FSA
HANDBOOK

Customer Data Management

For State and County Offices

SHORT REFERENCE

11-CM

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

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Farm Service Agency
Washington, DC 20250

Customer Data Management 11-CM	Amendment 5

Approved by: Acting Deputy Administrator, Farm Programs

[signature: Jamie A. White]

Amendment Transmittal

A Reasons for Amendment

Subparagraph 18 C has been amended to add all Business Partner and Farm Records reports available on the Reports assignment block.

Subparagraph 25 C has been amended to replace all instances of Mail Indicator Flags with Agency Interest Flags.

Subparagraphs 25 C, 59 C, 66 E, 67 D, 67 E, 68 C, 68 D, 69 C, 74 E, 167 C, and 168 C have been amended to update the term standard to primary, for uniformity with recent changes to various OMB-approved forms for address, email, and telephone number collection.

Subparagraphs 38 F and 45 C have been amended to update requirements for generating mailing lists.

Subparagraphs 38 F, 43 C and 45 A have been amended with reminders to safeguard electronic and printed documents containing PII according to policy in 32-AS.

Paragraph 46 has been added to provide procedure for generating and exporting the RepCap Report.

Subparagraph 52 D has been added to include FSA-669A as an OMB-approved form for Race, Ethnicity and Gender (REG) data collection.

Subparagraph 58 C has been amended with enhancements to the customer Fact Sheet and Document buttons, including the single and multi-year Producer Farm Data Report.

Subparagraph 59 C has been amended to clarify use of punctuation or symbols in customer name fields.

Amendment Transmittal (Continued)

A Reasons for Amendment (Continued)

Subparagraph 60 C has been amended to:

- provide reference to OMB-approved forms for REG data collection and subsequent customer record updates

- replace Mail Indicator Indicators with Agency Interest Indicators

- add Middle Eastern or North African as a valid race type.

Subparagraph 66 C has been amended to delete an obsolete requirement regarding mail indicator flags.

Subparagraph 70 C has been amended to clarify data elements included on the Representative Capacity tab.

Subparagraph 98 C has been amended to clarify:

- data-loading crop transactions into the Representative Capacity/FSA POA according to the grantor's completed FSA-211 form

- attaching the signed FSA-211 to the customer record for multi-county producers

- revoking FSA POA entries recorded on older versions of the FSA-211, before creating FSA POA entries recorded on newer versions of the FSA-211

- instructions for printing an In-Creation FSA POA

- manual validation of the FSA-211 for POAs with entries 'other' programs or stipulations.

Subparagraph 117 C has been amended to remove multiple non-anchors in an SSN Family.

Subparagraph 132:

- A, has been amended to prohibit customer record inactivation if the customer is loaded on a prior year farm record

- D, has been amended to describe a new system enhancement which will prohibit creation of a KFC Request for customers linked to a prior or current year farm record.

Subparagraphs 151 C and E have been amended to replace Mail Indicator Flags with Agency Interest Flags.

Subparagraph 177 C has been amended to provide a screenshot of the Employee Search screen, and instructions for identifying an employee's CRM User Name, also known as FID.

Amendment Transmittal (Continued)

A Reasons for Amendment (Continued)

Subparagraph 400 D has been amended to include FSA-211 version dated 6-30-23 in the data available in the RAP service.

Exhibit 2 has been amended to add Personally Identifiable Information (PII).

Exhibit 5 has been amended to include KFCR processing by multiple CRM@FSA Roles, and roles for Deputy SED's.

Exhibit 7 has been amended to update the NRCS National Security Officer.

Exhibit 11 has been amended to clarify the purpose of the table.

Page Control Chart		
TC	**Text**	**Exhibit**
1, 2	2-45 through 2-60	1, pages 1-2
	2-67, 2-68	2, pages 3-6
	2-71, 2-72	5, pages 1-2
	2-125, 2-126	7, page 1
	2-157, 2-158	11, page 1
	2-161 through 2-164	
	2-165 through 2-168 (add)	
	3-3 through 3-10	
	3-17 through 3-20	
	3-23 through 3-26	
	3-29 through 3-32	
	3-37, 3-38	
	3-43, 3-44	
	3-51, 3-52	
	3-55 through 3-66	
	3-73, 3-74	
	3-133, 1-134	
	3-134.5 through 3-134.8 (add)	
	3-135 through 3-138	
	3-197, 3-198	
	3-255, 3-256	
	3-258.5, 3-258.6 (add)	
	3-259, 3-260	
	3-283, 3-284	
	3-287 through 3-298	
	3-321, 3-322	
	3-327	
	5-1, 5-2	
	5-2.5, 5-2.6 (add)	
	9-3, 9-4	

Table of Contents

Table of Contents (Continued)

Part 3   Customer Business Partner Records (Continued)

Section 3 Representative Capacity

Section 4   Relationships

Section 5   SSN Family

Section 6   Potential Duplicates and Cleansing Cases

Section 7   Key Field Change Requests

Table of Contents (Continued)

Table of Contents (Continued)

Table of Contents (Continued)

Exhibits

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 PPID.

B   Public Information

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

C   Related handbooks

The following FSA handbooks are related to customer data management:

- 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
- *--12-CM for Enterprise Data Warehouse procedures--*
- 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.

 *--**Note:** If CRM@FSA fails to open, click the "Request Access" tab to connect to the
            Information Security Office Share Point website, and request access to MIDAS.--*

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.
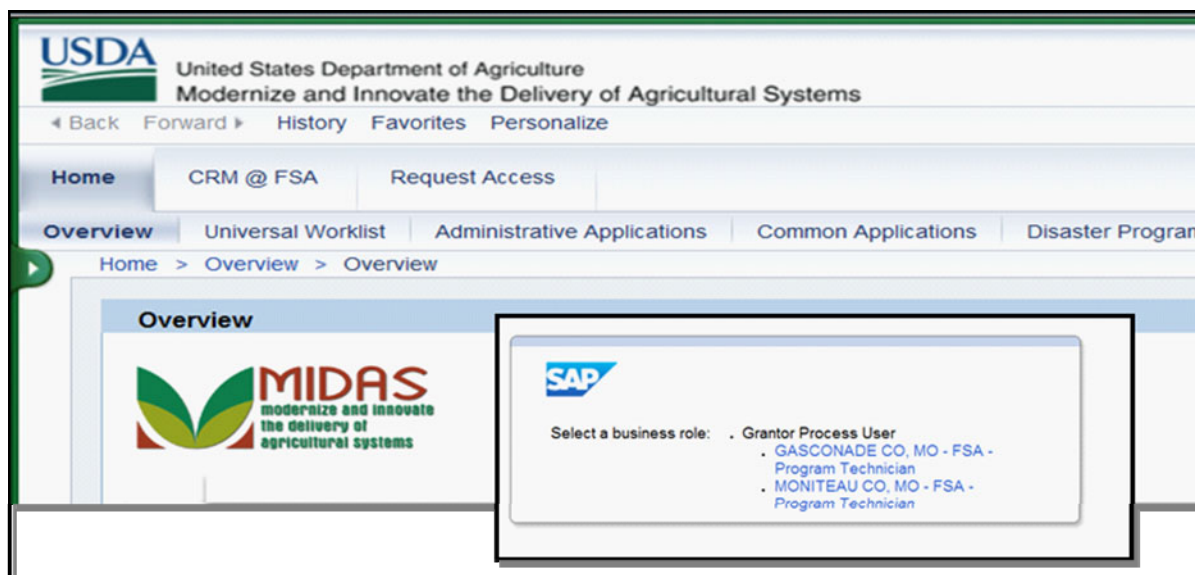
C Action

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.
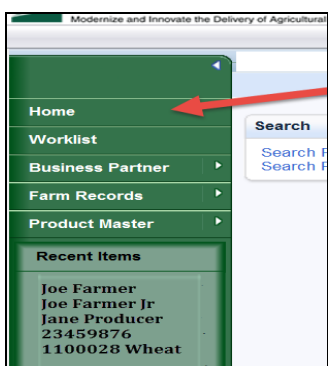
C CRM@FSA Left Navigation Menu Options

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	Displays the Business Partner Home Screen. See paragraph 23 for additional information. **Note:** 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. • Search Customers/Contacts. • Search Employees. • Search Member Hierarchies.
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.
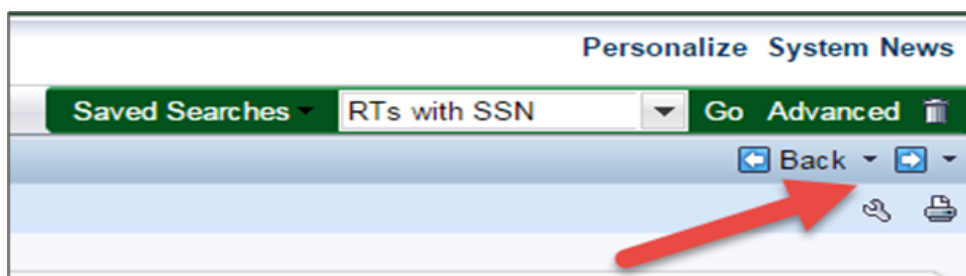
    C Options

    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.
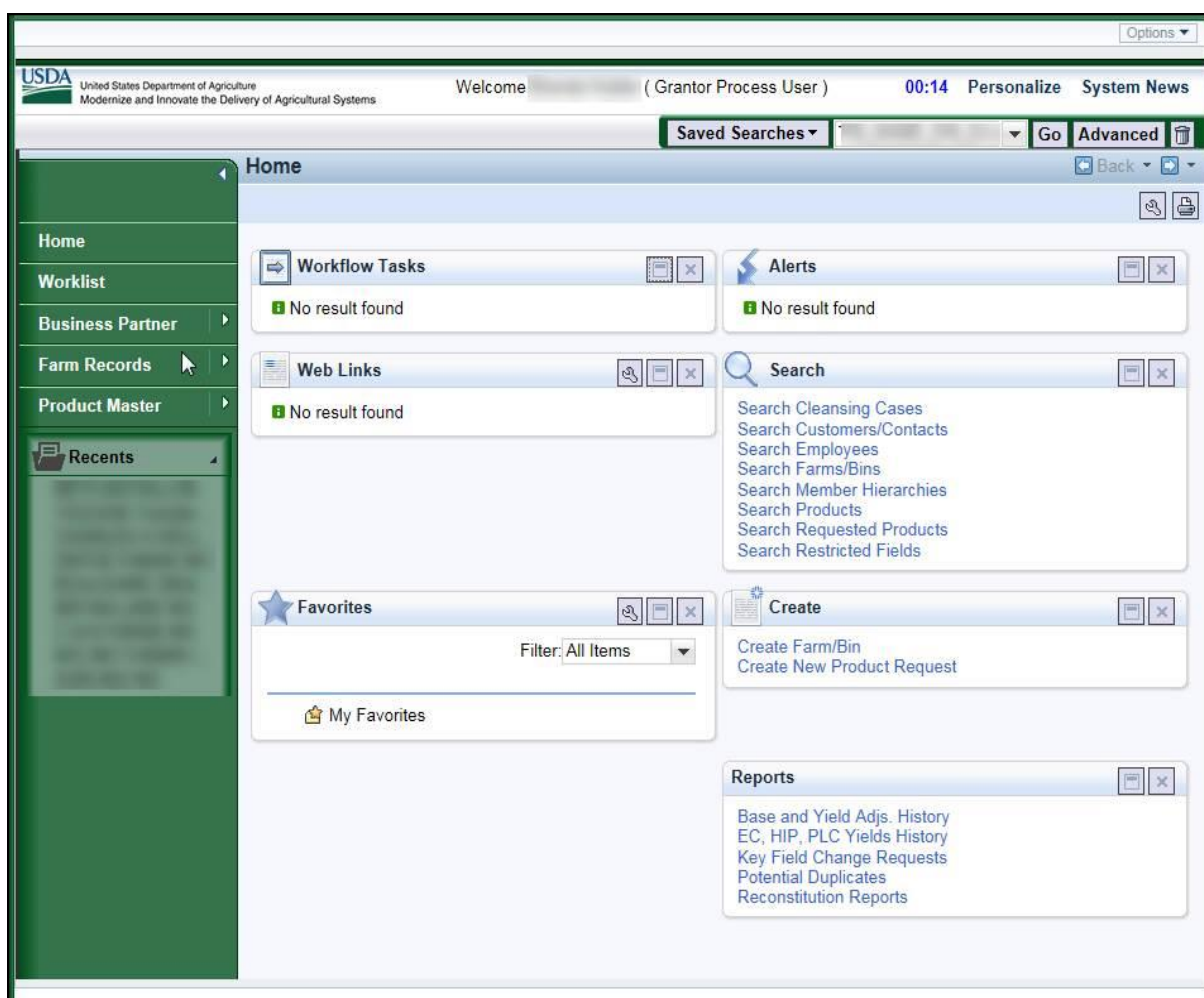
18   CRM@FSA Home (Continued)

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	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. **Example:** 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.	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	Alerts are processed from the CRM Worklist or the Alert assignment block on the CRM Homepage. The Alerts notify the user of: • failed actions (such as replication errors) • pending or completed Cleansing Cases. Users will receive alerts, as appropriate, according to their CRM@FSA Role and Org Structure assignment.	Selecting the hyperlink to open the alert.

18   CRM@FSA Home (Continued)

C   CRM@FSA Home Options (Continued)

Assignment Block	Description	Action
Search	Provides search options for CRM@FSA. Search options are as follows: • Search Attachment Folder • Search Cleansing Cases • Search Customer/Contacts • Search Employees • Search Farm/Bins • Search Member Hierarchies • Search Products • Search Requested Products • Search Restricted Fields.	Select the hyperlink to open the applicable search screen. See Section 3 for additional information on searching.
Create	Provides the option to: • Create a Farm/Bin • Create New Product Request. **Note:** 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.	Select the hyperlink for the applicable option.
Reports	Provides the option for: • Key Field Change Requests • Potential Duplicates •*--RepCAP Report • Workflow Status Report • Base and Yields Adjs. History • EC, HIP, PLC Yields History • Producer Change History Report • Reconstitution Reports • Permanent Base Reductions.	Select the applicable report. See Part 2, Section 4, for all BP reports and 10-CM for all Farm Records Reports.--*

*--19   Personalize CRM@FSA

A   Accessing Personalize

The Personalize option allows each user to customize the appearance, navigation, and functionality within CRM@FSA. To configure these options, click the "Personalize" button at the top right of the screen.
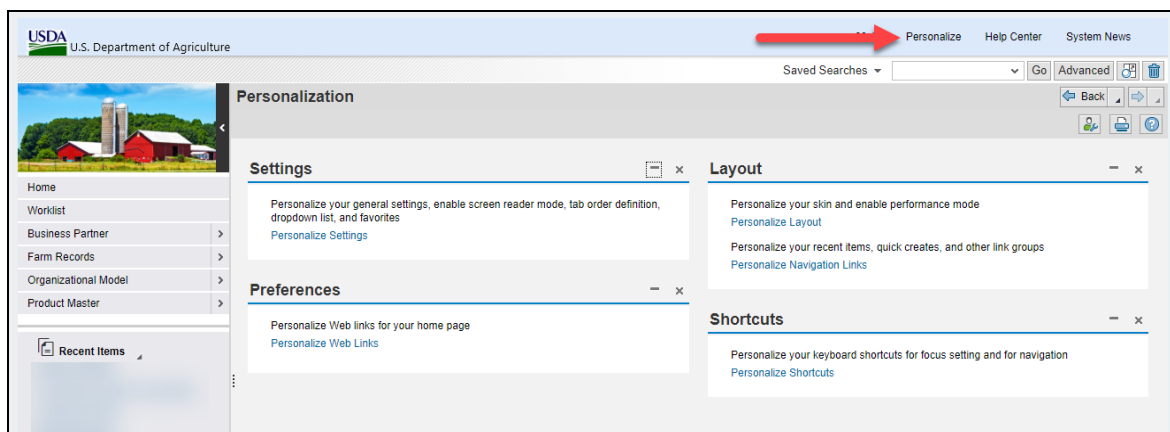
B   Personalizing Options

The following table provides the Personalize options available to each user.

Personalization Assignment Block	Personalize Option	Functionality
Settings	Personalize Settings	Select order of drop-down lists, enable screen reader mode, enable favorites, and enable automatic message preview and expansion.
Preferences	Personalize Web Links.	Load new Web Links to be displayed and accessed quickly.
Layout	Personalize Layout	Select "Skin" for CRM@FSA. Choose from: • Corbu (current default) • MIDAS (previous default) • MIDAS high contrast.
	Personalize Navigation Links	Enable Recent Items and define number to display (maximum of 25).
Shortcuts	Personalize Shortcuts	Configure keyboard shortcuts for use within CRM@FSA.

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20-22   (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.
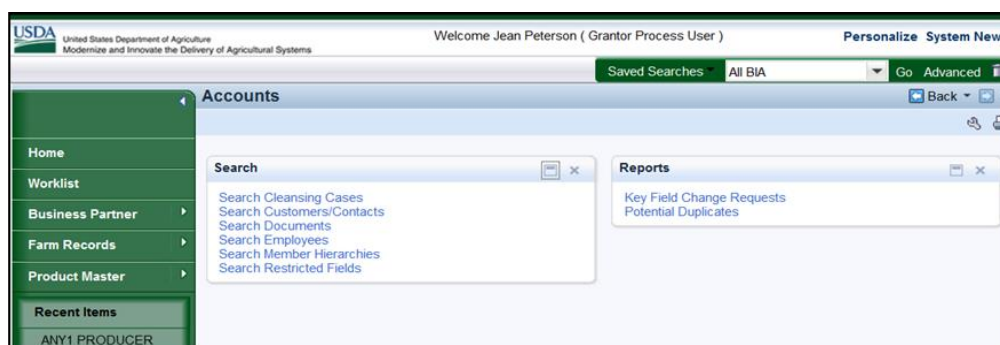
C   Business Partner Home Screen Assignment Blocks

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

Assignment Block	Options	Description
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.

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: • Very Important • Important • Within 7 Days.
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): • New • In Process • Completed • Rejected. 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.

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: • Not Set • Set • Blank. 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.
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 Associated County		The county where the customer is associated for FLP and/or FSA programs.
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: • Non-ag NRCS customer • Inactive customer • Technical service provider • Non county FSA customer • RD customer • Ag NRCS customer • FLP customer • FSA customer.
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: • Set • Not Set • Blank. 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.
E-Mail Address		The e-mail address of the customer.
*--FSA Agency Interest Flag		The flag indicating the customer's interest in participating with FSA.--*
First Name	X	The first name of the customer.

25   Search Customers/Contacts (Continued)

C   Search Criteria (Continued)

Criteria	Default	Description
Inactive Flag	X	The following options are available: • Not Set • Set • Blank. 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.
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.
*--NRCS Agency Interest Flag		The flag indicating the customer's interest in participating with NRCS.--*
Paying Entity		The following options are available: • Set • Not Set • Blank. 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.
*--RD Agency Interest Flag		The flag indicating the customer's interest in participating with RD.
RMA Agency Interest Flag		The flag indicating the customer's interest in participating with RMA.--*

   C **Search Criteria (Continued)**

Criteria	Default	Description
Relationship		The type of relationship tied to the customer. The following options are available: • Has Conservator • Has Contact Person • Has FSA Attorney in Fact • Has Family Member/Business Associate • Has Member Signature • Has Non-FSA Attorney in Fact • Has Parent/Guardian • Has Revoked Spousal Signature Authority • Has Signature Authority • Is Conservator • Is Contact Person Of • Is FSA Attorney in Fact • Is FSA Employee/Producer • Is Married To • Is NRCS Employee/Producer • Is Non-FSA Attorney in Fact • Is Not Authorized to Sign for Spouse • Is Signature Authority.
Relationship BP Number/ID		The BP ID of a customer that is the receiver of the relationship ("Is" and not "Has").
Restricted		The following options are available: • Set • Not Set • Blank. 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.

C **Search Criteria (Continued)**

Criteria	Default	Description
Role	X	The role of the customer. The following options are available: • Individual • Bureau of Indian Affairs • City Owned • Corp with No Stockholders • Corporation • County Owned • Estate • Federal Entity • Financial Institution • General Entity Member • General Partnership • Group of Individuals • Indian Tribal Venture • Indians Rep by BIA • Indv. Operating Business • Joint Venture • Limited Liability Company • Limited Partnership • Loss Adjustor Contractor • News Media • Non-Profit or Tax-Exempt • Other • Public Body • Public School • State/Local Government • Trust – Irrevocable • Trust – Revocable • Unknown/Not applicable. The result returned will be displayed with customers that used the selected role anytime from FY 2000 to current year.
SCIMS ID Number		The core customer ID number from SCIMS. This was the system assigned number for each customer.
Service Center	X	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.

25   Search Customers/Contacts (Continued)

C   Search Criteria (Continued)

Criteria	Default	Description
--Primary Address--		The following options are available: • Set • Not Set • Blank. The default is "Blank" which will return customers *--regardless of the primary address flag. "Set" will return customers with the primary address flag set. "Not Set" will return customers without the primary address flag set.--*
State by Country		Can be populated using the input help button.
State Associated County		The State where the customer is associated for FLP and/or FSA programs.
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.

25   Search Customers/Contacts (Continued)
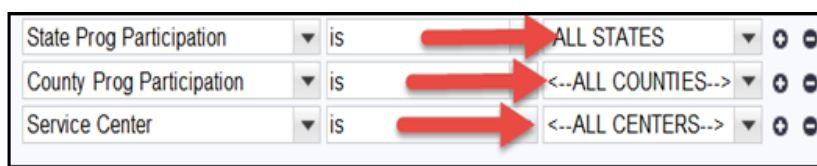
E   Performing an Accurate Customer Search

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.

--See paragraph 39 for searching for customer records within a specific county or Service Center.--

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.

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.

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.

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	Fine	Worker	fine.worker@mo.usda.gov	
7779	Good	Employee	good.employee@az.usda.go	F0017750
26541	Eager	Beaver	eager.beaver@ga.usda.gov	F0323123
28923	Kind	Colleague	kind.colleague@ok.usda.gov	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.

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
8000000000	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.

30   Key Field Change Requests (Continued)

C Search Criteria

The following table provides the available search criteria.

Criteria	Description
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.

31   Potential Duplicates (Continued)

C Search Parameters

The following table provides the default search parameters.

Criteria	Description
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.

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) *exactly* matches the value entered.
Contains	The applicable field of the desired record(s) *contains* the value entered.
Starts With	The applicable field of the desired record(s) *begins with* the value entered.
*--Is Between	The applicable field of the desired record matches the selected date ranges.--*
Is Earlier Than	
Is Later Than	
Is On or Earlier Than	
Is On or Later Than	

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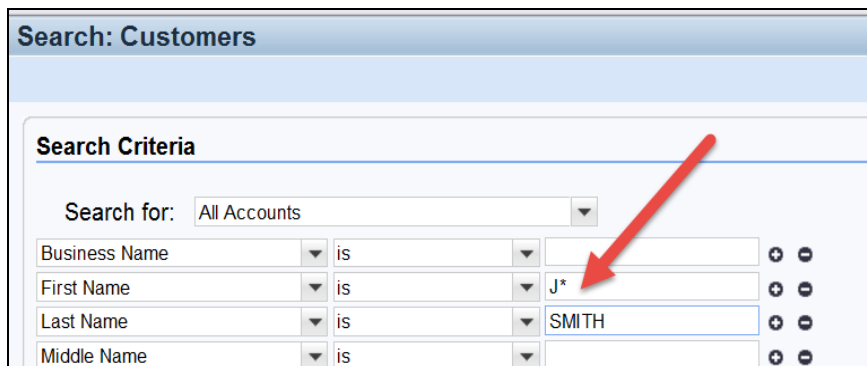
- after search values
- before search values
- before **and** after search values.

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".
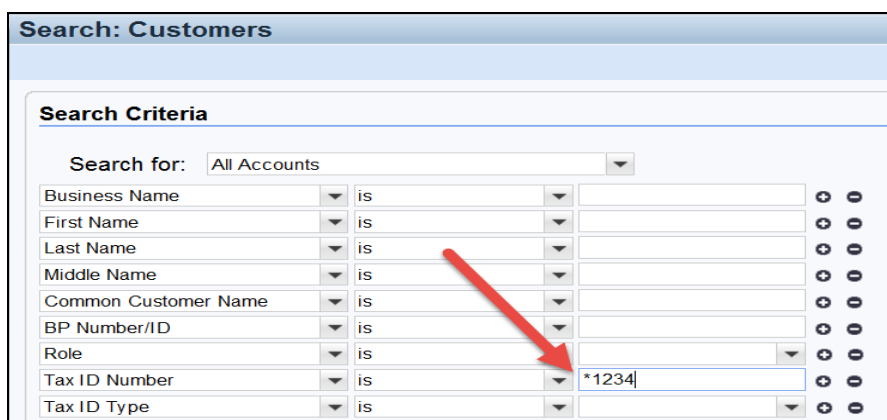
Example 2:   Search for customers with a Tax ID number ending in "1234".
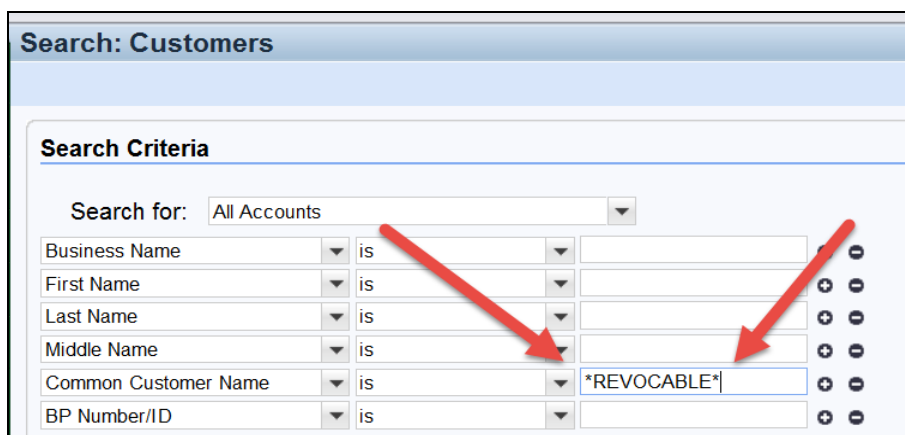
Example 3:   Search for customers with a common customer name that contains the word "Revocable".

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 2nd 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.

37   Basic Search Techniques (Continued)

D   Clearing/Resetting Search Fields

There are two options available to clear Search Criteria:
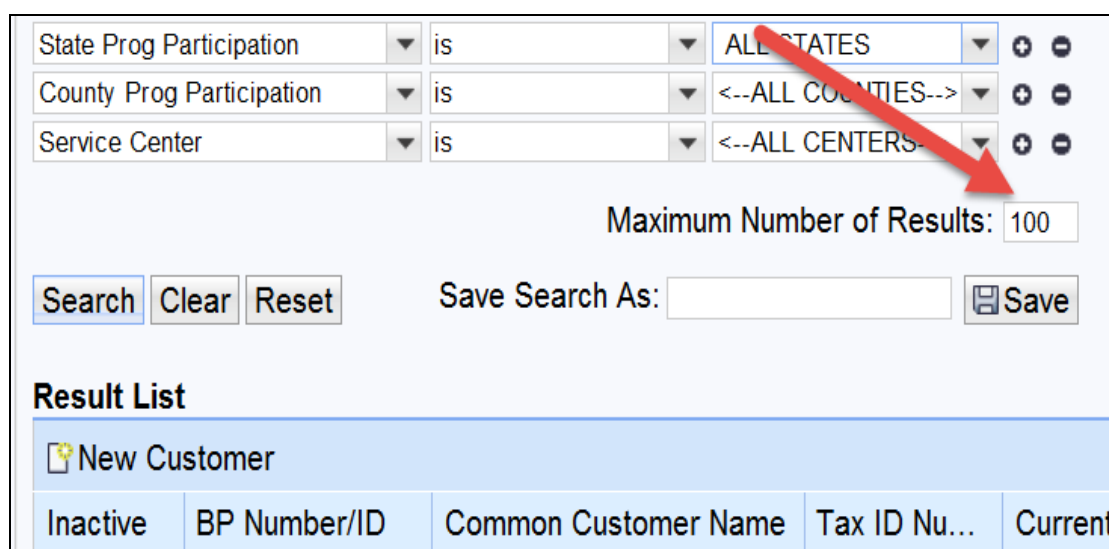
- Clear
- Reset.

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.

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".

Saved Searches can be found in the header and can be accessed from any page.
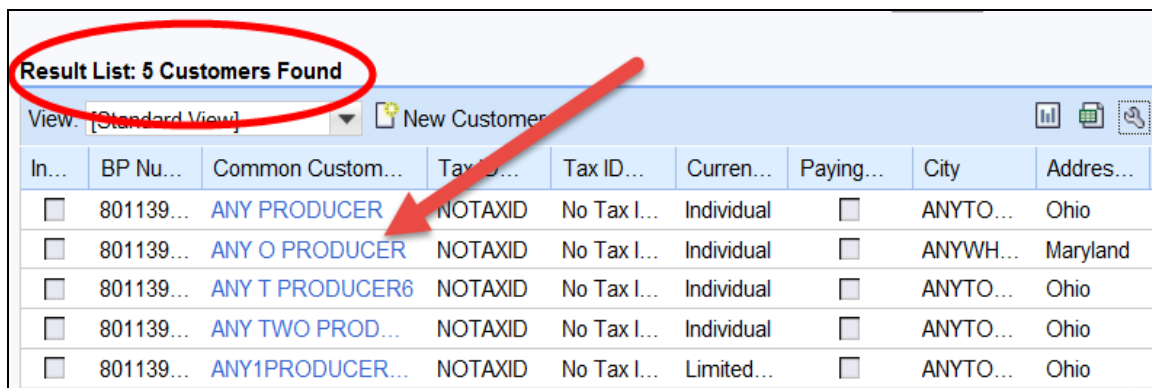
38   Result List and Tools

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.

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.

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".
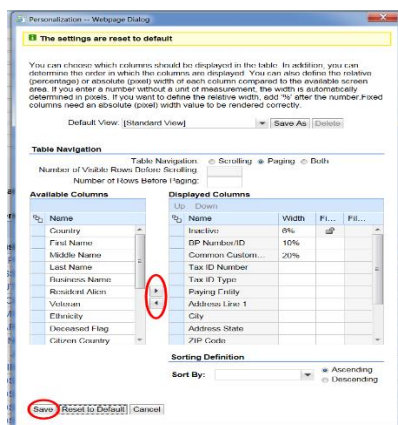
38   Result List and Tools (Continued)

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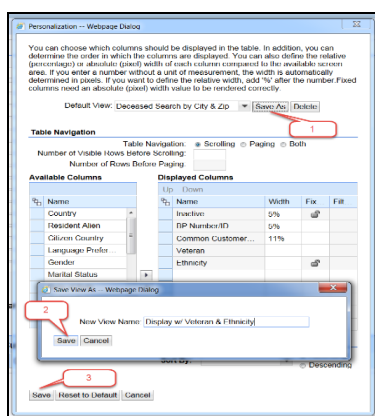
The display views can be found and selected from the drop-down menu in the "Default View."

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				
Inact…	BP Numbe…	Common Customer Name	Veteran	Ethnicity
☐	8011390105	ANY PRODUCER1	Not Applicable or Unknown	Not Hispanic or Latino
☐	8011390136	ANY PRODUCER2	Not Applicable or Unknown	Not Hispanic or Latino
☐	8011390137	ANY PRODUCER3	Not Applicable or Unknown	Hispanic or Latino
☐	8011390138	ANY PRODUCER4	Not Applicable or Unknown	Not Hispanic or Latino
☐	8011390131	ANY PRODUCER	Not Applicable or Unknown	Not Hispanic or Latino
☐	8011390162	ANY O PRODUCER	Non-Veteran	Not Hispanic or Latino
☐	8011390129	ANY T PRODUCER6	Not Applicable or Unknown	Not Hispanic or Latino
☐	8011390130	ANY TWO PRODUCER6	Not Applicable or Unknown	Not Hispanic or Latino
☐	8011390167	ANY1 PRODUCER	Not Applicable or Unknown	Not Hispanic or Latino
☐	8011390184	ANY1PRODUCER LLC	Not Applicable or Unknown	Not Hispanic or Latino

E   Charts
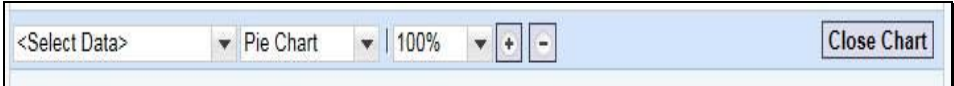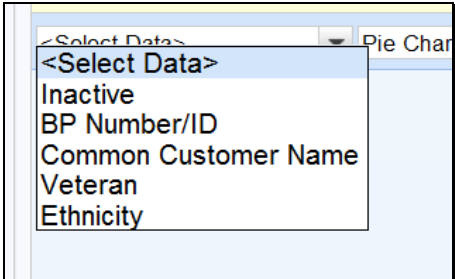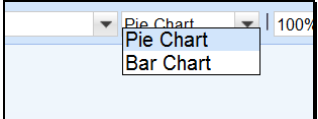
The data from the Search Result List may be viewed in a chart. The "Chart" icon is located in the right corner of the Result List section.
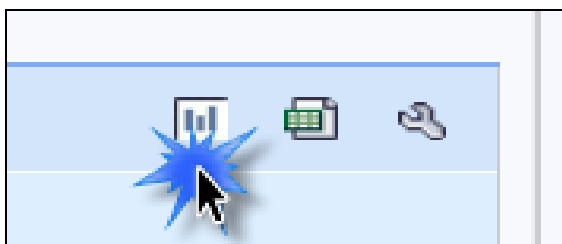
38   Result List and Tools (Continued)
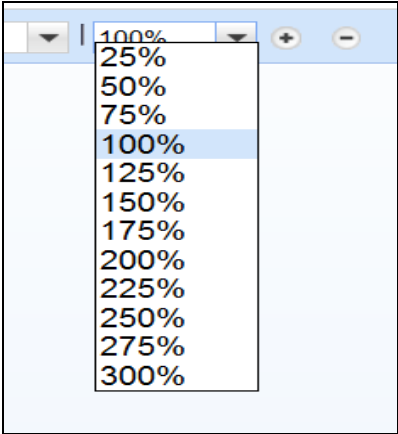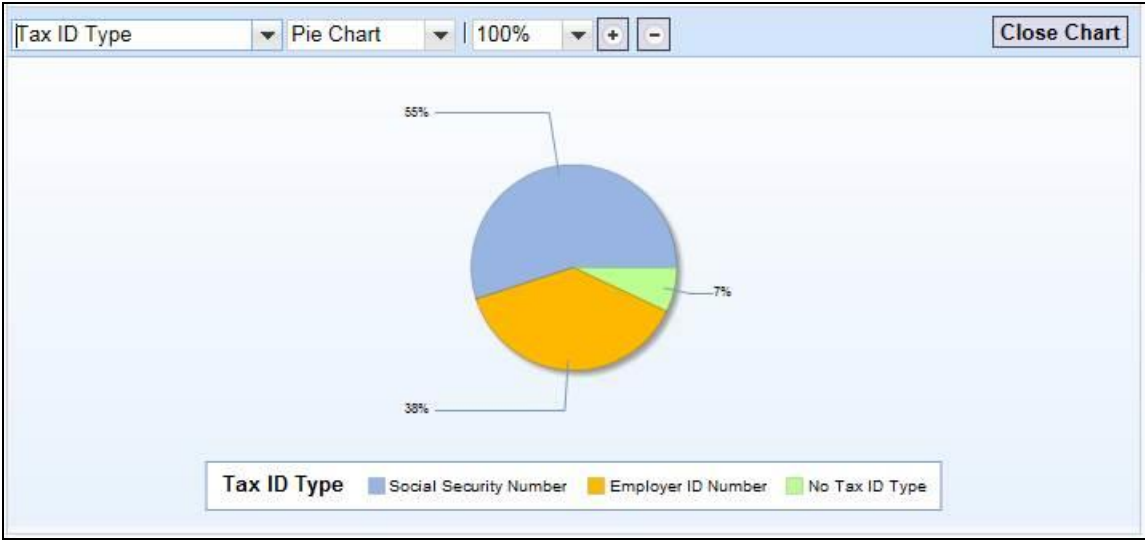
E   Charts (Continued)

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. ![chart options toolbar: <Select Data> ▾ Pie Chart ▾ 100% ▾ + - Close Chart]
2	Select Data from the drop-down menu. The menu will include all fields from the Result List displayed. ![drop-down menu showing <Select Data>, Inactive, BP Number/ID, Common Customer Name, Veteran, Ethnicity]
3	Select how the data will be displayed (Pie Chart or Bar Chart). ![drop-down menu showing Pie Chart, Bar Chart]

38   Result List and Tools (Continued)

   E   Charts (Continued)

Step	Action
4	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.
5	After defining the options, the resulting chart will be displayed. In the following example, a Pie Chart was created using Veteran Status data.
6	Select "Close Chart" to exit the Chart option.

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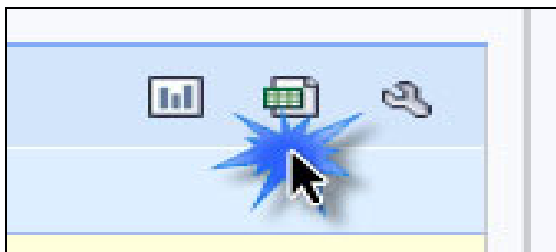
When the Spreadsheet is selected, the Result List data is exported to an Excel spreadsheet. The exported data will be limited to the data that is displayed in the Result List.

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. PII should only be included if absolutely necessary for the task.**--***

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. **When it is necessary to include PII, ensure that digital files are password encrypted, and printed copies are safeguarded and destroyed, according to 32-AS.**--*

F   Export to Spreadsheet (Continued)

* * *

	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: When exporting customer records to generate mailing lists, ensure the following columns of data are displayed for inclusion on the report:

- Information Line
- Address Line 1
- Address Line 2
- City
- State
- ZIP
- Country.

Failure to include all these fields may result in an incomplete address and returned mail with wasted postage.

Important: Mailing list must **exclude**:

- deceased customers
* * *
- common customer name.

Mailing lists can also be generated from EDW. See 12-CM.
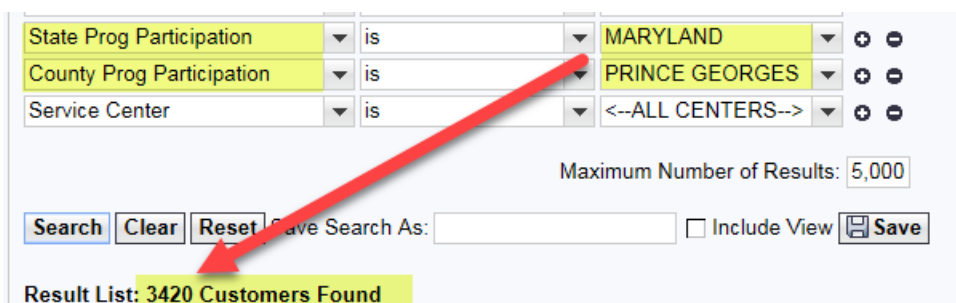
*--39 Searching for Customers Within a Service Center or County

A Overview

There are instances when County Offices need to generate a list of customers within a Service Center, or within a single county managed by the Service Center. The search method varies, depending on the desired results.

B Example of County Record for Unknown Customers

Following is an example of the results yielded when searching by **Program Participation**. Note that the search returns 3420 customer records.

By comparison, following is an example of the results yielded when searching by **Associated County**. Note that the search returns only 1905 customer records.

--*

*--39 Searching for Customers Within a Service Center or County (Continued)

C Differences Between Searching by Associated County or Program Participation

Searching by "State Associated County" and "County Associated County" is the only way to identify FSA or FLP customers associated with a specific county, instead of a Service Center.

Search Criteria	Records Returned	Search Example
State Prog Participation and **County Prog Participation** **Note:** Search criteria displayed by default.	Customer records that have a **Program Participation** entry for the Service Center associated with the specified State and county.	**State Prog Participation** is 'Maryland', and **County Prog Participation** is 'Anne Arundel'. Results will include all customers with a Program Participation entry of 'Prince Georges County FSA', which is the Service Center that services Anne Arundel and Prince Georges Counties. See paragraph 73 for more information on program participation.
State Associated County and **County Associated County** **Note:** Search criteria not displayed by default, select from dropdown menu	Customer records that have an **Associated County** entry for the specified State and county.	**State Associated County** is 'Maryland', and **County Associated County** is 'Anne Arundel'. Results will include all customers with an Associated County entry of 'Maryland/Anne Arundel'. See paragraph 74 for more information on associated counties.

--*

40-42 (Reserved)

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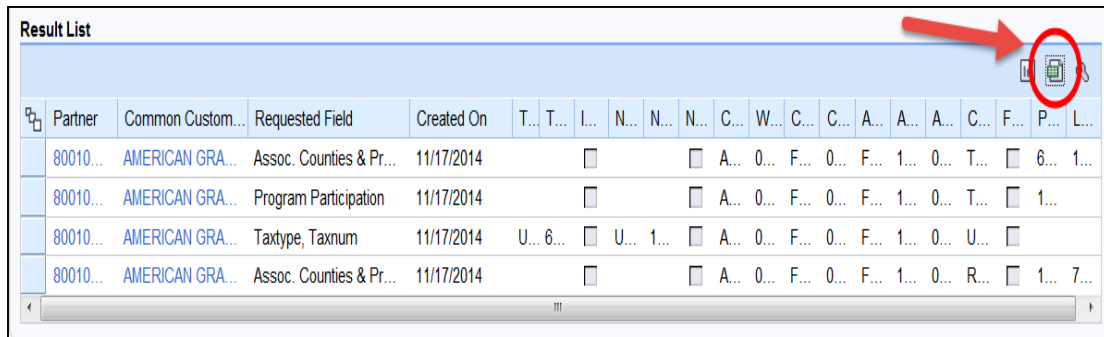
Use the Search Criteria page to search for specific Key Field Change Requests created and processed. Requests are predominantly created by field offices and always processed by the SSO. Search criteria must include a date range in Approved and/or Created On fields.

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.

--Important: When it is necessary to include PII, ensure that digital files are password encrypted, and printed copies are safeguarded and destroyed, according to 32-AS.--

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…	100
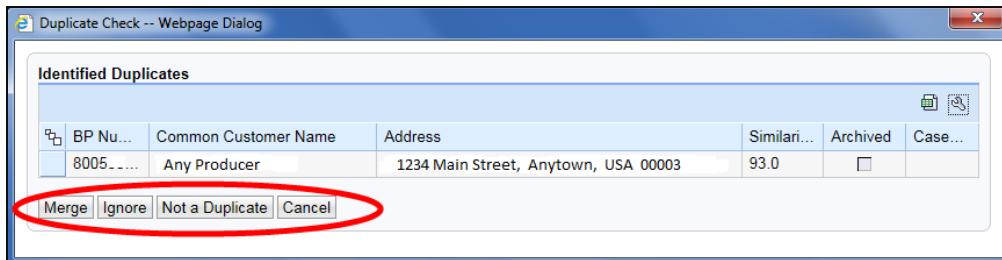
Search Clear

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.

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	Select 1 BP record in the list of results and click "Resolve" to continue. **Note:** 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.
2	Duplicate Check Screen is displayed. Select an action button to continue.

44   Potential Duplicates Report (Continued)

C   Potential Duplicate Records (Continued)

Step	Action	
3	**IF user selects…**	**THEN…**
	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	records are identified as unique and the records will no longer appear on the report. **Notes:** 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. 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.
	Cancel	the process is cancelled and the user is returned to the Potential Duplicate Report. See Part 3, Section 6 for additional information on Duplicate Check, Potential Duplicate Report, and Cleansing Cases.

45   Custom Reports from BP Search

A Overview

Ad hoc or custom reports can easily be generated using the BP Search query and export functions. Users can enter any combination of search criteria, review and select the data to be included in the resulting records, and then export the records to an Excel spreadsheet.

--Important: If necessary to include PII, ensure that digital files are password encrypted, and printed copies are safeguarded and destroyed, according to 32-AS.--

B Creating a Custom Report

Complete the following steps to generate a custom report.

Step	Action	Note
1	Determine which data fields should be used to generate the required report.	Consider whether to include: • inactive customers • deceased customers • FSA, FLP, NRCS customers, or all customer types • customers within a specific County or Service Center • role-specific customers (such as individuals only) • etc.
2	Access the BP Customer Search Screen and enter the search criteria according to paragraph 25. CLICK "Search".	See paragraphs 36 and 37 for various search techniques. **Important:** Increase the maximum number of results to ensure all records are included. By default, the maximum is only 100 records.
3	Review the resulting records and determine which columns of data to include (and exclude) from the report.	All data columns displayed will be exported to the report. See paragraph 38 for configuring (personalizing) the data displayed.
4	Export the data results to Excel according to subparagraph 38 F.	
5	Save the exported file as an Excel (.xlsx) document.	**Important:** Encrypt the Excel file if any PII is contained within.

*--45   Custom Reports from BP Search (Continued)

 C   Examples of Custom Reports

   Following are a few examples of commonly used ad hoc reports, and the search criteria used
   to build them.

   All active, confirmed deceased in 2018, FSA customers in Caroline County, MD.

   Note: Only FSA customers in Caroline County, MD will be returned in the results, because
   the search is using State Associated County and County Associated County. Only
   FSA customers have associated county entries. See paragraph 39 for more
   information on searching by Program Participation vs. Associated County.

   All active NRCS customers in Berkeley County, WV.

                                                                                          --*

45   Custom Reports from BP Search (Continued)

   C   Examples of Custom Reports (Continued)

   All active "Indians represented by BIA" customers in Corson County, SD

   Search Criteria

   * Specifying values for multiple fields will narrow the search results, while specifying different values for the same field in multi

Search for:	All Accounts		
Role	is	Indians Rep by BIA	
Archived Flag	is	Not Set	
Inactive Flag	is	Not Set	
State Prog Participation	is	SOUTH DAKOTA	
County Prog Participation	is	CORSON	
Service Center	is	<--ALL CENTERS-->	

   If creating a mailing list report, see important criteria in subparagraph 38 F. Mailing lists **must exclude** deceased customers, inactive customers, and common customer names.

   For generating reports of customers with IRS validation errors, see instructions in paragraph 91. The report will enable County Office users to identify all customers within the County or Service Center that have erroneous IRS validation codes, which require TIN or name correction.

*--46 RepCap Report

A Overview

The RepCap Report feature can be used to build custom reports of customers who are grantors with RepCaps loaded in their BP customer records. This report is available for all authorized users with a CRM role according to Exhibit 5. Ad hoc or custom reports can easily be generated using the RepCap Reports query and export functions. Users can enter any combination of search criteria, review and select the data to be included in the resulting records, and export the records to an Excel spreadsheet.

B Data Available for RepCap Report Generation

The following table provides the data available for building and generating the RepCap Report.

Data Field	Description	Paragraph Reference
RepCap Type	The type of Representative Capacity is: • Has Conservator • Has FSA Attorney in Fact • Has Non-FSA Attorney in Fact • Has Parent/Guardian • Has Revoked Spousal Signature Authority • Has Signature Authority • Is Married To.	paragraphs 70 and 97 through 103
RepCap Status	The current status of the RepCap entry is: • In Creation • Active • Deleted • Pending • Revoked.	paragraphs70 and 97 through 103

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*--46   RepCap Report (Continued)

   B   Data Available for RepCap Report Generation (Continued)

Data Field	Description	Paragraph Reference
Restricted RepCap Flag	The restricted RepCap indicator is: • Set • Not Set. **Reminder:** The restricted RepCap flag is an indicator that the RepCap contains incomplete information or exceptions or stipulations for the authority. If set to "yes" on any BP RepCap type, it will not replicate to any customer facing applications via RAP like ARC/PLC or Farmers.gov, for example. While the Restricted RepCap is valid for offline use in the County Office, it is not enabled for online access. The grantee must do business in-person with the County Office so that the authority can be manually verified on the filed documents.	paragraphs 97 through 103
Receiving Office	The County Office that received the RepCap and loaded it into BP, and where the signed hard copy of the RepCap authorization is filed.	paragraphs 97 through 103
FSA-211 Version	The OMB version of the FSA-211 (applicable to FSA Attorney in Fact only).	paragraph 98
FSA, NRCS, and CCC Programs	The list of all FSA, NRCS and CCC Programs available in box A of the FSA-211 (applicable to FSA Attorney in Fact only, and the FSA-211 version must be selected first).	paragraph 98
Valid From Date	The date that the RepCap authority began or became effective.	paragraphs 97 through 103
Revoked/Cancelled Date	The date that the RepCap authority ended or will end.	paragraphs 97 through 103
Revoked/Cancelled Reason	The reason that the RepCap authority was revoked or ended.	paragraphs 97 through 103

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*--46   RepCap Report (Continued)

    B   Data Available for RepCap Report Generation (Continued)

Data Field	Description	Paragraph Reference
Customer Date of Death	The reported date of death of the customer (grantor).	paragraph 59
Customer Death Confirmed Flag	The indicator flag verifying the customer's date of death.	paragraph 59
RepCap Created By	The employee that created the RepCap, from Change History. **Note:** When searching, entry of the employee FID username (F0000000) is required for proper searching. The search will not work properly by entering the employee's name. However, in the report generation for display and export, the employee name will be displayed.	paragraph 77 paragraph 177 C for identification of employee FID

                                                                     --*

*--46   RepCap Report (Continued)

    C   Creating a Custom RepCap Report

        Complete the following steps to create a custom report.

Step	Action	Note
1	Access the RepCap Report from the Reports assignment block	See paragraph 18 for accessing the Reports assignment block.
2	Determine which data fields should be used to generate the required report	See subparagraph A for the data to be included in the search.
3	Enter the desired search criteria and CLICK "Search".	See paragraphs 36 and 37 for various search techniques. **Important:** Increase the maximum number of results to ensure all records are included. By default, the maximum is only 100 records.
4	Review the resulting records and determine which columns of data to include (and exclude) from the report.	All data columns displayed will be exported to the report. See paragraph 38 for configuring (personalizing) the data displayed.
5	Export the data results to Excel according to subparagraph 38 F.	
6	Save the exported file as an Excel (.xlsx) document.	**Important:** Encrypt the Excel file if there is any PII.

                                                                                                 --*

47-49 Reserved

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.
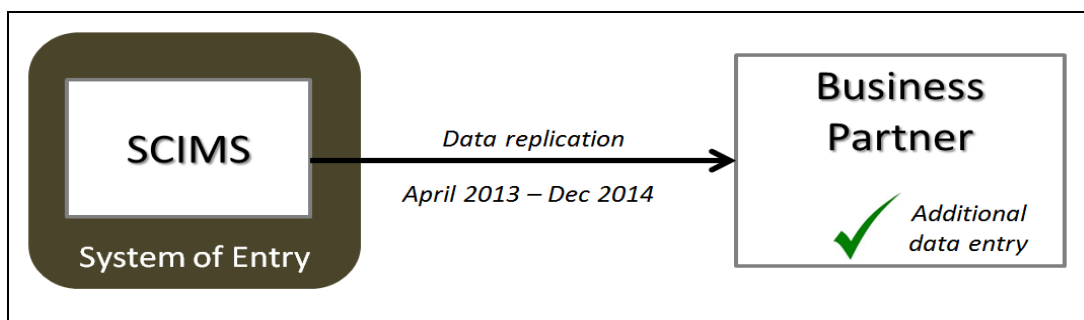
C   Customer Data following MIDAS Release 2

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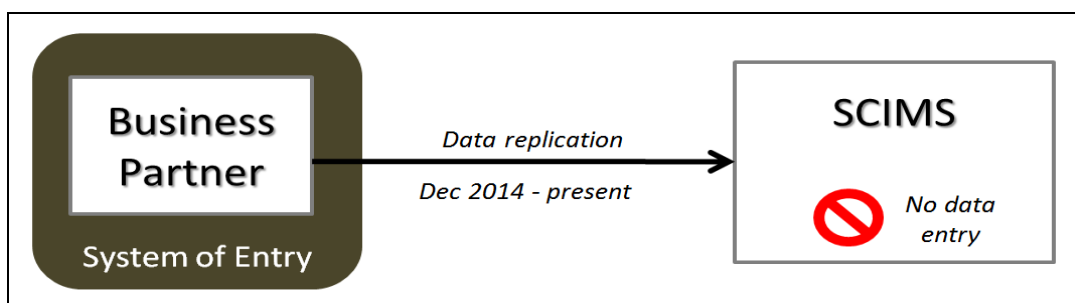
The BP to SCIMS replication will continue to support legacy systems and other USDA agencies that read customer data directly from SCIMS.

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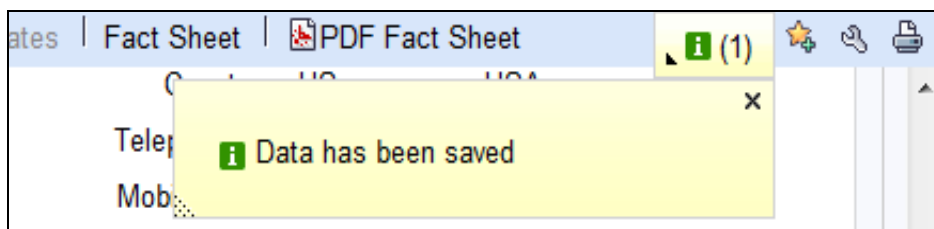
Confirm the SCIMS replication by reviewing the SCIMS Replication Status assignments. See paragraph 63 and Exhibit 9 for additional information.

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.
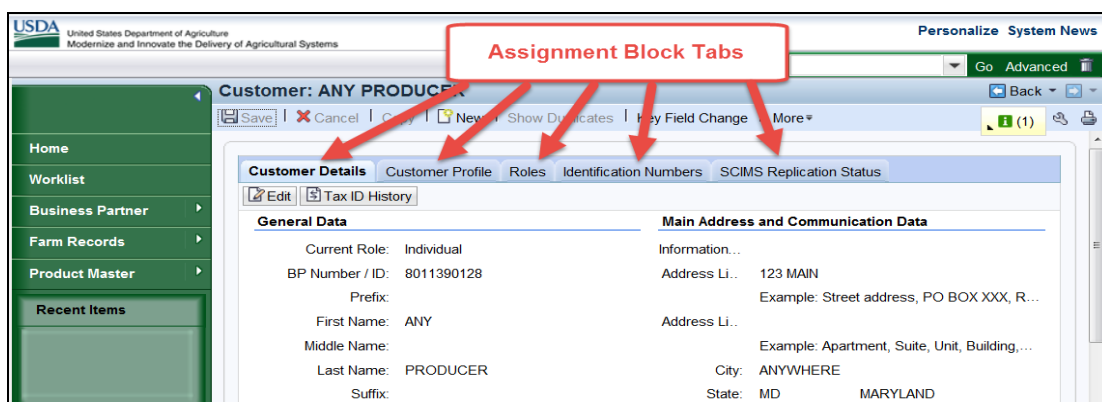
  C   Restoring Assignment Block Defaults

To restore the assignment block tabs to their original positions, click the "Personalization Wrench" (1), then "Reset to Default" (2) as follows.
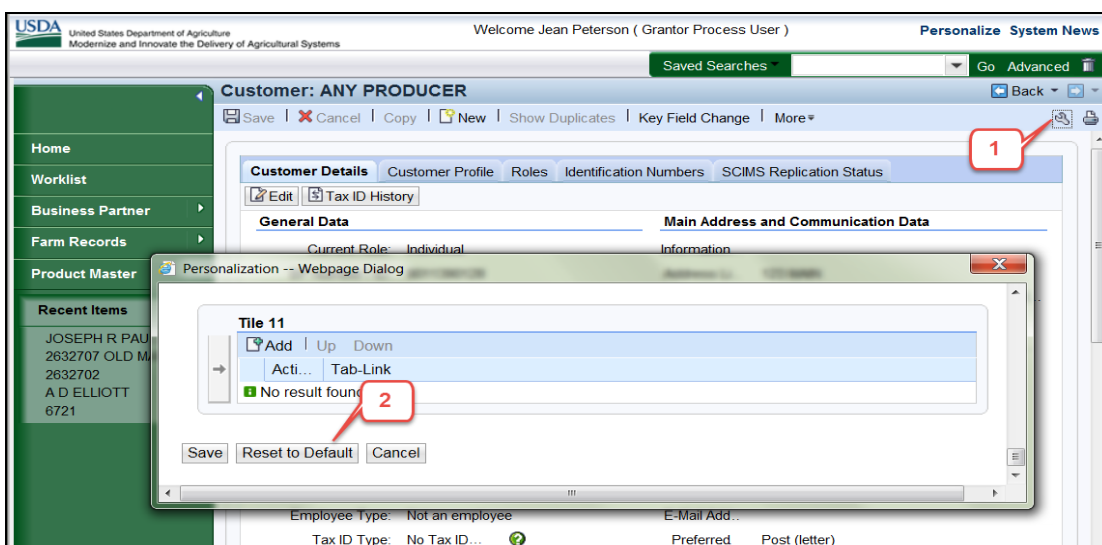
52   Documenting Customer Data Changes in BP

A   AD-2047, Customer Data Worksheet

AD-2047 is an OMB-approved form for capturing:

- new BP records
- changes to existing BP record data, or
- supplemental data for existing customers.

The customer-provided information from this form is used to create and maintain the customer record in CRM-BP and establishes the core data for nearly all FSA systems and programs.

Note: Primary information for new loan customers must be collected on loan application forms.

See 1-CM for guidance on using AD-2047 for Customer Data Collection.

B   OMB-Approved Program and Loan Applications

Customer data is also collected on OMB-approved program and loan application forms, according to the program-specific handbook. Customer-provided data from these forms can be used to create or update BP customer records.

The AD-2047 can be used in conjunction to supplement the customer data if necessary.

--C   AD-2106, Questionnaire to Assist in Assessment of USDA Compliance With Civil Rights Laws--

REG data can also be declared by the customer using the OMB-Approved AD-2106. The AD-2106 is an alternate to the AD-2047 for REG data collection. REG data provided by the customer on this form shall be entered into the BP customer record.

*--D   FSA-669A, Nomination Form for County FSA Committee Election

REG data can also be declared by the customer using the OMB-approved FSA-669A. REG data provided by the customer on this form must be entered into the BP customer record.--*

53-55 (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). See paragraph 52 for additional information.--*

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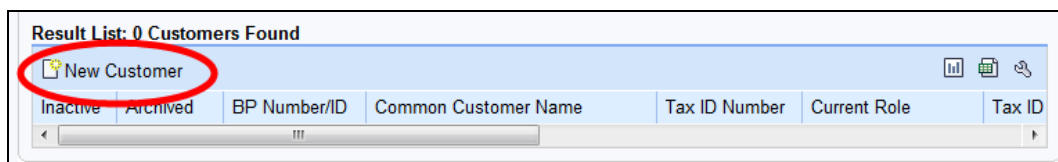
The Customer: New Screen will be displayed, with three required fields: Current Role, Tax ID Type and Tax ID Number.

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.

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: • Individual • Corporation • Estate • Federal Entity • Financial Institution • General Entity Member • General Partnership • Indian Tribal Venture • Indians Rep by BIA • Indv. Operating Business • Joint Venture • Limited Liability Company • Limited Partnership • News Media • Non-Profit or Tax- Exempt • Public School • State Local Government • Trust - Irrevocable • Trust - Revocable.	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: • Social Security Number •*--IRS Number (ITIN)--* • No Tax ID.	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.

Assignment Block (Tab)	Paragraph Reference
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}**.

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.

58   Customer Screen (Continued)

B   Customer Screen Example (Continued)

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

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	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. See Section 5 for additional information.
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. **Note:** The "Show Duplicates" button will remain greyed out unless a duplicate record is detected by the system. If the button becomes available, the user must click to review detected duplicates before continuing with saving the current record.
Key Field Change	The Key Field Change request will be displayed. See Section 7 for additional information.
Fact Sheet	The Account Fact Sheet Screen will be displayed listing farms associated with the customer. *-- The Fact Sheet in the BP customer record can be generated for current and prior years. Once the Fact Sheet is selected from the Documents menu, the Program Year drop-down menu is available for selection.--*
* * *	* * *

C   Options Continued)
*--

Option	Description
Filter St/Co	The Change State County pop up screen will be displayed. **Notes:** • This popup is used to filter customer data based on selected States and Counties. • Data can be filtered by one or more States and Counties. • PP entries will be filtered by all Service Centers that serve the selected States and Counties. • AC entries will also be filtered by the 'Service Centers' that serve the selected States and Counties. • If a Service Center serves multiple states then multiple states will be included in AC entries. • Address entries will be filtered to display all addresses shown in AC and will also include customer Addresses not linked to any AC. • Address Types entries will be filtered to display 'Address Types' relevant to filtered Addresses. • Filtering by ALL STATES/ALL COUNTIES will remove any existing filters and display complete data. • Submitting the popup without any filter criteria will also remove existing filters. Insert Actions State County 🗑 ALL STATES ALL COUNTIES Submit Cancel Select a "State" and "County" to filter customer data to only include information relevant to a specific State and county. **Note:** This filter functionality is helpful when editing very large customer records.
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.
Documents (drop-down menu)	**PDF Fact Sheet** – provides a summary of all customer details recorded in the BP record. Select the assignment blocks to be included on the PDF Fact Sheet and CLICK "Choose". The PDF Fact Sheet will be displayed in a new window. **Producer Farm Data Report** - provides a single-year summary of all farming interest nationwide for the producer/customer. Select the farm year to be included in the single-year report and CLICK "Choose". The PDF report will be displayed on a new tab in the main web browser. See 10-CM, paragraph 315 for information contained in this report. **Producer Farm Data Report Multi-Year** - provides a multiple-year summary of all farming interest nationwide for the producer. Select the farm years to be included in the multi-year report and CLICK "Choose". The PDF report will be displayed on a new tab in the main web browser. See 10-CM, paragraph 315 for information contained in this report.
Favorite	Allows user to save customer record as a Favorite, for quick future access.

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58   Customer Screen (Continued)

D   Assignment Blocks

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

Assignment Block	Customer Type	Paragraph Reference
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
* * *	* * *	* * *
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.

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 |

📝 Edit | 💲 Tax ID History

General Data

Current Role:	Corporation
BP Number / ID:	8011749...
Business Name:	IMA BUSINESS
Common Custo...	IMA BUSINESS
Legal Name:	No
Tax ID Type:	No Tax I... ❓
Tax ID Number:	No Tax I... ❓
Language Prefer...	English
Data Origin:	CRM

Main Address and Communication Data

Informati...		
Address...	1234 ANY STREET	
	Example: Street address, PO BOX XX...	
Address...		
	Example: Apartment, Suite, Unit, Build...	
City:	ANYTOWN	
State:	MD	MARYLAND
ZIP Code:	12345	
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.
General Data				
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: • blank • DR • MISS • MR • MRS • MS • REV.
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 their Social Security card, for a successful IRS validation match. *--**Do not** use any punctuation or characters unless they are present on the Social Security card.--*

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. **Do not** use periods after middle initial.--* 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 their Social Security card, for a successful IRS validation *--match. **Do not** use any punctuation or characters unless they are present on the Social Security card.--*
Suffix	Individual	User selected.	No	Valid entries are: • blank • DDS • DVM • Esquire • I • II • III • IV • JR • MD • SR • V.

59   Customer Details (Continued)

C   Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Business Name	Business	User Entered.	Yes	Only letters, numeric digits,-,',%,&,/, commas, spaces, and periods are accepted. The customer's Business Name must appear exactly as it does on IRS SS-4 or 147-C letter, for a successful IRS Validation match. See subparagraph 90 H. ***--Do not** use any punctuation or characters unless they are present on the IRS SS-4 or 147-C letter.**--***
Common Customer Name	Individual and Business	User entered, or system-suggested from First/Middle/Last or Business Name.	Necessary for hyperlink to BP record.	If left blank, the system will default using prefix, first name, middle name, last name, and suffix, as applicable. However, the Common Customer Name can and should be modified as necessary for County Office ease of use and customer familiarity.
Legal name	Individual and Business	User selected.	Yes	Flag indicating that the First/Middle/Last or Business Name of the customer has been verified as their legal name. Valid entries are: • Yes • No. **Notes:** "Yes" shall only be checked if the customer has completed CCC-10, FSA-2001, FSA-2301, or FSA-2330. Do **not** change legal name if they were ever FLP customers without first consulting FLP.

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	Indicates whether the customer record was created in and converted from SCIMS or created in CRM. Creation or modification of field is prohibited. Valid entries are as follows: • SCIMS • CRM.
Employee Type	Individual	System assigned.	Yes	Using match on SSN, Employee Type indicates whether, or not the customer is also an FSA Employee. Creation or modification of field is prohibited. Valid entries are: • Not an Employee • FSA Employee/ Producer * * * • FPAC BC Employee/Producer. **Notes:** STC and COC members are considered FSA employees. *--NRCS Employee/Producer indicator is not available.--*

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	Selection options are dependent on customer role. See Exhibit 10 for additional information. Valid selections are: • Employer ID Number *--(EIN) • Federal Government Agency • IRS Number (ITIN) • No Tax ID Type • Social Security Number (SSN). Additional information on Tax ID Types can be found on the IRS website at https://www.irs.gov/individuals/international-taxpayers/taxpayer-identification-numbers-tin.--*

59   Customer Details (Continued)

C   Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Tax ID Number	Individual and Business	User entered.	No	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. Tax ID number is **required** if the customer wants to receive monetary benefits. Entry must be 9 digits, numeric only. **Notes:** Temporary ID's are prohibited. "No Tax ID" must be used if a valid TIN is not provided by the customer. Tax ID's for FLP customer shall **not** be changed without notifying FLP.
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.

59   Customer Details (Continued)

C   Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
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.
Death Confirmed Flag	Individual	User entered or System updated from date of death workflow.	No	Required only if date of death is manually entered by a user. **Note:** Users **shall not** 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. A Date of Death entry will put payments on manual handling in NPS.

C   Fields and Descriptions (Continued)

Field	Customer Type	Entry method	Required	Description
Main Address and Communication Data				
Notes: 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. *--A P.O. Box can be a customer's primary address type; however, a non-P.O. Box--* address is also necessary to determine the Congressional Voting District.				
Information Line	Individual and Business	User entered.	No	Field used to notate secondary name or c/o (care of). *--**Note:** Do **not** enter deceased, inactive, or other notes into Information Line. It is printed on forms and mailing lists.--*
Address Line 1	Individual and Business	User entered.	Yes	Customer's address. **Examples:** 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. **Examples:** 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 and U.S. Territories, valid entry is 'US'.
Telephone Number	Individual and Business	User entered.	No	The customer's 10-digit phone number. The telephone number marked *--as "Primary" in the--* Communication Numbers assignment block will be displayed in this field. See paragraph 68 for additional information on the Communication Numbers assignment block.
Mobile Number	Individual and Business	User entered.	No	The customer's 10-digit mobile number. The mobile number marked as *--"Primary" in the--* Communication Numbers assignment block will be displayed in this field. See paragraph 68 for additional information on the Communication Numbers assignment block.
E-Mail Address	Individual and Business	User entered.	No	The customer's e-mail address. The e-mail addresses marked *--as "Primary" in the--* E-Mails assignment block will be displayed in this field. See paragraph 69 for additional information on the E-Mails assignment block.

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: • E-mail • Mobile Number • Post (letter) • Telephone. **Note:** The "Receive Sensitive Data" flag must be checked on the e-mail tab to set the preferred communication method to "E-Mail". See paragraph 69 for e-mails.
Carrier Route	Individual and Business	System updated after address validation.	No	The carrier route for the *--customer's primary--* address. Not editable.
Delivery Bar Code	Individual and Business	System updated after address validation.	No	The delivery bar code for the *--customer's primary--* 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 primary--* 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
Notes				
Notes	Individual and Business	User entered	No	Enter notations about edits users have made to the record and the reason for the edit. Entry is not required, but is encouraged to share relevant information about the customer record with other field offices. 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.

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-future.

  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, and paragraph 119 for SSN Family Name Workaround.--

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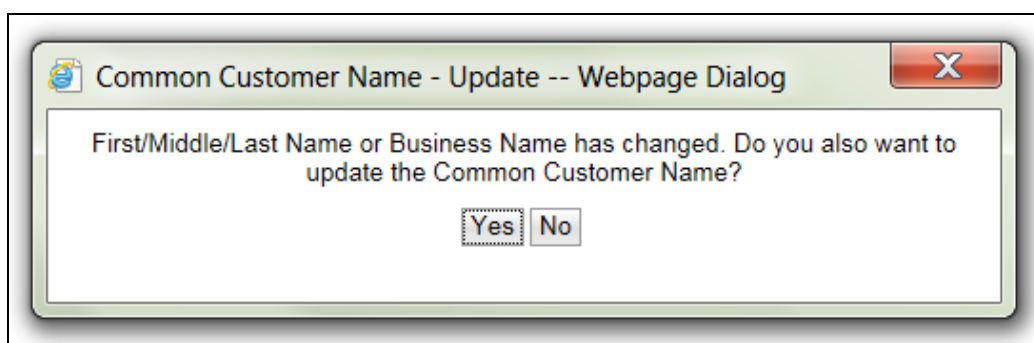
Select "Yes" to update the Common Customer Name with the modifications made to the other name(s). Select "No" to leave the Common Customer Name unchanged.

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.

60   Customer Profile (Continued)

B   Customer Profile Example (Continued)

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

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
Customer Demographic Data				
Note: A determination of:				

Note: A determination of:

- "Customer Declared" indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form

- "Not Verified" indicates an unsubstantiated judgment or information obtained through a third party.

  Note: This determination is still present on existing customer records but is no longer a valid selection for new or edited records. If customers *--update their REG on an OMB-approved form, the previously--* loaded 'Not Verified' REG data shall be overwritten in the BP record with the customer-declared REG data.

See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.

60   Customer Profile (Continued)

    C   Fields and Descriptions (Continued)

Field/Button	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.
Gender	Individual and Business	User selected	*--No	Valid selections for Individuals: • Female • Male • Non-Binary • "I prefer not to share". Valid selections for Businesses: • Not applicable or unknown • Organization/Female Owned • Organization/Male Owned • Organization/Other (no clear male/female ownership) • "I prefer not to share". **Important:** "I prefer not to share" is a valid customer-declared selection on AD-2047. The default value of {no entry} shall only be used when the customer does not provide gender data on an OMB-approved form.--*

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 if Gender is entered.	Valid selections are: • Customer Declared • Not Verified (see note above)
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: • Customer Declared • Not Verified.
Ethnicity	Individual and Business	User selected	No.	Valid entries are: • Hispanic or Latino • Not Hispanic or Latino • "I prefer not to share". **Important:** "I prefer not to share is a valid customer-declared selection on the AD-2047. The default value of {no entry} shall only be used when the customer does not provide race data on an OMB-approved form.--*

60   Customer Profile (Continued)

   C   Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Ethnicity Determination	Individual and Business	User selected	*--Yes, if ethnicity is entered	Valid selections are: • Customer Declared • Not Verified (see note above).--*
Marital Status	Individual	User selected	Yes, for individuals with FLP program participation.	Valid options are: • Divorced • Legally Separated (legal separation) • Married • Not Applicable or Unknown • Single – never married • Widow(er). **Note:** Not Applicable or Unknown is not a valid selection for individuals with FLP program participation.
Citizen Country	Individual	User selected	Yes	Defaults to 'USA' but can be modified.
Resident Alien	Individual	User selected	Yes	Valid selections are: • Not a U.S Citizen or not a legal resident • Not a U.S Citizen but is a legal resident • Not Applicable or Unknown.

60   Customer Profile (Continued)

   C   Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Veteran	Individual	User selected	Yes, for individuals with FLP program participation. *--Self-certified on FSA-2001 or FSA-2330. See 3-FLP, Exhibit 2.--*	Valid selections are: • Non-Veteran • Not Applicable or Unknown • Veteran. **Note:** Not Applicable or Unknown is not valid for records with FLP program participation.
Originating Country	Business	User Selected	No.	The Country of origin for a foreign entity. Defaulted to "USA" but can be modified. **Note:** 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: • citizens of the U.S. • lawful aliens possessing a valid Alien Registration Receipt Card (Form I-551). See 1-PL, subparagraph 236 A; 4-PL, subparagraph 108 A; and 5-PL for additional information.

60   Customer Profile (Continued)

   C   Fields and Descriptions (Continued)

*--

Field/Button	Customer Type	Entry Method	Required	Description
Agency Interest Indicators				
RMA NRCS RD FSA	Individual and Business	User selected	No	Displays the customer's interest in participating with one or more USDA agencies. Customer elected by completing AD-2047, item 5. Upon confirmation of death, all agency interest flags are automatically unchecked from the Individual Customer Record.
Race				

Note: A determination of:

* "Customer Declared" indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form

* "Not Verified" indicates an unsubstantiated judgment or information obtained through a third party.

   Note: This determination is still present on existing customer records but is no longer a valid selection for new or edited records. If customers update their REG on an OMB-approved form, the previously loaded "Not Verified" REG data shall be overwritten in the BP record with the customer-declared REG data.

See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.

--*

60   Customer Profile (Continued)

   C   Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Race	Individual and Business	User selected.	No	Multiple races may be declared and entered. Valid selections are: • American Indian or Alaska Native (includes origins of Central & South America) • Asian – Far East, SE Asia, or Indian Subcontinent (includes Japan & Philippines) •*--Middle Eastern or North African--* • Black or African American. African American indicates origins in black racial groups • Native Hawaiian or Other Pacific Islander. Origins of Hawaii, Guam, & Samoa • White – Origins in original peoples of Europe * * * • "I prefer not to share." **Important:** "I prefer not to share" is a valid customer-declared selection on the AD-2047. The default value of {no entry} shall only be used when the customer does not provide race data on an OMB-approved form.

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, if race is entered.	Valid selections are: • Customer Declared • Not Verified (see note above).--*
Disability				

Note: A determination of:
 	
   • "Customer Declared" indicates customer declaration on SF-256
 	
   • "Not Verified" indicates an unsubstantiated judgment or information obtained through a third party.
 	
See 1-CM, paragraph 199 for documenting customer declared race, ethnicity and gender data.				

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: • Customer Declared • Not Verified.

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. A Key Field Change Request (KFCR) is not used for Role changes, users shall directly edit the customer record using the "Edit List" button on the Roles tab.--

Notes: Customers with a role of "Individual" can never be modified to anything else. Role changes are only permitted for businesses.

Business role changes will terminate any farm operating plans. See 3-PL (Rev. 2), subparagraph 366 A.

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.

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

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: • SCIMS Core Customer ID • Losing Business Partner ID • Winning Business Partner ID. 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 *winning* record, following a BP merge.	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. **Notes:** This is a hyperlinked reference to a *different* BP record from the one being viewed. 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.
Winning Business Partner ID	On a *losing* record, following a BP merge.	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. **Note:** This is a hyperlinked reference to a *different* BP record from the one being viewed.

*--63 Replication Status

A Overview

The Replication Status assignment block displays information about the latest replication with SCIMS, RAP ODS, and the status of the transmissions. See paragraph 50 for SCIMS replication and Part 9 for RAP-ODS replication.

Note: The Farmers.gov replication status is not provided to CRM, and therefore will not be displayed on this assignment block.

B Replication Status Example

Following is an example of the Replication Status assignment block.

Customer Details	Customer Profile	Roles	Identification Numbers	Replication Status		
↻ Refresh						
System	Replication ID	Status	Business Rule	Message	Replicated On	Replicated By
SCIMS	20169619	SUCCESS		Replication has been successfully completed	08/07/2020 10:45:00	KERRY SEFTON
RAPODS	3168731	SUCCESS		Replication has been successfully completed	08/07/2020 10:45:05	MIRFCUSER

C Fields/Descriptions

The following table provides the fields and descriptions in the 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: • Success • On Hold • Failed. **Note:** Success statuses expire after 14 days. On Hold and Failed statuses remain visible until the next Replication attempt.
Business Rule	References the business rule number that caused the replication to fail. **Note:** See Exhibit 9 for a full list of SCIMS replication error messages and business rules.
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	If checked, the record has been identified as the losing record in a BP merge. As a result, the record: • shall not be edited in BP * * * • was permanently deleted in SCIMS. Users cannot set or uncheck the Archived flag. **Note:** 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.	See: • Section 6 for additional information on merged records • paragraph 62 to locate the winning record for the archived record.

64   Control Flags (Continued)

C   Fields/Descriptions (Continued)

Control Flag	Description	Reference
Inactive	If checked, the record was approved by the SSO to be flagged as inactive.	See Section 7 for KFC Requests.

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.

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".

64   Control Flags (Continued)

   C   Fields/Descriptions (Continued)

Control Flag	Description	Reference
Restricted	If checked, the record has been identified as a restricted customer and edits to the following fields are prohibited: • Business Name • Business Type • ID Number • Tax ID Type. County Office and State Office users cannot set or uncheck the Restricted flag.	Contact the National Office if edits are required.

65   (Withdrawn--Amend. 4)

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.

When creating a new address, the user must manually link the new address to all associated counties, if applicable. See paragraph 74 for associated counties.

B   **Addresses Example**

Following is an example of the Addresses assignment block.

Addresses*	Address Types	Communication Numbers	E-Mails		
New					
Actions	Address				Current
✎	1234 ANY STREET / ANYWHERE MD 12345				☑
✎🗑	4321 ANYPLACE ROAD / SOMEWHERE MD 12345				☐

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	Edit ✎ displays the customer address screen. See subparagraph D. Delete 🗑 will delete the address line.
Address	The concatenated address that was entered on the customer address screen.
Current	A customer can have an unlimited number of addresses but one must be flagged as "Current". The address marked as "Current" will be the only address listed without the delete 🗑 option.

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.

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.
Address	

Information Line	This field is used if the "Delivery Address Line" field has a secondary name or c/o.
	
	Example: Any Producer
	          c/o That Producer
	          1234 Main Street
	          Anywhere, MD 99999

Address Line 1	Enter the address for the customer using 1 of the following: • Street address • P.O. Box XXX • RR X BOX XXX • HC X Box XXX.
Address Line 2	Enter additional information for a customer address, such as: • Apartment • Suite • Building • Floor.
City	Enter the city name.
State	 Select the State by clicking the blue box before the State name.
ZIP Code	*--Enter the first 5 digits of the ZIP Code for domestic addresses (United States and territories). **Note:** For foreign addresses, the zip/postal codes vary in format. The system will prompt the user for the proper format based on the Country entered. Contact the applicable BP SSO (Exhibit 7) if assistance is needed.--*

66   Addresses (Continued)

E   Fields/Descriptions (Continued)

Field	Description/Action
Country	Select the input help button to display the Search Help Screen. Select the Country by clicking the blue box before the Country name.
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.
Address Types	
Insert	Adds a new blank line to allow users to select additional address types.
Address Type	Choose the type of address by selecting from the following: • Mailing Address • Shipping Address •*--Primary Address--* • Street Address. Each address can have multiple address types. **Note:** See subparagraph 67 D for important information about address types for FLP customers.
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.

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.

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.
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 Valid To	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.

67 Address Types (Continued)

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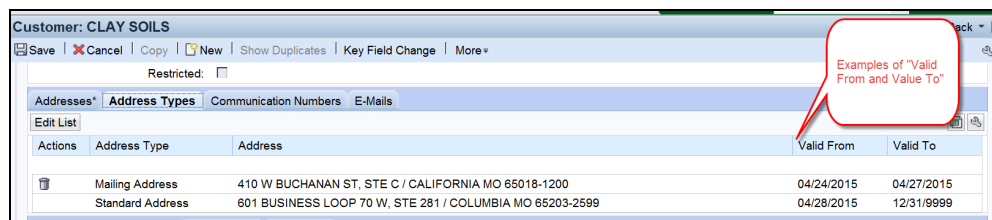
All addresses entered into BP must be assigned at least one address type. Multiple address types are permitted for each address. The following table provides valid address types.

Address Type	Description/Use
*--Primary	Indicates the customer's main address and is used to determine congressional voting district. For quick reference, the Primary--* 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).
* * *	* * *
Street	Indicates a physical location associated with the customer, but not necessarily a mailing address (such as farm address).

FLP software uses the "Mailing Address" "Address Type" option to denote the customer's *--main address, instead of the "Primary Address" type. FLP customers must have both the "Mailing Address" and "Primary Address" types assigned to their main 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 "Primary" address type and clicking "Save", the previous Primary 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 "Primary" address type can also be changed between existing addresses and can be--
used for seasonal residents (such as snowbirds).

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
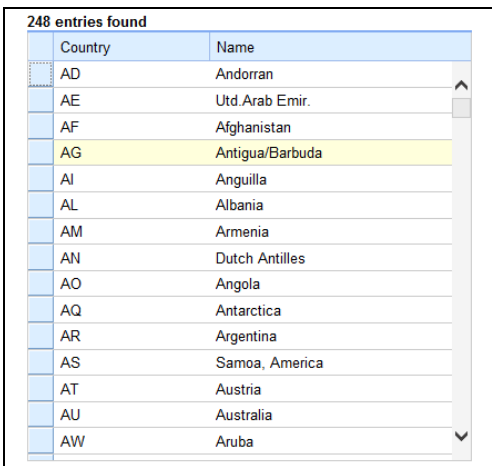
Following is an example of the Communication Numbers assignment block.

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	Click the input help button to display the Search Help Screen. Select the country by clicking the blue box before the country name.
Number	A customer can have an unlimited number of telephone or communication numbers. **Note:** Enter digits only. CRM will format entered digits in "(xxx) xxx-xxxx" format for 10-digit domestic telephone numbers. Non-domestic (foreign) telephone numbers vary between 11 and 15 digits and are not formatted by CRM.
Extension	Provides the extension of the customer's telephone. Optional field.
Unlisted	Notates if a customer's number is unlisted in the telephone book. Optional field.
*--Primary	At least one communication number must be marked as primary. A customer can have more than 1 primary 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.

Type	Description	*--Eligible for "Primary" flag?--*
Home	The home telephone number provided by the customer.	Yes. Only one number from these types can be flagged as *--Primary, 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 Primary 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. The system will prohibit invalid email address entries containing: • spaces ( ) • double periods (..) • erroneous domains (@gmailcom or @net for example) • special characters in domain (@ya_hoo.com or g-mail.com.
*--Primary	If multiple e-mail addresses are entered, one e-mail address must be flagged as primary, and the primary 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. **Note:** See applicable FLP directives for information about limitations on using e-mails to communicate with FLP customers.

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.

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	Following is an example of the Representative Capacity Relationships Screen. Select from the following options: • Has Conservator • Has FSA Attorney in Fact • Has Parent/Guardian • Is Married To • Revoking Spousal Authority • Has Non-FSA Attorney in Fact • Has Signature Authority. See subparagraph D for additionnal information on each representative relationship type.
History Data	Allows users to view associations that have been "Revoked". The following Representative Capacity History Screen will be displayed.
Action	View/Edit ✎ will be displayed next to all Representative Capacity associations where the customer is the intiator of the relationship (the grantor). Once a Representative Capacity is Active, the only change that can be made is to update the revocation reason. Delete 🗑 and Print 🖨 will only be displayed next to "In Creation" *--FSA POA entries.--*
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", "Active", "Revoked", or "Deleted".--*

70   Representative Capacity (Continued)

C   Fields/Descriptions (Continued)

Field/Button	Description
Effective Date	The date the relationship is effective.
Revoked/ Cancelled Date	The date the relationship is to be revoked/cancelled. **Note:** All RepCap types are automatically revoked when the grantor or grantee is confirmed deceased. The revocation date will be set to the grantor or grantee's DOD. See subparagprah 151 E for additional information.
Version	The version of FSA-211 that was used. Only applicable to *--FSA POA relationships.--*

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.

Association Type	Description	Paragraph Reference
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.
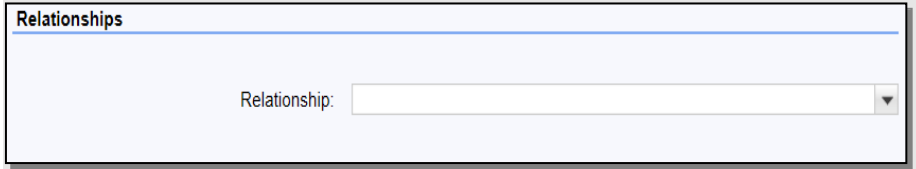
B   Relationships Example

Following is an example of the Relationships assignment block.

C   Fields/Descriptions

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

Field/Button	Description
New	The Relationships Screen will be displayed. Select from the following options: • Has Contact Person • Has Family Member/Business Associate. See subparagraph D for additionnal information on each relationship type.
Actions	View/Edit ✎ will allow users to modify the relationship type, valid from date, and valid to date. Delete 🗑 will allow users to delete existing relationships. **Note:** No actions are allowed for Employee/Producer relationships.
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.

Relationship	Description
Contacts	An individual identified by the customer to relay messages from the County Office to the customer. Contacts do not have signature authority. **Example:** 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. A Contact Relationship can be established between 2 Customer BP records, or 1 Customer and 1 Contact BP record. See paragraph: • 110 for additional information on Contact relationships • 171 for additional information on Contact BP records.
Family Member or Business Associate	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. **Example:** 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. See paragraph 111 for additional information on family member or business associate relationships.
Employee/Producer	*--Automatically loaded for FSA or FPAC BC employees that are also customers and have their SSN loaded on the customer record. This entry cannot be manually loaded by a user. NRCS employee data is not available to establish the relationship.--* See paragraph 112 for additional information on Employee/Producer relationships.

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.

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. Note: 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. Important: 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. *--Only SSO's are authorized to reassign the DPE flag. County Offices must contact their SSO to request DPE assignment once it has been confirmed that no prior payments were issued.--*
Current Role	The current role of each customer record in the SSN Family. The Current Role will always be one of the following: • Individual • Revocable Trust • LLC.
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.

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. *--Defaults to the user's county as determined by the CRM login selection, as described in paragraph 11.--*
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.
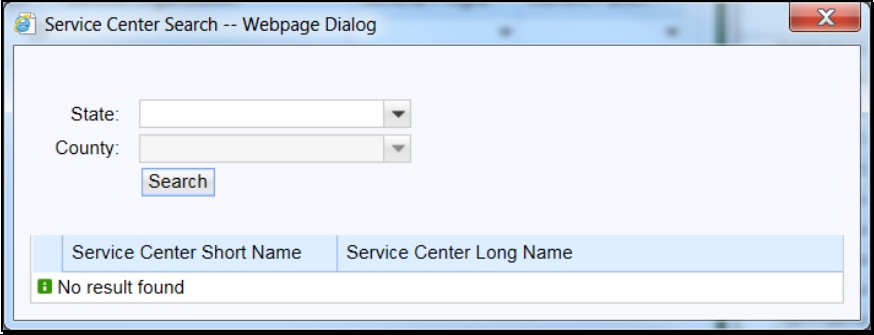
E Fields/Descriptions

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	Valid options are: • Non-AG NRCS Customer • Inactive Customer • Technical Service Provider • Non County FSA Customer • RD Customer • AG NRCS Customer • Farm Loan Programs Customer • FSA Customer. **Note**: 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.

73   Program Participation (Continued)

    E   Fields/Descriptions (Continued)

Field	Description
Service Organization ID	The Service Center Search Screen will be displayed. Select the State and county from the drop-down and then select the application Service Center.
Service Organization	The full description of the service organization.
General Program Interest	Valid options are: • Does not have interest in the program • Has interest in the program • Unknown.
Current Participant	Valid options are: • Application made • Currently enrolled and participating • Not currently participating.

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.

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.

Important: Most FSA program application and payment software uses the address linked
--to the applicable associated county instead of the customer's primary--
address. After an address is added to the customer record, the County Office
must ensure the correct or applicable address is linked to the associated
county.

Financial systems also use the associated county address to mail checks and
payment statements. The check or statement is mailed to the address linked to
the associated county issuing the payment.

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.

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
Valid To	member hierarchy is valid for.
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.

Attachments	Change History	Glossary			
Folder Attachment URL With Template More ▾					
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
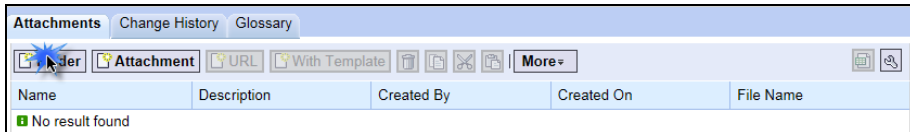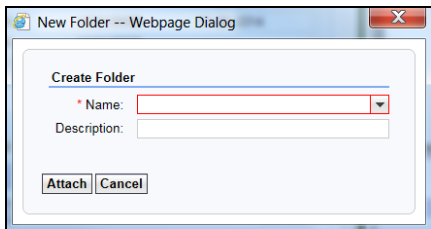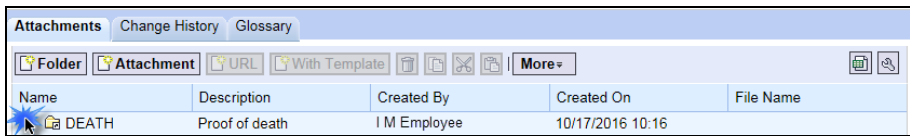
The following table provides fields and descriptions for the Attachments assignment block.

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	Delete 🗑 allows users to delete folders. Attachment files **canno**t be deleted. Copy 🗐 allows users to the copy an attachment file. Cut ✂ allows users to cut an attachment file. Paste 📋 allows users to the paste copied or cut attachment files into other folders.
More	A drop-down menu that allows users to select the check out/check in attachment files.
Name	The folder name selected on the Create Folder pop up screen and, if applicable, the file hyperlink. The arrow to the left of folder name indicates there are documents attached to the folder. To view a previously attached document, select the blue hyperlinked name.
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)
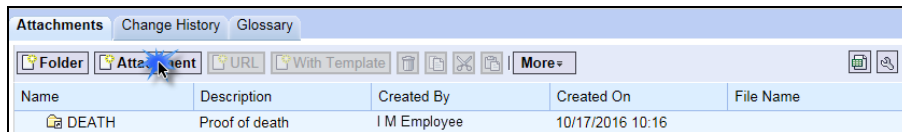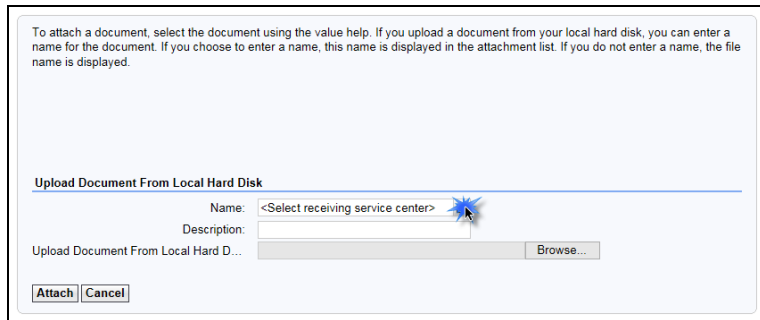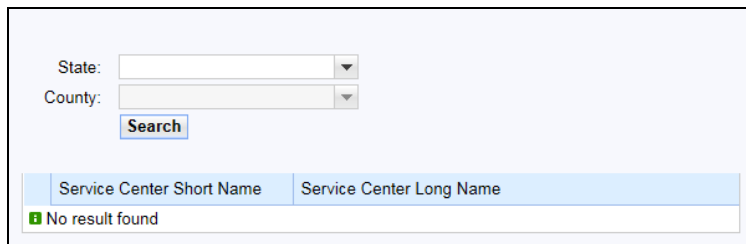
D   Attaching a Document

Attach a document according to the following steps.

Step	Action
1	Within the BP customer record, scroll to the Attachment assignment block.
2	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. **Note:** If the "Attachment" button is selected before a Folder is selected, the error message "Select or Create a folder first" will be displayed.
3	When the "Folder" button is selected, a dialog window appears with Name and Description fields. Select the Name of a folder from the predefined list of folders. See subparagraph E for a list of predefined folders. The "Description" field defaults to the same name as selected in the "Name" folder. This field can be edited for clarification purposes, if necessary. When the "Name" and "Description" fields are complete, select "Attach" to load the folder into the customer record. The folder has now been created and is ready to have a document attached.
4	Click on the Folder Name to select the folder.
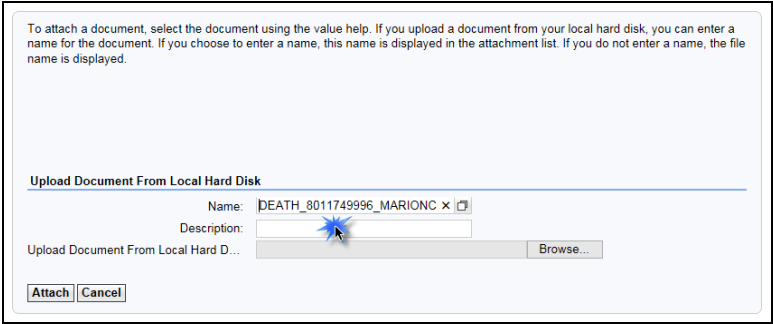
76   Attachments (Continued)

D   Attaching a Document (Continued)

Step	Action
5	Click "Attachment". The New Attachment pop up screen will be displayed. Attachments Change History Glossary Folder Attachment URL With Template More▾ Name Description Created By Created On File Name DEATH Proof of death I M Employee 10/17/2016 10:16
6	On the New Attachment pop up screen, select the Name field Open Input Help button to search for the receiving service center. To attach a document, select the document using the value help. If you upload a document from your local hard disk, you can enter a name for the document. If you choose to enter a name, this name is displayed in the attachment list. If you do not enter a name, the file name is displayed. Upload Document From Local Hard Disk Name: <Select receiving service center> Description: Upload Document From Local Hard D... Browse... Attach Cancel The Receiving Service Center search screen will be displayed.
7	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. State: County: Search Service Center Short Name Service Center Long Name No result found 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. **Note:** The Name field is not editable.

76 Attachments (Continued)

D Attaching a Document (Continued)

Step	Action
8	On the New Attachment pop up screen, enter a description, if applicable. To attach a document, select the document using the value help. If you upload a document from your local hard disk, you can enter a name for the document. If you choose to enter a name, this name is displayed in the attachment list. If you do not enter a name, the file name is displayed. **Upload Document From Local Hard Disk** Name: DEATH_8011749996_MARIONC ✕ Description: Upload Document From Local Hard D… [ ] Browse… Attach Cancel
9	On the New Attachment pop up screen, select "Browse" to select the document to be uploaded.
10	On the New Attachment pop up screen, select "Attach" to complete attachment of the document. **Note:** Only files that are smaller than 1 MB can be attached.
11	Select "Save" at the top of the customer record to successfully complete the attachment.

76   Attachments (Continued)

E   Folder Names

Following is a complete list of available predefined folders.

Folder Name	Purpose
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.

Attachments	Change History	**Glossary**

Acronyms	Description
AC	Associated County
AG	Agriculture/Agricultural
BP	Business Partner
CED	County Executive Director
COC	County Committee
⊞ Expand	◂Back 1 2 3 4 5 Forward▸

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   Editing Large Customer Records

   A   Overview

   Customer records exist within BP that are associated with and used by multiple programs in many States and Counties. These large customer records can have hundreds or thousands of linked data (addresses, phone numbers, program participations, associated counties, etc.). The large volume of data within the record can make it difficult to edit, and requires great care to maintain the integrity of the large record, for use by all linked counties.

   B   Requesting Edits to Large Customer Records

   Customer records with 500+ Associated Counties have been flagged as "Large Customer" records. The system will prohibit field office users from directly editing these large records. Upon clicking "Edit" the system will display a message reading "Only National Office is authorized to edit Large Customer". If this message is displayed, field office users shall send the requested edit to the applicable BP SSO according to 11-CM, Exhibit 7. BP SSO's shall post large customer edit requests on the Farm Programs Software Issues/Business Partner and SCIMS SharePoint website, for National Office completion.

   Note: Farm Service Agency/Commodity Credit Corporation (BP 8011166169) and FSA & NRCS & RD Administrative Office (BP 8011240692) are both large customers and will require National Office editing.**--***

80-89 (Reserved)

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 3 characters of last name, TIN #, and TIN type.
	No TIN	No	None.
Business (all Roles except Individual)	EIN	Yes	First 3 characters of 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 *--ITIN--* 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.

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:

IRS Response Code and Description	Required User Action
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.
*--^ - IRS Not Validated	If the record is a member of an SSN family, ensure Individual record is anchoring SSN family. The Individual record is required for IRS validation. See Section 5.--*

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.

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.

*--Changing the IRS Response Code value to "waiting for IRS response" from the drop-down menu will **not** retrigger the validation with IRS. Only an edit to the validated data per subparagraph 90 B will trigger the re-validation.--*
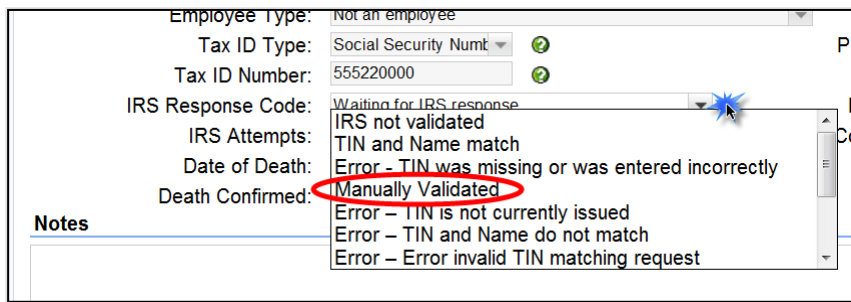
G IRS Attempts

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

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. "Manually Validated" may only be selected after obtaining confirmation from the producer that the TIN and name are correctly loaded according to subparagraph 59 C.

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".
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".

--See additional information in subparagraph H about temporary use of "Manually Validated" for newly issued EIN's--

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

*--H   Determination of Business Name from IRS-issued Documents

Following the submission of IRS SS-4, the IRS issues an **SS-4 EIN Assignment Letter** to the applicant.

For proper IRS validation, it is essential that the Business Name of the BP record include the first-listed name on the EIN Issuance Letter.

In many cases, the EIN is issued to one of the members of the entity, rather than to the entity itself. The person or entity that the EIN was issued to will always appear in the first line of the address on the letter and must be included at the beginning of the Business Name in the BP record. It is acceptable to use the last name only of the individual, if necessary.

The IRS Validation would result in the following.

Business Name entry in BP Record	IRS Validation result
John A Farmer	TIN and Name Match
John A Farmer – Three Brother Farms LLC	TIN and Name Match
Farmer dba Three Brothers Farms LLC	TIN and Name Match
Three Brothers Farms LLC	Error – TIN and Name Do Not Match

Note: When searching for customer records by the "Name" field, always use the "Contains" search option instead of "Is", according to paragraph 36.**--***

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

   H Determination of Business Name from IRS-issued Document (Continued)

   If the customer misplaces the original IRS SS-4 letter, a replacement letter can be issued by contacting the IRS. The replacement letter looks the same, but is indicated with IRS 147-C.

   Important: IRS Validation of the customer record has no dependence on how a customer files taxes. The tax returns or filings are irrelevant and unusable for the IRS Validation TIN and name matching process.   Only the IRS SS-4 or 147-C letters can be used to determine the correct name the EIN was issued.

   County Offices shall contact their BP SSO according to Exhibit 7 if IRS validation errors persist, or other problems occur. The SSO will need a copy of the IRS SS-4 or 147-C letter to assist.

   *--On occasion, the producer will receive the SS-4 or 147-C letter from the IRS with their newly issued EIN and entity name, but that information is not yet available in the IRS TIN Validation database. Newly issued EIN's may not validate for several weeks, so use of the "Manually Validated" code is appropriate when the SS-4 or 147-C letter has been provided. The "Manually Validated" code is not to be used until either of these letters have been received from the producer. If the customer is waiting for their SS-4 or 147-C letter from IRS, the Tax ID in the customer record must remain on "No Tax ID".

   If an entity is changing the name but retaining the original EIN, do not make the business name change in BP until the updated SS-4 or 147-C letter is received, confirming the new entity name.

   BP SSO's shall:

   *   contact the National Office if assistance is needed. The National Office can perform real-time validation with the IRS if the IRS SS-4 or 147-C letters are provided

   *   generate periodic reports to identify all customer records that were temporarily set to "Manually Validated". An IRS Validation will need to be re-triggered to attempt a "TIN and Name Match" code.--*

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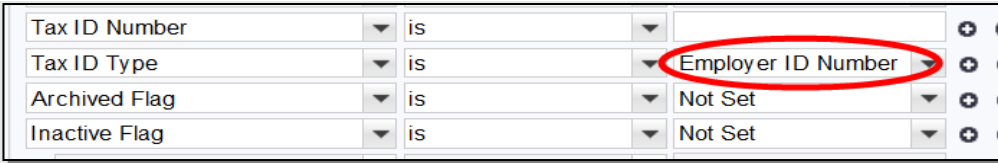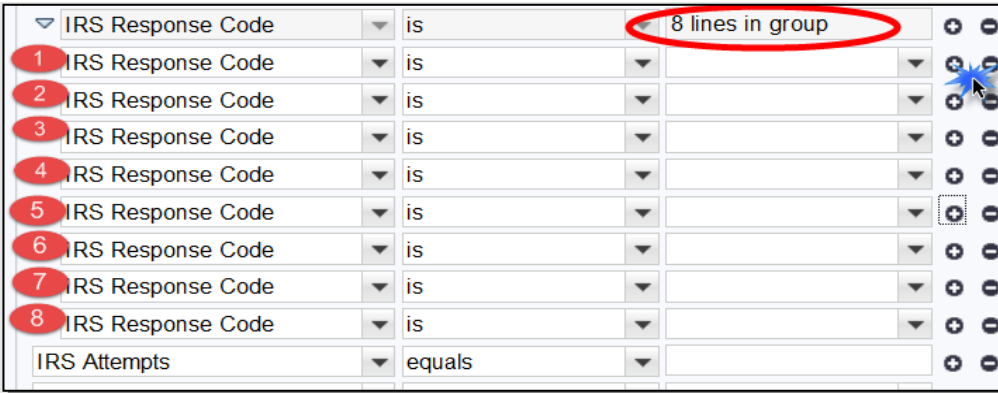
Saved Search Query variants allow the user to save the Search Criteria parameters from the Search input screen. A unique query should be established for each Tax Type that IRS Validations are performed on. This is a one-time setup and can be executed multiple times based on the Search Criteria saved.

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.

--County Offices must run periodic reports using the saved search query to identify and correct all customer records with erroneous IRS validation codes. BP SSO's must verify that County Offices are completing the cleanup efforts at least twice per year.--
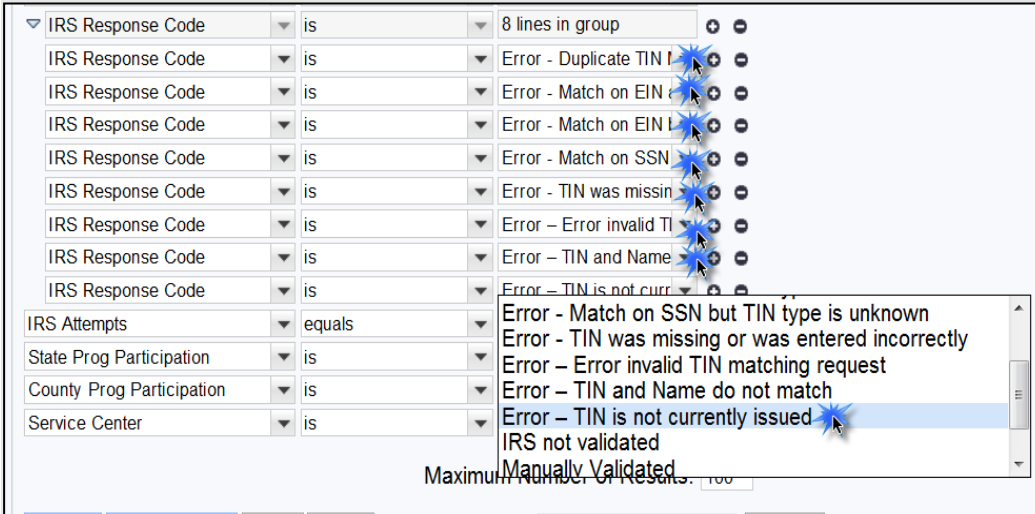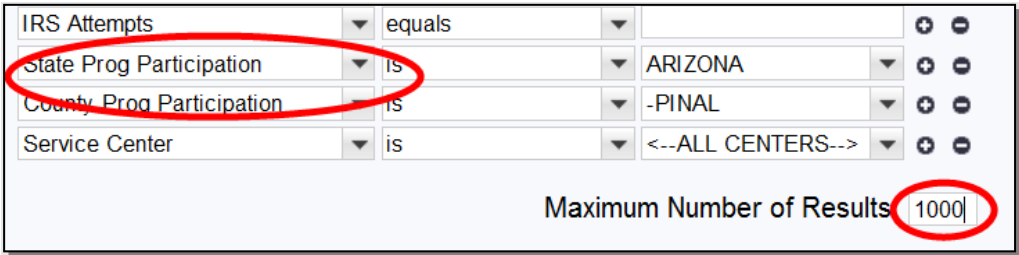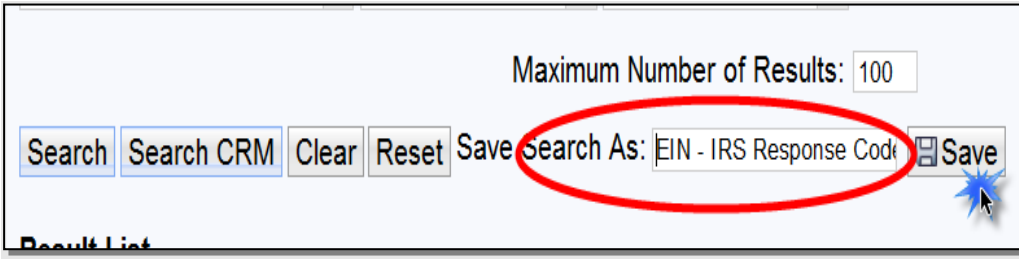
C   **Establishing the Saved Search Query for Tax Type**

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

Step	Action
1	From the Customer Search Criteria Screen, CLICK "Employer ID Number" or "Social Security Number" from the Tax ID Type drop-down.
2	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.

91   IRS Response Code Query

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

Step	Action
3	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.
4	Select the appropriate State and County Program Participation. **Note:** The "Maximum Number of Results" may need to be increased to ensure all records are displayed for the criteria.
5	Save the search in the "Save Search As" field by entering a title for this Search and then clicking "Save".

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".
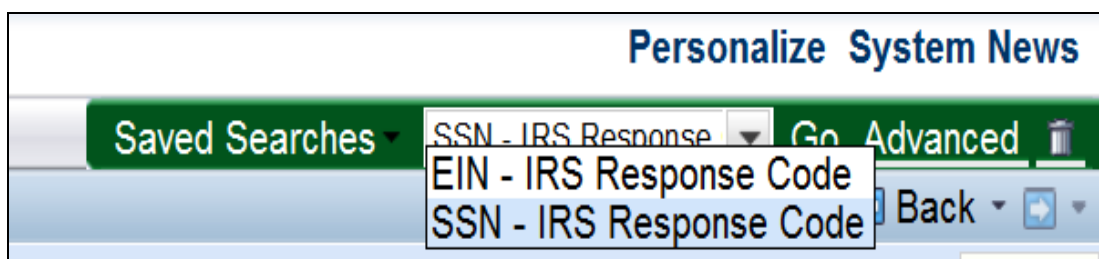
E   Using Search Results

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 drop-down menu on the Representative Capacity Relationships Screen, the Conservator Screen will be displayed. Following is an example of the Conservator Screen.

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.

97   Conservator (Continued)

C   Action (Continued)

Field/Button	Description	Action
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.
*--Restricted Conservator	Checkbox indicator, automatically set on conservatorships converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, see the signed hard copy of Conservatorship Court documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted Conservator indicator is set.--*
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.

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.

   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.
*--FSA-211 PDF	Provides the PDF version of the FSA-211 for printing. The button is only available for FSA POAs which are in 'In Creation' status.	Click to generate the FSA-211 PDF. Print the PDF to collect customer signature.--*
Attorney in Fact General Data		
FSA-211 Version	Displays version of FSA-211 that is being used.	Click the drop-down arrow to choose version of form. Valid selections are: ●*--6-30-23--* ● "11-25-14" ● "OTHER" (includes all FSA-211 versions older than 11-25-14).
Attorney-In-Fact	Displays the Business Partner ID of the selected Grantee.	Click "Input Help" to search and select the Grantee's BP record.

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.

98   FSA Power of Attorney (Continued)

C   Action (Continued)

Field/Button	Description	Action
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
Restricted POA	Checkbox indicator, automatically set on FSA POA's: • converted from fiduciary software with incomplete information or exceptions/ stipulations for the authority • recorded on any FSA-211 version older than 11-25-14	If checked, refer to signed hard copy of FSA-211 for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted POA indicator is set.

*--If the grantor provides an updated FSA-211 on a newer version of the form, the older version of the FSA-211 must be revoked with the date one day prior to the new form being effective.

Example: Grantor John Farmer has an existing FSA-211 (11-25-14), which authorizes grantee James Grower to act on his behalf. The RepCap/FSA POA already exists in the system and is active. Grantor John Farmer completes, signs and submits a newer version of the FSA-211 (6-30-23), which designates an effective date of 3/15/2024. Before this newer version of the FSA-211 can be loaded into RepCap/FSA POA, the employee must revoke the older FSA-211 (11-25-14) entry with a revocation date of 3/14/24 (which is the day before the new FSA-211 becoming effective) with reason "Revoked by Grantor". Once this is complete, create the new FSA POA entry as recorded on the FSA-211 (6-30-23).--*

98   FSA Power of Attorney (Continued)

  C   **Action (Continued)**
       *--

Field/Button	Description	Action
Attach Document	Allows the user to attach a scanned, signed copy of the FSA POA to the customer record.	CLICK "Attach" to upload and attach document (optional but recommended for multi-county producers).
FSA, NRCS and CCC Programs		
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 the Grantor's behalf.	Defaults to All Current and All Future Programs. Drop-down arrow can be selected to indicate specific programs. **Important:** If the customer has written in a program or stipulations into the 'other' section of FSA-211, box A, **do not load** the FSA POA into BP/RepCap. The authority must be verified manually in the county office using the hard copy of the signed FSA-211.

                                                                                    --*

98   FSA Power of Attorney (Continued)

   C   Action (Continued)

Field/Button	Description	Action
Program Transactions		
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 the Grantor's behalf.	Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions. **Important:** If the customer has written in a program or stipulations into the 'other' section of FSA-211, box B, **do not load** the FSA POA into BP/RepCap. The authority must be verified manually in the county office using the hard copy of the signed FSA-211.

--*

98   FSA Power of Attorney (Continued)

    C Action (Continued)

Field/Button	Description	Action
Farms		
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 the Grantor's 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.
Insured Crops		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).

    C   Action (Continued)

*--

Field/Button	Description	Action
All Crops	Indicates the Crops the Grantee has authority to sign on the Grantor's behalf.	Click the radio button, only if applicable according to box C of the FSA-211.
Crop	Indicates only specific crops included in the authority to sign on behalf of.	Click the radio button, only if applicable according to box C of the FSA-211.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Crop	Displays the Insured Crops the Grantee has authority to sign on the Grantor's 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.

--*

C   Action (Continued)

*--

Field/Button	Description	Action
Crop Insurance Transactions		
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 the Grantor's behalf.	Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions. **Important:** If the customer has written in a program or stipulations into the 'other' section of FSA-211, box D, **do not load** the FSA POA into BP/RepCap. The authority must be verified manually in the county office using the hard copy of the signed FSA-211.
Signatures		
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 18th 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.

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.

99   Guardianship (Continued)

   C   Action (Continued)

Field/Button	Description	Action
*--Restricted Guardian	Checkbox indicator, automatically set on guardianships converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, refer to signed hard copy of guardianship documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted Guardian indicator is set.--*
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 may 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.

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.

    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. **Cannot** 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.

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.

102   Non-FSA Power of Attorney (Continued)

C   Action (Continued)

Field/Button	Description	Action
*--Restricted POA	Checkbox indicator, automatically set on POA's converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, refer to signed hard copy of Power of Attorney documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted POA indicator is set.--*
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.

 *--Members with an ownership interest in a legal entity that are recorded on CCC-902 or CCC-901 will **not** be recorded in BP/RepCap/Signature Authority. The Signature Authority in BP/RepCap is only for:

- external representatives of an entity that hold a fiduciary capacity (i.e. non-members such as officers that do not hold an ownership interest in the legal entity)

- individuals associated with Revocable Trusts or LLCs using an SSN ('SSN Owners', see paragraph 104).--*

See 1-CM for policy regarding Signature Authority.

103   Signature Authority (Continued)

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.

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.
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.

C   Action (Continued)

Field/Button	Description	Action
Representative Capacity	Displays the position in which the Grantee will act.	Click the drop-down to select position: ● Administrator ● Agent ● Chairman ● Co-trustee ● Director ● Executor ● Manager ● Officer ● Partner ● President ● Secretary ●*--SSN Owner of LLC ● SSN Owner of Revocable Trust--* ● Trustee ● Vice President.

103   Signature Authority (Continued)

   C   Action (Continued)

Field/Button	Description	Action
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.
*--Restricted Signature Authority	Checkbox indicator, automatically set on Signature Authorities converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, see the signed hard copy of Signature Authority documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted Signature Authority indicator is set.--*
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 Representative Authority for Revocable Trusts and LLC's Using an Individual's SSN

A   Overview

FSA is developing automated processes to allow customers to access data and act on behalf of another customer using representative authority for producers. This requires the need for an electronic record documenting evidence of signature authority for entities doing business with SSN. A revocable trust or LLC using the SSN of the grantor or single stockholder must provide supporting documentation of representative authority to conduct business on behalf of the revocable trust or LLC.

The general rules of authority applicable to trusts and LLC's are found in 1-CM. Beginning April 2, 2009, manual CCC-902E or CCC-901 was used to document signature authority for trusts and LLC's. Before April 2, 2009, proper evidence of authority was documented on organization documents and provided to the County Office.

The automated CCC-902 process currently does not permit users to record the signature authority for a revocable trust or LLC using SSN that is collected on a manual CCC-902 or CCC-901; therefore, data is not available in Subsidiary/Business File for use by downstream applications. Instead, BP/RepCap Signature Authority is used to record this authority and make available to downstream applications.

B   Loading Signature Authority in BP/RepCap for SSN Owner

Two representative capacity types are available in Signature Authority and shall be used to record the evidence of authority for the entities using SSN:

- SSN Owner of Revocable Trust
- SSN Owner of LLC.

--*

*--104 Representative Authority for Revocable Trusts and LLC's Using an Individual's SSN (Continued)

    B Loading Signature Authority in BP/RepCap for SSN Owner (Continued)

On the SSN entity record (revocable trust or LLC using SSN), load the Representative Capacity/Signature Authority granting the individual (SSN owner) signature authority, according to paragraph 103.

Example 1:	Individual John Doe operates Doe Family Revocable Trust using his own SSN. Document the evidence of authority according to subparagraph A and create a new signature authority entry on the Doe Family Revocable Trust record, granting John Doe authority as "SSN Owner of Revocable Trust".
Example 2:	Individual Jane Doe operates Janey Farms LLC using her own SSN. Document the evidence of authority according to subparagraph A and create a new signature authority entry on the Janey Farms LLC record, granting Jane Doe authority as "SSN Owner of LLC".
Notes:	Even if a signature authority entry of "Trustee" type already exists on a revocable trust using SSN, which grants access to the owner of SSN, a signature authority with the new type must be loaded. The existing "Trustee" signature authority should be revoked because it is redundant once the SSN owner of the revocable trust is recorded. For consistency, all SSN owners must have the correct signature authority type loaded.

"Trustee" or "co-trustee" signature authority shall be recorded according to 1-CM, paragraph 713 and 11-CM, paragraph 103 for any other person who may also be a trustee or co-trustee, such as a spouse of the SSN owner. For example, the trustees of the SSN husband/wife trust are both the husband and wife and uses the husband's SSN. The name of the person whom the SSN is affiliated, in this case is the husband, must be recorded as the "SSN owner of the revocable trust". The wife must be recorded as "co-trustee".--*

105-109   (Reserved)

Section 4 Relationships
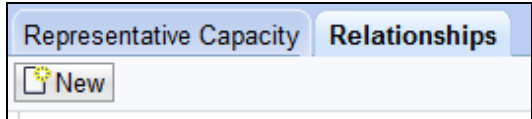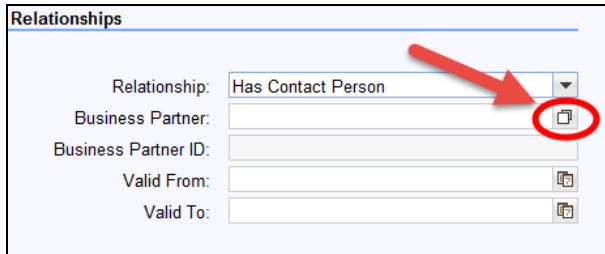
110 Contact Relationships

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".
3	Select "Has Contact Person" from the Relationship drop-down menu.
4	Select the input help button next to Business Partner to search for the contact.
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. If the contact cannot be found after doing a thorough search, the contact shall be added according to subparagraph 171 D.
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.
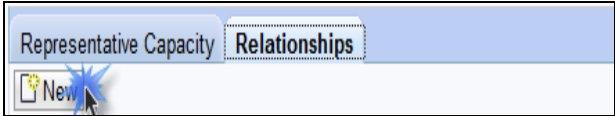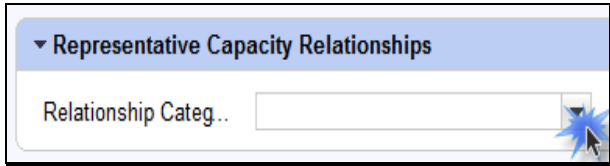
111   Family Member/Business Associate Relationships

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.
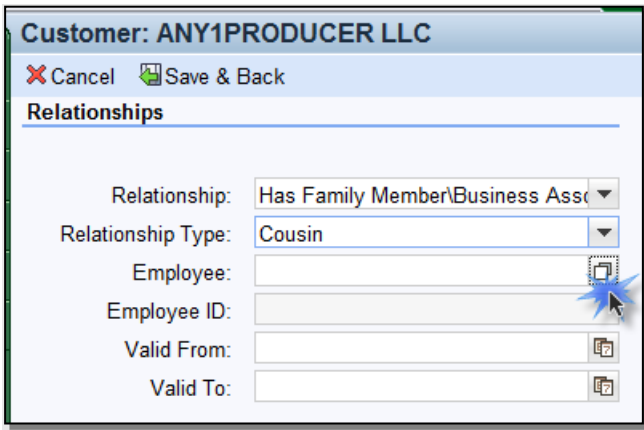
B   Adding a Family Member/Business Associate Relationship

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	Use the Input Help button to search for and select the Employee record. ***--Important:** Use the Input Help tool to search for and select the proper employee record. Do not type or paste names or employee ID numbers into this field.**--*** ![Customer: ANY1PRODUCER LLC relationship screen] **Note:** A "Family Member/Business Associate" Relationship can only be established between a BP Customer record and a BP Employee record.
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

*--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.

Relationships Established:

- FSA Employee/Producer
- FPAC BC Employee Producer.

NRCS Employee/Producer relationships are **not** available in CRM because of data availability limitations with EmpowHR/NRCS.--*

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.

113-116   (Reserved)

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.

* * *

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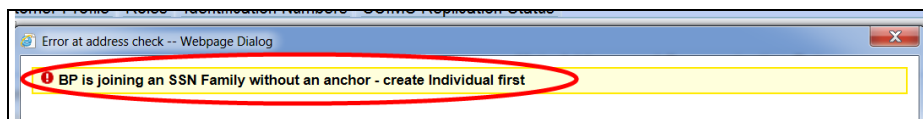
Note: The term orphan does not appear on the screen in CRM; it is simply a term used to describe a non-anchor record that does not yet have an anchor record.

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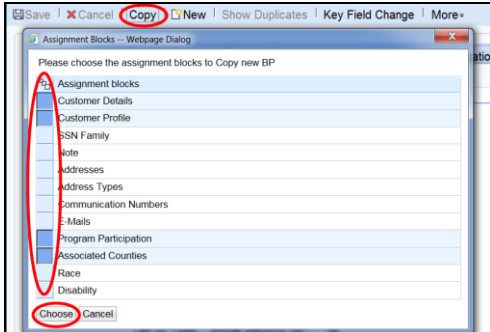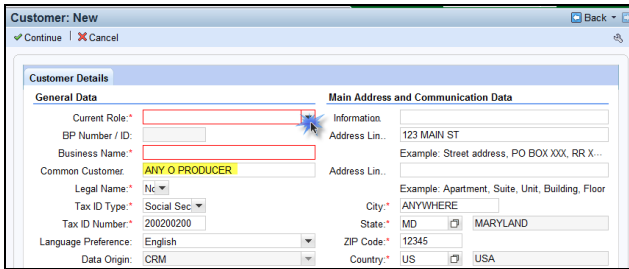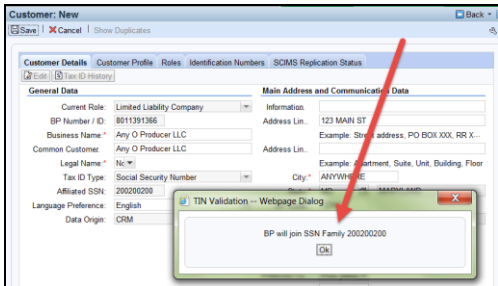
The Copy functionality can **only** be used to copy information from the:

- 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	Select the Assignment Blocks to be copied to the new record by clicking the box to the left of each line.
3	Select "Choose". All data from the selected Assignment Blocks will be copied to the new record.
4	On the New Customer Screen, choose the Role for the new record and enter the appropriate name. **Note:** The name should not be exactly the same as the record from which it was copied, because they are different roles.
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	CLICK OK.

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.

        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, SSO 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.

    --Because of the sensitivity and adverse downstream effects, only SSO's are authorized to edit DPE. County Offices must contact their SSO to request the DPE reassignment once they have confirmed no prior payments were issued.--

118   Creating/Modifying Records to Establish an SSN Family

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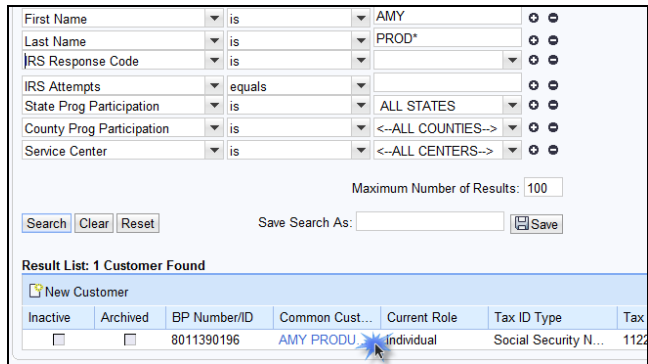
There are five different scenarios that require action to establish an SSN Family. Following is a description of each scenario and the respective subparagraph reference:

Scenario	Customer Record	Existing Record(s) Include	Subparagraph Reference
1	LLC or RT with SSN	• Individual record with an SSN. • No LLC/RT record.	B
2	Individual	• LLC or RT record with an SSN. • No Individual record.	C
3	LLC or RT with SSN	• Individual record with an SSN. • LLC/RT record with No Tax ID.	D
4	Individual	• LLC/RT record with an SSN • Individual record with No Tax ID.	E
5	LLC or RT with SSN	• None.	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.
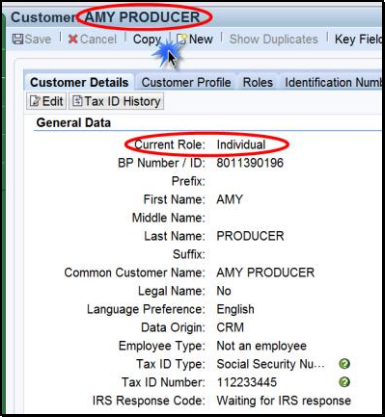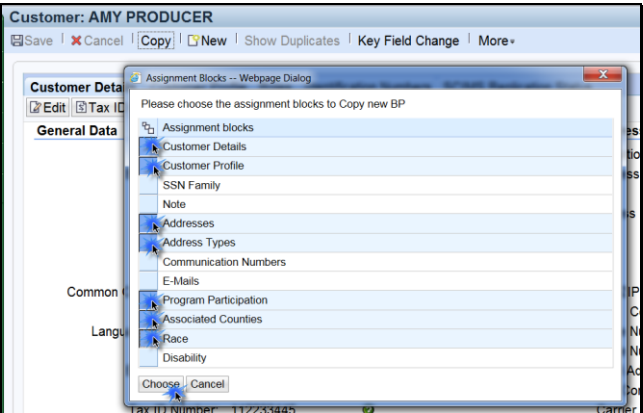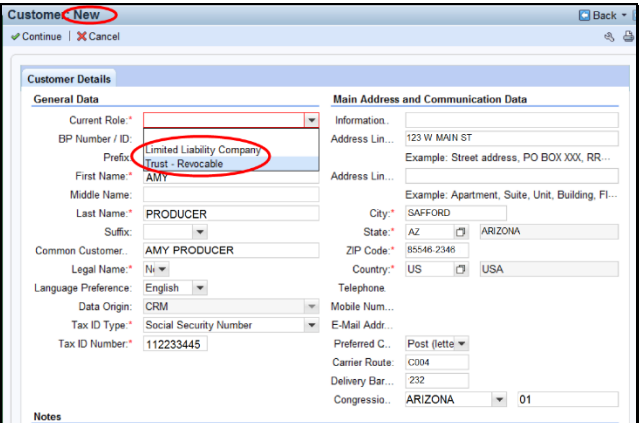
B Scenario 1

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	Search for and select the Individual's customer record.
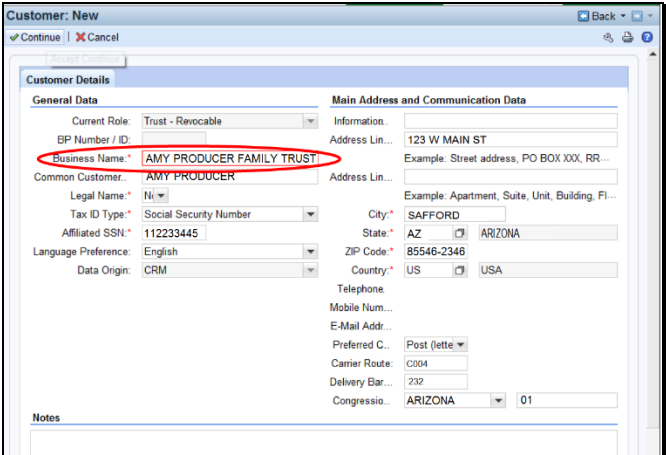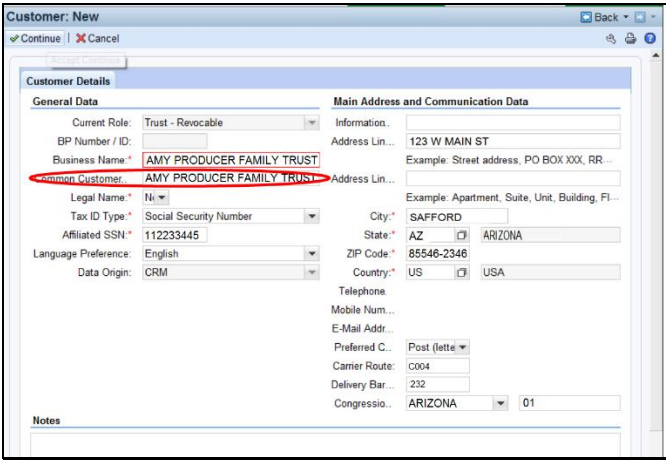
B   Scenario 1 (Continued)

Step	Action
2	Select the "Copy" button at the top of the customer record.
3	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.
4	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.

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

B   Scenario 1 Continued)

Step	Action
5	Enter the RT or LLC name in the "Business Name" field.
6	Enter the Common Customer Name.
7	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 potion of the Header. **Note:** 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.
8	A pop up message will be displayed stating that the newly created record is joining an SSN Family. CLICK "Ok".

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.
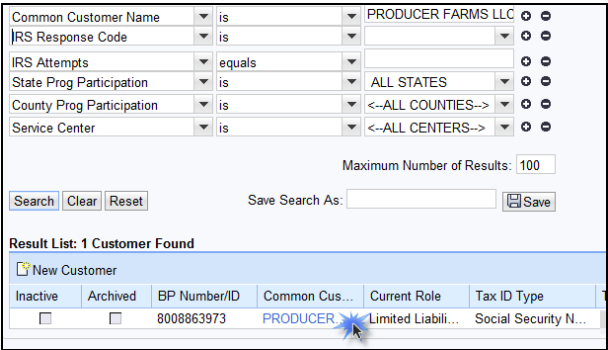
If the Individual record has:

- 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.
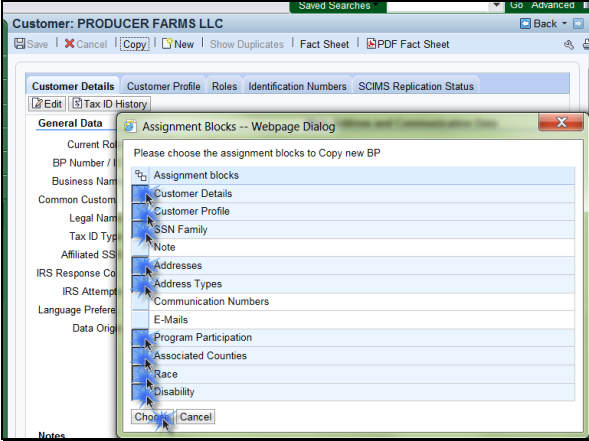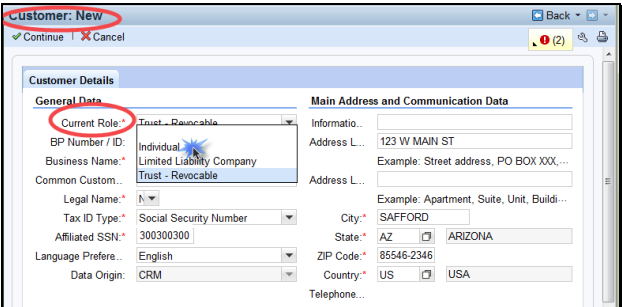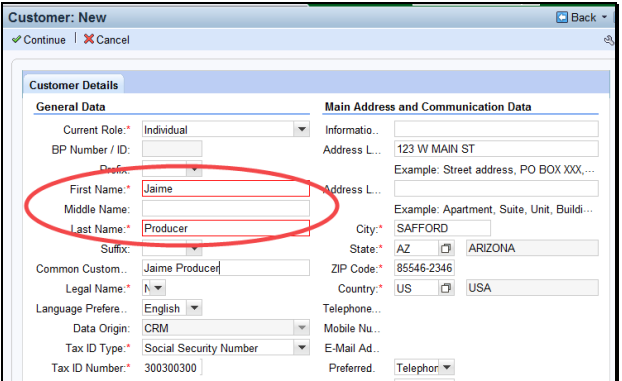
C   Scenario 2

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	Search for and select the RT or LLC customer record.
2	Select the "Copy" button at the top of the customer record.
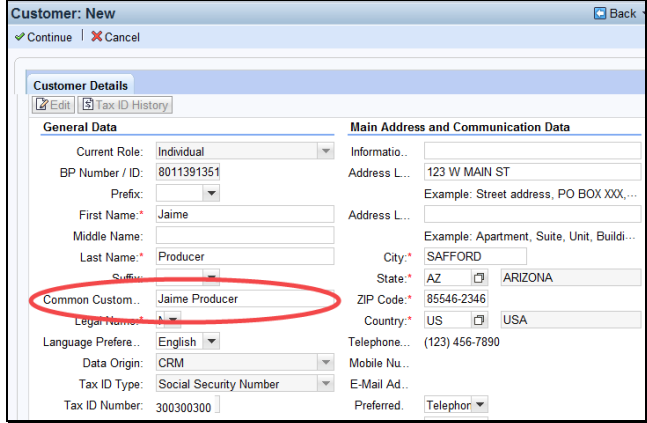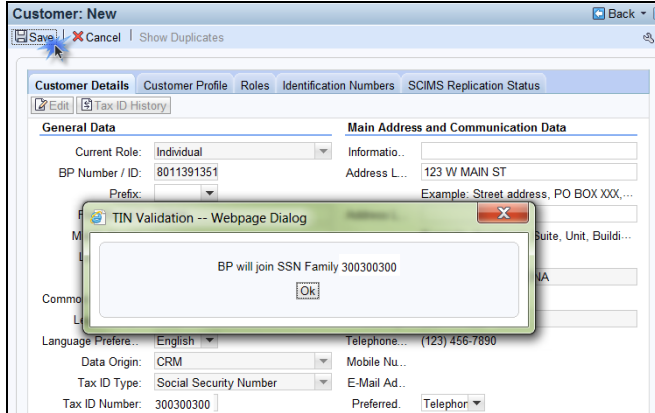
118   Creating/Modifying Records to Establish an SSN Family (Continued)

C   Scenario 2 (Continued)

Step	Action
3	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.
4	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.
5	Enter the Individual name in the "First Name" and "Last Name" fields.

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

C   Scenario 2 (Continued)

Step	Action
6	Enter the Common Customer Name.
7	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 potion of the Header. **Note:** 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.
8	A pop up message will be displayed stating that the newly created record is joining an SSN Family. Select "Ok".

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

118   Creating/Modifying Records to Establish an SSN Family (Continued)
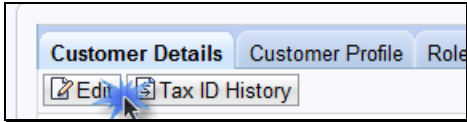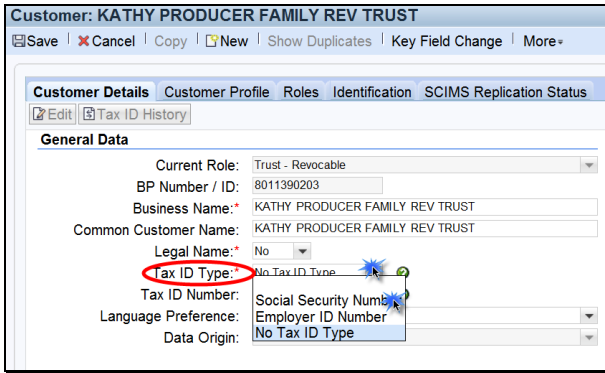
C   Scenario 2 (Continued)

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.
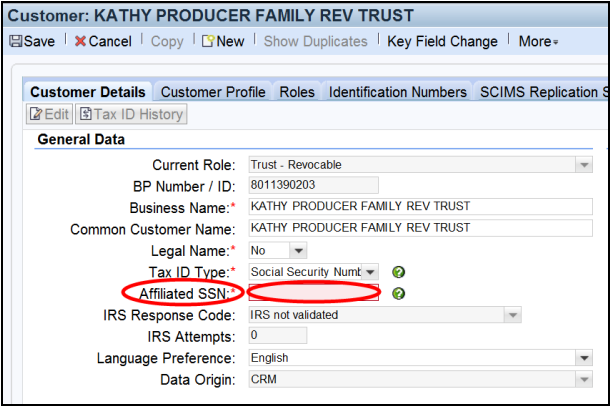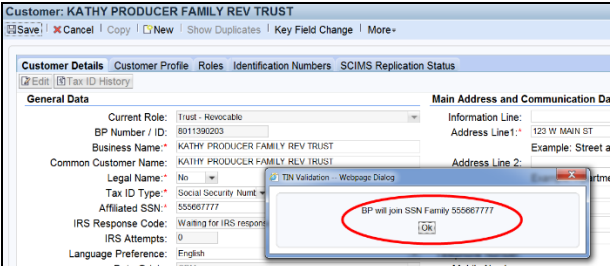
D   Scenario 3

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.

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.

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.

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. **Note:** 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 Workaround for Change in SSN Family Member Program Participation

    A Overview

        A workaround has been developed for situations where a customer in an SSN family has
        changed how they do business with FSA for 2016 and future years.

        As a reminder:

        • 1-CM prohibits customers from receiving monetary benefits from FSA as multiple
          business types using their SSN; only 1 business type (role) may be paid using the
          customer's SSN

        • the DPE is a flag in SSN Family that designates which entity (individual, revocable trust,
          or LLC) will receive payment, and must not be reassigned to a different entity within
          Business Partner/SSN Family unless payments have never been issued (see
          subparagraph 117 H)

        • if the SSN is moved from one CCID to another, by reassignment of DPE, pending
          overpayments will be computed on the CCID that previously held the SSN and
          received payment. See subparagraph 117 B.

    B Assignment of SSN in SCIMS

        According to 1-CM, the only business roles that are permitted to use an SSN to receive
        payment are:

        • individuals
        • revocable trusts
        • LLC's.

        Before MIDAS Release 2.0 Business Partner, SCIMS allowed only 1 record to store the
        SSN. Users encountered 1 of the following 2 scenarios if the producer requested to be paid
        under a different business role using SSN.**--***

*--119 Workaround for Change in SSN Family Member Program Participation (Continued)

    B Assignment of SSN in SCIMS (Continued)

SCIMS Scenario	IF the producer…	THEN…	THEREFORE…
1	only had 1 record (individual, revocable trust, or LLC)	the County Office modified the record with the new chosen business role	the payment continued to be issued to the same SSN and CCID as before, no overpayment errors occurred.
2	had 2 records in SCIMS and 1 contained SSN and the other contained "No Tax ID"	the County Office could **not** move the SSN from one record to the other, but would merge records, keeping the record with SSN as the winning record, then modify the business role of the winning record	

With the implementation of Business Partner/SSN Family, both scenarios are no longer possible because:

- in scenario 1, the business role cannot be modified for individual records; creation of a new record is required

  Note: Creating a new revocable trust or LLC record using SSN, without an existing individual record, will trigger the user to create the individual anchor record first. There will always be 2 records.

- in scenario 2, Business Partner will not allow the merge, without resulting in an orphaned record.

  Note: Merges cannot be completed between individual and non-individual (business) records. The workaround options used in SCIMS cannot be used in Business Partner.

      *--DPE must be retained on the entity (BP record) that previously received**--*** payment from FSA.

*--119 Workaround for Change in SSN Family Member Program Participation (Continued)

C Farm Records

Farm records will contain the name of the producer who is on the deed; therefore, program contracts and program payments may not contain the name of the producer who is assigned the DPE flag. Payments cannot be issued to a customer who does not have TIN.

To resolve this the customer who is assigned the DPE flag must also be associated with the farm. If the customer who is assigned the DPE flag is not on the deed, then assign the customer as an OT in Farm Records.

D The Workaround: Name Change

As a workaround for the DPE issue, County Offices will modify all names of the customer that contains the DPE flag to include the name from the secondary record. The record will still contain the original name but will also contain the name of the producer who is now doing business with FSA.

Example: John Smith, Individual, has been doing business with FSA since 2008. John Smith, Individual, has received payments since 2008. In 2017, John Smith notified FSA that he is now doing business as Smith Revocable Trust using his SSN. The DPE must remain on John Smith, Individual, to prevent overpayments of 2008 through 2016 payments. The temporary solution is to modify the name on the John Smith, Individual, record to include Smith Revocable Trust.

   Note: All payment reports for prior years will now show the modified name rather than John Smith.

Note: The business type (role) may not be correct based on the customer name; however, this will not impact farm records or program contracts. Payment processing will make eligibility determinations correctly because all members of an SSN family should have the same eligibility determinations even if the system does not currently validate this. If the actual COC determination differs between the customers in an SSN family, contact PECD Eligibility/Payment Limitation manager for further instructions.**--***

*--119 Workaround for Change in SSN Family Member Program Participation (Continued)

    D The Workaround: Name Change (Continued)

        The following table provides information on how both the "Common Name", "First Name" and "Business Name" fields shall be updated using this temporary workaround.

Scenario	BP record with DPE Flag	Updated Name
1: Individual who is also a revocable trust	Common Name: John Smith Last Name: Smith First Name: John	Common Name: John Smith – **Smith Revocable Trust** Last Name: Smith First Name: John – **Smith Revocable Trust**
2: Individual who is also an LLC	Common Name: John Smith Last Name: Smith First Name: John	Common Name: John Smith – **Smith LLC** Last Name: Smith First Name: John – **Smith LLC**
3: Revocable trust who is also an individual	Common Name: Smith Revocable Trust Business Name: Smith Revocable Trust	Common Name: Smith Revocable Trust – **John Smith** Business Name: Smith Revocable Trust – **John Smith**
4: Revocable trust who is also an LLC	Common Name: Smith Revocable Trust Business Name: Smith Revocable Trust	No name change workaround necessary. In BP, edit current year role from Revocable Trust to LLC.
5: LLC who is also an individual	Common Name: Smith LLC Business Name: Smith LLC	Common Name: Smith LLC – **John Smith** Business Name: Smith LLC – **John Smith**
6: LLC who is also a revocable trust	Common Name: Smith LLC Business Name: Smith LLC	No name change workaround necessary. In BP, edit current year role from LLC to Revocable Trust.

    Notes: The name field additions are **bolded** in the above table. Do not **replace** the existing name, but rather add the second name to the end of the "First Name" field, separating the names with a dash (-). It is important for the success of IRS TIN validation, program applications and contracts that the names are edited exactly as outlined in the table. The last name cannot be modified or the record will fail IRS TIN validation.

             The 1099 process can only handle up to 33 characters in a name field. Therefore, if the modified name is longer than 33 characters, the name may be truncated on the customers 1099. To help alleviate this problem, abbreviate to ensure as much of the name as possible is included on the 1099.**--***

*--119 Workaround for Change in SSN Family Member Program Participation (Continued)

 E   Contracts/Applications

To ensure the customer is paid correctly, the customer that contains the DPE flag and the modified name must be assigned to the contract/application with the payment shares.

If the customer that contains the DPE flag and modified name has signature authority for the original customer then no new signatures are necessary on the contract.

 F   Farm Operating Plans

Farm operating plans must be modified so the customer that contains the DPE flag and modified name is listed as a member of the entity requesting payment.

 G   State and County Office Action

State and County Offices will:

- ensure that DPE is set (checked) for the same entity (business role) that received payment in 2017 or prior years

- refrain from reassigning DPE within an SSN Family

   Note: The Security Agreement in FBP may display several names on the first and last page when the workaround addressed in subparagraph D is used. Users may strikethrough the inaccurate text in the name and have the producer initial and date next to the correction. State Offices shall consult with the regional OGC to verify State law permits the revision of the Security Agreement. For any other FLP issues related directly to selection of the DPE flag, contact your State FLP specialist.

- apply the workaround identified in subparagraph D (if necessary) for customers that have changed the way they do business with FSA, with regard to use of their SSN

   Important: Enter a detailed comment in the "Notes" section of the edited BP record to document the name changes that were made. County Offices are encouraged to print a BP PDF Fact Sheet with only the "Customer Details" assignment block selected. Save the printed Fact Sheet, which documents the workaround, in a folder to be retrieved and corrected when a permanent solution is available.

- continue to create SSN Families, as necessary, according to paragraph 118.**--***

120-123   (Reserved)

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.

Field/Button	Description
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	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. **Note:** Merge shall never be used when identified during a new customer record creation. User must **Cancel** the new record creation and access the existing record to make updates.
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	Returns user to the customer record being edited/created without taking any action on potential duplicates. **Note:** If the Duplicate Check is triggered when creating a new customer record, the user must **Cancel** from the Duplicate Check screen to return to the BP Customer screen. Users must then **Cancel** on the New Customer screen. Do **not** 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.

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.
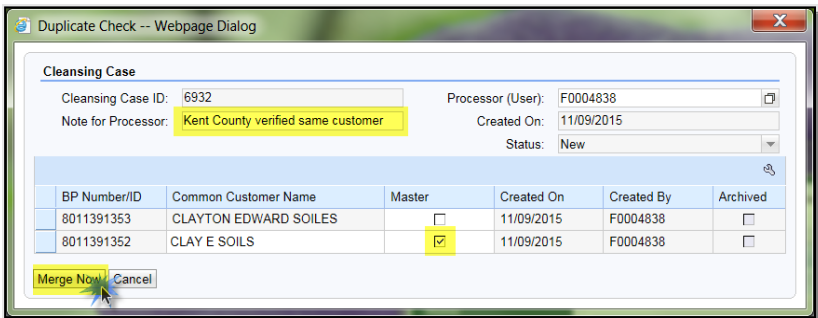
C Field/Buttons

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.
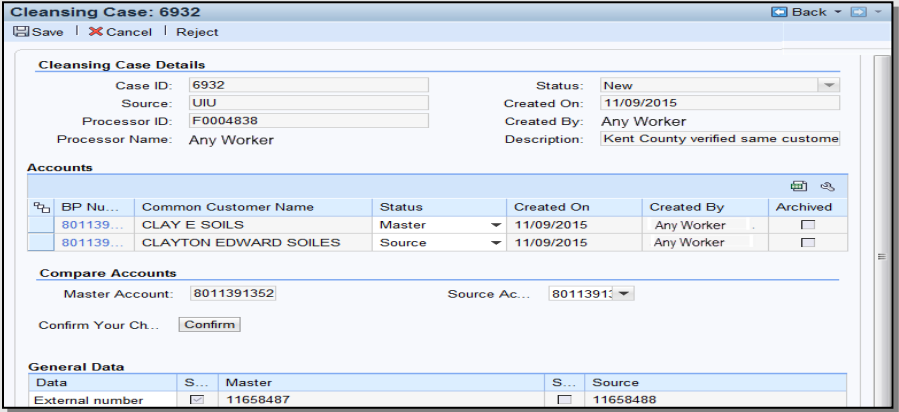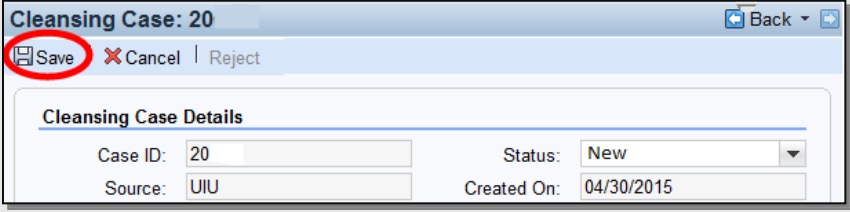
125   Cleansing Cases (Continued)

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	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. *--See 3-PL (Rev. 2) paragraph 42 about impacts to all Subsidiary Eligibility determinations (for multiple years) when merging BP records: *3-PL (Rev. 2) paragraph 42 A - When a merge occurs in the Business Partner system, the majority Eligibility Determinations may no longer be valid.* *If the Eligibility Determination is different between the winning and losing customers in the merge, the determination may be reset to the default value.* *County Offices are responsible for reviewing the documentation on file for the customer and updating the Eligibility Determinations after a merge occurs in Business Partner.* **Important:** The Master record should always be the record with the correct TIN. Merges are not reversible, so choose the Master record carefully. **Do not merge** two records with IRS-validated TINs on both records. If the TINs on each customer record are validated, they are unique customers and must not be merged.--*
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	Select "Merge Now" to create the Cleansing Case with a unique Cleansing Case ID Number.

125 Cleansing Cases (Continued)

D County Office Actions (Continued)

Step	Action
5	Review the data in the cleansing case and make any corrections if necessary. **Note:** 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.
6	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. **Notes:** 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. If the cleansing case should **not** be processed, County Offices must contact the SSO. The SSO will manually reject the Cleansing Case to remove it from processing. Cleansing cases that impact FLP customers **must** be researched extensively and coordinated with FLP staff. Merging FLP records could potentially impact loan documents.

125   Cleansing Cases (Continued)

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.

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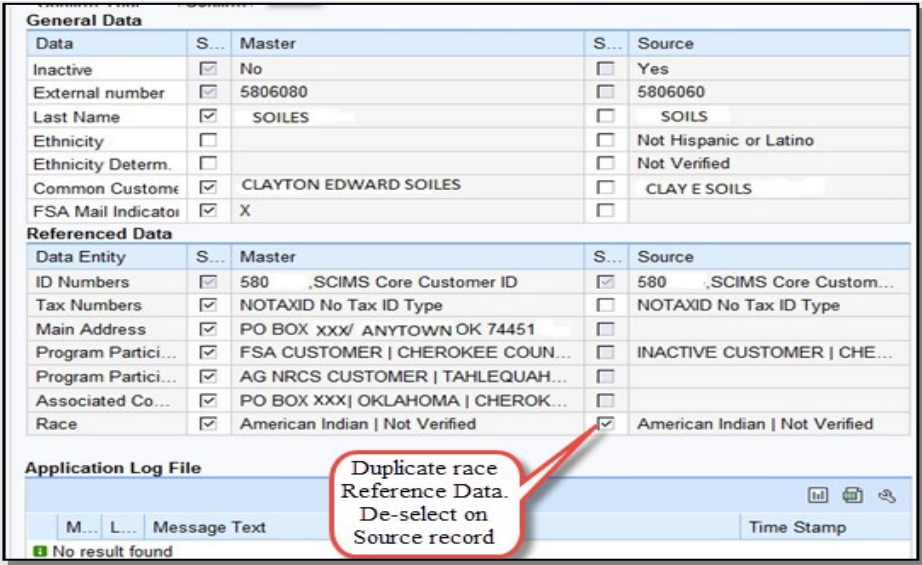
The following table provides the actions for SSO's after receiving a Cleansing Case Alert.

Note: SSO **must** notify FLP before taking action on Cleansing Cases for FLP customers.
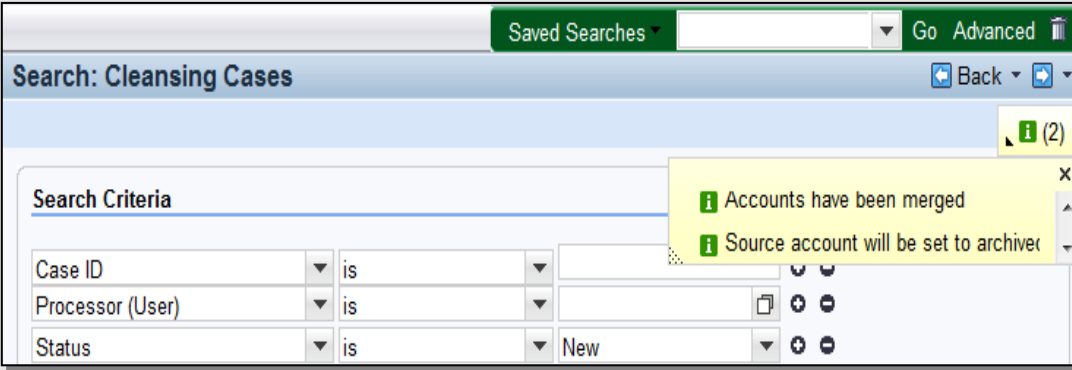
Step	Action
1	Click on the Cleansing Case ID Number in the alert to open the cleansing case. **Note:** If a cleansing case alert is missed, the SSO can find all cleansing cases for their State by following the instructions in paragraph 24.
2	Ensure that the correct record is identified as the Master record. Master and source records can be switched, if necessary, but only prior to step 3. ***--Notes:** If any of the records in the cleansing case contains the correct TIN, that record should always be designed as the Master record. **Do not merge** two records with IRS-validated TINs. If the TINs on each customer record are validated, they are unique customers and must not be merged. Reject the Cleansing Case and contact the National Office if assistance is required.

125   Cleansing Cases (Continued)

F   SSO Actions (Continued)

Step	Action
3	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.
4	**SELECT…** **TO:…**
	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. **Note:** Edits to the cleansing case and the options to "Save" or "Reject" are no longer allowed after clicking "Confirm".
5	**SELECT…** **TO…**
	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.

125 Cleansing Cases (Continued)

    F SSO Actions (Continued)

Step	Action
6	Check the message center for confirmation that the customer records have been merged and the source record is set to "Archived".
7	Notify the requesting County Office employee that the cleansing case has been--* completed and the duplicate records have been merged. **Notes:** 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. See 3-PL (Rev. 2) paragraph 42.--* All active Representative Capacity entries on the losing record will automatically be revoked.
8	If the customer is associated with multiple States, notify the SSOs from the applicable Stats of the completed merge. See Exhibit 7.

All employees assigned to the county(s) that the customer is associated with will receive a "Merge Processed Alert", with the references to the losing and winning records.

125   Cleansing Cases (Continued)

G   Winners vs. Losers

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

Term	Synonymous Term	Fate/Explanation
Master Record	Winning record	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. See paragraph 62 for identifying Winning records.
Source Record	Losing record	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. See paragraph 62 for identifying Losing records.
Archived Record	Losing record	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. See paragraph 64 for identifying Archived records.

 *--If the wrong record was selected as the Master, and the Cleansing Case was completed, the customer's correct TIN may be stuck on the Archived, noneditable customer record. County Offices shall contact their SSO (Exhibit 7) if this occurs, and the SSO will seek assistance by SharePoint case.**--***

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)

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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.

--If the customer is recorded on a current or prior year farm, a KFC Request cannot be submitted for either inactivation or deletion of an Associated County which is linked to the farm record. See subparagraph D for more information.--

B KFC Request Example

Following is an example of the KFC Request Screen.

132   Initiating KFC Requests (Continued)

C   Fields/Descriptions

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

Field/Button	Description
Customer Details	
Note: 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.
Associated Counties	
Note: 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.
Program Participation	
Note: 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
Comments	
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.
Key Field Change History	
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 the County Office to determine that the customer:
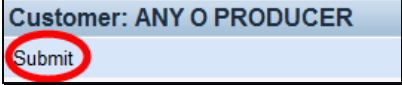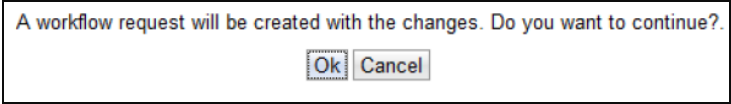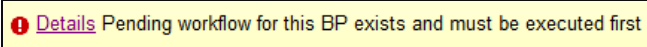
- has no outstanding or future payments pending
- has never been paid by FSA directly
- has never been attributed payments as a member of a joint operation or entity
- has never been an FLP customer
- is not an NRCS customer with outstanding payments or active contracts
- will not be eligible for disaster programs in a prior year
- *--is not recorded on a farm for the any year (current or prior).--*

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.

Customer records must **not** be inactivated following confirmation of death unless all of the above criteria have been met.

132   Initiating KFC Requests (Continued)

D   County Office Action (Continued)

Step	Action
1	Complete all required information according to subparagraph C.
2	Click the "Submit" button. Customer: ANY O PRODUCER Submit
3	Click "OK" to trigger the workflow message to the SSO. A workflow request will be created with the changes. Do you want to continue?. Ok Cancel **Note:** 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. ❶ Details Pending workflow for this BP exists and must be executed first

*--When a user attempts to create a KFCR, the system will check for farms linked to the customer, as a timesaver for both County and State Office employees. At the time of attempted submission of a KFCR for:

- customer record inactivation - the system will check for customer linkage to prior or current year farm(s) in any county

- deletion of an associated County - the system will check for customer linkage to a prior or current year farm(s) for the applicable associated county.

If a linked farm is identified in either scenario, a hard stop message will be displayed, and the user will be prohibited from creating the KFCR workflow. This will reduce the number KFCR workflows that must be rejected by the SSO's because of the Farm Records requirement for links to active associated counties.--*

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.

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.
*--

--*

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.

 *--**Notes:** 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.

If the KFC request was for an SSN correction, the SSO must check for the presence of a Date of Death and Death Confirmation Flag in the record. If a DOD is present, it is most likely for the owner of the previous incorrect SSN and must be removed from the record. Confirm with the County Office requestor and remove if necessary.**--***

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)

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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

- *--are also sent by e-mail to all applicable employees, with PII excluded.--*

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)

    Notes: 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).

    --Expand the "Recipients" section of the workflow item to view all employees who received the workflow.--

- 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	"Complete" will: ●*--**not** complete the Cleansing Case, KFC Request or DOD Confirmation Alert • mark the item (the alert) as having been completed • remove the item from the alert list for all recipients. **Important:** Do **not** click "Complete" unless you are sure the alert should be removed for all recipients.
Reject	"Reject" will: • **not** reject the Cleansing Case, KFC Request or DOD Confirmation Alert • reject the alert notification only • remove the item from Alert list for current user only. **Note:** "Reject" simply deletes/dismisses the alert from the current user's alert list. Most users should select this option.--*
Forward	"Forward" will: • allow user to send Alert to additional recipients • remove the item from Alert list for current user only.
Reserve	"Reserve" will: • allow user to take responsibility for the alert ●*--**not** complete the Cleansing Case, KFC Request or DOD Confirmation Alert--* • remove the item from Alert list for all other recipients.

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	"Accepted" will: • mark the item as having been completed • remove the item from the worklist for all recipients • complete the action requested.
Rejected	"Rejected" will: • reject the worklist item • remove the item from the worklist for all recipients • **not** complete the action requested.

151   DOD Workflow Process

A   Overview

--On a weekly basis, FSA receives a large file from SSA that includes many records with SSN and DOD. When the file is processed internally the SSN in the SSA file is compared-- to all active 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.

DOD workflows are only generated for active customer records. Inactive customer records are automatically updated with the DOD and "Death Confirmed" flag. No DOD workflow is created, but an alert is so County Office users know when an inactive customer is reported and auto-confirmed deceased. See subparagraph E.

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 the County Office	• select "Accept" from the decision drop-down menu • CLICK "Execute Decision"	• 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 • the DOD workflow will be removed from the workflow tasks of all recipients. **Note:** See subparagraph E for subsequent effects of the death confirmation.
has been disproven by County Office	• Select "Reject" from the decision drop-down • click "Execute Decision" • advise customer to notify SSA of error	• DOD will be removed from the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable • the Death Confirmed Flag will **not** be set on the customer's Individual record any RT or LLC records in the same SSN Family, if applicable • the DOD workflow will be removed from the workflow tasks of all recipients.

cannot be confirmed or disproven by County Office	• select "Accept" from the decision drop-down
	
	• click "Execute Decision".
		• 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
		
		• the DOD workflow will be removed from the workflow tasks of all recipients.
		
		   Notes: See subparagraph E for subsequent effects of the death confirmation.
		
		        If it is later disproven that the customer is deceased, the County Office shall access the customer's record and manually remove the DOD and the "Death Confirmed" flag. Any revoked Representative Capacity, Relationships *--entries, or agency interest indicator--* flags will require manual reloading.

151   DOD Workflow Process (Continued)

*--C   Processing the DOD Workflow (Continued)

If no action is taken on the DOD workflow by any County Office recipient within 14 days, a "Missed Deadline Workflow" will be generated for all State Office Specialists with the "Grantor Process Specialist All" CRM role. This group includes BP SSOs and FR/GIS Specialists.

The Missed Deadline workflow will include a link to the original DOD workflow, and the full list of DOD workflow recipients is available for view. The State Office Specialists shall review the list of recipients and contact any or all of them to ensure the original DOD workflow is completed immediately.

State Specialists will not be able to directly process the original DOD workflow task. It must be completed by one of the DOD workflow recipients in the County Office. Once the original DOD Workflow task has been completed, all workflow tasks (original DOD and missed deadline) will be automatically removed from all recipients' workflow lists.**--***

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 LLC's or RT's	Individual record and **all** 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.

D   Effect of DOD on an SSN Family

IF the death is reported by…	AND the SSN family includes…	THEN a DOD workflow is created for the…
any other method	only an Individual record	• access the Individual record • manually enter the DOD and Death Confirmed Flag • select "Save".
	an Individual record and one or more LLC's or RT's	• access the Individual record • manually enter the DOD and Death Confirmed Flag • select "Save" • the DOD and Death Confirmed Flag will be automatically updated to the LLC and RT records in the SSN family.
	only an LLC or RT	• resolve the orphan record according to paragraph 118 • manually enter the DOD and Death Confirmed Flag on the newly created Individual record • select "Save" • the DOD and Death Confirmed Flag will be automatically updated to the LLC and RT records in the SSN family.

151   DOD Workflow Process (Continued)

   E   Subsequent Effects of Death Confirmation

   Following the confirmation of a customer's death, CRM automatically updates various
   customer data and provides notifications. When a customer's death is confirmed by either
   method (acceptance of DOD workflow or manual entry of DOD/DCF), the actions in the
   following table occur.

System Action	Records Effected	County Office Action
Revocation of all Representative Capacity entries **Note:** The "Revoked/Cancelled" date equal to DOD.	All records in SSN Family	none
Revocation of all Relationships **Note:** The "Valid To" date equal to DOD.	All records in SSN Family	none
--"Agency Interest" flags are-- unchecked	Individual record only	Manually uncheck *--"Agency Interest"--* flags in other records in SSN Family, if applicable.
Alert generated to all CRM users that are assigned to the deceased customer's associated counties. **Note:** The alert is for awareness only. When the DOD workflow is accepted or rejected by one employee, the DOD workflow is removed from the worklists of all other employees. The subsequent alert is simply to notify all other applicable employees of the customer's confirmed death.	Individual or Orphan record	Clear the alert according to subparagraph 150 B.

151   DOD Workflow Process (Continued)

   E   Subsequent Effects of Death Confirmation (Continued)

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System Action	Records Effected	County Office Action
Alert email is generated to all CRM Users that are assigned to the deceased customer's associated counties.	Individual or Orphan record	All recipients should follow internal procedures to complete any additional required tasks.

   Example: DOD Email Alert.

From: Workflow System <WF-BATCH@wdc.usda.gov>
Sent: Tuesday, January 11, 2022 11:58 AM
To:
Subject: Alert for DOD
Importance: High

Alert ID: ##54010##

This alert is to notify all applicable FSA County Office employees that producer ANY PRODUCER has been confirmed deceased by GREAT EMPLOYEE. The confirmed Date of Death is 01/01/2021 and is recorded in the Customer Details Assignment Block of the customer record.

The following actions have been completed in the customer record as a result of the death confirmation:
1. Any Representative Capacity entries have been automatically revoked
2. Any Relationships have been automatically revoked

These actions have also been completed on additional records in the customer's SSN family, if applicable.

All Mail Indicator Flags have been unchecked on the Customer Profile Tab of the Individual record. If additional records exist in the customer's SSN Family, the COF must manually remove the Mail Indicator Flags if necessary.

Counties shall follow internal procedures to complete any additional required tasks.

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152-162 (Reserved)

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.

163   Member Hierarchy Details (Continued)

D   Fields/Descriptions

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

Field	Description
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
Valid To	hierarchy is valid for.
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.

164-166   (Reserved)

167   Establishing County Records for Unknown Customers

A   Overview

There are instances when County Offices do not know who the owner is of a farm/tract of land. County Offices shall perform thorough research to try to identify all farm owner/operators. However, if the owner/operator is determined to be unknown, County Offices shall establish one unknown customer record to load on the Farm Record.

B   Example of County Record for Unknown Customers

Following is an example of an unknown customer record for Adair, OK.

--*

167 Establishing County Records for Unknown Customers (Continued)

C Creating a County Record for Unknown Customers

County Offices shall only establish one unknown customer record with the administrative county and State abbreviation as the name. This creates one customer ID. The **same** customer ID will be used for all unknown owners and/or operators for farms within the county.

Important: Before creating a new unknown customer record, perform a thorough BP search to determine if the unknown customer record already exists for the applicable county. If one exists, do **not** create another record.

Create one customer record per county to be used for all "unknown" owners and/or operators as follows:

- individual role with no tax ID

- enter the administrative county name in the "First Name" field

- enter the State abbreviation in the "Last Name" field

- *--enter the administrative County Office address as the "Primary Address"--*

- follow procedure in 10-CM or 3-CM to add the "unknown" customer to the applicable farm record when the owner and/or operator name and address are unknown.

Unknown customers are **not** to be entered in CRM Business Partner with any reference to or use of the word **"Delete" or "Unknown"**, and any records previously recorded or migrated from the System 36 referencing "Delete" shall be changed to the unknown customer created according to this paragraph.

168 Establishing Customer Records for Warehouses

A Overview

Customer records are required for each unique UGRSA-approved warehouse location for MAL issuance. It is imperative that warehouse name and address data is correctly loaded and stored in BP, for loan servicing in the Loan and LDP Program Administration System (LPAS) according to 17-PS, Part 2.

B County Office Action

Most UGRSA-approved warehouses are already loaded as customer records in BP, and available in LPAS according to 17-PS, Part 2, and 8-LP.

If the warehouse location is not available in LPAS, County Offices must perform multiple thorough searches in BP to determine if the warehouse at that physical location already exists. Use wildcards (*) and the "contains" search operator to perform multiple searches using the following search fields.

Search Field	Examples		
Business Name	Business Name ▼	contains ▼	Valley Coop ⊕ ⊖
	Business Name ▼	is ▼	*American Ag* ⊕ ⊖
Common Customer Name	Common Customer Name ▼	contains ▼	Valley Coop ⊕ ⊖
	Common Customer Name ▼	is ▼	*American Ag* ⊕ ⊖
Address Line 1	Address Line 1 ▼	contains ▼	123 Main ⊕ ⊖
City	City ▼	contains ▼	Portland ⊕ ⊖
ZIP Code	ZIP Code ▼	contains ▼	04010 ⊕ ⊖

When performing thorough searches for each warehouse, be sure to search **nationwide** according to subparagraph 25 E. The warehouse may be physically located in one State and county, but have associations with a different State, county, or service center.--*

*--168 Establishing Customer Records for Warehouses (Continued)

   B   County Office Action (Continued)

   After performing a thorough search, take actions according to the following table.

IF…	THEN…
an existing customer record cannot be located with the same physical location	create a new record according to the format in subparagraph C.
an existing customer record is located with the same physical location	modify the existing record according to the format in subparagraph C.
multiple existing customer records are located with the same physical location	merge the duplicate records according to Part 3, Section 6. **Note:** Modify the existing winning record according to the format in subparagraph C.

   C   Warehouse Customer Record Formatting

   All warehouse records must be saved with the following format.

Customer Record Data Field	Format	Example	Comment
Role	Corporation	Corporation	
Tax ID Type	No Tax ID	No Tax ID	Enter "No Tax ID" type unless editing an existing warehouse record that already includes a validated EIN.
Business Name	{Business Name}	AG PARTNERS	See subparagraph 59 C.

<div align="right">--*</div>

*--168 Establishing Customer Records for Warehouses (Continued)

C Warehouse Customer Record Formatting (Continued)

Customer Record Data Field	Format	Example	Comment
Common Customer Name	{Business name}-{Location Name} {State Abbr} &WH&	AG PARTNERS-FENTON ME &WH&	• Use the warehouse Location Name from the UGRSA website. This is necessary because multiple warehouses may exist in a single county or city. • Use a hyphen, not an underscore, between the Business Name and Location Name. • Add "&WH&" to the end of the name, to be used as an identifier. • The unique sequence of characters will enable State and National Offices to search for and identify the warehouse customer records to be used by LPAS.
Program Participation - Customer Type	Non-County FSA Customer	NON-COUNTY FSA CUSTOMER	• Do not select "FSA Customer" type unless the warehouse is already participating in another FSA program and the record already exists. • in this case, leave the existing Program Participation entries intact, and add the new Program Participation entry for Non-County FSA Customer.

--*

    C Warehouse Customer Record Formatting (Continued)

Customer Record Data Field	Format	Example	Comment
Program Participation - Service Organization	Applicable County	CUMBERLAND/YORK COUNTY FARM SERVICE AGENCY	
Program Participation - General Program Interest	Has Interest in the Program	Has Interest in the Program	
Program Participation - Current Participant	Currently enrolled and participating	Currently enrolled and participating	
Address	The address of the physical location of warehouse	123 HIGH ST PORTLAND, ME 04106	• Use the **physical location** address. • Do **not** load the mailing address in the customer record. Many unique warehouses contain identical mailing addresses, which will result in potential duplicates if loaded.

                                                       --*

168   Establishing Customer Records for Warehouses (Continued)

   C   Warehouse Customer Record Formatting (Continued)
       *--

Customer Record Data Field	Format	Example	Comment
Address Types	Primary and Street	✓ Primary Address ✓ Street Address	Set both Address Type flags on the physical location address. **Note:** Although the "Mailing Address" type is not required for this process, the system will automatically add the "Mailing Address" type if there is only a single address in the record. It is only necessary for users to **add** the "Street Address" type. "Primary Address" is also defaulted on new records.

                                                                                                                    --*

   To record a warehouse in LPAS using the BP warehouse customer record, follow 17-PS, subparagraph 24.5 D.

169-170 (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.

Contact Record	Contact Relationship
Can be used to establish a Contact Relationship for a Customer record.	Can be created between a Customer record and: • another Customer record, or • a Contact record.

    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	Under Search Criteria, change the "Search for:" drop-down to Contact.
3	Enter any of the following search criteria: • First Name • Last Name • Contact Number/ID • Customer Number/ID • City.
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.

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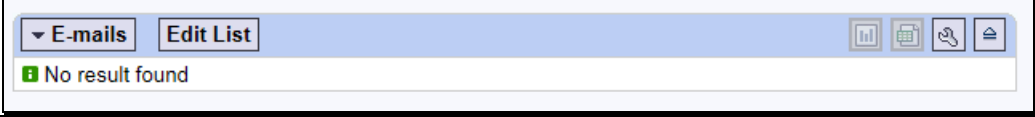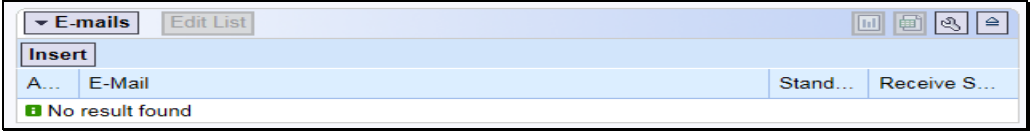
Once the Contact record has been created and saved, additional data, such as telephone numbers and e-mail addresses, can be added to the record.

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: • Contact search results, or • Customer record Relationship entry.
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". ![E-mails assignment block showing Edit List button and "No result found"]
6	CLICK "Insert". ![E-mails assignment block showing Insert button with columns A..., E-Mail, Stand..., Receive S... and "No result found"]
7	Enter the e-mail address. See subparagraph 69 C for fields/descriptions. ![E-mails assignment block with Insert button and empty row for entering e-mail address]
8	At the top of the record, CLICK "Save" 🖫 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
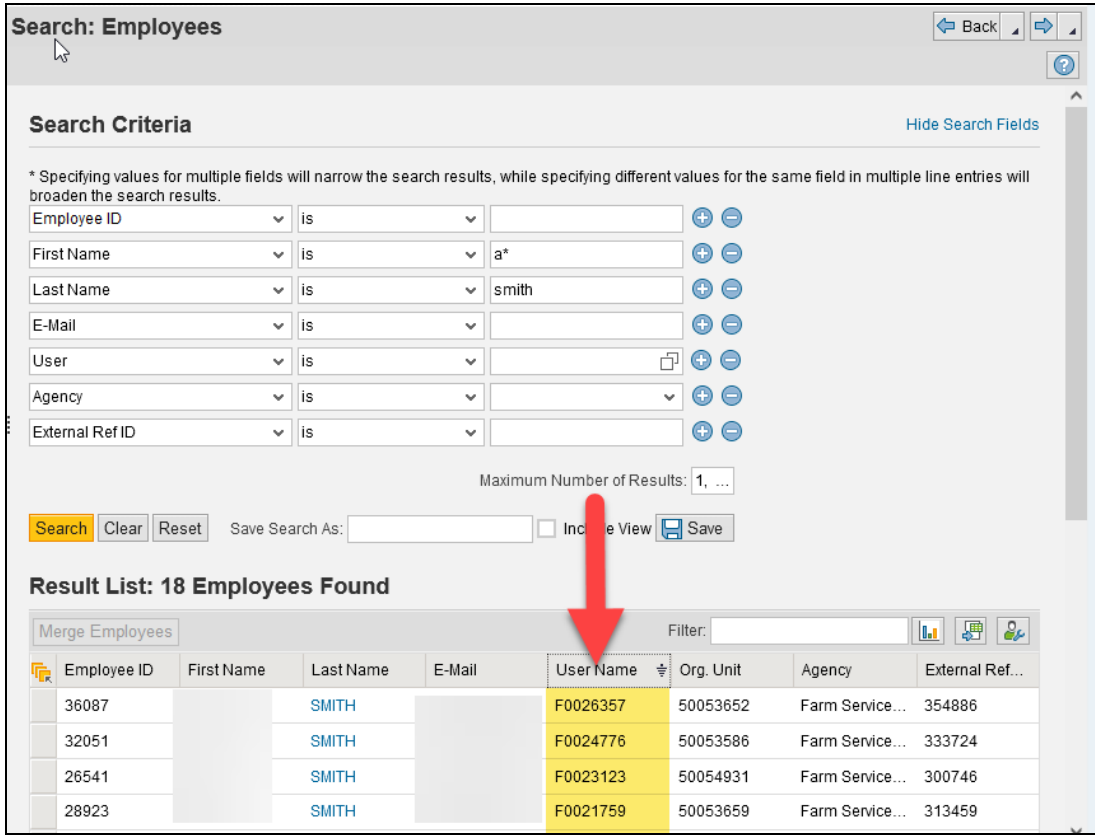
The following table provides the steps for searching for employee records.

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: • Employee ID • First Name • Last Name • E-Mail • User •*--Agency • External Ref ID.--*

177   Employee Records (Continued)

C   Searching for Employee Records (Continued)

*--
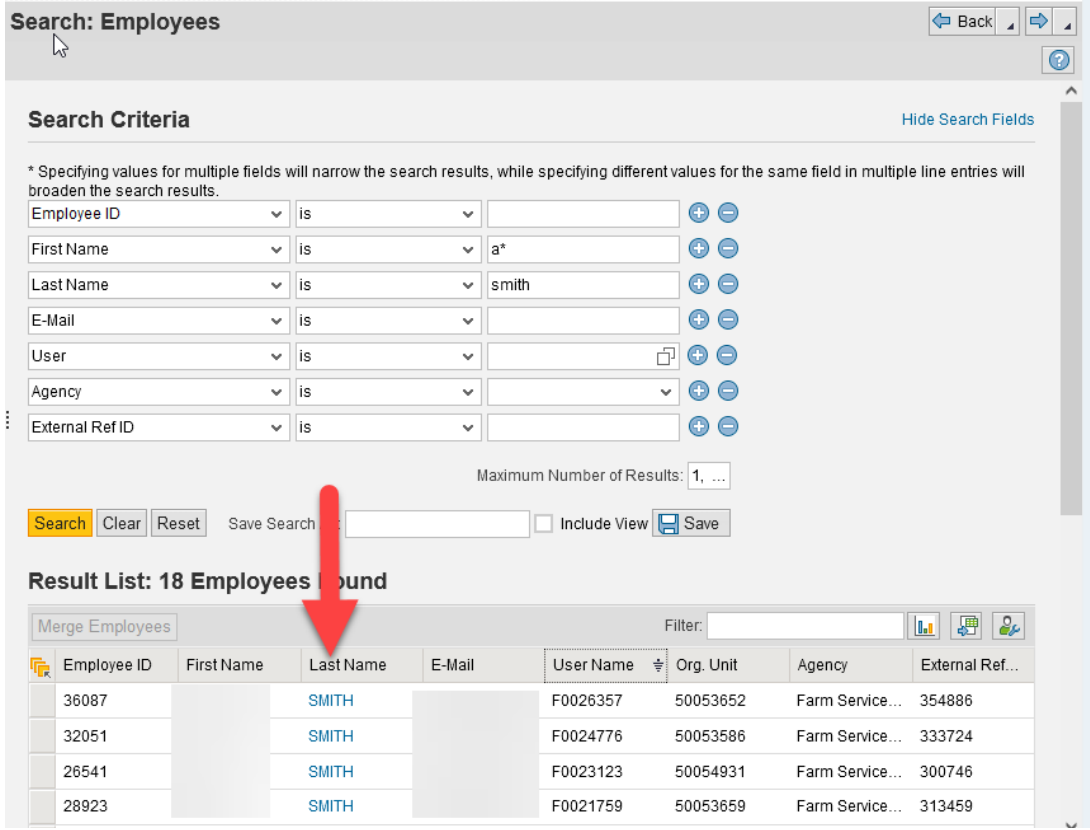
Step	Action
3	CLICK "Search". The employee(s) that match the search criteria entered will be displayed in the Result List. **Note:** The search results will also display the CRM "User Name" of the employee, which is also referred to as the "FID". This FID can be used when running reports as described in Part 2, Section 3.

--*

177   Employee Records (Continued)

   C   Searching for Employee Records (Continued)

   *--

Step	Action
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.

   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.

   See Part 3, Section 4 for guidance on relationships.

178-199   (Reserved)

*--Part 6   NRCS Access to MIDAS CRM

200   NRCS Access to Customer Data

A   Overview

The partnership between NRCS and FSA provides the opportunity to better serve our producers and further enhance the services USDA provides. See 1-CM, Part 25 for additional information about the MOA between NRCS and FSA.

Authorized NRCS employees had create and edit capabilities in SCIMS. When MIDAS CRM/Business Partner became the system of record/system of entry with MIDAS Release 2, SCIMS became view-only for all FSA and NRCS users.

In 2016, NRCS obtained a limited number of CRM licenses to allow access rights to MIDAS CRM.

B   FSA and NRCS MIDAS CRM Collaboration

FSA and NRCS staff worked together to establish:

- the CRM functions and authorizations of the new CRM security roles "NRCS User" and "NRCS Viewer"

- training completion for NRCS State trainers (aka "NRCS Super Users")

- plans for ongoing training for a limited number of NRCS end users

- the agreement that FSA trainers and FSA MIDAS super users are not required to deliver NRCS training

- continued collaboration between FSA and NRCS in the County and State Offices.**--***

*--201 MIDAS CRM Security Roles and Licenses for NRCS Employees

A Overview

Two unique CRM security roles were developed for NRCS employees:

- NRCS viewer
- NRCS user.

Like most commercial-off-the-shelf software, a license is required for each user to access the software. SAP, the company that developed CRM software, requires a purchased license for each person that intends to access CRM.

In early 2016, NRCS purchased a limited number of licenses for read/write access to CRM.

Although NRCS did not purchase licenses for view-only access, FSA developed the CRM security role as a "placeholder" in preparation for any view-only licenses that may be purchased in the future.

B Licenses and NRCS CRM Users per State

The number of NRCS users per State varies. Before purchasing the licenses, NRCS management considered:

- how many NRCS employees had actively created or edited records in SCIMS in prior years

- how many CRM users each NRCS State Office requested.

In some States, NRCS opted to purchase licenses only for State Office personnel, while in other States, NRCS opted to purchase licenses for County Office users. The purchase and assignment of licenses to NRCS end users was strictly an NRCS decision. FSA did not provide input as to who should or should not have access.**--***

*--201 MIDAS CRM Security Roles and Licenses for NRCS Employees

C   CRM Training for NRCS Users

Following NRCS's decision to use a train-the-trainer approach, DAFP/PECD staff developed training materials specifically for the new NRCS user CRM security role. In late October 2016, DAFP/PECD staff delivered this training in-person to approximately 50 NRCS State Office employees, who:

- are referred to as "NRCS Super Users"
- continue to serve as trainers for their agency.

FSA will **not** be directly involved with training the NRCS end users.

D   NRCS User CRM Security Role Permissions

The **NRCS viewer** role authorizes employees to view limited Business Partner and Farm Records data. All data in CRM is view-only, no edits are permitted.

The **NRCS user** role authorizes employees to create and modify limited Business Partner data and view Farm Records data.

The specific permissions for both security roles are defined in Exhibit 20**--***.

*--202 NRCS and FSA Continued Collaboration

    A   NRCS Action

        NRCS users will need to contact an FSA employee for assistance when encountering an issue in CRM that requires remediation and the NRCS user does not have security permissions to complete the update. This is consistent with how similar issues were handled in SCIMS and Web Farm Records. Examples include:

        •   initiating the merge process for duplicate records
        •   deletion or correction of a TIN, TIN type or DPE
        •   prior year role edits
        •   deletion of an FSA or FLP program participation
        •   deletion of an associated county (legacy link)
        •   record inactivation
        •   updates to Farm Records.

        NRCS users have been instructed to contact any of the following for assistance, in the order that they are listed:

        1.   FSA County Office CRM user

        2.   applicable NRCS SCIMS/Business Partner State Security Officer (NRCS BP SSO)/NRCS Super User

        3.   applicable FSA SCIMS/Business Partner State Security Officer (FSA BP SSO).

        Note: See Exhibit 7 for the list of FSA and NRCS SSO's.

        All actions are compliant with policy issued in 1-CM, Part 25, Section 5.5.**--***

*--202 NRCS and FSA Continued Collaboration (Continued)

B   FSA County Office Action

FSA County Offices must assist NRCS users with customer and farm records data management, when requested. This includes:

- assistance with updates or questions pertaining to customer data
- creation of cleansing cases for merging duplicate records
- creation of KFC requests for modification of key fields
- updates to Farm Records
- general support as necessary.

This agency collaboration is compliant with policy issued in 1-CM, Part 25, Section 5.5.

FSA County Offices should contact their FSA SSO if necessary for assistance.

C   FSA State Office Action

FSA State Offices shall refer all SCIMS and Business Partner issues and questions from "NRCS Users" to the appropriate FSA BP SSO.

Note: Only SSO's are permitted to perform advanced edits on Business Partner records. State Office employees that are not approved SSO's are forbidden from performing these functions.

D   FSA BP SSO Action

FSA BP SSO's must assist FSA and NRCS users with customer data management, when requested. This includes:

- assistance with updates or questions pertaining to customer data
- completion of cleansing cases for merging duplicate records
- completion of KFC requests for modification of key fields
- general support as necessary.

This agency collaboration is compliant with policy issued in 1-CM, Part 25, Section 5.5.

203-249   (Reserved)

Part 7   SCIMS -   SCIMS – Service Center Information Management System

*--250 SCIMS and SCIMS Customer Viewer

A   **Overview**

SCIMS is the legacy database that contains customer data used by FSA, NRCS, and other USDA agencies. SCIMS was the system of record/system of entry for customer data from 2001 until 2014. In December 2014, MIDAS CRM Business Partner replaced SCIMS as the system of record/system of entry for customer data, and SCIMS was locked for user edits.

The SCIMS database continues to support many shared services and interfaces with downstream systems and applications.   All customer records added or edited in MIDAS CRM BP replicate to SCIMS, so that information can be shared down by the existing shared services.

SCIMS Customer Viewer is the web application that enables authorized users to search for and view customer records in the SCIMS database.

Although data in the SCIMS application is view-only for all users, it is important that users:

- can access SCIMS and data within, and
- verify the successful replication of BP customer data to SCIMS.

FSA and NRCS employees must complete an FSA-13A to access SCIMS.--*

See paragraph 50 for additional information on BP to SCIMS Replication.

*--250 SCIMS and SCIMS Customer Viewer (Continued)

    B Accessing SCIMS Customer Viewer

        Access SCIMS from the FSA Applications Intranet web site at
        https://intranet.fsa.usda.gov/fsa/applications.asp and CLICK "SCIMS Customer
        Viewer".
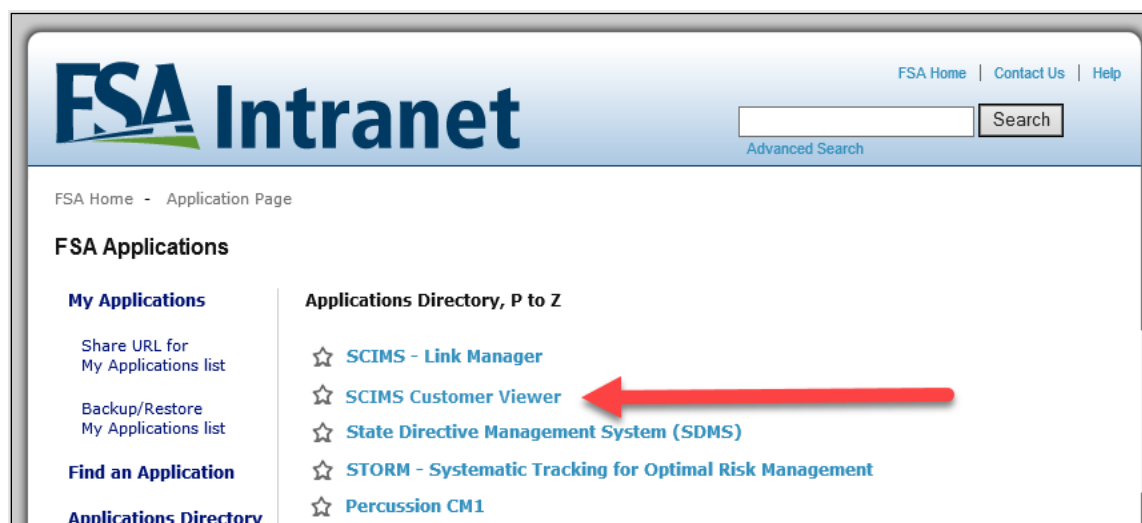
        The USDA eAuthentication Login Screen will be displayed. To login, do either of the
        following:

- CLICK "Log In with PIV/CAC"
- Enter eAuth user ID and password and CLICK "Log In with Password".**--***

B Accessing SCIMS Customer Viewer

Once logged in through eAuthentication, the SCIMS Customer Search Screen will be displayed. Click the "Customer Search" button to begin.**--***

--*

*--250 SCIMS and SCIMS Customer Viewer (Continued)

C Requesting Access to SCIMS

Request access to SCIMS according to the following.

Employee Type	Action required
New Hires (permanent employees)	Submit FSA-13A with appropriate position in Part B.
New Hires (temporary employees)	EAS Role for SCIMS access will automatically be assigned.
Current Employees	Check for SCIMS access before requesting (most are already authenticated). If SCIMS access is denied, submit FSA-13A requesting addition of EAS Role "SCIMS.PARMO.role.readonly" in box 20.

--*

*--**251 SCIMS Customer Search**

A Overview

The SCIMS Customer Search page enables users to search for a customer record, in order to review and verify the data which was replicated from BP.

B SCIMS Search Criteria

Customer records can be searched using a variety of data elements.

Search Criteria	Available Selections
State	US States and Territories, defaulted to user's assigned State.
County	Counties of selected State, defaulted to user's assigned County
Service Center	Service Centers of selected State and County, defaulted to user's assigned Service Center
National Search	Check to include Nationwide records in search, defaulted to unchecked (limits search to selected State/County/Service Center)
Type (Entity Type or Role)	• Individual. • Business. • Both (default).
Active	• Active (default). • Active and Inactive.
Name: Last or Business	User enters, with options:
Name: First	• Starts With • Exact Match (default).
Tax ID	User enters, with options: • Whole ID (default) • Last 4 Digits **Note:** The Last 4-Digits search does not function for National Search".
Tax ID Type	• Unknown. • Social Security. • Employer ID. • IRS Assigned. • Federal Agency.
Common Name	User Entered.
Zip Code	User Entered.
Phone Number	User Entered.

--*

251   SCIMS Customer Search (Continued)

B   SCIMS Search Criteria (Continued)

After entering the search criteria, CLICK "Search".

Note: The search process is sensitive to spaces in a name. For example, searching for the last name of "De Jong" will not locate "DeJong".

To clear the page of entered data, CLICK "Reset".

C   SCIMS Customer Search Screen Example

Following is an example of the SCIMS Customer Search * * * Screen.
*--

-
-*

251   SCIMS Customer Search (Continued)

D   SCIMS Customer Search Results

The SCIMS Customer Search Results Page will be displayed with all customer records that
meet the user-entered search criteria. Click the hyperlinked Common Name of any record
to view the full details of the customer record.

E   SCIMS Customer Search Results Screen Example

Following is an example of the SCIMS Customer Search Results Screen.
*--

--*

252   Viewing SCIMS Customer Record

A   Overview

*--All customer data that has replicated from BP will be displayed and organized into groupings similar to the BP record.

The Common Customer Name, current year Customer Type (Role), and Active/Inactive status will appear in the record header.

Below the record header, there are 5 tabs or groups of data, with a blue line highlighting the current tab:

- General Data
- Demographics
- Contact Information
- Program Participation
- Associated Counties.

B   General Data

The General Data tab will display the various names, roles, dates, tax ID, and employee type information for the customer. The Customer Notes are also displayed on this tab.

See Part 3 Section 1 for additional information on data loading the customer information into the BP customer record.--*

252   Viewing SCIMS Customer Record

*--B   General Data (Continued)

The current year, and previous two years of Business Types (Roles) are displayed on the General Data tab. To view additional historic business types, click the "Business Type History" button.

The full business type history will appear in a pop-up window.

--*

252   Viewing SCIMS Customer Record (Continued)

*--C   Demographics

The Demographics tab will display the gender, marital, veteran, disability, and social statistic information for the customer. See paragraph 60 for additional information on data loading this information into the BP customer record.

--*

6

252   Viewing SCIMS Customer Record (Continued)

*--D   Contact Information

The Contact Information tab will display the address, phone number, and e-mail address for the customer, as well as the receive mail indicator flags. See Part 3, Section 1 for additional information on data loading addresses, phone numbers, and e-mail addresses into the BP customer record.

SCIMS | SCIMS Customer Viewer

Common Name: **ANY A PRODUCER**   Customer Type: **Individual**   Status: **Active**   [Customer Search]

General Data   Demographics   Contact Information   Program Participation   Associated Counties

Address Information

Receive Mail Indicators: ☑ FSA   ☑ NRCS   ☐ RD   ☐ Electronically

Current/Std Address	Active	Information Line	Address Line 1	Address Line 2
Yes	Active	—	123 ANY STREET	—

Address Type	City	State	Zip Code	Country	Carrier Route	Delivery Bar Code
Mailing	ANYWHERE	MD	12345	US	—	—

Phone Number

Type	Primary	Number	Extension	County	State	Country	Unlisted
Home	Yes	(301) 867-5309	—	Caroline	Maryland	US	No

E-mail Address

Type	Primary	E-mail Address
Home	Yes	xxx@gmail.com

--*

252   Viewing SCIMS Customer Record (Continued)

*--E   **Program Participation**

The Program Participation tab will display the program and servicing organization information, as well as the program interest and participation status for the customer. See paragraph 73 for additional information on data loading program participation into the BP customer record.

SCIMS | SCIMS Customer Viewer

Common Name: **ANY A PRODUCER**   Customer Type: **Individual**   Status: **Active**   [Customer Search]

General Data   Demographics   Contact Information   Program Participation   Associated Counties

Program Participation

Program	State	County	Servicing Organization	General Program Interest	Current Participant
AG NRCS Customer	Maryland	Caroline	CAROLINE COUNTY SERVICE CENTER	Yes	Yes
Farm Loan Program Customer	Maryland	Caroline	CAROLINE COUNTY FARM SERVICE AGENCY	Yes	Yes
FSA Customer	Delaware	Sussex	SUSSEX COUNTY FARM SERVICE AGENCY	Yes	Application Made
FSA Customer	Maryland	Caroline	CAROLINE COUNTY FARM SERVICE AGENCY	Yes	Application Made

--*

252   Viewing SCIMS Customer Record (Continued)

*--F   **Associated Counties**

The Associated Counties tab will display the State(s) and county(s) linked to the customer, and the customer address linked to each associated county.   See paragraph 74 for additional information on data loading associated counties into the BP customer record.

SCIMS | SCIMS Customer Viewer

Common Name: **ANY A PRODUCER**   Customer Type: **Individual**   Status: **Active**   Customer Search

General Data   Demographics   Contact Information   Program Participation   Associated Counties

Associated Counties

State	County	Delivery Address	Country	City	State	ZIP Code
Delaware	Sussex	123 ANY STREET	US	ANYWHERE	MD	12345
Maryland	Caroline	123 ANY STREET	US	ANYWHERE	MD	12345

--*

253   (Withdrawn--Amend. 4)

254-299   (Reserved)

300   Reviewing Records in PPID Database

A   Basic Information

The PPID web database was designed to assist State and County Offices in conducting reviews and recording the results of the reviews of the Payments to Producers Identified as Deceased Report. See 1-CM for making determinations in the report.

The PPID database incorporates role-based functionality. FSA users will be required to login to the PPID database using their eAuthentication level 2 credentials.

The 3 unique roles in the PPID database are:

- "PPID Reviewer", County Office employee responsible for reviewing PPID records

- "PPID Approver", State Office employee responsible for approving County Office-reviewed PPID records

- "National Administrator", National Office employee responsible for importing monthly PPID records and managing user profiles.

To request access to the PPID database, State and County Office employees shall e-mail
*--Kerry Sefton at **kerry.sefton@usda.gov** with a list of States and/or counties to which the--
* user needs access.

Note: If submitting the request on behalf of another employee, provide the e-mail address of the employee that is requesting access.

*--300 Reviewing Records in PPID Database (Continued)

B Monthly Report Requirement

The National Office acquires a list of payments made to producers identified as deceased who were direct and/or indirect payment recipients in FY 2014 and subsequent years. This report **must** be reviewed by County Offices on a monthly basis. The State Office is responsible for overseeing the County Office reviews.

State and County Offices must complete monthly reviews according to instructions provided by the National Office. Notification of data availability and completion deadlines will be e-mailed each month.

C Accessing the PPID Database

To access the PPID database, go to the FSA Applications Intranet web site at **http://fsaintranet.sc.egov.usda.gov/fsa/FSAIntranet_applications.html**, and under "Common Applications", CLICK "**Payments to Producers Identified as Deceased (PPID)**".

Notes: Internet Explorer must be used when accessing the PPID database.

The PPID database is behind eAuthentication and requires authorized credentials to access PPID records and generate reports.

The USDA eAuthentication Login Screen will be displayed. User can do either of the following:

- CLICK "**Log In with your LincPass (PIV)**" with LincPass inserted in the card reader
- enter eAuthentication user ID and password and CLICK "**Login**".**--***

*--300 Reviewing Records in PPID Database (Continued)

D PPID Home/View Progress Screen

After users are authenticated to the PPID database, the PPID Home/View Progress Screen will be displayed. Content displayed on the screen will depend on the role of the user.

The following is an example of the PPID Home/View Progress Screen that will be displayed for a County Office user with PPID Reviewer access.

Note: Users will only see the counties for which they are authorized listed, if the county has reviews for the appliable year and month. If the user is authorized for a specific county, but the county name is not displayed on this screen, then the county has no reviews for the applicable year and month selected.**--***

*--300 Reviewing Records in PPID Database (Continued)

E Navigation

The following navigation bar will be displayed on every screen and is identical for every FSA user, regardless of role.

| | PPID Home | About PPID | Help | Contact Us | Exit PPID | Logout of eAuth |

Users may click any of the following from the top navigation bar:

- "PPID Home", to return to the PPID Home/View Progress Screen as authenticated user
- "About PPID", to view information about the purpose of the PPID database
- "Help", for assistance with role-based functionality in the PPID database
- "Contact Us", to view system administrator contact information
- "Exit PPID", to navigate out of the PPID database without logging out of eAuthentication
- "Logout of eAuth", to logout of PPID and eAuthentication.

On the PPID Home/View Progress Screen, beneath the navigation bar, user's name and role will be displayed. Under "Actions" various options will be displayed based on the user's role. The following is an example of the left navigation bar for a State Office PPID Approver.

PPID Menu

Welcome FSA Employee!

Role: PPID Approver

Actions

View Progress

Search and Approve

Reviews Report

Assigned States

--*

*--300 Reviewing Records in PPID Database (Continued)

F   Actions Menu

To access an action, click the link. Each of the following actions will be discussed in detail in the referenced paragraph.

Role	Action	Purpose	Paragraph
PPID Reviewer	View Progress	View the current number and status of records within the assigned county(ies).	301
	Search and Enter Review	Perform a customized search to locate specific records; review selected records.	302, 303
	Reviews Report	Generate a customized report containing completed and/or pending records.	305
	Assigned Counties	Lists the State(s) and county(s) for which the user is currently authorized to review records.	
PPID Approver	View Progress	View the current number and status of records within the assigned State(s).	306
	Search and Approve	Perform a customized search to locate specific records; review and approve selected records.	307, 308
	Reviews Report	Generate a customized report containing completed and/or pending records.	309
	Assigned States	Lists the State(s) the user is currently authorized to approve records in.	

--*

*--301 County Action: View Progress

A Overview

By default, the first "Actions" item "View Progress" is displayed on the PPID Home/View Progress Screen immediately after logging into the PPID database.

The PPID Home/View Progress Screen will be displayed with all counties for which the authenticated PPID Reviewer is assigned.

B Example of View Progress Screen for PPID Reviewer

Following is an example of the PPID Home/View Progress Screen for a PPID Reviewer.

C Selecting Data to View Progress

On the PPID Home/View Progress Screen, users can select the "Fiscal Year", "State", and "Month" to display the desired data.

Note: More than 1 month can be checked (✓) in the "Month" criteria.**--***

*--301 County Action: View Progress (Continued)

   C   Selecting Data to View Progress (Continued)

   The PPID Home/View Progress Screen will be displayed with the number of records per
   county in each of the 5 following categories:

   - "Total DMF Records" by county

   - "Reviewed", number of PPID reviews completed by County Office

   - "Approved", number of PPID approvals completed by State Office

   - "Pending Review", number of PPID reviews pending by County Office

   - "Pending Approval" the number of PPID reviews completed by the County Office, but
     pending State Office approval.

   Note: If there are no records for the applicable year, State, county, and month, then the
              message, "No DMF Records found." will be displayed, or the month will not be
              listed.

   In the following example, the PPID Reviewer is viewing the progress of FY 2017 for all
   months. The "View Progress" table shows that the Washita County Office has completed
   review of 5 records, with 7 remaining for review. Of the 5 reviewed records, the State Office
   has approved 3, and 2 are still pending approval.

                                                                              --*

*--301 County Action: View Progress (Continued)

    D Action

        To perform a County Office PPID review, on the PPID Home/View Progress Screen, click either of the following:

        • under "Action", CLICK "**Search and Enter Review**"

        • in the "View Progress" table, under "Pending Review", click number of records link for the desired county.

                                                                        --*

*--302 County Action: Search and Enter Review

A Overview

After PPID Reviewers have selected the "Search and Enter Review" action, the Search and Enter Review, Search Criteria Screen will be displayed.

In addition to using the "Fiscal Year", "State", "County", and "Month" selections, PPID Reviewers can check (✓) 1 or more of the following "Status" criteria:

- "Not Reviewed by County"
- "Reviewed by County"
- "Approved By State".

Note: More than 1 month can be checked (✓) in the "Month" criteria.

PPID Reviewers can modify the search criteria as necessary, and CLICK "**Search**" to view the resulting records, or CLICK "**Clear**" to clear all search criteria and start over.

B Example of Search Criteria Screen

Following is an example of the Search and Enter Review, Search Criteria Screen for a PPID Reviewer.

--*

*--302 County Action: Search and Enter Review (Continued)

C Search Results

The Search and Enter Review Screen will be displayed with the "Fiscal Year", "State", "County", "Month", and "Status" of the summarized records, as a reminder of the criteria the PPID Reviewer previously selected. To change the search criteria, CLICK "**Modify**" on the top right.

The following details of each record are summarized on the Search and Review, Search Criteria Screen:

- "Record Id"
- "Tax Id" (last 4)
- "SCIMS Name"
- "Date of Death"
- "Program Code"
- "Month"
- "Action" ("Review" link).

PPID Reviewers may sort any of these columns by clicking on the header.**--***

*--302 County Action: Search and Enter Review (Continued)

    C Search Results (Continued)

        The following example Search and Enter Review, Search Criteria Screen will be displayed with the search results for records pending county review for FY 2017 (all months).

        Note: If on the PPID Home/View Progress Screen, in the "View Progress" table, under "Pending Review", PPID Reviewer clicks the number of records link for the desired county, the Search Criteria Screen will be bypassed and the PPID Reviewer will be advanced to this screen.

    D Action

        PPID Reviewers shall CLICK "**Review**" next to the first desired record to begin the detailed review.**--***

*--303 County Action: Enter Review

   A   Overview

   After PPID Reviewers have selected a record to review, the following Enter Review Screen
   will be displayed with all pertinent details about the record and fields for County Office
   reviewer input.

   B   Example Enter Review Screen

   The following is an example of the Enter Review Screen.

   Note: The "DMF Record" number in parenthesis, (138707 in the example), is a unique
   number assigned to each record.

                                                                                          --*

*--303 County Action: Enter Review (Continued)

    C Action

        On the Enter Review Screen, PPID Reviewers will review the information in the upper portion and enter the review information in the "DMF Record Review" section. PPID Reviewers shall select the reason code according to paragraph 304 and 1-CM, Part 34. Enter additional information, if applicable, that includes any of the following:

- overpayment amount
- date overpayment established
- collected amount
- explanation or actions completed.

        Note: "**Explanation**" entries:

- can include, but are **not** limited to:

        - handbook procedure that was reviewed
        - legal documents authenticating producer's TIN
        - other records that may have been reviewed
        - date receivable established

- are:

        - **required** for reason codes "28" and "38"
        - limited to 1000 characters.

        After PPID Reviewers have entered the applicable information, CLICK any of the following:

- "**Save**"
- "**Save and Next**"
- "**Reset**", to clear all fields and start over.**--***

*--304 Reason Codes and Identifiers

A Reason Codes to Identify Erroneous Payments

The following is a list of codes to describe the reasons for erroneous payments issued to individuals identified as deceased. For specific examples of each and policy about the reason code determination, see 1-CM, Part 34.

Code	Condition or Situation
20	Erroneous; TIN error or misidentification of actual program participant.
22	Erroneous; ineligible program participant.
24	Erroneous; invalid payment document, lack of signature authority, or invalid FSA-211.
26	Erroneous; invalid multi-year payment document, incorrect participants.
28	Erroneous; ineligible for other reasons, detailed explanation required. **Note:** Include the explanation on the same line in the "Explanation and Actions Completed" field.

B Reason Codes to Identify Correct Payments

The following is a list of codes to describe the reasons for payments issued correctly to an individual identified as deceased. For specific examples of each and policy about the reason code determination, see 1-CM, Part 34.

Code	Condition or Situation
30	Eligible; payment earned by individual before death.
32	Eligible; TIN used to identify estate or trust.
34	Eligible; TIN corrected/verified.
36	Eligible; death of an individual not timely reported, but updated information supports the determinations of record. **Note:** Ensure that Business File is updated to remove the deceased producer, if applicable
38	Eligible for other reasons; detailed explanation required. **Note:** Include the explanation on the same line in the "Explanation and Actions Completed" field.

--*

*--305 County Action: Generate Reviews Report

A Overview

From the PPID Home/View Progress Screen, under "Actions", if PPID Reviewers click "Reviews Report", the Reviews Report Screen will be displayed.

B Example of the Reviews Report Screen

The following is an example of the Reviews Report Screen.

--*

*--305 County Action: Generate Reviews Report (Continued)

    C Action

       To generate a county report, select the following:

       • "Fiscal Year"

       • "State"

       • "County"

       • "Month" (multiple months may be selected)

       • "Reason Code" (select "All" or multiple codes by holding the "Ctrl" button while selecting).

       CLICK "**Generate**".

    D Generating County Reports

       After PPID Reviewers click "Generate Report", the message, "The file you are trying to open, 'DMF_Report[1].xls', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?", may be displayed. CLICK "**Yes**".

       --*
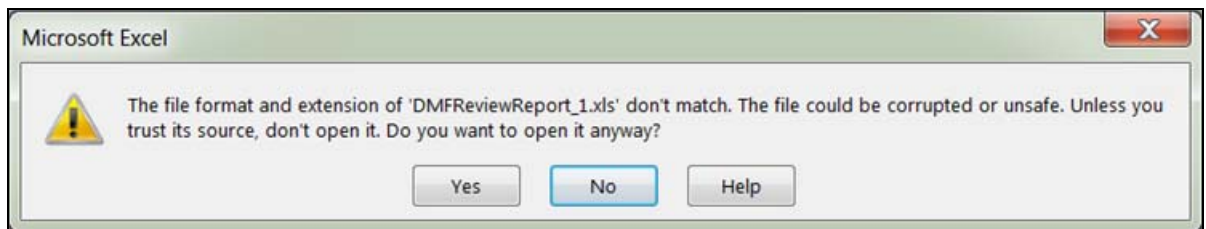
*--305 County Action: Generate Reviews Report (Continued)

   E Information Arrangement in the PPID Report

      The information in the PPID Report is arranged according to this table.

Label	Description
Record ID	Unique number to identify DMF record.
State Code	State code of the administrative location for the individual identified as deceased.
State	State name of the administrative location for the individual identified as deceased.
County Code	County code of the administrative location for the individual identified as deceased.
County	County name of the administrative location for the individual identified as deceased.
Tax ID	Last 4 digits of TIN of the individual identified as deceased as recorded in SCIMS.
(SCIMS) Name	Name as recorded in SCIMS of the individual identified as deceased.
CCID	The core customer ID, or SCIMS ID, of the individual identified as deceased.
Date Of Death	Date of death as recorded in Business Partner and SCIMS of the individual identified as deceased.
Name	Name of the individual or entity associated with the individual identified as deceased.
Payee Tax ID	Last 4 digits of TIN of the individual or entity associated with the individual identified as deceased.
Payee Tax ID Type	TIN type of the individual or entity associated with the individual identified as deceased.
Program Code	Program code under which a payment was issued.
Program Name	Program name which a payment was issued.
Payment Date	Date of payment issuance.
FY Month	FY month (1 through 12)
Program Year	Program year associated with the payment.
Payment Amount	Payment amount.

--*

 E   **Information Arrangement in the PPID Report (Continued)**

Label	Description
Date State Review	Date the State review was completed.
Date County Review	Date the county review was completed.
Reason Code	Numerical code that best describes the condition or situation according to 11-CM, paragraph 304. This item shall be completed by the reviewer.
Overpayment Amount	Monetary amount the producer is overpaid. This item shall be completed by the reviewer, if applicable.
Date Overpayment Est.	Date the overpayment was established. This item shall be completed by the reviewer, if applicable.
Collected Amount	Monetary amount of the overpayment that has been collected. This item shall be completed by the reviewer, if applicable.
Explanation	Description of any and all actions completed by the PPID Reviewer in the County Office. Not to exceed 1000 characters.
State Comment	Notes or comments entered by PPID Approver in the State Office. Optional entry. Not to exceed 1000 characters.

--*

*--306 State Action: View Progress

A   Overview

After PPID Approvers log into the PPID database, the PPID Home/View Progress Screen will be displayed. The PPID Home/View Progress Screen will initially be displayed with the total number of records within each State for which the PPID Approver is authenticated. If the PPID Approver is authenticated for more than 1 State, each will appear as a line item in the table.

B   Example of View Progress Screen for a PPID Approver

The following is an example of the initial PPID Home/View Progress Screen for a PPID Approver.

--*

*--306 State Action: View Progress (Continued)

C   Selecting Data to View Progress

PPID Approvers can select the State, and the "View Progress" table will expand to display all counties with PPID records within that State. The applicable FY and months can also be selected to display the desired data.

The following is an example of the PPID Home/View Progress Screen for a PPID Approver, after FY, State, and months have been selected. For this example, the table shows that there are records pending State approval.

Notes: If a county is not listed, there are no records pending review for that FY and month.

A full list of county records will be available for viewing as the PPID Approver scrolls down.

County	Total DMF Records	Reviewed	Approved	Pending Review	Pending Approval
Alfalfa (003)	4	4	4	0	0
Beaver (007)	12	12	12	0	0
Beckham (009)	9	9	9	0	0
Blaine (011)	7	7	7	0	0
Caddo (015)	1	1	1	0	0
Canadian (017)	5	5	5	0	0
Cimarron (025)	8	8	8	0	0

--*

*--306 State Action: View Progress (Continued)

    C Selecting Data to View Progress (Continued)

    After PPID Approvers log into the PPID database, the PPID Home/View Progress Screen will be displayed with the number of records, per county, in each of the 5 following categories:

- "Total DMF Records", total number of PPID records per county

- "Reviewed", number of PPID Reviews completed by County Office

- "Approved", number of PPID Approvals completed by State Office

- "Pending Review", number of records pending PPID Review by County Office

- "Pending Approval", number of records reviewed by County Office, but pending State Office approval.**--***

D   Action

To perform a State Office PPID approval, on the PPID Home/View Progress Screen, click either of the following:

- under "Actions", CLICK "**Search and Approve**"

- in the "View Progress" table, under "Pending Approval", click number of records link for the desired county.

*--307 State Action: Search and Approve

    A Overview

        After PPID Approvers have selected the "Search and Approve" action, the Search and
        Approve, Search Criteria Screen will be displayed.

        In addition to using the "Fiscal Year", "State", "County", and "Month" selections, PPID
        Reviewers can check (✓) 1 or more of the following "Status" criteria:

        • "Not Reviewed by County"
        • "Reviewed by County "
        • "Approved By State".

        Note: More than 1 month can be checked (✓) in the "Month" criteria.

        PPID Approvers can modify the search criteria as necessary, and CLICK "**Search**" to view
        the resulting records, or CLICK "**Clear**" to clear all search criteria and start over.

    B Example of Search Criteria Screen

        Following is an example of the Search and Approve , Search Criteria Screen for a PPID
        Approver.

                                              --*

*--307 State Action: Search and Approve (Continued)

    C Search Results

        The Search and Enter Review Screen will be displayed with the "Fiscal Year", "State", "County", "Month" and "Status" of the summarized records, as a reminder of the criteria the PPID Approver previously selected. To change the search criteria, CLICK "**Modify**" on the top right.

        The following details of each record are summarized on the Search and Review, Search Criteria Screen:

- "Record Id"
- "Tax Id" (last 4)
- "SCIMS Name"
- "Date of Death"
- "Program Code"
- "Month"
- "Action" ("Approve" link).

        PPID Approvers may sort any of these columns by clicking on the header.**--***

C Search Results (Continued)

The following example Search and Approve, Search Criteria Screen will be displayed with the search results for records that have been reviewed by the county for FY 2017 (all months).

Note: If on the PPID Home/View Progress Screen, in the "View Progress" table, under "Pending Review", the PPID Approver clicks the number of records link for the desired county, the Search Criteria Screen will be bypassed and PPID Approver will be advanced to this screen.

D Action

PPID Approvers shall CLICK "**Approve**" next to the first desired record to begin the detailed review.

Note: Clicking "Approve" on this screen will **not** actually approve the record. Clicking "Approve" will allow PPID Approvers to begin the record review and approval process.**--***

*--308 State Action: Approve Review

A   Overview

After PPID Approvers have selected a record to approve, the Approve Review Screen will be displayed with all pertinent details about the record, and inputs from the county review.

B   Example of the Approve Review Screen

The following is an example of the Approve Review Screen.

Note: The DMF Number in parenthesis, (138707 in the example), is a unique number assigned to each record.

--*

*--308 State Action: Approve Review (Continued)

    C Action

        PPID Approvers shall review the information in the upper "DMF Record" section and then review the information in the lower "DMF Record Review" section. PPID Approvers have the option to enter a free-form text in the "State Comment" field, as necessary, to capture a note or comment about the approval. "State Comment" field entries will:

        • be displayed on generated reports
        • hold a maximum of 1000 characters.

DMF Record Review

Review Completed By County:	1/9/2014
Reason Code:	30
Reason Description:	Eligible; payment earned by individual before death.
Overpayment Amount($):	
Overpayment Established Date:	
Collected Amount($):	
Explanation:	
Approved By State:	
State Comment:	Producer earned payment prior to death, application made by heirs on behalf of deceased. Approved through determination of heirs through STO and OGC.
	(up to 1000 characters)

Approve   Approve and Next

← Back To Search

--*

C Action (Continued)

State Approvers must verify that all required information was provided by the County Office according to 1-CM, Part 34.

If PPID Approvers are…	THEN…
satisfied	CLICK either of the follow: • "**Approve**", to approve and receive confirmation of record approval • "**Approve and Next**", to approve and proceed to the next record pending approval.
not satisfied	do both of the following: • CLICK "**Back To Search**" to return to the search results **without** approving the record • contact the County Office to correct or resolve the issue. After the issue has been resolved, PPID Approver shall review again.

--*

*--309 State Action: Generate Reviews Report

A Overview

From the PPID Home/View Progress Screen, under "Actions", if PPID Approvers click "Reviews Report", the Reviews Report Screen will be displayed.

B Example of the Reviews Report Screen

The following is an example of the Reviews Report Screen.

C Action

To generate a State Report, select:

- "Fiscal Year"
- "State"
- "County" (may select "All Counties")
- "Month" (multiple months may be selected)
- "Reason Code" (select "All" or multiple codes by holding "Ctrl" button while selecting).

CLICK "**Generate**".--*

309   State Action: Generate Reviews Report (Continued)

D   Generating State Reports

After PPID Approvers click "Generate ", the "Microsoft Office Excel" dialog box will be displayed with the message, "The file you are trying to open, 'DMF_Report[1].xls', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?" may be displayed. CLICK "**Yes**".
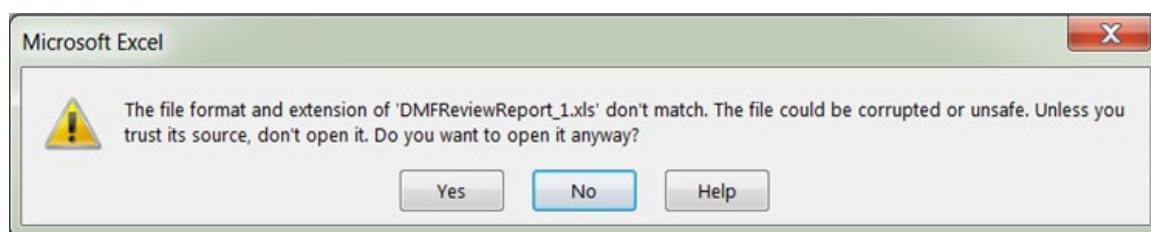
E   Information Arrangement in the PPID Report

The information in the PPID Report is arranged as described in subparagraph 305 E.

310-399   (Reserved)

*--**Part 9   Representative Authority for Producers (RAP)**

400   Representative Authority for Producers (RAP) and Customer Online Access

A   Basic Information

RAP is the logic of using both BP Representative Capacity (RepCap) records and Business File (BF) Entity Member data to systematically allow customers with active authority, online access to data and to act on behalf of another customer or on behalf of their own entity. This means that no matter how a customer does business (as an Individual or an Entity or on behalf of a Grantor), they will be able to login to a customer facing system that is using RAP and as a grantee, select an individual grantor or entity grantor to act on behalf of.

Example 1: Joe Farmer has authority via an FSA-211 POA from Jane Doe, who is his landowner. Joe logs into Farmers.gov using his eAuth Level 2 access, selects Jane Doe from his Profile options and then can act on her behalf.

Example 2: Jane Farmer is an entity member with signature authority on the CCC-902 for Baker's Acres, LLC. Jane logs into ARCPLC using her eAuth Level 2 access, selects Baker's Acres, LLC from the options available and then can act on behalf of her entity.

Example 3: Susie Farmer is a guardian for Braden Farmer, a minor child. Susie logs into Farmers.gov using her eAuth Level 2 access, selects Braden Farmer from the options available and then can act on behalf of her son, Braden.

Note: Those BP RepCaps that are not currently being used to allow access using RAP:

- any RepCap with the "Restricted" checkbox set to checked
- "Is Married To".

Because RAP data is being read by program applications and used to provide customers legal, online access to another customer's data, it is more critical than ever to have accurate signature authority data on the CCC-902 Farm Operating Plan in Business File as well as accurate RepCap data in BP.--*

*--400 Representative Authority for Producers (RAP) and Customer Online Access (Continued)

B RAP and Farmers.gov

Customer data found in Farmers.gov is replicated from the following source systems:

- Business Partner, including basic customer information and most RepCaps

- Business File data, including entity member data from the farm operating plan (CCC-902.)

None of the customer data displayed in Farmers.gov is editable. Any updates required to the RAP data in Farmers.gov must be made in the applicable source system.

When a customer logs in to Farmers.gov and has been granted authority to act on behalf of another individual or entity (based on RAP data from BP and BF), they will see the yellow "Switch Profile" banner. For details on RAP in Farmers.gov, see the Farmers.gov User Guide (**https://inside.fsa.usda.gov/program-areas/dafp/common-processes/index**).

C RAP and All Other Systems with Customer Access

For all other systems that allow customer access, RAP data is **either**:

- replicated via RAP-ODS (Operational Data Store), or

- delivered via a RAP service when the program application calls the source system for the information upon customer login.

When a customer logs into a program application, if applicable, they will see a list of who they can select and act on behalf of.

Some of the program applications with customer access using RAP are ARC-PLC and Financial Inquiry, as well as various disaster programs like CFAP, PATHH, and SMHPP. As new programs come online, any with customer facing access will also be using the RAP service. See the applicable handbook for specific details of any program application's customer access experience.**--***

D Specific Data Available via RAP

While the authority types listed below are available via RAP, it is up to each consuming system to determine which authority types will be used. Each program application and agency may have different policy rules regarding which types of authority are allowed within any given program. For example, FLP does not recognize the FSA-211 Power of Attorney authority for loan making. Employees should see specific program policy guidance for details on what authority types would be used for a particular program.

The table below captures the authority data available via RAP.

RAP Data	Source System & Type	Available in RAP	Automation Reference
Entity Member **with** Signature Authority	Business File	Yes	3-PL
Entity Member without Signature Authority	Business File	**No** Within Farmer's.gov only, non-signature entity members can <u>view</u> FLP data **IF** they have also signed the promissory note.	3-PL
Conservatorship	BP/RepCap	Yes	paragraph 97
Guardianship	BP/RepCap	Yes	paragraph 99

--*

400   Representative Authority for Producers (RAP) and Customer Online Access (Continued)

D   Specific Data Available via RAP (Continued)

RAP Data	Source System & Type	Available in RAP	Automation Reference
FSA-211 POA recorded on versions dated *--6-30-23 or 11-25-14--*	BP/RepCap	Yes, limited Online access only for POA's with the following recorded on the FSA-211: • "All Current and Future Programs" in section A • "All Actions" selected in section B • "All" Insured Crops in section C • "All actions" in section D. Program-specific systems will also enable access according to the programs recorded in section A. For example, ARC/PLC software will allow access if "ARC/PLC" is selected in section A of the FSA-211.	paragraph 98

*--400 Representative Authority for Producers (RAP) and Customer Online Access (Continued)

    D Specific Data Available via RAP (Continued)

RAP Data	Source System & Type	Available in RAP	Automation Reference
Marriage ('Is Married To')	BP/RepCap	**No.** Limited authorization per 1-CM subparagraph 707 C	paragraph 100
Non-FSA POA	BP/RepCap	Yes	paragraph 102
Signature Authority	BP/RepCap	Yes	paragraph 103
Note: if the Restricted RepCap flag is set on any BP RepCap type, it will not replicate via RAP. While the Restricted RepCap is valid for offline use in the county office, it is not enabled for online access. The grantee must do business in-person the County Office so that the authority can be manually verified on the filed documents.			See the paragraph listed above for the specific RepCap type that is restricted.

                                                                     --*

401-420 (Reserved)

Exhibit 1

Reports, Forms, Abbreviations, and Redelegations 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-2106	Questionnaire to Assist in Assessment of USDA Compliance With Civil Rights Laws		52
AD-2047	Customer Data Worksheet Request for Business Partner Record Change (For Internal Use Only)		52, 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-679	Lien Waiver		76, Ex. 8
CCC-901	Members Information Agricultural Act of 2014		76, 103, 104
CCC-902			
CCC-902E	Farm Operating Plan for an Entity - Agricultural Act of 2014		76, 104
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)		46, 70, 98, 102, 304, 400. Ex. 8
FSA-669A	Nomination Form for County FSA Committee Election		52
FSA-2001	Request for Direct Loan Assistance		59, 60
FSA-2301	Request for Youth Loan		59
FSA-2330	Request for Microloan Assistance		59, 60
I-551	Alien Registration Receipt Card		60
IRS SS-4	Application for Employer Identification Number		59, 90
SF-256	Self-Identification of Disability **www.opm.gov/forms/pdf_fill/sf256.pdf**		60

Exhibit 1

Reports, Forms, Abbreviations, and Redelegations of Authority

Abbreviations Not Listed in 1-CM

The following abbreviations are not listed in 1-CM.

Approved Abbreviation	Term	Reference
APO	Army/Air Post Office	59
BP	Business Partner	Text, Ex. 6, 7, 8
CCID	SCIMS Core Customer ID	50, 62, 117, 119, 305
CRM	Customer Relationship Management	Text, Ex. 4
DOD	date of death	70, 133, 150, 151
DPE	Designated Paying Entity	Text
EIN	employer ID number	59, 90, 91, 117, 118,
FID	CRM User Name (8 digit system ID, starts with "F")	26, 46, 177
KFC	key field change	Text
KFCR	key field change request	Text, Ex. 3
ISO	Information Security Office	Ex. 5
MRT	Master Reference Table	27, 177
OIP	Office Information Profile	73
POA	Power of Attorney	70, 98, 102, 400
PPID	Payments to Producers Identified as Deceased	1, Part 8
RAP	Representative authority for producer	Text. Ex. 2
REG	Race, ethnicity, and gender	52, 60
RepCap	representative capacity	Text, Ex. 2
SOR/SOE	System of Record and System of Entry	50, 58, 59, 64
SSO	State Security Officer	Text, Ex. 9

Redelegations of Authority

None.

Exhibit 2

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.

Exhibit 2

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.

Exhibit 2
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.

Exhibit 2

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.

Organizational 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.

Payment

Payment means an outgoing payment to vendors/business partners.

Exhibit 2

Definitions of Terms Used in This Handbook (Continued)

*--Personally Identifiable Information (PII)

Personally Identifiable Information (PII) is the information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual. Because there are many different types of information that can be used to distinguish or trace an individual's identity, the term PII is necessarily broad. To determine whether information is PII, the agency shall perform an assessment of the specific risk that an individual can be identified using the information with other information that is linked or linkable to the individual. In performing this assessment, it is important to recognize that information that is not PII can become PII whenever additional information becomes available – in any medium or from any source – that would make it possible to identify an individual. (OMB M-17-12)--*

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).

RAP

Representative Authority for Producers (RAP) is the service that provides active representative authority data (BP RepCap and Business File entity member data) to receiving systems like ARCPLC, Financial Inquiry, etc. so that the receiving application can provide customer authorization to switch profiles and act on behalf of another customer.

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.

Exhibit 2

Definitions of Terms Used in This Handbook (Continued)

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.

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.

Exhibit 2

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.

Exhibit 3

Menu and Screen Index

The following menus and screens are displayed in this handbook.

Menu or Screen Title	Reference
Associated Counties Screen	74
Business Partner Home Screen	43, 44, 126
Conservator Screen	97
CRM Home Page	18
CRM@FSA Left Navigation Menu	16
Customer Address	66
Customer: [*Any Name*] Screen	57, 58
Customer: New Screen	56, 57, 58
Document Search Screen	23, 26
Duplicate Check Screen	44, 124, 125
FSA Power of Attorney Screen	98
Guardians Screen	99
KFC Request Screen	132
KFCR Search Result Page Screen	30
Locked Fields in a Restricted BP Screen	23, 29
Marriage Screen	100
Member Hierarchy Details Screen	75, 163
Midas Portal Screen	10
Non FSA Power-Of-Attorney Screen	102
PPID Home/View Progress Screen	300, 301, 306
PPID Search and Enter Review Screen	302
PPID Enter Review Screen	303
PPID Reviews Report Screen	305, 309
PPID Search and Approve Screen	307
PPID Approve Review Screen	308
Potential Duplicate Report Screen	23, 31
Program Participation Screen	73
Result List	Text
Relationships Screen	71
Representative Capacity Relationships Screen	Text
Role History Screen	61
Search Criteria Screen	91
Search: Cleansing Cases Screen	23, 24
Search: Customers Screen	23, 25
Search: Employees Screen	23, 27
Search: Member Hierarchies Screen	28
Select a Business Role Screen	11
Signature Authority Screen	101, 103
Spousal Deauthorization Screen	101
Welcome to the MIDAS Portal Screen	10

Exhibit 4
(Par. 2)

Required CRM Training by Employee Business Role

The following table provides the required training to access MIDAS CRM, by role.
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Role	Required Training
Grantor Process Viewer	- R2FN100 Introduction to MIDAS Portal - FN200 Basic Navigation of MIDAS CRM - R2BP301 Business Partner View Only - CRM Farm Records GIS Display and Functionality Training – Modules 2-4
Grantor Process User	- R2FN100 Introduction to MIDAS Portal - FN200 Basic Navigation of MIDAS CRM - R2BP320 Create Business Partner in CRM - R2BP400 Maintain Business Partner in CRM - R2B003 Maintain Representative Capacity - CT300 Product Master - BP302a Business Partner - CRM Farm Records GIS Display and Functionality Training – Modules 2-11 - FR400a Farm Records Assessment After Instructor Led Training
Grantor Process Manager	- R2FN100 Introduction to MIDAS Portal - FN200 Basic Navigation of MIDAS CRM - R2BP320 Create Business Partner in CRM - R2BP400 Maintain Business Partner in CRM - R2B003 Maintain Representative Capacity - CT300 Product Master - CT310 Product Master – Product Request (CEDs only) - BP302a Business Partner - CRM Farm Records GIS Display and Functionality Training – Modules 2-11 - FR400a Farm Records Assessment After Instructor Led Training
- Grantor Process Specialist – Limited - Grantor Process Specialist – All - Grantor Process Expert – Limited - Grantor Process Expert – All	- R2FN100 Introduction to MIDAS Portal - FN200 Basic Navigation of MIDAS CRM - R2BP320 Create Business Partner in CRM - R2BP400 Maintain Business Partner in CRM - R2B003 Maintain Representative Capacity - CT300 Product Master - CT310 Product Master – Product Request (Compliance Specialists only) - BP302a Business Partner - CRM Farm Records GIS Display and Functionality Training – Modules 2-11 - FR400a Farm Records Assessment After Instructor Led Training - R2BP500 Business Partner for State Specialists

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Exhibit 4
(Par. 2)

Required CRM Training by Employee Business Role (Continued)

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Role	Required Training
• Org Structure Viewer • Org Structure Maintainer	• R2FN100 Introduction to MIDAS Portal • FN200 Basic Navigation of MIDAS CRM • R2BP320 Create Business Partner in CRM • R2BP400 Maintain Business Partner in CRM • R2B003 Maintain Representative Capacity • CT300 Product Master • BP302a Business Partner • CRM Farm Records GIS Display and Functionality Training – Modules 2-11 • FR400a Farm Records Assessment After Instructor Led Training • R2BP500 Business Partner for State Specialist

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Exhibit 5
(Par. 2, 11, 25, 46)

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.
*--

Role	Functions	Positions
Grantor Process Viewer	• Search and view Business Partner. • Search and view Farm Records. • Search and view Product Master.	• County Office reviewers • SED's • Deputy SED's
Grantor Process User	• Search, create, and edit Business Partner and Farm Records. • Create KFCR. • Search, create, and edit product requests.	• Program Technicians (GS FLP and CO) • Farm Loan Officer • Trainees • Senior/Farm Loan Officer/Manager
Grantor Process Manager	• Search, create, and edit Business Partner and Farm Records. • Create KFCR. • Search, create, and edit product requests. • Approve workflows.	• County Executive Director • County Operations Trainee • District Director • Senior/Lead Program Technicians
Grantor Process Specialist – Limited	• Search, create, and edit Business Partner. **Note:** Cannot complete Business Partner Merge. • Search and view Farm Records.	State Office Specialists (non-State Security Officer (SSO) or GIS Specialist)
Grantor Process Specialist – All	• Perform all tasks of Grantor Process Specialist – Limited role. • Complete Business Partner merges and KFCR's. **Note:** SSO's only. See Exhibit 7. • Search, create, and edit Farm Records.	State Office Specialists (SSO or GIS Specialist)
Grantor Process Expert – Limited	• Search, create, and edit Business Partner. **Note:** Cannot complete Business Partner Merge. • Search and view Farm Records.	National Office specialists and managers

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Exhibit 5
(Par. 2, 11, 25, 46)

CRM@FSA Roles (Continued)

Role	Functions	Positions
Grantor Process Expert – All	• Perform all tasks of Grantor Process Specialist – Limited role. • Complete Business Partner merges. • Search, create, and edit Farm Records.	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	• Search and view Business Partner. • Search and view Farm Records.	NRCS Service Center employees (limited)
NRCS User	• Search and limited editing of Business Partner. • Search and view Farm Records. **Note:** Cannot initiate Cleansing Cases or KFC Requests; cannot edit Farm Records.	NRCS State and Service Center employees (limited)

Exhibit 6
(Par. 2)

Business Partner Training Simulations and Work Instructions

The following table provides links to simulations and work instructions.

MIDAS Release 1		
Work Instruction	**Simulation URL**	**Work Instruction Hyperlink**
BP Display a Representative Capacity	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/01_BP_Dspy_Rep_Cap/01_Dsply_Rep_Cap/sim/html/index.htm**	**Display a Representative Capacity Work Instruction**
BP Create a Conservatorship	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/02_BP_Crte_Cnsrvtr/02_Crte_Cnsrvtr/sim/html/index.htm**	**Create a Conservatorship Work Instruction**
BP Create an FSA Power of Attorney	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/03_BP_Crte_FSA_POA/03_BP_Crte_POA/sim/html/index.htm**	**Create an FSA Power of Attorney Work Instruction**
BP Signature and Attachments for FSA Power of Attorney	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/16_BP_Fidy_POA_Atth/16_BP_Sign_POA_Atth/sim/html/index.htm**	**Signature and Attachments for FSA Power of Attorney Work Instruction**
BP Create a Guardianship	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/05_BP_Crte_Grdnshp/05_Crte_Grdnshp/sim/html/index.htm**	**Create a Guardianship Work Instruction**
BP Create a Spousal Signature	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/06_BP_Crte_Spsl_Sign/06_Crt_Spsl_Sig/sim/html/index.htm**	**Create a Spousal Signature Work Instruction**
BP End a Fiduciary Relationship (Spousal Signature)	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/07_BP_End_Fid_Rel_Sps/07_End_Fid_Sps/sim/html/index.htm**	**End a Fiduciary Relationship (Spousal Signature) Work Instruction**
BP Create a Customer-to-Employee Family Relationship	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/08_BP_Crt_Cst_Emp_Rel/08_Crt_Cst_Rel/sim/html/index.htm**	**Create a Customer-to-Employee Family Relationship Work Instruction**
BP Perform Death Master File Verification with Worklist	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/9_PM_Prf_Prd_Srch/CT_Perf_Prd_Srch/sim/html/index.htm**	**Perform Death Master File Verification with Worklist Work Instruction**
BP Create Contact	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/10_BP_Crte_Cntct/10_Crte_Cntct/sim/html/index.htm**	**Create a Contact Work Instruction**

Exhibit 6
(Par. 2)

Business Partner Training Simulations and Work Instructions (Continued)

MIDAS Release 2		
Work Instruction	**Simulation URL**	**Work Instruction Hyperlink**
BP Create Marriage Relationship	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/114_BP_Crte_Marry_Reltn/BP_Crte_Marry_Rltns/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/114_BP_Create_Married_To_Relation.pdf**
BP Revoke Spousal Signature	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/115_BP_Revrse_Spous_Sig/BP_Revrse_Spous_Sign/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/115_BP_Create_Revoked_Spousal_Sign.pdf**
BP Create Signature Authority	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/116_BP_Rep_Cap_Sign_Auth/BP_Rep_Cap_Sign/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/116_WI_BP_Rep_Capac_Sign_Authority.pdf**
BP Search Business Partner Customer Record	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/103_BP_Srch_Bus_Prtnr_Rec/BP_Srch_Bus_Prt_Rec/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/103_BP_Search_Cust_Bus_Partner_Rec.pdf**
BP Display Business Partner Customer Record	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/104_BP_Disp_Bus_Prt_Rec/BP_Disp_Bus_Prt_Rec/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/104_BP_Display_Bus_Prtnr_Rec.pdf**
BP Create Business Partner Customer Record	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/105_BP_Crt_Bus_CustRec/BP_Crt_Bus_CusRec/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/105_BP_Create_Bus_Prtnr_Cust_Rec.pdf**
BP Initiate Customer Merge	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/107_BP_Init_Cust_Merge/BP_Init_Cust_Merge/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/107_BP_Initiate_Cust_Merge.pdf**
BP Manage BP Validations	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/106_BP_Manage_BP_Valids/BP_Manage_BP_Valids/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/106_BP_Manage_BP_Validations.pdf**
BP Create SSN Family	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/109_BP_Create_SSN_Fam/BP_Create_SSN_Fam/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/109_BP_Create_SSN_Fam.pdf**
BP Submit KFC Request	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/110_BP_Submit_KFC_Rqst/BP_Submit_KFC_Rqst/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/110_BP_Submit_KFC_Reqst.pdf**
BP Maintain SSN Family	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/111_BP_Maintain_SSN_Fam/BP_Maintain_SSN_Fam/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/112_BP_Manage_Attachments.pdf**
BP Maintain BP Record	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/117_BP_Maintain_BP_Rec/BP_Maintain_BP_Rec/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/117_BP_Maintain_BP_Record.pdf**

Exhibit 6
(Par. 2)

Business Partner Training Simulations and Work Instructions (Continued)

MIDAS Release 2		
Work Instruction	**Simulation URL**	**Work Instruction Hyperlink**
BP TIN Name Query	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/118_BP_TIN_Name_Query/BP_TIN_Name_Query/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/118_BP_TIN_Name_Query.pdf**
BP Potential Duplicate Record Report	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/119_BP_Potentl_Dup_Rept/BP_Potentl_Dup_Rept/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/119_BP_Potential_Dup_Report.pdf**
BP Manage Attachments	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/112_BP_Manage_Attach/BP_Manage_Attach/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/111_BP_Maintain_SSN_Fam.pdf**
BP Customer Merge (for SSO's only)	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/108_BP_Custom_Merge/BP_Customer_Merge/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/108_BP_Customer_Merge.pdf**
BP Approve KFC Form (for SSO's only)	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/113_BP_Apprv_KFC_Form/BP_Apprv_KFC_Form/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/113_BP_Approve_KFC_Form.pdf**
Maintain Inactive Flag (for SSO's only)	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/120_BP_Maint_Inact_Flag/BP_Maint_Inact_Flag/index.htm**	**https://www.fsa.usda.gov/Internet/FSA_MIDAS/120_BP_Maintain_Inact_Flag.pdf**

Exhibit 7
(Par. 24, 30, 31, 125, 131, 133)

BP Security Officers

A BP National Security Officers

The following table provides the National Security Officers, by agency.

Agency	Name
FSA	Lisa Berry
NRCS	*--Xiomara Tryban--*
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://usdagcc.sharepoint.com/sites/fsa-dafp-disaster/BP/Lists/State%20SCIMS%20Business%20Parter%20Security%20Officers/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@usda.gov**, or
- 202-720-6120.

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Exhibit 8
(Par. 50)

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.).

Error	Error Message
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 Filling 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.

Exhibit 8
(Par. 50)

BP Error and Warning Messages (Continued)

Error	Error Message
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.

Exhibit 8
(Par. 50)

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.

Exhibit 8
(Par. 50)

BP Error and Warning Messages (Continued)

Error	Error Message
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.

Exhibit 8
(Par. 50)

BP Error and Warning Messages (Continued)

Error	Error Message
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.

Exhibit 8
(Par. 50)

BP Error and Warning Messages (Continued)

Error	Error Message
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.

Exhibit 8
(Par. 50)

BP Error and Warning Messages (Continued)

Error	Error Message
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.

Exhibit 8
(Par. 50)

BP Error and Warning Messages (Continued)

Error	Error Message
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.

Exhibit 8
(Par. 50)

BP Error and Warning Messages (Continued)

Error	Error Message
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.

Exhibit 9
(Par. 59)

SCIMS Replication Failure Messages

Following are SCIMS Replication Failure Messages.

Business Rule Code	Replication Error Message
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

Exhibit 10
(Par. 59)

BP Customer Roles/Business Types and Valid Tax ID Types

Following are BP Customer Roles/Business Types and Valid Tax ID Types.

Business Type Code	Business Type Name	Business Type Description	Tax ID Type
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

Exhibit 10
(Par. 59)

BP Customer Roles/Business Types and Valid Tax ID Types (Continued)

Business Type Code	Business Type Name	Business Type Description	Tax ID Type
05	Limited Partnership	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. Includes but is not limited to limited liability partnerships, limited liability limited partnerships, family liability partnership, and professional limited liability partnership.	Employer ID Number No Tax ID Number Required
06	Estate	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.	Employer ID Number No Tax ID Number Required
07	Trust - Revocable	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.	Social Security Number Employer ID Number No Tax ID Number Required
08	Federal Entity	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.	Federal ID Number
09	State/Local Government	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. Does not include tribal governments. See Indian Tribal Ventures.	Employer ID Number No Tax ID Number Required

Exhibit 10
(Par. 59)

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 *--and similar 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, clubs, societies, fraternal and religious organizations and associations where members do not have an ownership interest in the organization.--*	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. **Note:** All other trusts not meeting all of the above requirements shall be considered revocable trusts.	Employer ID Number No Tax ID Number Required

Exhibit 10
(Par. 59)

BP Customer Roles/Business Types and Valid Tax ID Types (Continued)

Business Type Code	Business Type Name	Business Type Description	Tax ID Type
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

Exhibit 11
(Par. 59)

Common Customer Record Modification Scenarios

--The following table provides scenarios for TIN and name modifications.--

Scenario	Description	Solution	
1	• Existing BP record for LLC or Trust using SSN. • Customer obtains a new EIN for LLC or Trust.	**IF LLC using SSN has…**	**THEN…**
		never received a payment	change the TIN from SSN to EIN. **Note:** It may be necessary to put the DPE on the Individual record in the SSN Family first.
		previously received a payment	• modifying the TIN will result in an overpayment • user shall create a new BP record for the same LLC or Trust with the EIN • use the Common Customer Name field to notate the difference (i.e. Jones LLC 2000-2014 vs Jones LLC 2015+).
2	• Existing BP record for RT using SSN. • Customer is now deceased and the trust becomes irrevocable.	• Create a new Irrevocable Trust record with the EIN. **Note:** SSN's are prohibited for Irrevocable Trusts, therefore a new EIN must be obtained from IRS, and will be used to create a new record. • All future payments will be paid through the Irrevocable Trust record. • 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.	
3	• Existing BP record for RT using SSN of deceased spouse. • Surviving spouse requests to use their own SSN on the Revocable Trust.	• The RT using the deceased spouse's SSN is a unique record and will no longer be used to issue payments after their death. • Create a new BP record for the RT using the surviving spouse's SSN. • Use the Common Customer Name field to notate the difference between the two RT records. • Update Farms Records to reflect the proper trust record.	

Exhibit 20
(Par. 201)

NRCS User CRM Security Role Permissions

Customer BP Records	View	Add/Create	Modify	Delete
Names	Yes	Yes	Yes	Yes
Addresses	Yes	Yes	Yes	Yes
Phone Numbers	Yes	Yes	Yes	Yes
Email Addresses	Yes	Yes	Yes	Yes
Current Year Role	Yes	Yes	Yes	No
Prior Year Roles	Yes	No	No	No
TIN & TIN Type	Yes	Yes	No*	No*
Profile (Demographic Info)	Yes	Yes	Some	Some
Mail Indicator Flags	Yes	Yes	Yes	Yes
Inactive Flag	Yes	No	No	Yes±
Representative Capacity	Yes	No	No	No
Relationships	Yes	Yes	Yes	Yes
Designated Paying Entity (DPE flag) in SSN Family	Yes	No	No	No
FSA or FLP Program Participation	Yes	Yes	No	No
Program Participation (all others)	Yes	Yes	Yes	Yes
Associated County (Legacy Link)	Yes	Yes	No	No
Attachments	Yes	Yes	No	No
Financial Services Data	No	No	No	No
Common Eligibility Data	Yes	No	No	No
Member Hierarchy	Yes	No	No	No
Fact Sheet	Yes	No	No	No
Initiate Cleansing Case (process to Merge Customer records)	No	No	No	No
Initiate Key Field Change Request	No	No	No	No

* Reduced permission from SCIMS, at the agreement of FSA and NRCS Management.

± Similar to FSA Users, NRCS Users can delete the Inactive Flag in order to reactivate a customer record. County Office users from both agencies are prohibited from Inactivating a customer record (it requires State Office action).

Employee BP Records	View	Add/Create	Modify	Delete
Name	Yes	No	No	No
Email Address	Yes	No	No	No
Relationships	Yes	No	No	No
Office OIP, Description and Address	Yes	No	No	No

Exhibit 20
(Par. 201)

NRCS User CRM Security Role Permissions (Continued)

Contact BP Records	View	Add/Create	Modify	Delete
Name	Yes	Yes	Yes	Yes
Addresses	Yes	Yes	Yes	Yes
Phone Numbers	Yes	Yes	Yes	Yes
Email Address	Yes	Yes	Yes	Yes
Relationships	Yes	No	No	No
Farm Records	**View**	**Add/Create**	**Modify**	**Delete**
GIS Info	Yes	No	No	No
General Data	Yes	No	No	No
Land Data	Yes	No	No	No
Crop Election Data	Yes	No	No	No
Crop Data	Yes	No	No	No
Parties Involved (Business Partners)	Yes	No	No	No
FPMS Status	Yes	No	No	No
Installed Base Hierarchy	Yes	No	No	No
FSA-156EZ	Yes	No	No	No
Fact Sheet	Yes	No	No	No
MIDAS Portal	Yes	n/a	n/a	n/a
CRM Workflows	No	n/a	n/a	n/a
CRM Alerts	No	n/a	n/a	n/a