- is not an NRCS customer with outstanding payments or active contracts
- will not be eligible for disaster programs in a prior year
- is not recorded on a farm for the current year.

**Important:** The County Office is responsible for verifying all criteria are met **before** submitting a KFC Request for inactivation. The SSO shall communicate with the KFC requestor to verify all the criteria were met before approving a request for inactivation.

Step	Action
1	Complete all required information according to subparagraph C.
2	Click the “Submit” button. <div data-bbox="350 1037 748 1125" style="border: 1px solid black; padding: 5px; margin-top: 10px;">                         Customer: ANY O PRODUCER  <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">Submit</span> </div>
3	Click “OK” to trigger the workflow message to the SSO. <div data-bbox="350 1199 1076 1304" style="border: 1px solid black; padding: 10px; margin-top: 10px;">                         A workflow request will be created with the changes. Do you want to continue?.  <div style="text-align: center;"> <span>Ok</span> <span>Cancel</span> </div> </div> <p><b>Note:</b> If a previous KFC Request is pending, an error will be returned and the KFC Request will not be saved. Communicate with the SSO to ensure that the pending KFC workflow is processed and then recreate a subsequent KFC Request if needed.</p> <div data-bbox="443 1472 1086 1524" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <span style="color: red;">!</span> <span style="color: purple;">Details</span> Pending workflow for this BP exists and must be executed first                 </div>

132 Initiating KFC Requests (Continued)

E KFC Approval/Rejection Alert

After the SSO approves or rejects a KFC request, an Alert/E-mail is sent to all employees in all counties to which the customer record is associated. The alert/e-mail will **not** be sent only to the employee who made the request.

**Note:** No e-mail is generated for KFC Requests with a TIN Change to protect PII.

Following is an example of a KFC request Approval Alert.

Home [Back] [Home]

Back Complete Reject Forward To... Reserve

**Alert Details**

Description: Alert for Key Field Change Accepted Escalated: No

Status: Read Escalated To:

Sent Date and Time: 04/27/2015 03:59 Escalated On:

Expiration Date: 05/11/2015 03:59

Priority: High

**Description**

KFC request for BP 8011390167 has been approved by the state office.

Old Inactive Flag: False  
Old TIN Type: Social Security Number  
Old TIN No: 222993333  
New TIN Type: Social Security Number  
New TIN No: 444993333  
Status: ACCEPTED  
Comments: PLEASE CHANGE SSN.

**Subsequent Actions**

No result found

**Recipients**

Full Name	Reason
-----------	--------

133 KFC Request Workflows

A Overview

Once the KFC request is submitted by the County Office, the SSO will receive a workflow task. The workflow can be viewed through either the Worklist or the Workflow Task assignment block on the CRM Home screen.

**Reminder:** All State Specialists may receive the workflow tasks, but only SSO's are authorized by DAFP to take action. See Exhibit 7 for the list of SSOs in each State.

B Workflow Example

Following is an example of a Workflow task.

The screenshot shows a web-based interface for a workflow task. At the top, there is a 'Back' button and a 'Decision' dropdown menu set to 'Accept', with an 'Execute Decision' button. Below this is a 'Workflow Task' section with a table of task details:

Subject	Please Review DOD for	Status	Ready
Sent Date	07/08/2016	Priority	4 High
Due Date	07/22/2016		

Below the table is a 'Description' section with a scrollable text area containing the following text:

**Producer** Anyone A Producer has been identified as deceased by SSA, and the Date of Death has been entered as 06/05/2016 in the Customer Profile Assignment Block.

An employee is required to take action by researching and either Accepting or Declining the confirmation of the Customer's death. This task has been sent to all employees who are assigned to the Customer's associated counties.

If you would like to take responsibility for this work item and need more time to research and confirm the Customer's death, please go to the Attachments section and click the "Add Note" button. In the Note Description, indicate your name and county. For example: "Michael Smith from Montgomery County taking action". This will ensure that other counties and employees will be aware of your pending action.

When you are ready to execute a decision, choose one of the decision options from the dropdown box and then select "Execute Decision":

ACCEPT will set a flag in the Death Confirmed checkbox, confirming that the Customer is deceased, and all Representative Capacity agreements for this customer will be revoked. The Revocation date will be equal to the confirmed Date of Death.

DECLINE will clear the Date of Death from the Customer Profile Assignment Block. This action will provide

Below the description is an 'Associated Business Objects' section with a table:

Description	Type
800000000 - Anyone A Producer	Business Partner

At the bottom, there is an 'Attachments' section with a 'New' button and an 'Add Note' button, and a 'Recipients' section.

133 KFC Request Workflows (Continued)

**C Approve/Reject Workflow**

KFC Requests for any of the following customer data changes will result in a workflow item that allows the SSO to review and execute the decision directly from the workflow item:

- TIN modification
- removal of an FSA or FLP Program Participation
- removal of an Associated County.

**Note:** A KFC Request for a customer inactivation must be manually completed in the BP record. See subparagraph D.

To approve or reject a KFC Request, the SSO shall select “Accepted” or “Rejected” in the Decision field and click the “Execute Decision” button.

Once the workflow decision is executed, a confirmation message will be displayed. The KFC request is removed from the workflow tasks of all recipients and a CRM Alert is sent to the requestor and all associated county employees that action has been taken on the KFC request.

If the request was rejected, the SSO shall communicate with the requestor regarding the reason the KFC request was rejected.

**Note:** It is the SSO’s responsibility to review all KFC requests and associated customer data before approving them. SSOs shall **not** assume that County Office has substantiated all provisions and restrictions in paragraph 132 prior to submitting request.

**D Approve Inactivation Workflow**

A KFC request for inactivation **cannot** be “Accepted” from within the workflow item. If approved, the SSO must **manually** process the request for inactivation by taking the following steps.

Step	Action
1	Open the applicable BP customer record from the workflow item.
2	Click “Edit”.
3	Set (✓) the Inactive flag in the Control Flags assignment block.
4	Remove all Associated Counties.
5	Remove all active Program Participation entries.
6	Load an “Inactive Customer” Program Participation entry.
7	Add a Note to document actions.
8	“Save” the BP Customer Record.

**133 KFC Request Workflows (Continued)**

**D Approve Inactivation Workflow (Continued)**

Once the BP customer is successfully inactivated, the KFC request is removed from the workflow tasks of all STO recipients.

The SSO shall communicate with the KFC requestor when all actions to inactivate a BP customer are complete. A CRM Alert is **not** generated to the requestor and all associated county employees following the manual completion of a KFC Request to inactivate a customer record.

**Note:** Before submitting the KFC request, County Offices must ensure that the BP Customer can be inactivated according to paragraph 132. The SSO must verify this information prior to inactivating the customer record.

**E Reject Inactivation Workflow**

If the SSO determines that the customer shall **not** be inactivated, the SSO does have the option to “Reject” and Execute Decision directly from the workflow item. The decision to reject a KFC request for inactivation will generate a CRM Alert to County Offices.

**134-149 (Reserved)**



**Section 8 Workflow Tasks and Alerts****150 BP Workflow Tasks and Alerts****A Overview**

The intention of an Alert is to notify the recipient about a change, or requested change, to customer data. Alerts:

- require immediate review
- are sent to all employees in a customer's Associated County(s)

**Note:** If an Associated County is not loaded for the customer, the alert will be sent to all employees in the customer's Program Participation Service Center(s)

- stay on the worklist until complete or individual action is taken.

The intention of a Workflow task is to notify the recipient about a change, or requested change, to customer data and allow the user to act upon the requested change directly from the Workflow. Workflows:

- require immediate review
- are sent to all employees in a customer's Associated County(s)

**Note:** If an Associated County is not loaded for the customer, the workflow will be sent to all employees in the customer's Program Participation Service Center(s)

- stay on the worklist until complete or individual action is taken
- allow the user to review and make a decision directly in the workflow.

**Note:** Except for KFC Requests for customer inactivation, see subparagraph 133 D.

150 BP Workflow Tasks and Alerts (Continued)

**B BP Alert Actions**

The following table provides actions available for alerts.

Alert Options	CLICKING...
Complete	<ul style="list-style-type: none"> <li>• “Complete” will:                             <ul style="list-style-type: none"> <li>• <b>not</b> complete the Cleansing Case or KFC Request</li> <li>• mark the item as having been completed</li> <li>• remove the item from Alert list for all recipients.</li> </ul> </li> </ul>
Reject	<ul style="list-style-type: none"> <li>• “Reject” will:                             <ul style="list-style-type: none"> <li>• <b>not</b> reject the Cleansing Case or KFC Request</li> <li>• reject the alert notification only</li> <li>• remove the item from Alert list for current user only.</li> </ul> </li> </ul>
Forward	<ul style="list-style-type: none"> <li>• “Forward” will:                             <ul style="list-style-type: none"> <li>• allow user to send Alert to additional recipients</li> <li>• remove the item from Alert list for current user only.</li> </ul> </li> </ul>
Reserve	<ul style="list-style-type: none"> <li>• “Reserve” will:                             <ul style="list-style-type: none"> <li>• allow user to take responsibility for the alert</li> <li>• <b>not</b> complete the Cleansing Case or KFC Request</li> <li>• remove the item from Alert list for all other recipients.</li> </ul> </li> </ul>

**Note:** The action options only apply to the alert itself and will not take action on the object itself.

**C BP Workflow Task Actions**

The following table provides actions available for workflow tasks.

Workflow Task Options	CLICKING...
Accepted	<ul style="list-style-type: none"> <li>• “Accepted” will:                             <ul style="list-style-type: none"> <li>• mark the item as having been completed</li> <li>• remove the item from the worklist for all recipients</li> <li>• complete the action requested.</li> </ul> </li> </ul>
Rejected	<ul style="list-style-type: none"> <li>• “Rejected” will:                             <ul style="list-style-type: none"> <li>• reject the worklist item</li> <li>• remove the item from the worklist for all recipients</li> <li>• <b>not</b> complete the action requested.</li> </ul> </li> </ul>



## 151 DOD Workflow Process

### A Overview

On a weekly basis, FSA receives a large file from the Social Security Administration (SSA) that includes SSNs, names, and DOD. When the file is processed internally the SSN in the SSA file is compared to all customer records in BP. If a match is found on SSN:

- the DOD is automatically entered into the customer record in the Customer Details assignment block
- a DOD workflow item is generated and sent to all employees assigned to the customer's Associated County Office(s).

The DOD workflow allows the user to:

- receive notification of the updated DOD for the customer
- confirm or reject the DOD for the customer directly in the workflow.

If the user confirms the customer's death via the workflow item, the Death Confirmed Flag is set (✓) in the customer record and the process is complete. If the user rejects the customer's death via the workflow item, the DOD is removed from the customer record and the death confirmed flag is **not** set.

### B Manual Entry of DOD and Death Confirmed Flag

In many cases, County Offices learn of a customer's death prior to FSA receiving the file from SSA. Family notifications and obituaries are usually shared much faster than interagency data updates. Upon confirmation of the customer's death through a method other than the SSA file, County Offices shall:

- manually enter the DOD and Death Confirmed flag in the customer's record
- **not** wait for the automated DOD workflow to make the updates.

If the weekly DOD file is processed with a match on the SSN, but the death confirmed flag is already set (✓) in the customer record:

- the DOD will not be overwritten
- a DOD workflow will **not** be generated for the County Office to confirm the customer's death.

151 DOD Workflow Process (Continued)

C Processing the DOD Workflow

To process the DOD workflow, click on the blue hyperlink in the Workflow Tasks Assignment block. Review the information, including the reported Date of Death for the customer.

**Notes:** Entry of DOD and Death Confirmed Flag are used by Financial Services to place deceased customer payments on manual handling.

If an error is made and the customer is erroneously confirmed as deceased, manually remove the DOD and Death Confirmed Flag from the Customer Details assignment block.

IF the Customer's Death...	THEN...	AND...
has been confirmed by County Office	<ul style="list-style-type: none"> <li>• select "Accept" from the decision drop-down menu</li> <li>• CLICK "Execute Decision"</li> </ul>	<ul style="list-style-type: none"> <li>• the Death Confirmed Flag will be set (✓) on the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable</li> <li>• the DOD workflow will be removed from the workflow tasks of all recipients</li> <li>• all Representative Capacity and Relationships will be automatically revoked with the Revocation date equal to the Date of Death.</li> </ul>
has been disproven by County Office	<ul style="list-style-type: none"> <li>• Select "Reject" from the decision drop-down</li> <li>• click "Execute Decision"</li> <li>• advise customer to notify SSA of error</li> </ul>	<ul style="list-style-type: none"> <li>• DOD will be removed from the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable</li> <li>• the Death Confirmed Flag will <b>not</b> be set on the customer's Individual record any RT or LLC records in the same SSN Family, if applicable</li> <li>• the DOD workflow will be removed from the workflow tasks of all recipients.</li> </ul>
cannot be confirmed or disproven by County Office	<ul style="list-style-type: none"> <li>• select "Accept" from the decision drop-down</li> <li>• click "Execute Decision".</li> </ul>	<ul style="list-style-type: none"> <li>• the Death Confirmed Flag will be set (✓) on the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable</li> <li>• the DOD workflow will be removed from the workflow tasks of all recipients.</li> <li>• all Representative Capacity and Relationships will be automatically revoked with the Revocation date equal to the Date of Death.</li> </ul> <p><b>Note:</b> If it is later disproven that the customer is deceased, County Office shall access the customer's record and manually remove the DOD and the Death Confirmed Flag. Any revoked Representative Capacity or Relationships entries will require manual reloading.</p>

151 DOD Workflow Process (Continued)

D Effect of DOD on an SSN Family

The DOD and Death Confirmed Flag are updated on **all** records using an SSN when a DOD workflow item is confirmed.

IF the death is reported by...	AND the SSN family includes...	THEN a DOD workflow is created for the...
SSA	only an Individual record	Individual record and the Individual record is updated following the workflow decision.
	an Individual record and one or more LLCs or RTs	Individual record and <b>all</b> records in the SSN Family are updated following the workflow decision.
	only an LLC or RT	LLC or RT record and the LLC or RT record is updated following the workflow decision.
any other method	only an Individual record	<ul style="list-style-type: none"> <li>• access the Individual record</li> <li>• manually enter the DOD and Death Confirmed Flag</li> <li>• select “Save”.</li> </ul>
	an Individual record and one or more LLCs or RTs	<ul style="list-style-type: none"> <li>• access the Individual record</li> <li>• manually enter the DOD and Death Confirmed Flag</li> <li>• select “Save”</li> <li>• the DOD and Death Confirmed Flag will be automatically updated to the LLC and RT records in the SSN family.</li> </ul>
	only an LLC or RT	<ul style="list-style-type: none"> <li>• resolve the orphan record according to paragraph 118</li> <li>• manually enter the DOD and Death Confirmed Flag on the newly created Individual record</li> <li>• select “Save”</li> <li>• the DOD and Death Confirmed Flag will be automatically updated to the LLC and RT records in the SSN family.</li> </ul>

**Note:** Prior to manually loading a DOD and Death Confirmed flag, delete any “In Creation” status Representative Capacity entries. Those in “Active” status will be automatically revoked; however, those in “In Creation” require deletion prior to manually entering and confirming the death. See subparagraph 70 C.



Section 9 Member Hierarchies

163 Member Hierarchy Details

A Overview

The Member Hierarchy Details screen provides a detailed view of current and past version of member information that was entered into Business File. This screen provides a quick reference to member information and signature authority data for current and past years.

B Accessing Member Hierarchy

Within a Customer BP record, the Member Share Percentage assignment block displays only the current year member hierarchy. The complete member hierarchy can be accessed from:

- the CRM left navigation bar (paragraph 16), or
- the Business Partner Home Screen (paragraph 23).

See paragraph 28 for searching Member Hierarchies.

C Member Hierarchy Details Example

Following is an example of the Member Hierarchy Details Screen.

Member Hierarchy Details											
Position											
Hierarchy Node	Description	Member Sig...	Valid From	Valid To	Share Perce...	Suspended	Deleted	Account Sha...	Determinatio...	Position Title...	
8008391328	IMA FARMER										
VER_2		<input type="checkbox"/>	10/01/2011	09/30/2012		<input type="checkbox"/>	<input type="checkbox"/>	Determined	05/08/2012		
8005339169	ANY A PRODUCER	<input checked="" type="checkbox"/>			50.0000	<input type="checkbox"/>	<input type="checkbox"/>				
8007118685	ANY B PRODUCER	<input checked="" type="checkbox"/>			50.0000	<input type="checkbox"/>	<input type="checkbox"/>				
VER_3		<input type="checkbox"/>	10/01/2014	12/30/9999		<input type="checkbox"/>	<input type="checkbox"/>	Determined	05/08/2012		
8005339169	ANY A PRODUCER	<input checked="" type="checkbox"/>			50.0000	<input type="checkbox"/>	<input type="checkbox"/>				
8007118685	ANY B PRODUCER	<input checked="" type="checkbox"/>			50.0000	<input type="checkbox"/>	<input type="checkbox"/>				
VER_4		<input type="checkbox"/>	10/01/2012	09/30/2014		<input type="checkbox"/>	<input type="checkbox"/>	Determined	05/08/2012		
8005339169	ANY A PRODUCER	<input checked="" type="checkbox"/>			50.0000	<input type="checkbox"/>	<input type="checkbox"/>				
8007118685	ANY B PRODUCER	<input checked="" type="checkbox"/>			50.0000	<input type="checkbox"/>	<input type="checkbox"/>				

163 Member Hierarchy Details (Continued)

**D Fields/Descriptions**

The following table provides descriptions of the fields available on the Member Hierarchy Details Screen.

<b>Field</b>	<b>Description</b>
Hierarchy Node	A system generated unique number assigned the member hierarchy. This field also displays the different versions of Farm Operating Plans.
Description	The business name and the name of all members. Click on the name to go directly to the customer record.
Member Signature	Indicates which members have signature authority for the business.
Valid From	The validity dates are used to identify the time period that a member hierarchy is valid for.
Valid To	
Share Percentage	The share that each members holds in the business.
Suspended	This indicator will be present if the Farm Operating Plan is in a suspended status in Business File.
Deleted	This indicator will be present if the Farm Operating Plan was deleted in Business File.
Account Share Status	The status of the Farm Operating Plan in Business File.
Determination Date	The date the Farm Operating Plan was determined in Business File.

164-170 (Reserved)

**Part 4 Contact Business Partner Records**

**171 Contact Records**

**A Overview**

A Contact Business Partner record can be linked to a BP Customer record for general communications. A contact does not have signature authority, but is a person to contact to relay information to a producer. A BP Customer record can have more than one contact.

A Contact BP record contains a limited set of data which details contact information. Contact record data is only available in BP. The information in a Contact record does not replicate to SCIMS or other FSA applications.

The following table distinguishes the difference between a Contact Record, and a Contact Relationship. See Part 3, Section 4 for information on Relationships.

<b>Contact Record</b>	<b>Contact Relationship</b>
Can be used to establish a Contact Relationship for a Customer record.	Can be created between a Customer record and: <ul style="list-style-type: none"> <li>• another Customer record, or</li> <li>• a Contact record.</li> </ul>

**B Examples of Contacts**

Examples of contacts include:


- a family member of a BP Customer who is available to assist with communication at the request of the BP Customer
- a spouse who is available for messages
- a ranch manager that is available to answer questions and relay information to a BP customer.

The contact may or may not do business directly with FSA but is available to relay information to a BP Customer.

171 Contact Records (Continued)

C Search for Contact Record

The following table provides the steps for searching for a contact.

Step	Action
1	Select “Search Customers/Contacts” from the left navigation bar or the Search assignment block on the Accounts page.
2	<p>Under Search Criteria, change the “Search for:” drop-down to Contact.</p> 
3	<p>Enter any of the following search criteria:</p> <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Contact Number/ID</li> <li>• Customer Number/ID</li> <li>• City.</li> </ul>
4	Click “Search”. The contact(s) that match the search criteria entered will be displayed in the Result List.



171 Contact Records (Continued)

**D Creating a New Contact Record**

The following table provides the steps for creating a new contact record.

**Notes:** If the customer-assigned contact already has a customer record, creation of a new contact record is not necessary. Create the contact relationship with the existing customer record, according to paragraph 110.

Only follow the steps in this table after a thorough search is completed according to Part 2.

Step	Action
1	Complete steps 1 through 6 of subparagraph 110 B.
2	Change the “Search For” drop-down menu from “All Accounts” to “Contact”.
3	Select the “New Contact” button at the top of the Results List. The Contact Screen will be displayed. See paragraph 172 for additional information.

<p><b>General Data</b></p> <p>Contact Number/ID: <input type="text"/></p> <p>* First name: <input style="border: 2px solid red;" type="text"/></p> <p>Middle Name: <input type="text"/></p> <p>* Last name: <input style="border: 2px solid red;" type="text"/></p>	<p><b>Main Address and Communication Data</b></p> <p>Information Line: <input type="text"/></p> <p>Address Line1: <input type="text"/></p> <p>Address Line 2: <input type="text"/></p> <p>City: <input type="text"/></p> <p>State: <input type="text"/> <input type="text"/></p> <p>ZIP Code: <input type="text"/></p> <p>Country: <input type="text"/> <input type="text"/></p> <p>Preferred Communic... <input type="text"/></p> <p>Carrier Route: <input type="text"/></p> <p>Delivery Bar Code: <input type="text"/></p> <p>Congressional Votin... <input type="text"/></p>
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**Notes**

171 Contact Records (Continued)

D Creating a New Contact Record (Continued)


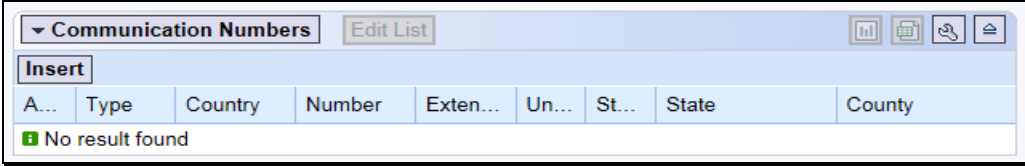
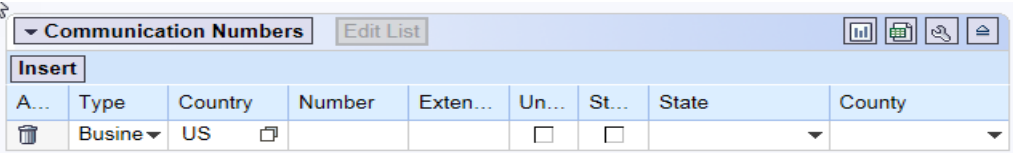
4	Enter the first name and last name of the contact along with any other optional information for the contact.
5	Select "OK". The Contact Relationships Screen will be redisplayed.
6	Enter the Valid From/Valid To dates.
7	Select Save & Back. The Customer Screen will be redisplayed and a new "Has Contact Person" relationship will be displayed in the Relationships assignment block.

171 Contact Records (Continued)

**E Editing a Contact Record**

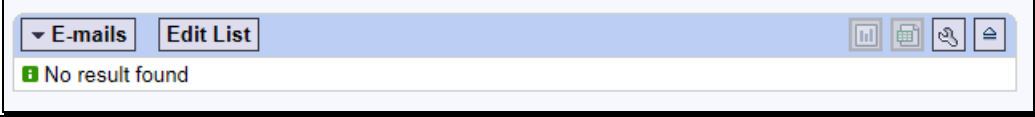
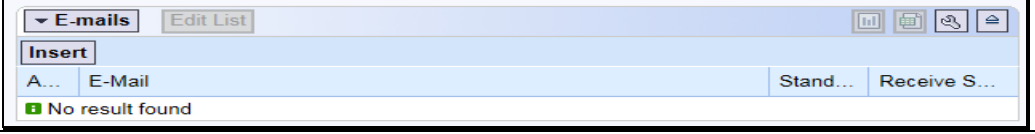
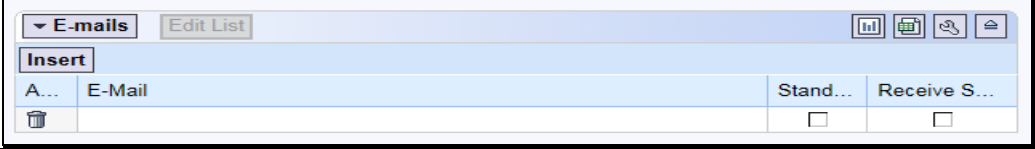

Once the Contact record has been created and saved, additional data, such as telephone numbers and e-mail addresses, can be added to the record.

The following table provides the steps for editing a contact record.

Step	Action
1	Open the Contact record by clicking on the hyperlink from either the: <ul style="list-style-type: none"> <li>• Contact search results, or</li> <li>• Customer record Relationship entry.</li> </ul>
2	Scroll down to the “Communication Numbers” assignment block and CLICK “Edit List”. 
3	CLICK “Insert”. 
4	Enter the phone type and number. See subparagraph 68 C for fields/descriptions. 

171 Contact Records (Continued)

E Editing a Contact Record (Continued)

Step	Action
5	Scroll down to the “E-mails” assignment block and CLICK “Edit List”.  
6	CLICK “Insert”.  
7	Enter the e-mail address. See subparagraph 69 C for fields/descriptions.  
8	At the top of the record, CLICK “Save”  .

172-176 (Reserved)

## Part 5 Employee Business Partner Records

### 177 Employee Records

#### A Overview

Employee BP records are available for users to view a limited amount of employee data. CRM/Business Partner allows users to establish a relationship between Employee BP records and Customer BP records, which can facilitate segregation of duties.

Employee BP records do not replicate to SCIMS or other FSA applications.

#### B Modifying Employee Records

Employee data is read-only in Business Partner. Employee data is managed in EmpowHR and MRT. Contact the applicable HR representative for changes to employee data.

#### C Searching for Employee Records

The following table provides the steps for searching for employee records.

Step	Action
1	Select “Search Employees” from the left navigation menu or from the Search assignment block on the Accounts Screen.
2	Enter any of the following search criteria: <ul style="list-style-type: none"> <li>• Employee ID</li> <li>• First Name</li> <li>• Last Name</li> <li>• E-Mail</li> <li>• User.</li> </ul>
3	CLICK “Search”. The employee(s) that match the search criteria entered will be displayed in the Result List.
4	Click the hyperlinked last name of the employee in the Employee search results.

177 Employee Records (Continued)

**D Example of Employee Record**

Following is an example of an Employee record.

The screenshot shows a web interface for an employee record. At the top, it says "Employee: ANY WORKER". Below this are "Save" and "Cancel" buttons. A tab labeled "Employee Details" is selected, with an "Edit" button next to it. Underneath, the "General Data" section is expanded, showing the following information:

- Employee ID: 12345
- First Name: Any
- Last Name: Worker
- Agency: Farm Service Agency (FSA)
- E-Mail Address: [any.worker@wdc.usda.gov](mailto:any.worker@wdc.usda.gov)
- Status: Active

**E Viewing Relationships**

Any relationships between a Customer record and an Employee record are always created from the Customer record, but are visible on the Relationships tab of the Employee record. See the following example.

The screenshot shows the "Relationships" tab of the employee record. It features a "New" button and several utility icons. Below is a table with the following data:

Ac...	Relationship	Full Name	Valid From	Valid To
	Is FSA Employee/Producer	<a href="#">ANY PRODUCER</a>	12/10/2014	12/31/9999

See Part 3, Section 4 for guidance on Relationships.

## Reports, Forms, Abbreviations, and Delegations of Authority

### Reports

None.

### Forms

This table lists the forms referenced in this handbook.

Number	Title	Display Reference	Reference
AD-1026	Highly Erodible Land Conservation (HELC) and Wetland Conservation (WC) Certification (Includes Form AD-1026 Appendix)		76
AD-2047	Customer Data Worksheet Request for Business Partner Record Change (For Internal Use Only)		56, 60, 69
CCC-10	Representations for Commodity Credit Corporation or Farm Service Agency Loans and Authorization to File a Financing Statement and Related Documents		59, Ex. 8
CCC-36	Assignment of Payment		65
CCC-37	Joint Payment Authorization		65
CCC-679	Lien Waiver		76, Ex. 8
CCC-901	Members Information Agricultural Act of 2014		76
CCC-902E	Farm Operating Plan for an Entity - Agricultural Act of 2014		76
CCC-902I	Farm Operating Plan for an Individual - Agricultural Act of 2014		76
CCC-903	Worksheet for Payment Eligibility and Payment Limitation Determinations (Agricultural Act of 2014)		76
FSA-211	Power of Attorney (Includes FSA-211A, Power of Attorney Signature Continuation Sheet)		70, 98, 102, Ex.
FSA-2001	Request for Direct Loan Assistance		59
FSA-2301	Request for Youth Loan		59
FSA-2330	Request for Microloan Assistance		59
I-551	Alien Registration Receipt Card		60
IRS Form W-4V	Voluntary Withholding Request <a href="http://www.irs.gov">www.irs.gov</a>		59
SF-256	Self-Identification of Disability <a href="http://www.opm.gov/forms/pdf_fill/sf256.pdf">www.opm.gov/forms/pdf_fill/sf256.pdf</a>		60
SF-3881	ACH Vendor/Miscellaneous Payment Enrollment Form		65

**Reports, Forms, Abbreviations, and Redelegations of Authority**

**Abbreviations Not Listed in 1-CM**

The following abbreviations are not listed in 1-CM.

<b>Approved Abbreviation</b>	<b>Term</b>	<b>Reference</b>
APO	Army/Air Post Office	59
BP	Business Partner	Text, Ex. 6, 7, 8
CCID	SCIMS Core Customer ID	50, 62, 117,
CRM	Customer Relationship Management	Text, Ex. 4
DPE	Designated Paying Entity	59, 72, 117, 118,
EIN	employer ID number	59, 90, 91, 117, 118,
KFC	key field change	Text
ISO	Information Security Office	Ex. 5
MRT	Master Reference Table	27, 177
OIP	Office Information Profile	73
PPID	Payments to Producers Identified as Deceased	1
SOR/SOE	System of Record and System of Entry	50, 58, 59, 64
SSO	State Security Officer	Text, Ex. 9

**Re delegations of Authority**

None.



**Definitions of Terms Used in This Handbook****Address Validation**

Address Validation means the automated process in Business Partner in which CRM validates the user entered address and provides suggested corrections to meet USPS address standards.

**Alert**

Alert means an item that serves to notify or remind recipients to complete an action.

**Anchor**

Anchor means the single record in an SSN Family with the role of “Individual”.

**Archived Record**

Archived Record means the status of the losing record of a merge. Archived records are no longer editable in CRM and have been permanently deleted from SCIMS. They can never be un-archived.

**Assignment Block**

Assignment Block means a logical group of fields and tabs that contain different data that is applicable to the customer.

**Business Partner**

Business Partner means a customer, contact, or employee. A customer can be an individual or organization.

**Business Role**

Business Role means the role a user has in the system. This determines the items users can see in MIDAS.

**CCID/SCIMS ID Number**

CCID/SCIMS ID Number means a unique number automatically assigned to each customer record.

**Cleansing Case**

Cleansing Case means a grouping of two or more BP records being prepared for merging. COFs and their respective SSO's review the data and determine which customer data from each record shall be retained on the sole winning record, following the merge.

**Definitions of Terms Used in This Handbook (Continued)**

**Contact**

Contact means someone that represents an FSA customer.

**CRM (Customer Relationship Management)**

CRM (Customer Relationship Management) means the system within MIDAS which houses Business Partner and Farm Records.

**CRM@FSA**

CRM@FSA means a tab in the MIDAS Portal that offers access to the CRM Home Page where FSA business processes primarily occur.

**Customer**

Customer means any individual or type of organization that has business with USDA.

**Date of Death (DOD)**

Date of Death (DOD) means the reported Date of Death for a customer. The DOD is only considered valid once the COF obtains proof of the death and sets the Death Confirmed Flag in the customer record.

**Eligibility**

Eligibility means the review carried out to determine whether a particular producer is eligible for a program, payment, and disbursement amount.

**Employee**

Employee means any employee who has access to MIDAS.

**Fact Sheet**

Fact Sheet means an immediate and condensed overview of information taken from several sources.

**Farm Records**

Farm Records means the system source for all farm, tract, and field data, including GIS.

**Definitions of Terms Used in This Handbook (Continued)****Functionality**

Functionality means the set of functions or capabilities associated with a computer application or program.

**Grantee**

Grantee means a customer receiving the representative capacity assignment from another customer. This customer will be authorized to act on behalf of the grantor.

**Grantor**

Grantor means a customer assigning representative capacity to the grantee.

**Grantor Program**

Grantor Program means a set of processes grouped together to manage the awarding and distribution of funds to producers.

**Hyperlink**

Hyperlink means an icon, graphic, or word in a file or on a webpage that, when clicked, opens another file for viewing or takes the user to another location in the file.

**Integrated**

Integrated means to the combining of several software applications into one system allowing for shared data and streamlined processes.

**IRS Response Code**

IRS Response Code means a code and message returned from the IRS following an attempt to validate the customer's name and TIN.

**IRS Validation**

IRS Validation means the process where customer names and TIN's are sent nightly to the IRS for validation.

**KFC Request**

KFC Request means Key Field Change Request or the request from a County Office to modify restricted data in a customer record.

**Definitions of Terms Used in This Handbook (Continued)**

**Legacy System**

Legacy System means the web-based systems, other than MIDAS, being used by FSA.

**Loan Servicing**

Loan Servicing means the process to create and manage a loan.

**Losing Record**

Losing Record means a record identified by a user as the source record in a cleansing case. Following a successful merge, the losing record is permanently deleted from SCIMS.

**Master Record**

Master Record means the record identified by a user as the Master record in a cleansing case. Each cleansing case can have only one Master record.

**MIDAS Portal**

MIDAS Portal means a single point of access for CRM@FSA, Analytics, and services across the organization.

**Navigation Bar**

Navigation Bar means the section on the MIDAS CRM Homepage designed to aide users in navigating through the system by providing useful hyperlinks and pathways to information and tools.

**Non-Anchor**

Non-Anchor means an LLC or Revocable trust record in an SSN Family.

**Organization Data**

Organizational Data means the building blocks for the organization structure in CRM.

**Orphan**

Orphan means an LLC or Revocable trust record that is missing an anchor “Individual” role record.

**Definitions of Terms Used in This Handbook (Continued)**

**Payment**

Payment means an outgoing payment to vendors/business partners.

**Process**

Process means a systematic series of actions directed to some end.

**Processes**

Processes means a collection of related, structured activities or tasks that produce a specific service or product.

**Product**

Product means crops, dairy, apiculture, livestock, aquaculture, and conservation practices.

**Product Master**

Product Master means the database that maintains the list of approved FSA crops, livestock, aquaculture, apiculture, dairy, and conservation practices. These are currently referred to in offices as the Crop Table (CVS).

**Relationship**

Relationship means a family member relationship with an employee or an employee/producer relationship with an FSA customer.

**Representative Capacity**

Representative Capacity means all signatory relationships.

**SAP**

SAP means Systems, Applications, and Products and is a software product designed to manage business data, applications, and agreements, and streamline business processes.

**Search**

Search means the primary mechanism for retrieving information from the transactional system using a predefined search.

**Definitions of Terms Used in This Handbook (Continued)**

**Security Authorization**

Security Authorization means the level of security that allows employees to perform activities or tasks in MIDAS.

**Segregation of Duties**

Segregation of Duties means the concept of having more than one person required to complete a task, which contributes to an organization's system of checks and balances

**Source Record**

Source Record means a record identified by a user as the source record in a cleansing case. Following a successful merge, the losing record is permanently deleted from SCIMS. Each cleansing case can have more than one source record.

**SSN Family**

SSN Family means a grouping of BP customer records that share an individual's SSN.

**SSO**

SSO means State Security Officer. See Exhibit 7.

**TIN**

TIN means Tax ID Number.

**TIN Type**

TIN Type means Tax ID Number Type.

**Universal Work List**

Universal Work List means a process that conveniently combines tasks, alerts, notifications, and tracking information from multiple business processes into one list. A hub for workflow activity from multiple FSA related SAP Modules located on the MIDAS Portal.

**URL**

URL means the address of a World Wide Web page. The MIDAS Portal will be accessible through a URL.

**Definitions of Terms Used in This Handbook (Continued)**

**Wildcard**

Wildcard means an asterisk (\*) used during a search in place of unknown variables. Placement of the wildcard will determine how results are determined.

**Winning Record**

Winning Record means the record identified by a user as the Master record during a cleansing case.

**Work Area**

Work Area means the screen that is displayed when a user clicks on the CRM@FSA link on the MIDAS Portal.

**Workflow**

Workflow means a SAP tool that automates business process verifications and approvals. Workflows are internal messages, alerts, and/or triggers that are initiated in the MIDAS system and require action by the user.





## Menu and Screen Index

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**Required CRM Training by Employee Business Role**

The following table provides the required training to access MIDAS CRM, by role.

<b>Role</b>	<b>Required Training</b>
Grantor Process Viewer	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• R2BP301 Business Partner View Only</li> <li>• FN220 Managing the MIDAS Universal Worklist</li> <li>• FN240 Basic Navigation of GIS in MIDAS</li> </ul>
Grantor Process User	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• FN220 Managing the MIDAS Universal Worklist</li> <li>• FN240 Basic Navigation of GIS in MIDAS</li> <li>• R2BP320 Create Business Partner in CRM</li> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• BP302 Business Partner</li> <li>• FR400 Farm Records</li> </ul>
Grantor Process Manager	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• FN220 Managing the MIDAS Universal Worklist</li> <li>• FN240 Basic Navigation of GIS in MIDAS</li> <li>• R2BP320 Create Business Partner in CRM</li> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• CT310 Product Master – Product Request (CEDs only)</li> <li>• BP302 Business Partner</li> <li>• FR400 Farm Records</li> </ul>
<ul style="list-style-type: none"> <li>• Grantor Process Specialist – Limited</li> <li>• Grantor Process Specialist – All</li> <li>• Grantor Process Expert – Limited</li> <li>• Grantor Process Expert – All</li> </ul>	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• FN220 Managing the MIDAS Universal Worklist</li> <li>• FN240 Basic Navigation of GIS in MIDAS</li> <li>• R2BP320 Create Business Partner in CRM</li> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• CT310 Product Master – Product Request (Compliance Specialists only)</li> <li>• BP302 Business Partner</li> <li>• FR400 Farm Records</li> <li>• R2BP500 Business Partner for State Specialists</li> </ul>

**Required CRM Training by Employee Business Role (Continued)**

<b>Role</b>	<b>Required Training</b>
<ul style="list-style-type: none"> <li>• Org Structure Viewer</li> <li>• Org Structure Maintainer</li> </ul>	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• FN220 Managing the MIDAS Universal Worklist</li> <li>• FN240 Basic Navigation of GIS in MIDAS</li> <li>• R2BP320 Create Business Partner in CRM</li> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• BP302 Business Partner</li> <li>• FR400 Farm Records</li> <li>• R2BP500 Business Partner for State Specialist</li> </ul>

**CRM@FSA Roles**

The following table provides employee roles, functions, and associated positions.

Request access from the FSA ISO web site by clicking  
<https://sharepoint.apps.fsa.usda.net/iso/public/Wiki%20Pages/Home.aspx>.

<b>Role</b>	<b>Functions</b>	<b>Positions</b>
Grantor Process Viewer	<ul style="list-style-type: none"> <li>• Search and view Business Partner.</li> <li>• Search and view Farm Records.</li> <li>• Search and view Product Master.</li> </ul>	County Office reviewers
Grantor Process User	<ul style="list-style-type: none"> <li>• Search, create, and edit Business Partner and Farm Records.</li> <li>• Search, create, and edit product requests.</li> </ul>	<ul style="list-style-type: none"> <li>• Program Technicians (GS FLP &amp; CO)</li> <li>• Farm Loan Officer</li> <li>• Trainees</li> <li>• Senior/Farm Loan Officer/Manager</li> </ul>
Grantor Process Manager	<ul style="list-style-type: none"> <li>• Search, create, and edit Business Partner and Farm Records.</li> <li>• Search, create, and edit product requests.</li> <li>• Approve workflows.</li> </ul>	<ul style="list-style-type: none"> <li>• County Executive Director</li> <li>• County Operations Trainee</li> <li>• District Director</li> <li>• Senior/Lead Program Technicians</li> </ul>
Grantor Process Specialist – Limited	<ul style="list-style-type: none"> <li>• Search, create, and edit Business Partner</li> </ul> <p><b>Note:</b> Cannot complete Business Partner Merge.</p> <ul style="list-style-type: none"> <li>• Search and view Farm Records.</li> </ul>	State Office Specialists (non-State Security Officer (SSO) or GIS Specialist)
Grantor Process Specialist – All	<ul style="list-style-type: none"> <li>• Perform all tasks of Grantor Process Specialist – Limited role.</li> <li>• Complete Business Partner merges. <b>Note:</b> SSOs only. See Exhibit 7.</li> <li>• Search, create, and edit Farm Records.</li> </ul>	<ul style="list-style-type: none"> <li>• State Office Specialists (SSO or GIS Specialist)</li> <li>• SEDs</li> </ul>
Grantor Process Expert – Limited	<ul style="list-style-type: none"> <li>• Search, create, and edit Business Partner.</li> </ul> <p><b>Note:</b> Cannot complete Business Partner Merge.</p> <ul style="list-style-type: none"> <li>• Search and view Farm Records.</li> </ul>	National Office specialists and managers

**CRM@FSA Roles (Continued)**

<b>Role</b>	<b>Functions</b>	<b>Positions</b>
Grantor Process Expert – All	<ul style="list-style-type: none"> <li>• Perform all tasks of Grantor Process Specialist – Limited role.</li> <li>• Complete Business Partner merges.</li> <li>• Search, create, and edit Farm Records.</li> </ul>	National Office specialists and managers responsible for FR or BP
Org Structure Viewer	Search Organization Structure.	National Office specialists or Manager
Org Structure Maintainer	Search, create, and edit Organization Structure.	National Office specialists or Manager
NRCS Viewer	<ul style="list-style-type: none"> <li>• Search and view Business Partner.</li> <li>• Search and view Farm Records.</li> </ul>	NRCS Service Center employees (limited)
NRCS User	<ul style="list-style-type: none"> <li>• Search and limited editing of Business Partner.</li> <li>• Search and view Farm Records.</li> </ul> <p><b>Note:</b> Cannot initiate Cleansing Cases or KFC Requests; cannot edit Farm Records.</p>	NRCS State and Service Center employees (limited)

**Business Partner Training Simulations and Work Instructions**

The following table provides links to simulations and work instructions.

<b>MIDAS Release 1</b>		
<b>Work Instruction</b>	<b>Simulation URL</b>	<b>Work Instruction Hyperlink</b>
BP Display a Representative Capacity	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/01_BP_Dspy_Rep_Cap/01_Dsply_Rep_Cap/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/01_BP_Dspy_Rep_Cap/01_Dsply_Rep_Cap/sim/html/index.htm</a>	<a href="#"><u>Display a Representative Capacity Work Instruction</u></a>
BP Create a Conservatorship	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/02_BP_Crte_Cnsrvtr/02_Crte_Cnsrvtr/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/02_BP_Crte_Cnsrvtr/02_Crte_Cnsrvtr/sim/html/index.htm</a>	<a href="#"><u>Create a Conservatorship Work Instruction</u></a>
BP Create an FSA Power of Attorney	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/03_BP_Crte_FSA_POA/03_BP_Crte_POA/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/03_BP_Crte_FSA_POA/03_BP_Crte_POA/sim/html/index.htm</a>	<a href="#"><u>Create an FSA Power of Attorney Work Instruction</u></a>
BP Signature and Attachments for FSA Power of Attorney	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/16_BP_Fidy_POA_Atth/16_BP_Sign_POA_Atth/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/16_BP_Fidy_POA_Atth/16_BP_Sign_POA_Atth/sim/html/index.htm</a>	<a href="#"><u>Signature and Attachments for FSA Power of Attorney Work Instruction</u></a>
BP Create a Guardianship	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/05_BP_Crte_Grdnshp/05_Crte_Grdnshp/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/05_BP_Crte_Grdnshp/05_Crte_Grdnshp/sim/html/index.htm</a>	<a href="#"><u>Create a Guardianship Work Instruction</u></a>
BP Create a Spousal Signature	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/06_BP_Crte_Spsl_Sign/06_Crt_Spsl_Sig/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/06_BP_Crte_Spsl_Sign/06_Crt_Spsl_Sig/sim/html/index.htm</a>	<a href="#"><u>Create a Spousal Signature Work Instruction</u></a>
BP End a Fiduciary Relationship (Spousal Signature)	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/07_BP_End_Fid_Rel_Sps/07_End_Fid_Sps/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/07_BP_End_Fid_Rel_Sps/07_End_Fid_Sps/sim/html/index.htm</a>	<a href="#"><u>End a Fiduciary Relationship (Spousal Signature) Work Instruction</u></a>
BP Create a Customer-to-Employee Family Relationship	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/08_BP_Crt_Cst_Emp_Rel/08_Crt_Cst_Rel/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/08_BP_Crt_Cst_Emp_Rel/08_Crt_Cst_Rel/sim/html/index.htm</a>	<a href="#"><u>Create a Customer-to-Employee Family Relationship Work Instruction</u></a>
BP Perform Death Master File Verification with Worklist	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/9_PM_Prfd_Srch/CTPerf_Prfd_Srch/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/9_PM_Prfd_Srch/CTPerf_Prfd_Srch/sim/html/index.htm</a>	<a href="#"><u>Perform Death Master File Verification with Worklist Work Instruction</u></a>
BP Create Contact	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/10_BP_Crte_Cntct/10_Crte_Cntct/sim/html/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/10_BP_Crte_Cntct/10_Crte_Cntct/sim/html/index.htm</a>	<a href="#"><u>Create a Contact Work Instruction</u></a>

Business Partner Training Simulations and Work Instructions (Continued)

<b>MIDAS Release 2</b>		
<b>Work Instruction</b>	<b>Simulation URL</b>	<b>Work Instruction Hyperlink</b>
BP Create Marriage Relationship	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/114_BP_Crte_Marry_Reltn/BP_Crte_Marry_Rltns/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/114_BP_Crte_Marry_Reltn/BP_Crte_Marry_Rltns/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/114_BP_Create_Married_To_Relation.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/114_BP_Create_Married_To_Relation.pdf</a>
BP Revoke Spousal Signature	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/115_BP_Revrse_Spous_Sig/BP_Revrse_Spous_Sign/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/115_BP_Revrse_Spous_Sig/BP_Revrse_Spous_Sign/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/115_BP_Create_Revoked_Spousal_Sign.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/115_BP_Create_Revoked_Spousal_Sign.pdf</a>
BP Create Signature Authority	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/116_BP_Rep_Cap_Sign_Auth/BP_Rep_Cap_Sign/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/116_BP_Rep_Cap_Sign_Auth/BP_Rep_Cap_Sign/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/116_WI_BP_Rep_Capac_Sign_Authority.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/116_WI_BP_Rep_Capac_Sign_Authority.pdf</a>
BP Search Business Partner Customer Record	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/103_BP_Srch_Bus_Prtner_Rec/BP_Srch_Bus_Prt_Rec/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/103_BP_Srch_Bus_Prtner_Rec/BP_Srch_Bus_Prt_Rec/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/103_BP_Search_Cust_Bus_Partner_Rec.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/103_BP_Search_Cust_Bus_Partner_Rec.pdf</a>
BP Display Business Partner Customer Record	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/104_BP_Disp_Bus_Prt_Rec/BP_Disp_Bus_Prt_Rec/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/104_BP_Disp_Bus_Prt_Rec/BP_Disp_Bus_Prt_Rec/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/104_BP_Display_Bus_Prtner_Rec.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/104_BP_Display_Bus_Prtner_Rec.pdf</a>
BP Create Business Partner Customer Record	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/105_BP_Crt_Bus_CustRec/BP_Crt_Bus_CusRec/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/105_BP_Crt_Bus_CustRec/BP_Crt_Bus_CusRec/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/105_BP_Create_Bus_Prtner_Cust_Rec.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/105_BP_Create_Bus_Prtner_Cust_Rec.pdf</a>
BP Initiate Customer Merge	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/107_BP_Init_Cust_Merge/BP_Init_Cust_Merge/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/107_BP_Init_Cust_Merge/BP_Init_Cust_Merge/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/107_BP_Initiate_Cust_Merge.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/107_BP_Initiate_Cust_Merge.pdf</a>
BP Manage BP Validations	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/106_BP_Manage_BP_Valids/BP_Manage_BP_Valids/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/106_BP_Manage_BP_Valids/BP_Manage_BP_Valids/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/106_BP_Manage_BP_Validations.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/106_BP_Manage_BP_Validations.pdf</a>
BP Create SSN Family	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/109_BP_Create_SSN_Fam/BP_Create_SSN_Fam/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/109_BP_Create_SSN_Fam/BP_Create_SSN_Fam/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/109_BP_Create_SSN_Fam.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/109_BP_Create_SSN_Fam.pdf</a>
BP Submit KFC Request	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/110_BP_Submit_KFC_Rqst/BP_Submit_KFC_Rqst/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/110_BP_Submit_KFC_Rqst/BP_Submit_KFC_Rqst/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/110_BP_Submit_KFC_Reqst.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/110_BP_Submit_KFC_Reqst.pdf</a>
BP Maintain SSN Family	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/111_BP_Maintain_SSN_Fam/BP_Maintain_SSN_Fam/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/111_BP_Maintain_SSN_Fam/BP_Maintain_SSN_Fam/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/112_BP_Manage_Attachments.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/112_BP_Manage_Attachments.pdf</a>
BP Maintain BP Record	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/117_BP_Maintain_BP_Rec/BP_Maintain_BP_Rec/index.htm">https://www.fsa.usda.gov/Internet/FSAMIDAS/117_BP_Maintain_BP_Rec/BP_Maintain_BP_Rec/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FSAMIDAS/117_BP_Maintain_BP_Record.pdf">https://www.fsa.usda.gov/Internet/FSAMIDAS/117_BP_Maintain_BP_Record.pdf</a>



**Business Partner Training Simulations and Work Instructions (Continued)**

<b>MIDAS Release 2</b>		
<b>Work Instruction</b>	<b>Simulation URL</b>	<b>Work Instruction Hyperlink</b>
BP TIN Name Query	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/118%20BP%20TIN%20Name%20Query/index.htm">https://www.fsa.usda.gov/Internet/FS A MIDAS/118 BP TIN Name Query/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/118%20BP%20TIN%20Name%20Query.pdf">https://www.fsa.usda.gov/Internet/FS A MIDAS/118 BP TIN Name Query.pdf</a>
BP Potential Duplicate Record Report	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/119%20BP%20Potenti%20Dup%20Rept/BP%20Potenti%20Dup%20Rept/index.htm">https://www.fsa.usda.gov/Internet/FS A MIDAS/119 BP Potenti Dup Rept/BP Potenti Dup Rept/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/119%20BP%20Potenti%20Dup%20Report.pdf">https://www.fsa.usda.gov/Internet/FS A MIDAS/119 BP Potenti al Dup Report.pdf</a>
BP Manage Attachments	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/112%20BP%20Manage%20Attach/BP%20Manage%20Attach/index.htm">https://www.fsa.usda.gov/Internet/FS A MIDAS/112 BP Manage Attach/BP Manage Attach/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/111%20BP%20Maintain%20SSN%20Fam.pdf">https://www.fsa.usda.gov/Internet/FS A MIDAS/111 BP Maintain SSN Fam.pdf</a>
BP Customer Merge (for SSO's only)	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/108%20BP%20Custom%20Merge/BP%20Customer%20Merge/index.htm">https://www.fsa.usda.gov/Internet/FS A MIDAS/108 BP Custom Merge/BP Customer Merge/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/108%20BP%20Customer%20Merge.pdf">https://www.fsa.usda.gov/Internet/FS A MIDAS/108 BP Customer Merge.pdf</a>
BP Approve KFC Form (for SSO's only)	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/113%20BP%20Apprv%20KFC%20Form/BP%20Apprv%20KFC%20Form/index.htm">https://www.fsa.usda.gov/Internet/FS A MIDAS/113 BP Apprv KFC Form/BP Apprv KFC Form/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/113%20BP%20Approve%20KFC%20Form.pdf">https://www.fsa.usda.gov/Internet/FS A MIDAS/113 BP Approve KFC Form.pdf</a>
Maintain Inactive Flag (for SSO's only)	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/120%20BP%20Maint%20Inact%20Flag/BP%20Maint%20Inact%20Flag/index.htm">https://www.fsa.usda.gov/Internet/FS A MIDAS/120 BP Maint Inact Fla g/BP Maint Inact Flag/index.htm</a>	<a href="https://www.fsa.usda.gov/Internet/FS%20MIDAS/120%20BP%20Maintain%20Inact%20Flag.pdf">https://www.fsa.usda.gov/Internet/FS A MIDAS/120 BP Maintain Inact Flag.pdf</a>



**BP Security Officers**

**A BP National Security Officers**

The following table provides the National Security Officers, by agency.

<b>Agency</b>	<b>Name</b>
FSA	Lisa Berry
NRCS	Leroy Hall
RD	Vacant

**B BP State Security Officers (SSO)**

State Security Officers are listed on the Information Security Office, State Security Officers and Backups SharePoint web site. The web site may be accessed at <https://sharepoint.apps.fsa.usda.net/iso/public/Lists/State%20SCIMS%20Security%20Officers%20%20FSA%20Backups/AllItems.aspx>.

**Note:** If the SharePoint web site cannot be accessed by clicking the link, copy and paste the link into a web browser.

State Office employees that are not SSO's are restricted to the same Business Partner actions as County Office employees. Only SSO's are authorized to perform advanced BP management tasks, including:

- merging customer records
- inactivating customer records
- removing or modifying customer TIN's and TIN Types
- removal of FSA Program Participation and Associated County entries
- modifying prior year Roles.

To request a reassignment of BP SSO, contact Kerry Sefton in the National Office at:

- [kerry.sefton@wdc.usda.gov](mailto:kerry.sefton@wdc.usda.gov), or
- 202-720-6120.



**BP Error and Warning Messages**

The following table provides a list of all CRM/BP Error and Warning messages.

**Note:** The values “&1” and “&2” represent customer-specific data in the affected record (BP ID #, TIN, etc.).

<b>Error</b>	<b>Error Message</b>
1	Multiple roles cannot be selected for business partner.
2	At least one Program Participation should exist for Associated County.
3	Duplicate Associated County record (State and county).
4	Please select Relationship Category.
5	Birth Date Determination must be provided.
6	Gender Determination must be provided.
7	Attachment has been linked.
8	Attachment has been unlinked.
9	Attachment CCC-679 is missing.
10	Ethnicity Determination must be entered.
11	Fiduciary Relationships were deleted, since Customer is Deceased.
12	CCC-10 Filing Date for Lien Documents is missing.
13	Do you want to create second group. If yes, first delimit the current one.
14	Enter all fields in Program Participation.
15	There should be at least 1 program in FSA to enter transaction.
16	Please enter date in relations group data.
17	You are not supposed to select crop type since all crop types selected.
18	Created All Crops.
19	Created All Farms.
20	Role has been changed.
21	Please provide new CCC-10 Filing Date.
22	There should be at least one program to create program transaction type.
23	There should be at least one crop to create crop transaction type.
24	There should be at least one farm to create farm transaction type.
25	Tax ID Number can contain only numeric characters.
26	Tax ID Number cannot be all zeros.
27	Tax ID Number must be nine digits long.
28	Tax ID Number for an Individual Customer must not begin with “99999”.
29	Tax ID Number must begin with”9” when Tax ID Type is “IRS Number”.
30	Tax ID Number is not allowed for Indians represented by BIA.
31	Tax ID Number is not allowed for “General Entity Members”.
32	Tax ID Number for “BIA” must be “&1”.
33	Tax ID Number for Tax ID Type “Federal” must begin with “99999”.
34	Customer has been changed to &1.

**BP Error and Warning Messages (Continued)**

<b>Error</b>	<b>Error Message</b>
35	Date of Death cannot be a future date.
36	FLP Customer must be selected in Program Participation.
37	Please enter farm data as crops data is there.
38	Please enter program transactions data as programs data is there.
39	Please enter crop transactions data as all crops enabled.
40	Please enter farm transactions data as farms enabled.
41	Signed FSA-211 form is required as status is in active mode.
42	Please select witness.
43	Wrong combination of Current Role and Tax ID Type.
44	Date of Death is mandatory when Death Confirmed is selected.
45	&1: Only letters, digits, -, ', %, &2, /, and a space are accepted.
46	Creation of guardian is not required as age is greater than 18 years.
47	Not supposed to create guardian as birth date is unknown.
48	Minor cannot have FSA-211, Non-FSA, Conservator.
49	Not supposed to create relationship as birth date is unknown.
50	Not supposed to create if conservator already created.
51	FLP Key is initial; specify at least one key field in table.
52	Enter FLP State, County & Organization.
53	Enter valid year.
54	Enter valid crop.
55	Associated Counties requires all fields to be entered.
56	Associated Counties are not valid with respect to Program Participations.
57	Assoc. County State: &1, County: &2 has no Service Center in Org. Model.
58	Enter at least one Race.
59	There is already active group. Please create future group.
60	Selected BP should be an individual role, Please select another BP.
61	Valid to greater than Valid from.
62	You do not have authorization to perform this.
63	Individual customer cannot be merged with corporate customer.
64	Active customer cannot be merged into inactive customer.
65	Customer &1 has pending Key Fields change requests.
66	Customer &1 belongs to SSN Family and must be selected as master record.
67	Combination of &1 and &2 creation is not allowed.
68	Please enter data in signature view.
69	Please select signature date.
70	Combination of &1 and &2 creation is not allowed for the selected BP.
71	Can't create relationship for deceased BP.
72	Selected BP is deceased.
73	Can't create Representative Capacity for an archived or inactive BP.

BP Error and Warning Messages (Continued)

Error	Error Message
74	The BP entered is archived or inactive. Please enter an active BP.
75	Rep capacity relationship cannot be created. BP is a minor (has guardian).
76	An attorney-in-fact cannot be a minor child (has guardian).
77	Can't Select as BP is minor.
78	Please select Revocation Reason.
79	The signature/witness date cannot be greater than the effective date.
80	Please enter Revocation/Cancelled date that is not 12/31/9999.
81	Signature data is required before setting to active status.
82	There is overlapping dates.
83	&1.
84	OGC Review date is mandatory for Non FSA.
85	Business partner already incompetent.
86	A conservator cannot be an incompetent individual.
87	A conservator cannot be a minor child.
88	A grantor cannot be an incompetent individual.
89	A grantor cannot be a minor child (has guardian).
90	An attorney-in-fact cannot be an incompetent individual.
91	An attorney-in-fact cannot be a minor child (has guardian).
92	Guardianship cannot be recorded until active Is Conservator relationship.
93	Guardianship cannot be recorded since active Has FSA Attorney in Fact rel.
94	Guardianship cannot be recorded since active is FSA Attorney in Fact rel.
95	Guardianship cannot be recorded until active Has Guardian relship revoked.
96	Guardianship cannot be recorded until active Is Guardian relship revoked.
97	Guardianship cannot be since active Has Non-FSA Attorney in Fact rel.
98	Guardianship cannot be since active Is Non-FSA Attorney in Fact rel.
99	A minor child cannot grant signature authority.
100	A minor child cannot have signature authority.
101	A parent/guardian cannot be an incompetent individual.
102	A parent/guardian cannot be a minor child.
103	A grantor cannot be an incompetent individual.
104	A grantor cannot be a minor child.
105	An attorney-in-fact cannot be an incompetent individual.
106	An attorney-in-fact cannot be a minor child.
107	Signature authority cannot be granted to an incompetent individual.
108	Signature authority cannot be granted to a minor child.
109	Signature authority cannot be granted to an incompetent individual.
110	Signature authority cannot be granted to a minor child.
111	A spouse cannot be an incompetent individual.
112	Spousal Sign Authority can't be, since active Has Spousal Sign Authority.
113	A spouse cannot be an incompetent individual.

**BP Error and Warning Messages (Continued)**

<b>Error</b>	<b>Error Message</b>
114	Spousal Sign Authority can't be, since active Is Spousal Sign Authority.
115	Please select Revocation Date.
116	OGC review date should be less than revoked date.
117	Death Confirmed must be selected when the Date of Death is entered.
118	If 'All current programs' is selected no other program may be selected.
119	"All actions" is selected no other transaction may be selected.
120	Please enter crop.
121	Please enter year.
122	Please enter State.
123	Please enter county.
124	Program Transactions entry required.
125	Crop Insurance Transactions entry required.
126	Disability Determination must be entered.
127	Multiple active relations are not possible.
128	All actions is already selected in programs.
129	All actions is already selected in crops.
130	Effective date is required for active status.
131	'&1' search criteria can be added only once.
132	Member share history doesn't exists.
133	Partner with CCID &1 is already exist.
134	Help Topic Object ID created: &.
135	Help Topic Object ID exists: &.
138	BP has already spousal relationship.
139	FSA, NRCS and CCC Programs entry required.
140	Selected BP already has spousal relationship.
141	Incompetent cannot be parent guardian for a minor.
142	Dates overlapping found.
143	This relationship already exists between these two BP's.
145	Required Signature Count must be greater than zero.
146	State has not been determined of current GP user.
147	Please enter partner id in signatures block.
148	Signatures entered must be greater than or equal to Req Signature Count.
149	Number of Farms: &1, Tracts: &2, Fields: &3.
150	Please expand all nodes before export to spreadsheet.
151	Cannot create spousal signature de-authorization.
152	Effective dates do not fall within the marriage dates.
153	Spousal deauthorization is already recorded.
154	Conservatorship is being created for a married individual.
155	BP roles must be entered for all years starting with lowest prior year.
156	Replacement and Inactive Service Centers are mandatory fields.



**BP Error and Warning Messages (Continued)**

<b>Error</b>	<b>Error Message</b>
157	ZIP Code and new Congressional Voting District Fields are mandatory.
158	Old OIP (Inactive Service Center) is not maintained in Org Model.
159	New OIP (Replacement Service Center) is not maintained in Org Model.
160	No Business Partners found for the given Inactive OIP for mass change.
161	Customer has been flagged as restricted.
162	Creation of restricted customers is not permitted by state or county user.
163	No Business Partners found for the given ZIP code+4 for mass change.
164	ZIP Code+4 and New Congressional Voting District are mandatory fields.
165	Entered ZIP Code +4 is not valid OR not exist single record in system.
166	Please enter a valid Phone Number.
167	Prog. Participation cannot be deleted since BP is associated with farms.
168	Associated counties cannot be deleted since BP is associated with farms.
169	Please enter Communication Number.
170	Please enter Communication Type.
171	You don't have authorization to delete Prog. Participation data.
172	You don't have authorization to delete Associated Counties data.
173	At least one Program Participation must be added.
174	Please enter the reason for change in comments.
175	Successfully submitted the key field(s) &1 for change.
176	There cannot be any Associated Counties for an inactive Customer.
177	Error when deleting record &1 from &2 table [&3].
178	Error when inserting source data to &1 table [&2].
179	Error when selecting source data from &1 table [&2].
180	'Waiting for IRS response / Manually Validated' are only allowed manually.
181	Race Determination must be entered.
182	'Manually Validated' status set only if there are 2 or more IRS Attempts.
183	Data selection has been confirmed.
184	Please Select or create a folder first.
185	You do not have authorizations to delete.
186	You do not have authorizations to create folder.
187	You don't have authorizations to use Copy function.
188	You don't have authorizations to use Cut function.
189	Please do not use URL function.
190	Folder ID must contain alpha and numeric can contain underscores.
191	File cannot be larger than 1 MB.
192	Please do not copy an Individual to Individual.
193	FLP customer must have an Associated County.
194	Please select a folder.
195	Please select New Tax Type.
196	Please enter New Tax Number.

**BP Error and Warning Messages (Continued)**

<b>Error</b>	<b>Error Message</b>
197	SSN matched with an Business Partner with role Individual.
198	BP is joining an SSN Family without an anchor - create Individual first.
199	Duplicate Tax ID Number found (customer: &1).
200	At least one member of an SSN Family must have the DPE indicator active.
201	General Program Interest must be "Has interest in the program".
202	Customer record will join SSN family &.
203	Please do not create Sub folders.
204	Enter mandatory fields in Customer Profile.
205	Accounts have not been merged.
206	Folder ID cannot be duplicate.
207	Only one key field change & is allowed per request.
208	File name cannot be blank.
209	Ethnicity Determination and Race Determination should match.
210	Cannot have duplicate IRS Numbers &1.
211	Address is used in Associate County and cannot be deleted.
212	TIN/TIN Type cannot be changed for an existing &1.
213	Multiple BPs cannot have the same tax number for tax type: &1.
214	BP will join SSN Family &1.
215	Date of Birth cannot be a future date or less than 01/01/1901.
216	Two organization cannot be assigned with same Fed. Gov. Agency number &1.
217	At least one email must be maintained for Communication Type "E-Mail".
218	At least one &1 number must be maintained for Communication Method "&2".
219	Email is no longer maintained.
220	Phone is no longer maintained.
221	Make an entry in the current role.
222	BP is leaving SSN Family &1.
223	BP is leaving SSN family &1 and will join SSN family &2.
224	BP is leaving SSN family &1.
225	Minimum 2 BP's must be selected for merge from Potential Duplicate Report.
226	Old SSN Family & BP record(s) are now orphan(s).
227	Pending work item(s) associated with key field change were deleted.
228	Please change DPE Indicator to another BP in the current SSN family.
229	Cleansing Case rejected.
230	'&1' is required for address: &2.
231	Validate DPE once you create BP, keep unchecked initially.
232	Tax ID Type for Financial Institution must be "Employer ID Number".
234	Customer Type cannot be changed from Business to Individual.
236	Tax Identification is not allowed for General Entity Members.
237	Tax Identification is not allowed for Indians represented by BIA.
238	FSA customers must have an Associated County.

**BP Error and Warning Messages (Continued)**

<b>Error</b>	<b>Error Message</b>
239	Program Participations has Inactive Customer. Please delete other lines.
240	Inactive Customer: Please add an Inactive Program Participation.
241	To Inactivate the Customer:
242	Active Customer: Please remove an Inactive Customer Program Participation.
243	Please check Inactive Customer in Program Participation.
244	Inactive Customer cannot have active Associated Counties.
245	Tax Identification Type is required.
246	Business Partner &1 is currently locked.
247	Duplicate Program Participation record (Customer Type and Service Org.).
248	Alert has not been triggered due to attribute errors.
249	Alert has not been triggered due to missing recipients.
250	Source account will be set to archived within next minute.
251	Only Specialist ALL and Expert ALL roles are allowed to execute merges.
252	Duplicate Race record.
253	Duplicate communication type and number not allowed.
254	Cong District Code is mandatory for the Voting State, check all addresses.
255	Please enter US Phone No in a 10 digit format without any special char.
256	Phone number more than 15 digits not allowed.
257	Phone extension for US can only contain numeric characters.
258	Extension cannot exceed 6 digits.
259	Birthdate determination requires a birthdate to be entered.
260	Disability entries are required for FSA employee or Service center Empl.
261	When Citizen Country is USA then resident alien can't be Not a US citizen.
262	Mailing address is mandatory for all customers.
263	Please Enter Valid Phone Extension.
264	You are not assigned in the Org. Model. Changes cannot be saved.
265	Ethnicity must be entered.
266	Please maintain one communication number as standard.
267	Please delete corresponding Active Associated county first.
268	No results found.
269	Search is not available. Please contact your system administrator.
270	Please maintain both disability determination and disability type.
271	BIA is already maintained for year.
272	Invalid dates.
273	Legal Name fields have been pre-selected along with Legal Name Indicator.
274	Must use Changed on or Created on Date Range along with Service Center.
275	Program-Agency is mandatory for Online execution.
276	State is required if county entered for FSA program.
277	County is required if state entered for FSA program.
278	Data selection has been confirmed with errors.

**BP Error and Warning Messages (Continued)**

<b>Error</b>	<b>Error Message</b>
279	No Authorization to submit Key Field form.
280	Associated county must have either an FSA or FLP Program Participation.
281	DQM is not available. Please contact your system administrator.
283	Pending workflow for this BP exists and must be executed first.
284	Duplicate Disability Type record.
286	Tax ID Number for Tax ID Type of SSN should not start with 9.
287	Error when updating record &1 from &2 table [&3] &4.
288	Cleansing Case &1 has been saved.
289	Cannot inactivate a BP record until outstanding workflows are executed.
290	Please move DPE to another BP record in the family.
291	Customer roles cannot be saved with gaps.
292	Please enter the Marital Status for an FLP Customer.
294	Tax ID Type for Federal Entity must be "Federal Government Agency".
295	FSA customer must have an Associated County.
296	Address data is not editable.
297	SSN type is valid only for roles: Individual, Trust Revocable and LLC.
298	Veteran information is required for FLP program.
300	Invalid ZIP Code value: &1.
301	Tax ID Number which begins with '99999' should have Tax ID Type "Federal".
302	Please enter valid address in associated county.
303	FSA/FLP customer must have an Associated County.
304	Congressional Voting district has to be a number, Check all addresses.
305	Congressional Voting District is required.
306	Invalid Receiving Office &. Plz. use SEARCH HELP to enter right value.
307	Invalid Receiving Office Code &.Plz. use SEARCH HELP to enter right value.
308	Invalid Signature PartnerName &. Plz.use SEARCH HELP to enter right value.
309	Invalid Signature Partner No &. Plz. use SEARCH HELP to enter right value.
310	Please save cleansing case to send an alert to State users!
311	Alert has been sent to State users.
312	Change to Roles are not allowed due to a pending Key Field Change request.
313	Folder cannot be deleted while attachments exists.
314	You don't have authorizations to Create attachments.
315	Invalid County &. Please use SEARCH HELP to enter right value.
316	Invalid county code &. Please use SEARCH HELP to enter right value.
317	Associated counties are required for FSA / FLP customers only.
318	Please maintain at least one communication number as primary.
319	Cleansing Case has errors in the log.
320	Source account(s) could be not archived.
321	Address Type is required for address: &1.
322	"State Prog. Participation" is a required search parameter.

**BP Error and Warning Messages (Continued)**

<b>Error</b>	<b>Error Message</b>
323	Inactive Program Participation must be added.
324	Inactive Program Participation must be removed.
325	Duplicate Relationship record.
326	Replaced: Business partner is a duplicate.
327	All source accounts must be confirmed before executing the merge.
328	Birth Date cannot be greater than Death Date
329	Receiving office is mandatory.
330	At least one email must have the Sensitive Email Consent checked.
331	The FSA-211 effective date must be greater than or equal to &1.
332	Duplicate Entry - An open workflow exists with the same SSN:&1.
333	The BP entered is a minor. Please enter a valid BP.
334	Decision of blank is not valid. Please Approve or Reject the KFC request.
335	Can't create Relationships for an archived or inactive BP.
336	Insured Crops entry required.
337	Please specify a Program and/or Insured Crop.
338	BP cannot be inactivated, since it is associated with an active farms.
339	Representative Capacity relationships revoked successfully.
340	Revoked/Cancelled Date must be same or later than the Effective Date.
341	Please enter a valid county code or select the County from search help.
342	Please Select the Master.
343	You cannot edit an archived BP.
344	Business partner &1 - &2 is a possible duplicate.
345	The Receiving office has been defaulted to the User receiving office.
346	&1 was archived. Archived customers are not allowed in BP Merge Process.
347	Please maintain 3 years of roles, starting from the current year.
348	Please select a customer with TAX Number, as Master record.
349	Submit Remedy ticket to have TIN removed from Archived record.
350	Found &1 records.



**SCIMS Replication Failure Messages**

Following are SCIMS Replication Failure Messages.

<b>Business Rule Code</b>	<b>Replication Error Message</b>
103	Error.SCIMS.CustomerData.BusinessName.invalid
103	Error.SCIMS.CustomerData.CommonName.invalid
103	Error.SCIMS.CustomerData.InactiveCustomerDate.invalid
104	Error.SCIMS.Address.ZipCodeFirst5.invalid
105	Error.SCIMS.Phone.PhoneNumber.invalid
108	Error.SCIMS.Email.EmailAddress.invalid
114	Error.SCIMS.IndividualName.First.invalid
114	Error.SCIMS.IndividualName.Last.invalid
114	Error.SCIMS.IndividualName.Middle.invalid
148	Error.SCIMS.CustomerData.Audit.required
148	Error.SCIMS.CustomerData.BusinessType.required
148	Error.SCIMS.CustomerData.CommonName.required
148	Error.SCIMS.CustomerData.CustomerID.required
149	Error.SCIMS.Address.AddressID.required
149	Error.SCIMS.Address.DeliveryAddressLine.required
150	Error.SCIMS.Phone.CoreCustomerPhoneIdentifier.required
152	Error.SCIMS.LegacyLink.LegacySystemCustomerID.required
154	Error.SCIMS.Email.CoreCustomerEmailIdentifier.required
157	Error.SCIMS.CustomerNotes.NoteIdentifier.required
157	Error.SCIMS.CustomerNotes.NoteText.required
160	Error.SCIMS.IndividualName.Last.required
166	Error.SCIMS.RaceType.Code.required
167	Error.SCIMS.RaceTypeDetermination.Code.required
170	Error.SCIMS.Country.Code.required
173	Error.SCIMS.LanguagePreference.Code.required
183	Error.SCIMS.BusinessTypeYear.Code.required
346	Error.SCIMS.CustomerData.LosingCustomerIdRecreated





**BP Customer Roles/Business Types and Valid Tax ID Types**

Following are BP Customer Roles/Business Types and Valid Tax ID Types.

<b>Business Type Code</b>	<b>Business Type Name</b>	<b>Business Type Description</b>	<b>Tax ID Type</b>
00	Individual	A human being.	Social Security Number  IRS Assigned ID Number  No Tax ID Number Required
02	General Partnership	A legal entity created and governed under the laws of the state in which it was formed in which 2 or more general partners pool their resources, such as land, labor, capital, equipment, and management. Partners participate fully in running the business and share in profits and losses.	Employer ID Number  No Tax ID Number Required
03	Joint Venture	A business enterprise in which two or more individuals and/or businesses pool their resources, such as land, labor, capital, equipment, and management. Members participate fully in running the business and share in profits and losses.  Unlike a general partnership, a joint venture may or may not be formed under state law and may be an informal agreement between 2 or more individuals and/or businesses.	Employer ID Number  No Tax ID Number Required
04	Corporation	A legal entity created and governed under the laws of the state in which it was formed whose existence is independent of its shareholders with the intent to provide goods and services for a profit.  Includes but is not limited to publicly- or privately-held C or S Corporation, such as a domestic C corporation, a private cooperative corporation, or a wholly-owned foreign corporation.  This business type does not include corporations that can be classified as nonprofit or tax-exempt organizations.	Employer ID Number  No Tax ID Number Required

**BP Customer Roles/Business Types and Valid Tax ID Types (Continued)**

<b>Business Type Code</b>	<b>Business Type Name</b>	<b>Business Type Description</b>	<b>Tax ID Type</b>
05	Limited Partnership	<p>A legal entity created and governed under the laws of the state in which it was formed consisting of at least one general partner and at least one limited partner that pool their resources, such as land, labor, capital, equipment, and management.</p> <p>Includes but is not limited to limited liability partnerships, limited liability limited partnerships, family liability partnership, and professional limited liability partnership.</p>	<p>Employer ID Number</p> <p>No Tax ID Number Required</p>
06	Estate	<p>A legal entity created and governed under the laws of the state in which it was formed as the result of an individual's death. The decedent's estate is a separate legal entity for federal tax purposes. The estate pays any debts owed by the decedent and then distributes the balance of the estate's assets to the beneficiaries of the estate. The estate exists until the final distribution of the assets is made to the heirs and other beneficiaries.</p>	<p>Employer ID Number</p> <p>No Tax ID Number Required</p>
07	Trust - Revocable	<p>A legal entity created and governed under the laws of the state in which it was formed where legal title/interest is transferred from the settler or grantor to the trustee for the benefit of the designated beneficiary. This trust may be modified, amended, canceled, or revoked at anytime by the settler.</p>	<p>Social Security Number</p> <p>Employer ID Number</p> <p>No Tax ID Number Required</p>
08	Federal Entity	<p>United States governmental body with the authority to implement and administer particular legislation. Includes, but not limited to a government agency, administrative agency, public agency, and regulatory agency.</p>	<p>Federal ID Number</p>
09	State/Local Government	<p>The government at a state-level or lower, such as the government of a state of the United States, a state agency, county government, or city government. Includes territories of the United States and other public body organizations authorized to act in association with state and local governments as provided under state law.</p> <p>Does not include tribal governments. See Indian Tribal Ventures.</p>	<p>Employer ID Number</p> <p>No Tax ID Number Required</p>

BP Customer Roles/Business Types and Valid Tax ID Types (Continued)

Business Type Code	Business Type Name	Business Type Description	Tax ID Type
10	Non-profit or Tax-Exempt Organizations	A legal entity created and governed under the laws of the state in which it was formed that is a tax-exempt or non-profit organization, generally a corporation, that does not distribute earnings to its members.  Includes but is not limited to churches, charities, private schools, and clubs.	Employer ID Number  No Tax ID Number Required
13	Public School	Primary, elementary, or secondary schools, open and free to all children of a particular district where the school is located. Includes charter schools. Also includes colleges and or universities which are directly administered under the authority of a governmental body or which receives a predominant amount of its financing from public funds.	Employer ID Number  No Tax ID Number Required
14	Bureau of Indian Affairs	A unit in the U.S. Department of the Interior responsible for helping Indian and Alaskan native people manage their affairs under the trust relationship with the U.S., and for promoting programs for their benefit.	Employer ID Number
15	Indians Represented by BIA	Groups or individuals, specifically represented by the Bureau of Indian Affairs, that are defined as any Indian tribe, band, nation, pueblo, or other organized group or community, including any Alaska Native village or regional or village corporation as defined in or established pursuant to the Alaska Native Settlement Claims Act.	Employer ID Number  No Tax ID Number Required
17	Trust - Irrevocable	A legal entity created and governed under the laws of the state in which it was formed where legal title/interest is transferred from the settler or grantor to the trustee for the benefit of the designated beneficiary(ies). This trust cannot be modified, amended, canceled, or revoked at anytime by the settler without the permission of the beneficiary.  For trusts established after January 1, 1987, the terms of the trust do not provide for the transfer of the corpus of the trust to the remainder beneficiary in less than 20 years from the date the trust is established, except in cases where the transfer is contingent upon the remainder beneficiary achieving at least the age of majority or upon the death of the grantor or income beneficiary.  <b>Note:</b> All other trusts not meeting all of the above requirements shall be considered revocable trusts.	Employer ID Number  No Tax ID Number Required

**BP Customer Roles/Business Types and Valid Tax ID Types (Continued)**

<b>Business Type Code</b>	<b>Business Type Name</b>	<b>Business Type Description</b>	<b>Tax ID Type</b>
18	Individual Operating as a Business	An unincorporated business created and governed under the laws of the state in which it was formed in which an individual owns all the assets, owes all the liabilities, and operates in his or her personal capacity.  Includes but is not limited to individual proprietorship, sole proprietorship, DBA (doing business as), and assumed name.	Employer ID Number  No Tax ID Number Required
20	Indian Tribal Venture	Any Native American or Indian tribe, band, nation, pueblo, or other organized group or community, including any Alaska Native village or regional or village corporation as defined in or established pursuant to the Alaska Native Claims Settlement Act, which is recognized as eligible for special programs and services provided by the United States to Indians because of their status as Indians.	Employer ID Number  No Tax ID Number Required
22	Limited Liability Company	A legal entity created and governed under the laws of the state in which it was formed by filing articles of organization as an LLC. Members may be individuals, corporations, partnerships, joint ventures, other LLC's, etc. and are not personally liable for the Limited Liability Company's debts.	Social Security Number  Employer ID Number  No Tax ID Number Required
23	Financial Institution	An institution (public or private) that collects funds (from the public or other institutions) and invests them in financial assets.  Note: Information for financial institutions is needed in order to process payments via direct deposit or to process assignments for participants.	Employer ID Number  No Tax ID Number Required
48	News Media	Collectively use for television, radio, newspapers, magazines, and other types of groups that may be interested in receiving press releases, program announcements, or other general information.	Employer ID Number  No Tax ID Number Required

**Common Customer Record Modification Scenarios**

The following table provides scenarios for RT and LLC TIN modifications.

Scenario	Description	Solution	
1	<ul style="list-style-type: none"> <li>• Existing BP record for LLC using SSN.</li> <li>• Customer obtains a new EIN for LLC.</li> </ul>	<b>IF LLC using SSN has...</b>	<b>THEN...</b>
		never received a payment	change the TIN from SSN to EIN.  <b>Note:</b> It may be necessary to put the DPE on the Individual record in the SSN Family first.
		previously received a payment	<ul style="list-style-type: none"> <li>• modifying the TIN will result in an overpayment</li> <li>• user shall create a new BP record for the same LLC with the EIN</li> <li>• use the Common Customer Name field to notate the difference (i.e. Jones LLC 2000-2014 vs Jones LLC 2015+).</li> </ul>
2	<ul style="list-style-type: none"> <li>• Existing BP record for RT using SSN.</li> <li>• Customer is now deceased and the trust becomes irrevocable.</li> </ul>	<ul style="list-style-type: none"> <li>• Create a new Irrevocable Trust record with the EIN.</li> <li>• All future payments will be paid through the Irrevocable Trust record.</li> <li>• No action is required on the existing RT record using SSN or on the deceased Producer’s Individual record except to update the DOD and Death Confirmed flag.</li> </ul>	
3	<ul style="list-style-type: none"> <li>• Existing BP record for RT using SSN of deceased spouse.</li> <li>• Surviving spouse requests to use their own SSN on the Revocable Trust.</li> </ul>	<ul style="list-style-type: none"> <li>• The RT using the deceased spouse’s SSN is a unique record and will no longer be used to issue payments after their death.</li> <li>• Create a new BP record for the RT using the surviving spouse’s SSN.</li> <li>• Use the Common Customer Name field to notate the difference between the two RT records.</li> <li>• Update Farms Records to reflect the proper trust record.</li> </ul>	

