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

Customer Data Management 11-CM	**Amendment 3**

Approved by: Deputy Administrator, Farm Programs

Amendment Transmittal

A Reasons for Amendment

Subparagraph 10 C has been amended to provide instruction for requesting access to MIDAS CRM.

Subparagraph 36 D has been amended to include additional BP search options.

Paragraph 45 has been added to provide instruction for creating custom reports from BP "Search".

Paragraph 52 has been added to provide instruction for using AD-2047 to document customer data changes in BP.

Subparagraph 56 A has been amended to provide an additional reference for AD-2047.

Subparagraph 59 C has been amended to include:

- an additional reference for IRS Validation procedure, and
- additional employee types.

Subparagraph 66 E has been amended to provide an additional reference for address types.

Subparagraph 61 C has been amended to clarify the effect of a role change on prior-issued payments.

Subparagraph 67 D has been amended to include specifications for the address types required for FLP customers.

Subparagraph 72 C has been amended to state that DPE is no longer editable by County Office users.

Subparagraph 74 E has been amended to clarify the use of associated county data by financial systems.

Amendment Transmittal (Continued)

A Reasons for Amendment (Continued)

Subparagraph 90 H has been added to establish EIN documentation requirements.

Subparagraph 103 C has been amended to include representative capacity types for signature authority.

Subparagraph 111 B has been amended to clarify the importance of using the Input Help tool for loading employee records.

Subparagraph 117 H has been amended to provide that DPE is no longer editable by County Office users.

Subparagraph 119 B has been amended for grammatical clarity.

Subparagraph 125 F has been amended to include information on merge processed alerts.

Subparagraph 125 G has been amended to add a note about selection of the wrong master record in a cleansing case.

Subparagraph 133 B has been amended to provide an updated screenshot.

Subparagraph 150 A has been amended to include information on:

- system-generated alert emails, and
- reviewing recipients of a system workflow.

Part 7 has been added to provide procedure for accessing and navigating the SCIMS software application.

Subparagraph 305 E has been amended to update the paragraph reference.

Exhibit 10 has been amended to elaborate on non-profit or tax-exempt organizations.

Amendment Transmittal (Continued)

Page Control Chart		
TC	**Text**	**Exhibit**
1, 2 5	2-1 through 2-40 2-113, 2-114 2-161 2-162 (add) 2-163, 2-164 (add) 3-3 through 3-12 3-25, 3-26 3-45, 3-46 3-55 through 3-58 3-69, 3-70 3-73, 3-74 3-105 through 3-130 3-147 through 3-170 3-173 through 3-196 3-201, 3-202 3-213, 2-214 3-237, 3-238 3-261, 3-262 3-281, 3-282 6-5 7-1 through 7-12 (add) 7-13 (add) 8-17, 8-18	1, pages 1, 2 10, pages 1-4

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Part 2 Business Partner in CRM@FSA

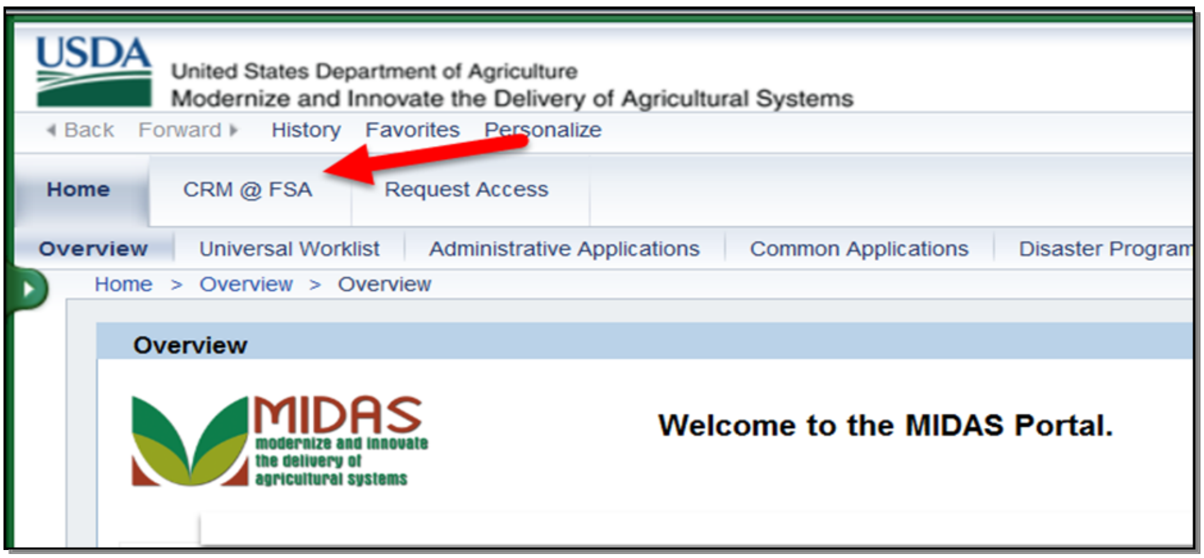
10 Accessing CRM@FSA

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

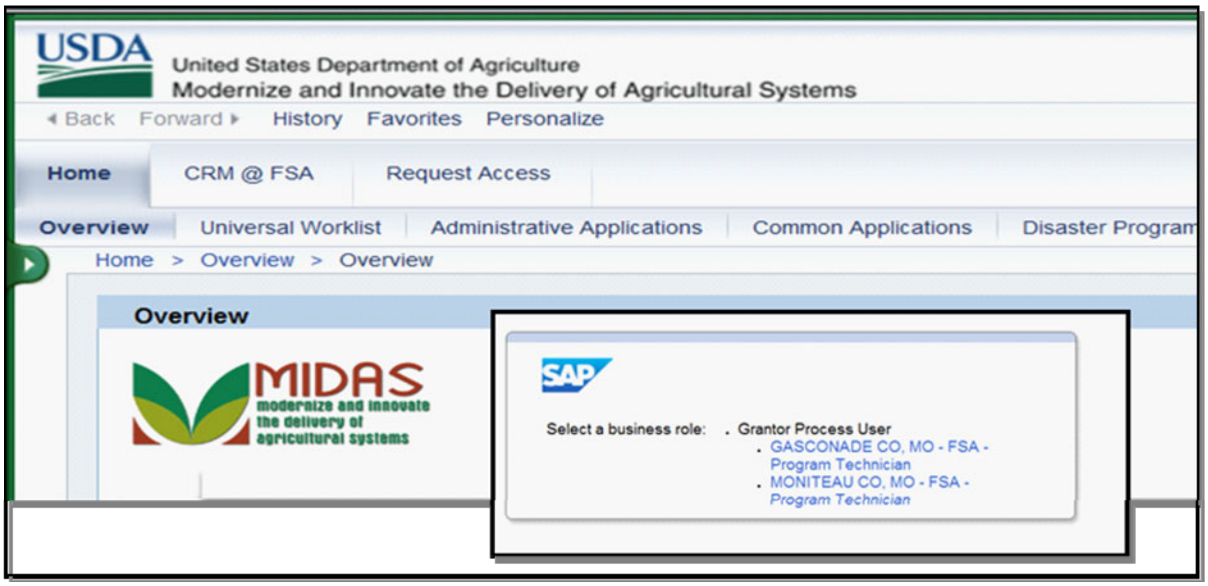
The Select a Business Role Screen will be displayed after clicking CRM@FSA for employees that are:

- 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)

36 Search Criteria

A Overview

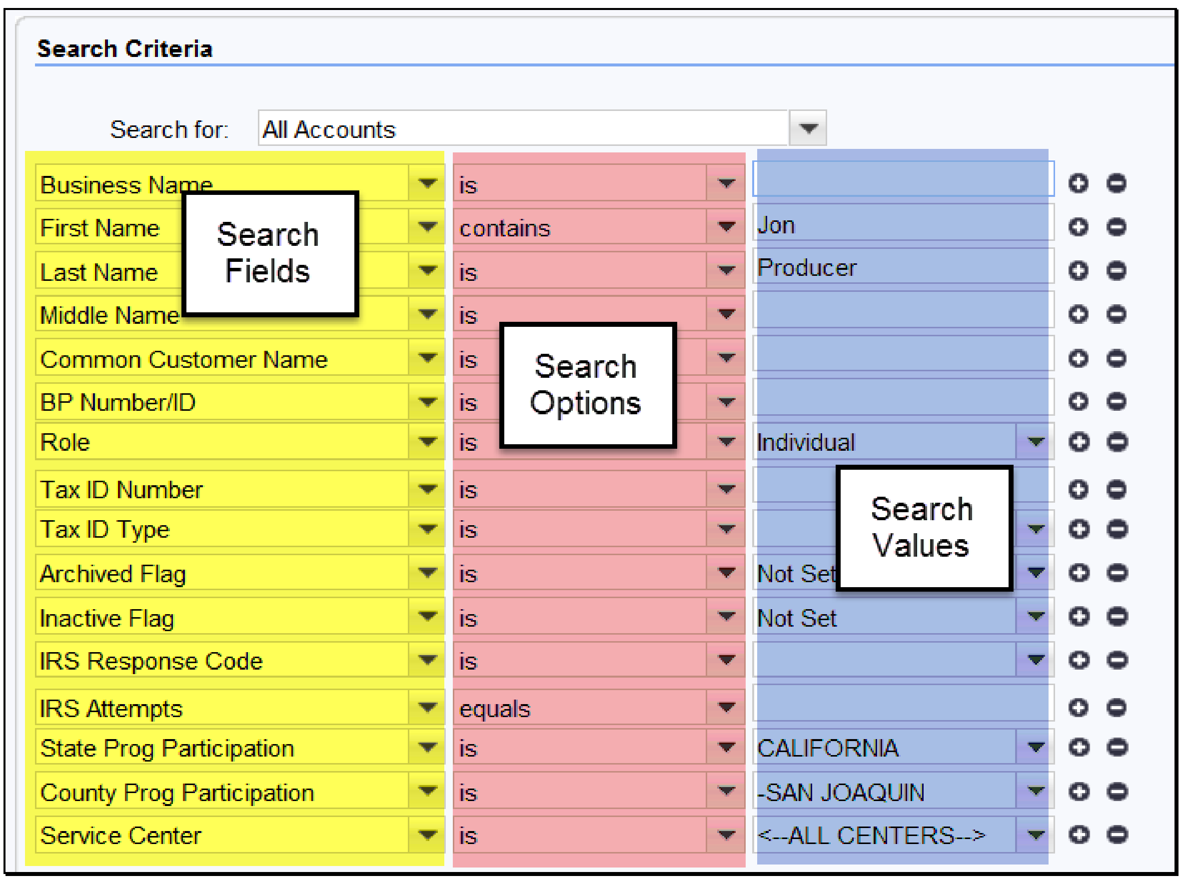
The Search Criteria defines how a search will be performed. There are many ways to select and use search criteria.

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".

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.

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.

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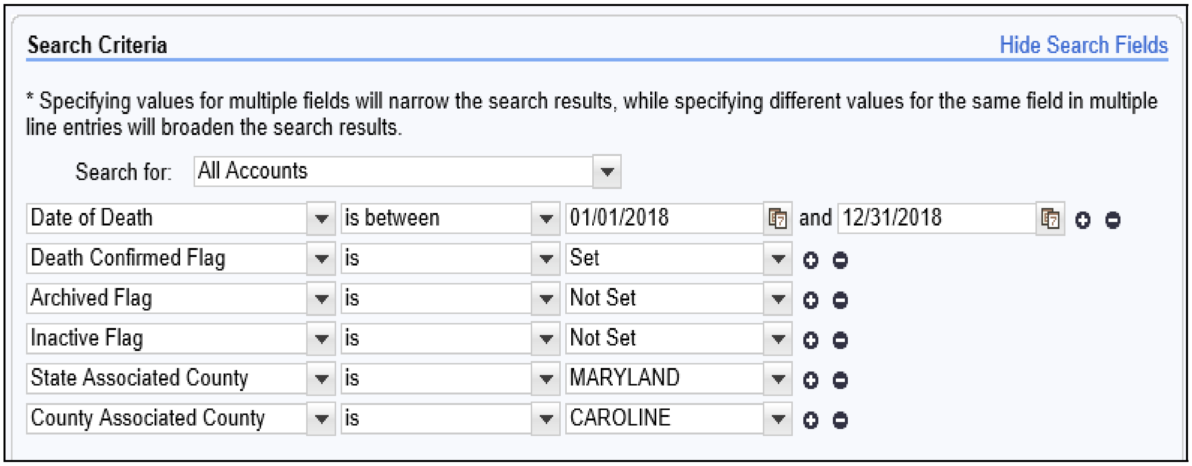
*--45 Custom Reports from BP Search (Continued)

C Examples of Custom Reports

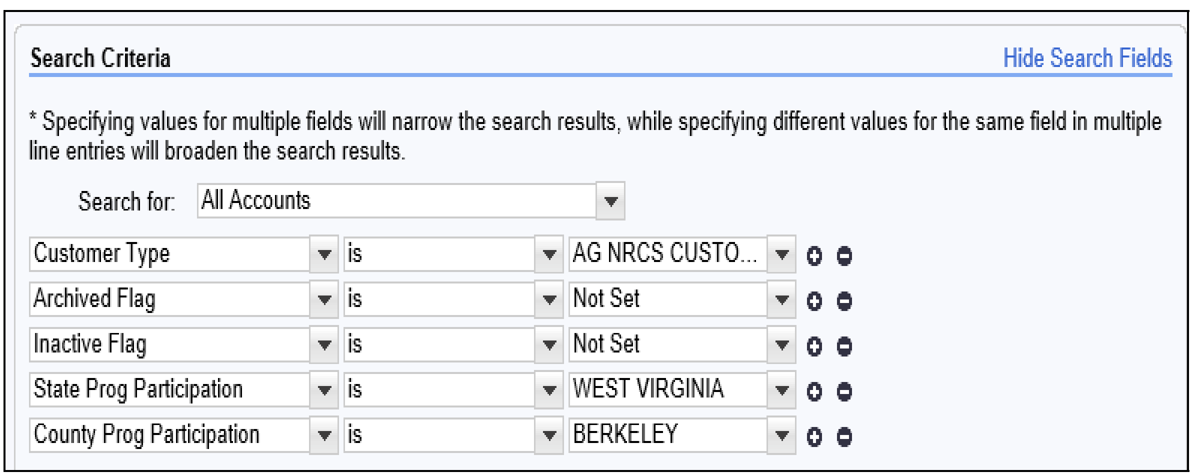
Following are a few examples of commonly used ad hoc reports, and the search criteria used to build them.

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.



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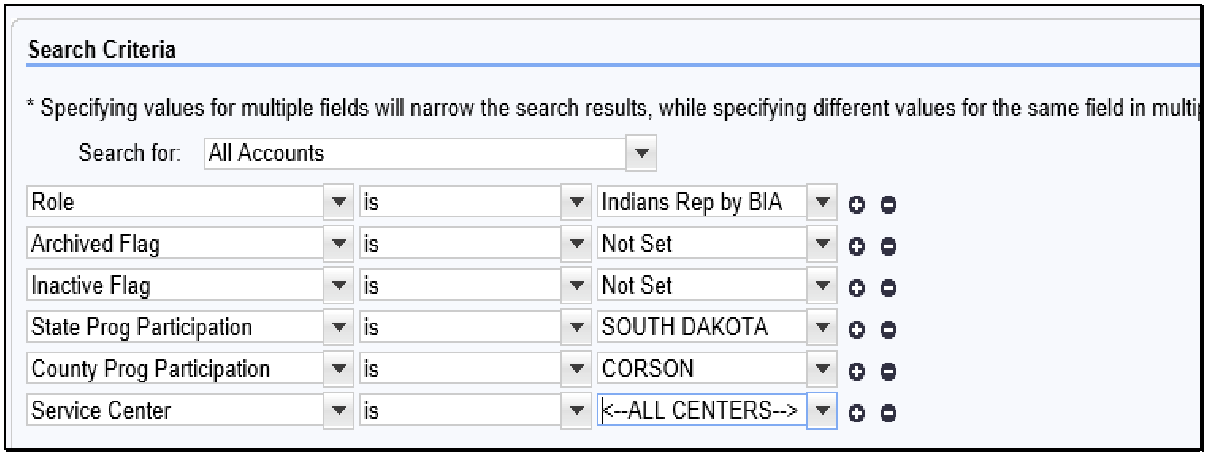
*--45 Custom Reports from BP Search (Continued)

C Examples of Custom Reports (Continued)

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



If creating a mailing list report, see important criteria in subparagraph 38 F. Mailing lists **must exclude** deceased customers, inactive customers, customers with agency mail indicator flags unchecked, 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.**--***

46-49 Reserved

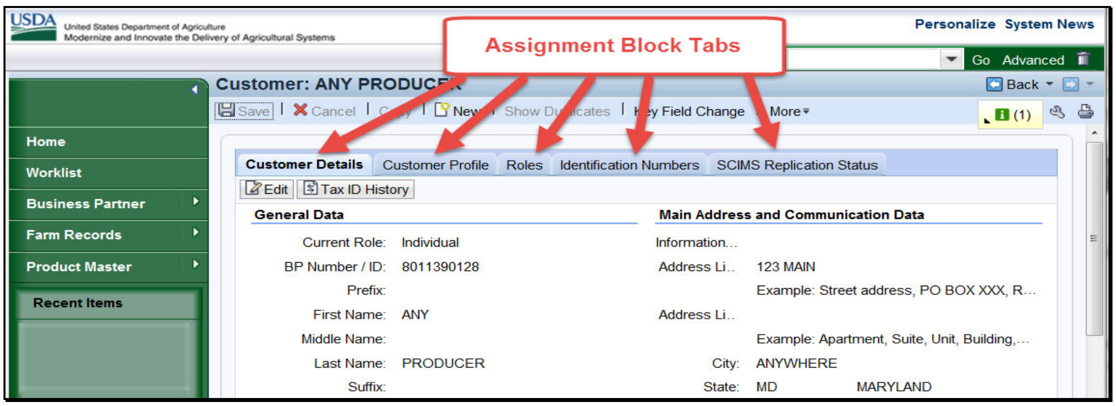
51 Assignment Blocks

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.

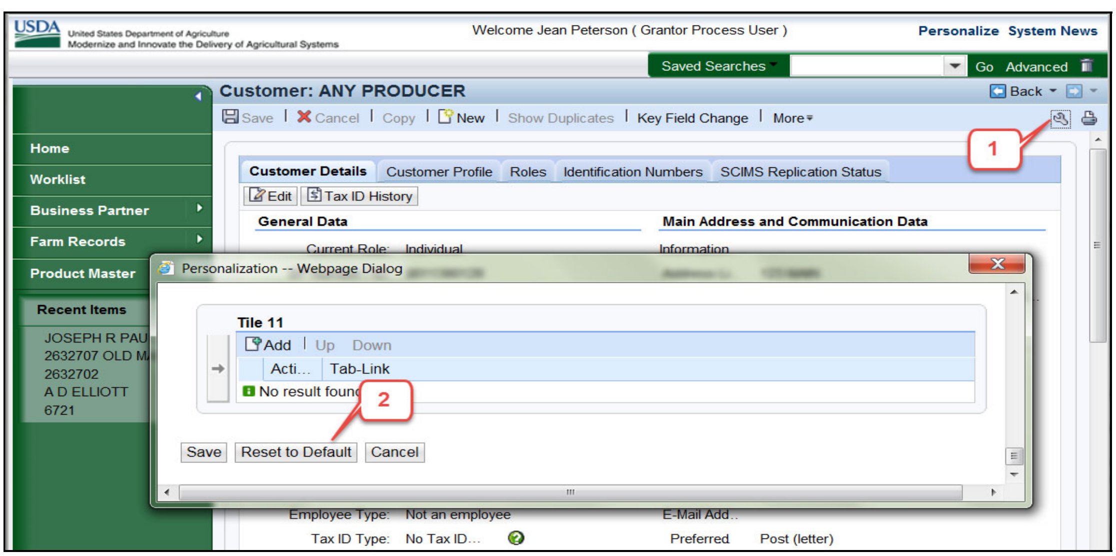
B Relocating Assignment Blocks

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 Request for Business Partner Record Change

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

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

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

All customer data changes made shall be documented by the Service Center employee making the change according to the following.

IF the request for changes is made…	THEN Service Center employees shall complete AD-2047 according to subparagraph C and…
in person	request that customer verify changes and sign and date items 8A and 8B.
by telephone	complete blocks necessary to document the changes and enter requester’s name in item 8A (requester’s signature is **not** required).
by mail, email or fax	complete blocks necessary to document the changes, enter requester’s name in item 8A (requester’s signature is **not** required), and attach hard copy of mailed or faxed request to AD-2047.
by trusted data source including: • change of address notification from customer or USPS • “911” county-wide address changes • public land ownership records, such as deeds	attach copy of data source to AD-2047. Only Part A, items1A and Part B shall be completed (requester’s signature is **not** required). See 10-CM, subparagraph 22 A for land owners identified through public records.

Notes: If item 4C is checked “Yes”, the customer is agreeing to receive sensitive emails from FSA. Update BP to indicate the customer has agreed by checking the “Receive Sensitive Emails” check box in the BP Record, “Emails” tab.

See applicable FLP directives for information about limitations on using e-mails to communicate with FLP customers.**--***

*--52 Documenting Customer Data Changes in BP (Continued)

B Maintenance

All AD-2047's and related documentation shall be filed according to 25-AS, Exhibit 22 in file ADP-5 SCIMS, and maintained for 10 years.

C Completing the AD-2047

Following are instructions for completing AD-2047.

Item	Instructions
Part A	**Customer Information** **Note:** Items 1-6 are required only as applicable to requested change. Items not applicable to requested record change may be left blank.
1A	Enter customer's full name exactly as it appears on SSN card, or business name exactly as it appears on IRS EIN documentation.
1B	Enter customer's mailing address, including Zip Code.
1C	Enter customer's home telephone number, including area code, if applicable.
1D	Enter customer's business telephone number, including area code, if applicable.
1E	Enter customer's other telephone number, including area code, if applicable. For example, mobile, barn, etc.
2	Enter customer's 9-Digit TIN, if applicable.
3	Enter customer's e-mail address, if applicable.
4A	Check "YES" to receive mail by USPS. Check "NO" to **not** receive mail by USPS. **Note:** Some program specific information may be sent through USPS even if "NO" is checked.
4B	Check "YES" to receive e-mails through GovDelivery. Check "NO" to **not** receive e-mails through GovDelivery. **Note:** GovDelivery e-mails contain basic program information and do **not** contain sensitive customer specific information.
4C	Check "YES" to receive sensitive (non-personal information) customer or farm specific related e-mails. Check "NO" to NOT receive sensitive (non-personal information) customer or farm specific related e-mails. **Note:** Sensitive e-mails include NAP continuous coverage letters, NAP premium billing information, acreage report information, etc.
5	Check the customer agency affiliation(s).

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*--52 Documenting Customer Data Changes in BP (Continued)

C Completing the AD-2047 (Continued)

Item	Instructions
6	Check "Yes" or "No" to indicate whether the customer is a multi-county producer. If "Yes", specify State and Counties.
7	Check the reason for requesting an additional/change on the AD-2047. If "Other" is checked, specify the reason.
8A	Enter the name of the customer requesting the addition/change.
8B	The customer requesting the change shall sign the form. **Note:** If request was received by phone, FAX, e-mail, or other trusted source, requestor's name, and signature is not necessary.
8C	Enter the date the customer requesting the change signed the form.
Part B	**Service Center Action** **Note:** Items 9A-12B must be completed. Items 13A-13C must be completed only if selected for spot-check.
9A	Check the appropriate box indicating agency that received the request.
9B	Enter initials of Service Center employee receiving the request.
9C	Enter date of request received.
10	Check to indicate method by which the Service Center received the request. If "Other", specify.
11	Enter remarks regarding the records change.
12A	Enter the signature of Service Center employee updating Business Partner.
12B	Enter the date the Service Center employee updated Business Partner.
The following items are optional for District Director/Area Conservationist use during spot checks.	
13A	Check box to indicate that the agency official did concur or did not concur.
13B	Enter the name of the District Director/Area Conservationist for spot check.
13C	Enter the signature of the District Director/Area Conservationist for spot check.
13D	Enter the agency official's Title.
13E	Enter the date.

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*--52 Documenting Customer Data Changes in BP (Continued)

D Example of AD-2047

The following is an example of AD-2047.

This form is available electronically.

Forms Approved - OMB Nos. 0560-0265 and 0560-0289

AD-2047
(03-30-17)

U.S. DEPARTMENT OF AGRICULTURE
Farm Service Agency
Rural Development
Natural Resources Conservation Service

CUSTOMER DATA WORKSHEET REQUEST FOR BUSINESS PARTNER RECORD CHANGE

(See Page 2 for Privacy Act and Paperwork Reduction Act Statements)

PART A – CUSTOMER INFORMATION

1A. Customer's Full Name or Business Name

1B. Customer or Business Address *(Including Zip Code)*

1C. Home Telephone Number *(Area Code)*

1D. Business Telephone Number *(Area Code)*

1E. Other Telephone Number *(Area Code)*

2. SSN or Tax ID Number *(9 Digits)*

3. E-Mail Address

4A. Does the customer want to receive mail by USPS? ☐ YES ☐ NO

4B. Does the customer want to receive e-mails via GovDelivery? ☐ YES ☐ NO

4C. Does the customer want to receive sensitive (but non-PII) Producer or Farm Specific related emails? ☐ YES ☐ NO

5. Producer is Customer of One or More of the Following Agencies. *(Check Appropriate Agency(ies) below:)*
☐ FSA ☐ RD ☐ NRCS ☐ Not Participating

6. Is the Customer a Multi-County Producer? ☐ YES *(If "YES," list States and/or Counties below:)* ☐ NO

7. Reason for Request *(Check appropriate box(es) below:)*
☐ New Producer ☐ Address Change ☐ Telephone Change ☐ Sale/Purchase ☐ Life Event
☐ Other *(Specify)* :

8. Enter the name of the customer requesting the record change(s). If documentation is received by Fax or from a trusted source (i.e., USPS), attach documentation to this form. Only Part A, Item 1A and Part B shall be completed. If the request was received by telephone, complete applicable blocks necessary to document the change(s) and enter the requestor's name in Item 8A. Requestor's signature is not required. ***(The only time the customer is required to sign Item 8B is when they are physically at a Service Center and providing FSA with applicable information.)***

8A. Name of Customer Requesting Change

8B. Customer Signature

8C. Date of Record Change *(MM-DD-YYYY)*

PART B – SERVICE CENTER ACTION

9A. Agency Who Received Request: *(Check one below)*
☐ FSA ☐ NRCS ☐ RD

9B. Initials of Employee Receiving Request *(If Different than Item 12A)*

9C. Date Service Center Employee Received the Request *(MM-DD-YYYY)*

10. How the Request for Change was Received:
☐ Office Visit ☐ Telephone ☐ FAX ☐ USPS ☐ Other *(Specify)*:

11. Remarks if Applicable:

12A. Signature of Employee Updating Business Partner if not initialed in Item 9B.

12B. Date Service Center Employee Updating Business Partner *(MM-DD-YYYY)*

FOR DISTRICT DIRECTOR/AREA CONSERVATIONIST USE ONLY. *(OPTIONAL)*

13A. I concur/do not concur the above items have been properly updated. ☐ Concur ☐ Do Not Concur

13B. Name of District Director/Area Conservationist for Spot Check

13C. Signature of District Director/Area Conservationist for Spot Check

13D. Title

13E. Date *(MM-DD-YYYY)*

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*--52 Documenting Customer Data Changes in BP (Continued)

D Example of AD-2047 (continued)

AD-2047 (03-30-17) Page 2 of 2

NOTE: *The following statement is made in accordance with the Privacy Act of 1974 (5 USC 552a - as amended). The authority for requesting the information identified on this form is the Computer Security Act of 1987 (Pub. L. 100-235), OMB Circular A-123, Federal Managers' Financial Integrity Act of 1982, and Privacy Act of 1974 (5 USC 552a - as amended). The information will be used to document a request by the producer for changes to the business partner record. The information collected on this form may be disclosed to other Federal, State, Local government agencies, Tribal agencies, and nongovernmental entities that have been authorized access to the information by statute or regulation and/or as described in applicable Routine Uses identified in the System of Records Notices for USDA/FSA-2, Farm Records File (Automated), USDA/NRCS - 1, Landowner, Operator, Producer, Cooperator, or Participant Files, and USDA/RD-1, Applicant, Borrower, Grantee, or Tenant File. Providing the requested information is voluntary. However, failure to furnish the requested information will result in a determination of ineligibility to request changes within the business partner record.*

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0560-0265 and 0560-0289. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The provisions of criminal and civil fraud, privacy and other statutes may be applicable to the information provided. ***RETURN THIS COMPLETED FORM TO YOUR COUNTY FSA OFFICE.***

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.

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53-55 (Reserved)

Section 1 Create and Modify Customer Records

56 Creating New Customer Records

A Overview

Customer records are necessary for producers to:

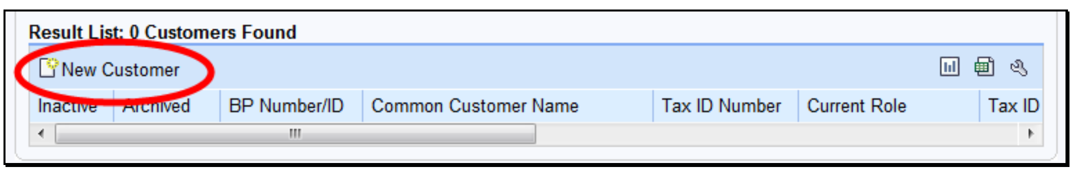
- enroll in or apply for FSA programs
- receive loans or program benefits.

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.

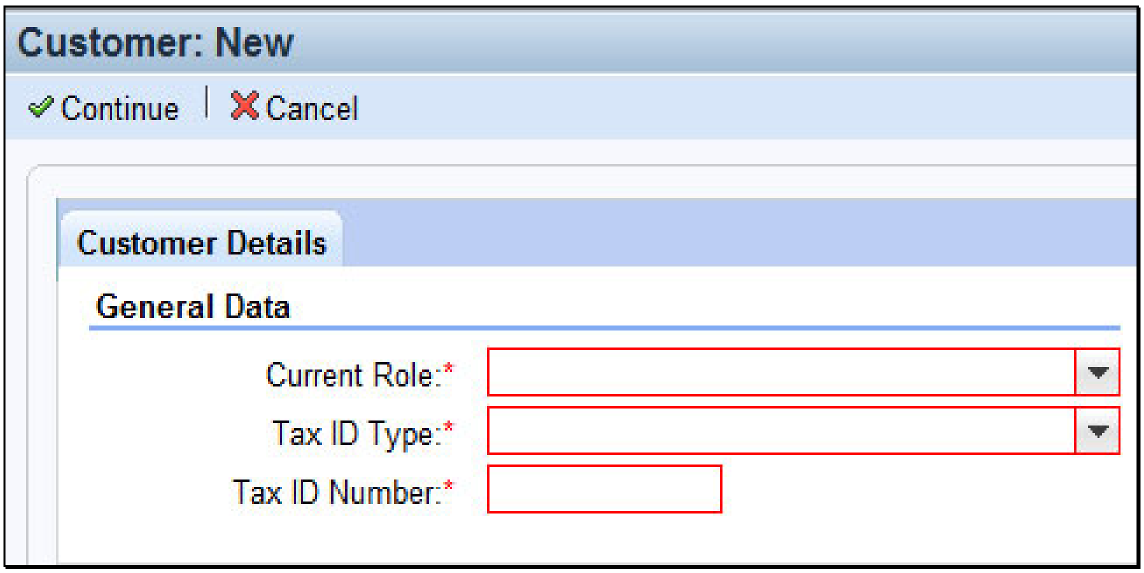
57 Customer New Screens

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.



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 documentation, for a successful IRS Validation *--match. See subparagraph 90 H.--*
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.

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Language Preference	Individual and Business	User selected.	No	Defaulted to “English”.
Data Origin	Individual and Business	System assigned.	Yes	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 • NRCS Employee/Producer • FPAC BC Employee/Producer.--* **Note:** STC and COC members are considered FSA employees.

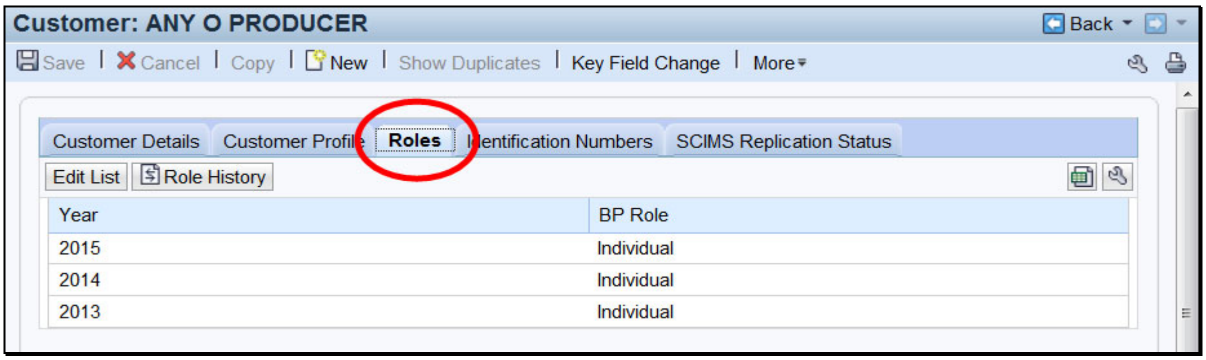
61 Roles

A Overview

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

B Roles Example

Following is an example of the Roles assignment block.



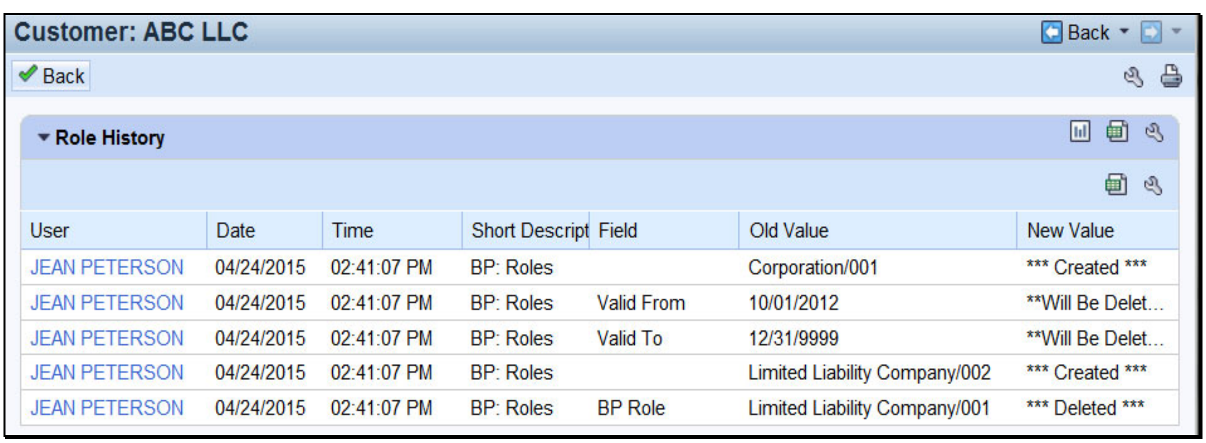
C Action

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

***--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.



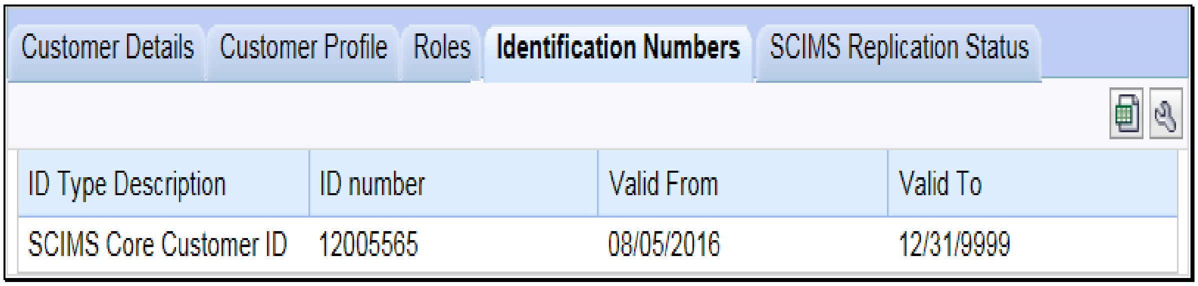
62 Identification Numbers

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

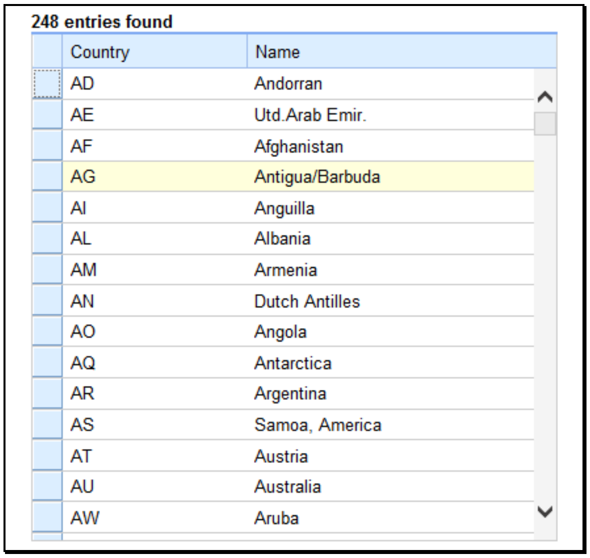
C Fields/Descriptions

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.

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: • Billing Address • Mailing Address • Shipping Address • Standard 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.

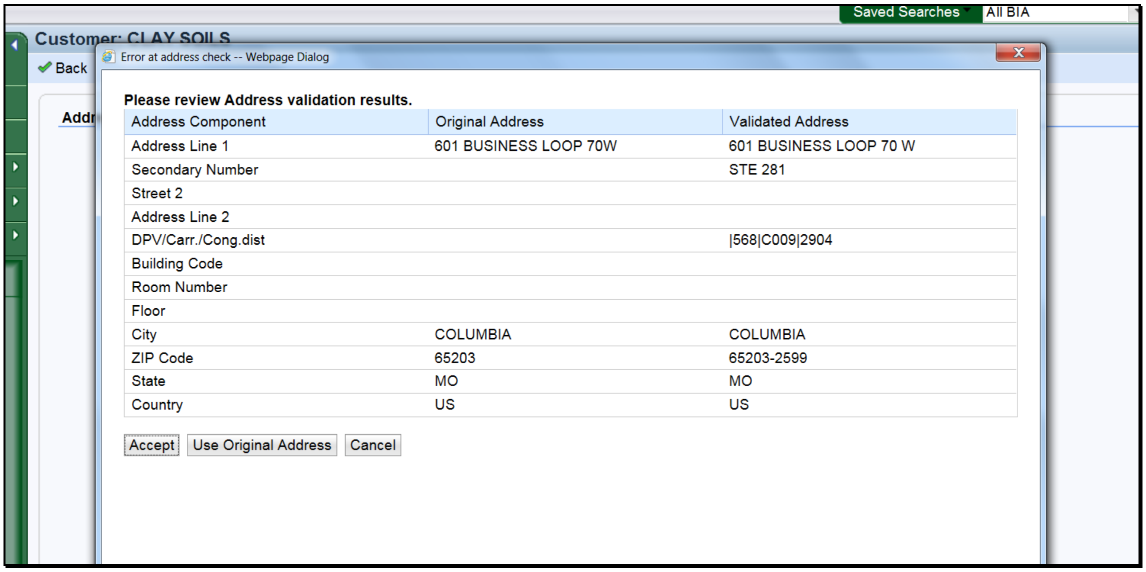
248 entries found

Country	Name
AD	Andorran
AE	Utd.Arab Emir.
AF	Afghanistan
AG	Antigua/Barbuda
AI	Anguilla
AL	Albania
AM	Armenia
AN	Dutch Antilles
AO	Angola
AQ	Antarctica
AR	Argentina
AS	Samoa, America
AT	Austria
AU	Australia
AW	Aruba

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.

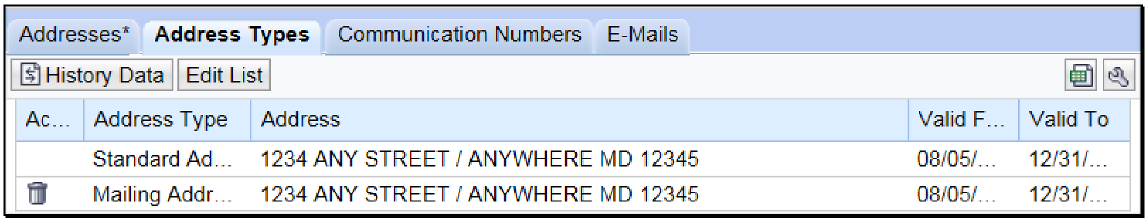
67 Address Types

A Overview

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

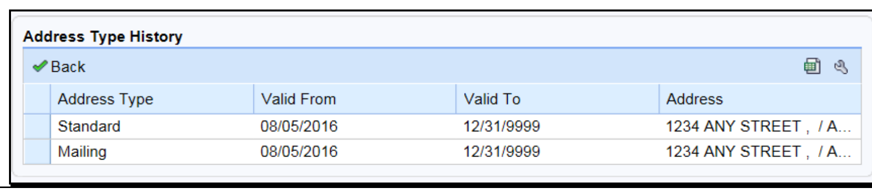
B Address Types Example

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

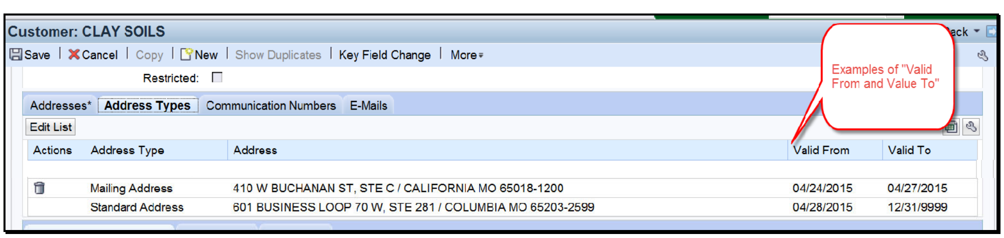
All addresses entered into BP must be assigned at least one address type. Multiple address types are permitted for each address. The following table provides valid address types.

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

--FLP software uses the "Mailing Address" "Address Type" option to denote the customer's main address, instead of the "Standard Address" type. FLP customers must have both the "Mailing Address" and "Standard 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 "Standard" address type and clicking "Save", the previous Standard type address is automatically updated with the applicable "Valid To" end date. The customer's record will include the current residence and former residence, each with applicable dates.

72 SSN Family

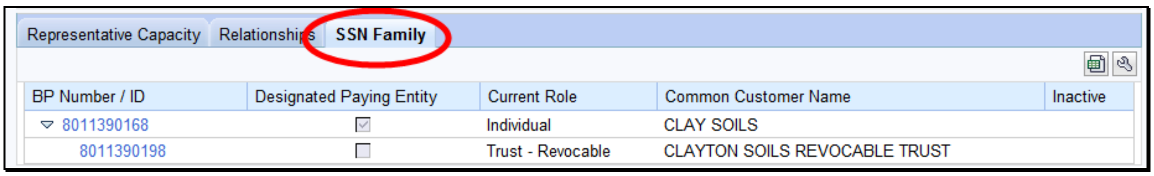
A Overview

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.

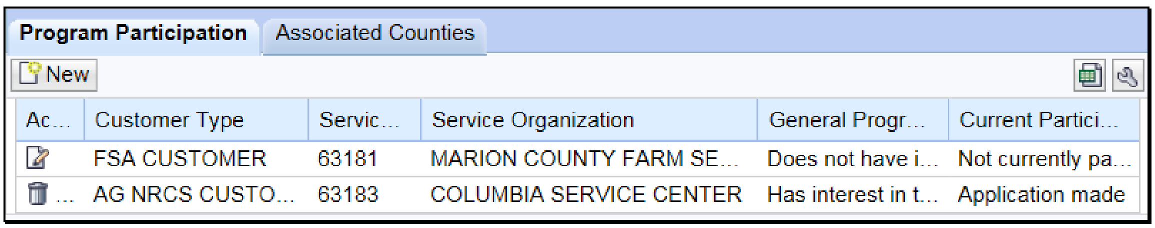
73 Program Participation

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.
General Program Interest	The customer's general program interest.
Current Participant	The customer's current participant determination.

74 Associated Counties

A Overview

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

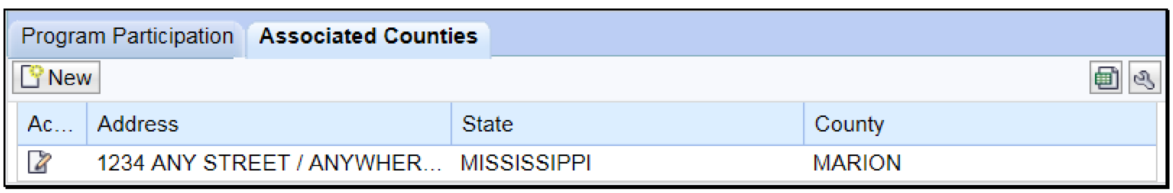
Note: Associated counties is a new term for the same data that was "Legacy Links" in SCIMS.

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

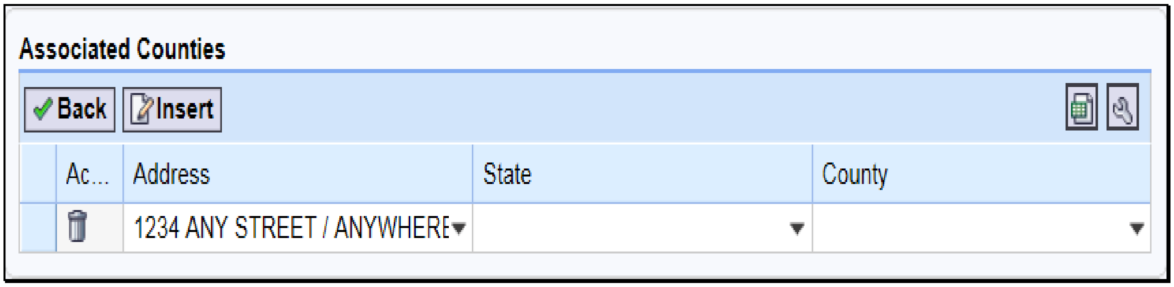
The following table provides fields and descriptions for the Associated Counties assignment block.

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 standard 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.**--

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.

> IRS DEPARTMENT OF THE TREASURY
> INTERNAL REVENUE SERVICE
> CINCINNATI OH 45999-0023
>
> Date of this notice: MO-DY-YEAR
>
> Employer Identification Number:
> XX-XXXXXXX
>
> Form: SS-4
>
> Number of this notice: XX ### X
>
> John A Farmer
> Three Brothers Farms LLC
> 123 Main St.
> Anywhere, MD 12345
>
> For assistance you may call us at:
> 1-800-829-4933
>
> IF YOU WRITE, ATTACH THE
> STUB AT THE END OF THIS NOTICE.
>
> WE ASSIGNED YOU AN EMPLOYER IDENTIFICATION NUMBER
>
> Thank you for applying for an Employer Identification Number (EIN). We assigned you EIN XX-XXXXXXX. This EIN will identify you, your business accounts, tax returns, and documents, even if you have no employees. Please keep this notice in your permanent records.
>
> When filing tax documents, payments, and related correspondence, it is very important that you use your EIN and complete name and address exactly as shown above. Any variation may cause a delay in processing, result in incorrect information in your account, or even cause you to be assigned more than one EIN. If the information is not correct as shown above, please make the correction using the attached tear off stub and return it to us.

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.

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.**--***

91 IRS Response Code Query

A Overview

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

B Saved Search Query

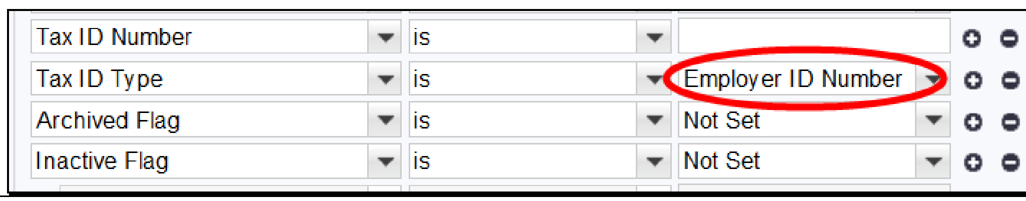
Saved Search Query variants allow the user to save the Search Criteria parameters from the Search input screen. A unique query should be established for each Tax Type that IRS Validations are performed on. This is a one-time setup and can be executed multiple times based on the Search Criteria saved.

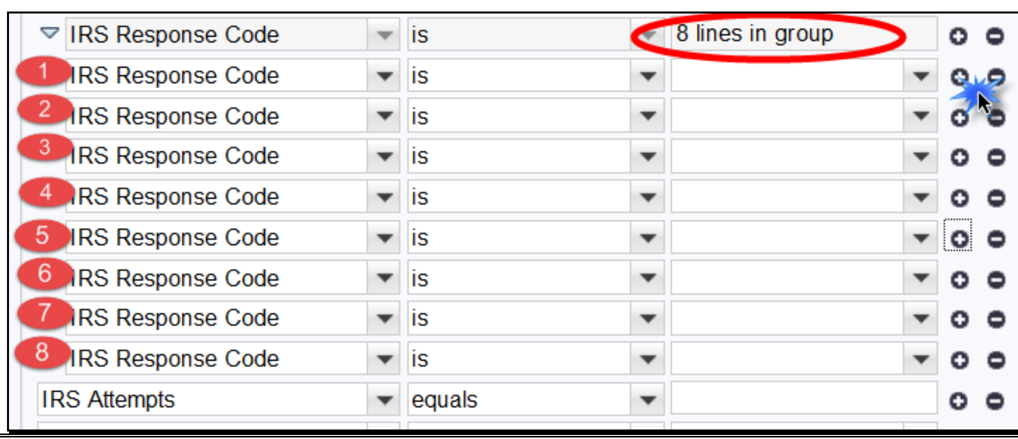
Saved search queries allow for a quick reference to the Search Criteria necessary to find all IRS Response Codes for an EIN/SSN that contain an error and require correction.

C Establishing the Saved Search Query for Tax Type

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Customer Search Criteria Screen, CLICK “Employer ID Number” or “Social Security Number” from the Tax ID Type drop-down.

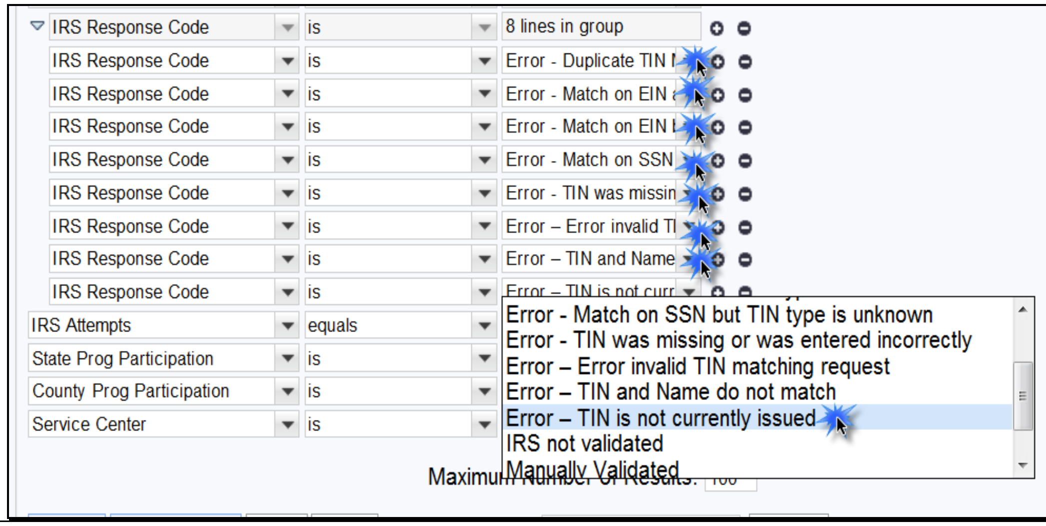

</td></tr>
<tr><td>2</td><td>Copy the IRS Response code search criteria line by clicking the + at the end of the line. Add enough lines for a total of 8 lines of IRS Response Code.


</td></tr>
</table>

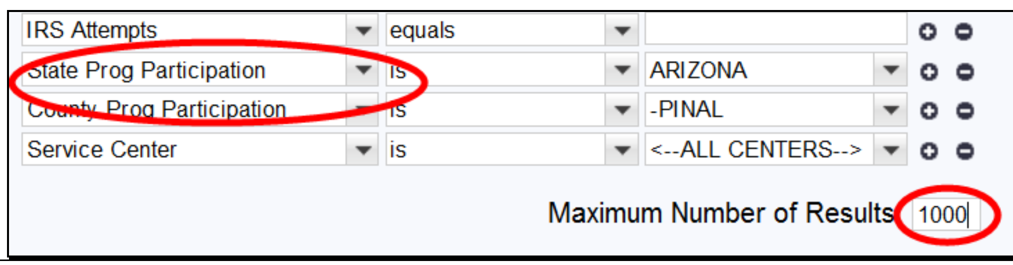
91 IRS Response Code Query

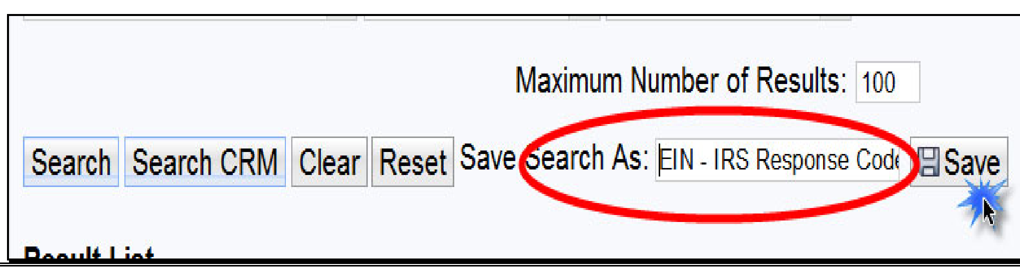
C Establishing the Saved Search Query for Tax Type (Continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>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.


</td></tr>
<tr><td>4</td><td>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.


</td></tr>
<tr><td>5</td><td>Save the search in the “Save Search As” field by entering a title for this Search and then clicking “Save”.

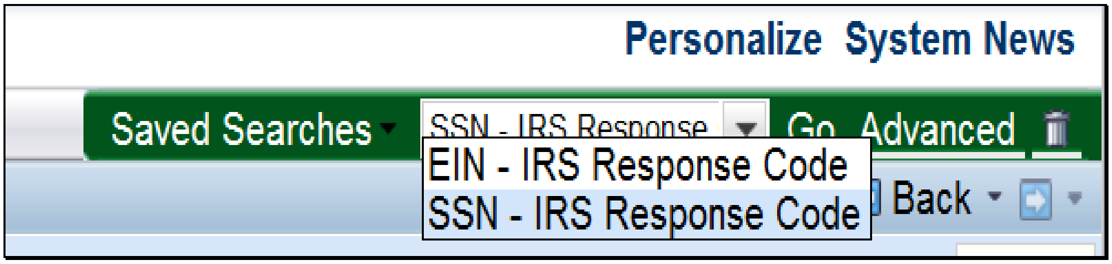

</td></tr>
</table>

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)

103 Signature Authority (Continued)

C Action (Continued)

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

104-109 (Reserved)

111 Family Member/Business Associate Relationships (Continued)

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>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.**--

Note: A “Family Member/Business Associate” Relationship can only be established between a BP Customer record and a BP Employee record.</td></tr>
<tr><td>6</td><td>Modify the “Valid From” date, if necessary. Defaulted to current date.</td></tr>
<tr><td>7</td><td>Modify the “Valid To” date, if necessary. Defaulted to 12/31/9999.</td></tr>
<tr><td>8</td><td>Click “Save and Back”.</td></tr>
</table>

112 Employee/Producer Relationships

A Overview

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

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

B Viewing an Employee/Producer Relationship

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

Relationships New

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

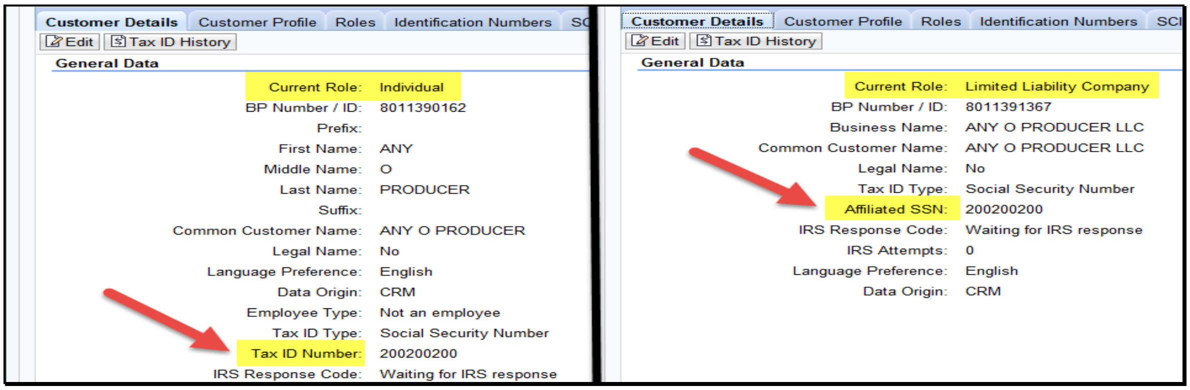
113-116 (Reserved)

117 SSN Family (Continued)

G Affiliated SSN

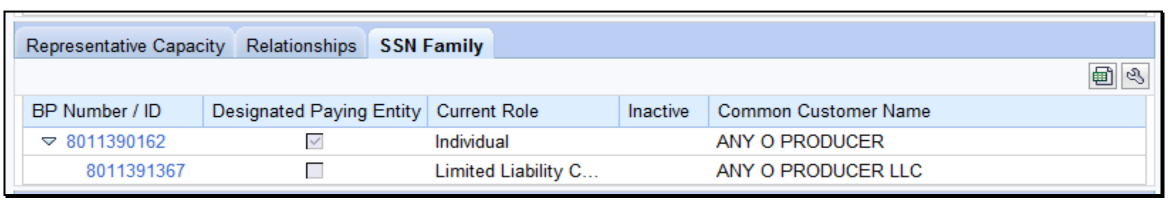
All members of an SSN Family contain the same SSN in their records. The anchor will display the SSN as “Tax ID Number”. The non-anchors will display the SSN as “Affiliated SSN”.

Following are examples of an anchor and non-anchor.



H DPE

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



BP Number / ID	Designated Paying Entity	Current Role	Inactive	Common Customer Name
8011390162	☑	Individual		ANY O PRODUCER
8011391367	☐	Limited Liability C...		ANY O PRODUCER LLC

If the customer has not previously received payment via any records in the SSN Family, the *--DPE can be modified, per the customer’s request. To change the DPE, 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

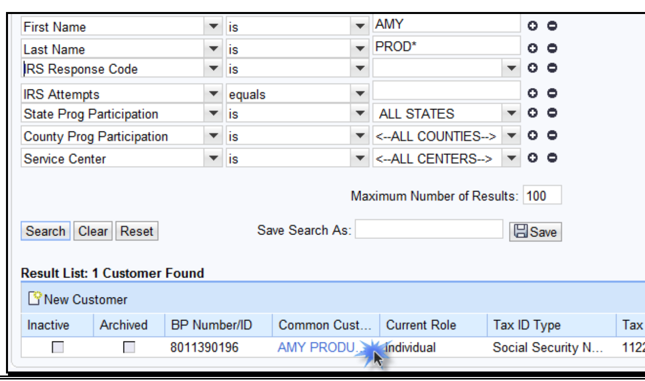
There are five different scenarios that require action to establish an SSN Family. Following is a description of each scenario and the respective subparagraph reference:

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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Search for and select the Individual's customer record.


</td></tr>
</table>

*--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.

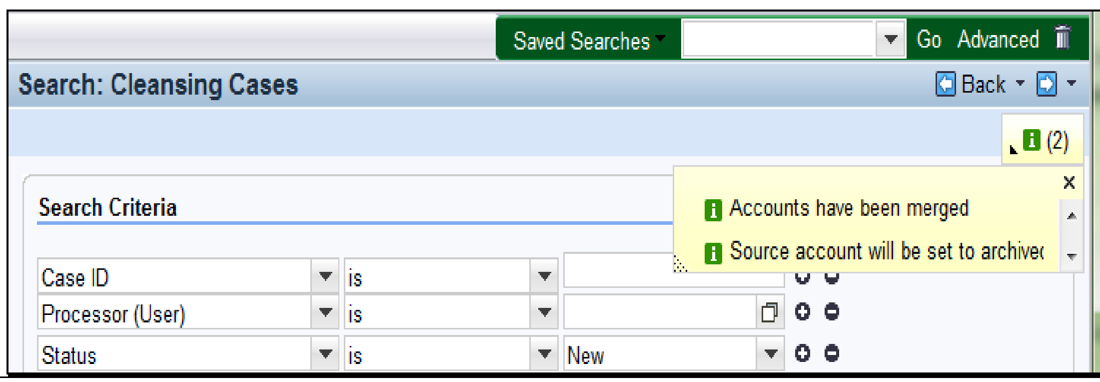
Example: John Smith, Individual, has been doing business with FSA since 2008. John Smith, Individual, has received payments since 2008. In 2017, John Smith notified FSA that he is now doing business as Smith Revocable Trust using his SSN. The DPE must remain on John Smith, Individual, to prevent overpayments 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.**--***

125 Cleansing Cases (Continued)

F SSO Actions (Continued)

Step	Action	
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.
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. 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.**--

133 KFC Request Workflows

A Overview

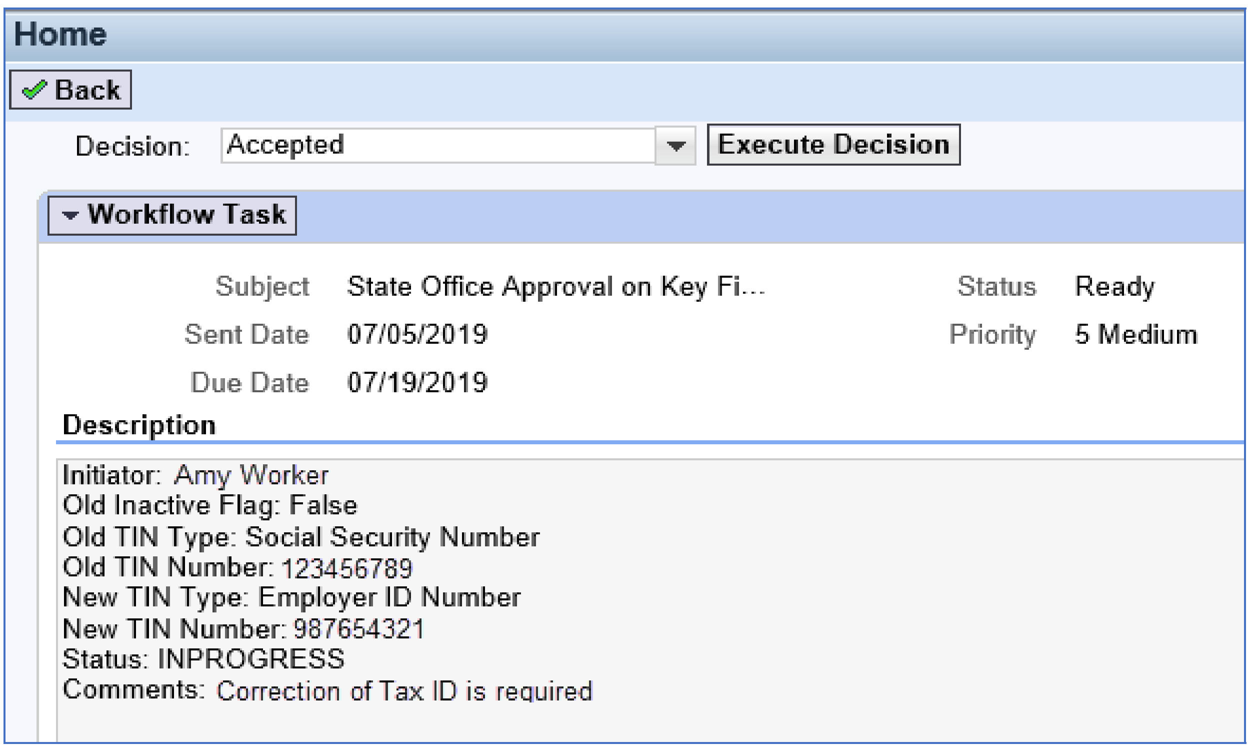
Once the KFC request is submitted by the County Office, the SSO will receive a workflow task. The workflow can be viewed through either the Worklist or the Workflow Task assignment block on the CRM Home screen.

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.

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

D Approve Inactivation Workflow

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

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

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.

*--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

A Overview

SCIMS is a view-only application and 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. Until all shared services can be built directly from MIDAS CRM, SCIMS will continue to receive and serve this data.

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

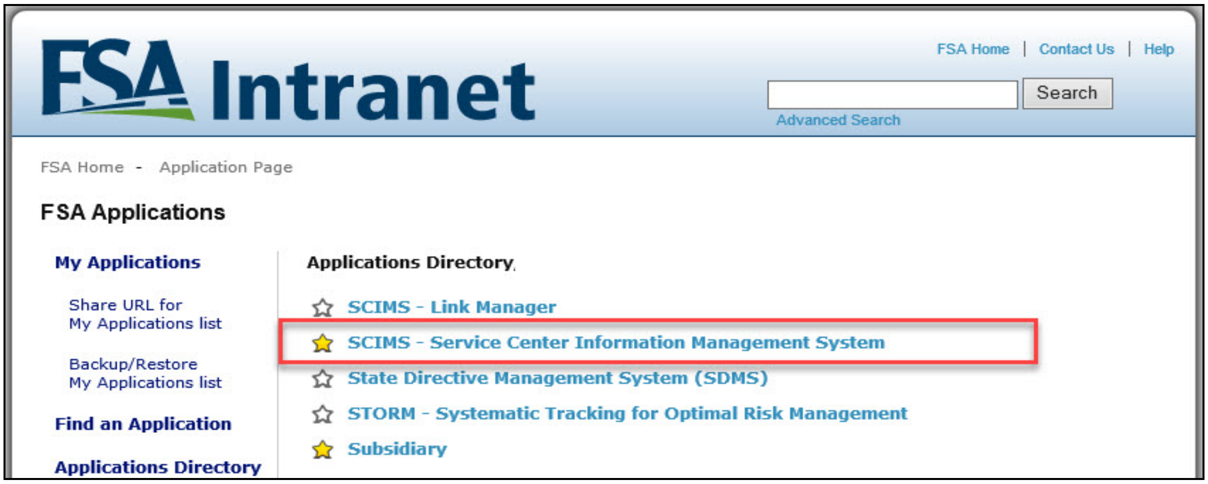
- can access SCIMS and data within, and
- verify the successful replication of BP customer data to SCIMS.

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

***--250 SCIMS (Continued)**

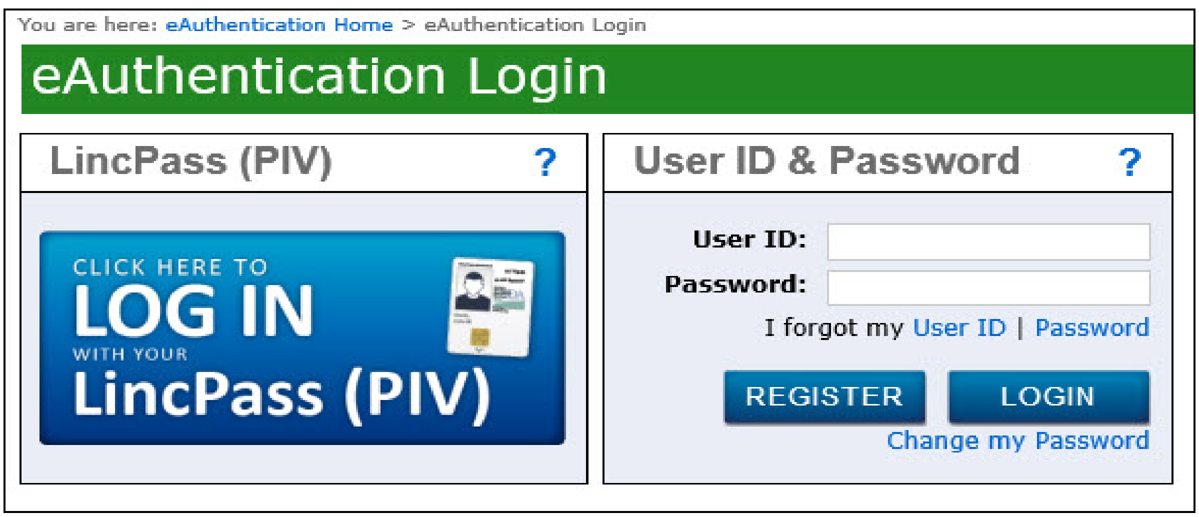
B Accessing SCIMS

Access SCIMS from the FSA Applications Intranet web site at **http://fsaintranet.sc.egov.usda.gov/fsa/applications.asp** and CLICK "SCIMS - Service Center Information Management System".



The USDA eAuthentication Login Screen will be displayed. To login, do either of the following:

- CLICK "Click here to Log In with your LincPass (PIV)"
- Enter eAuth user ID and password and CLICK "Login".



The SCIMS Customer Search Screen will be displayed.--*

*--250 SCIMS (Continued)

C Requesting Access to SCIMS

Request access to SCIMS according to the following.

<table>
<tr><th>Employee Type</th><th>Action required</th></tr>
<tr><td>New Hires
(permanent employees)</td><td rowspan="2">Submit FSA-13A with appropriate position in Part B.

EAS Role for SCIMS access will automatically be assigned.</td></tr>
<tr><td>New Hires
(temporary employees)</td></tr>
<tr><td>Current Employees</td><td>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.</td></tr>
</table>

--*

*--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: • Starts With • Exact Match (default).
Name: First	
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)

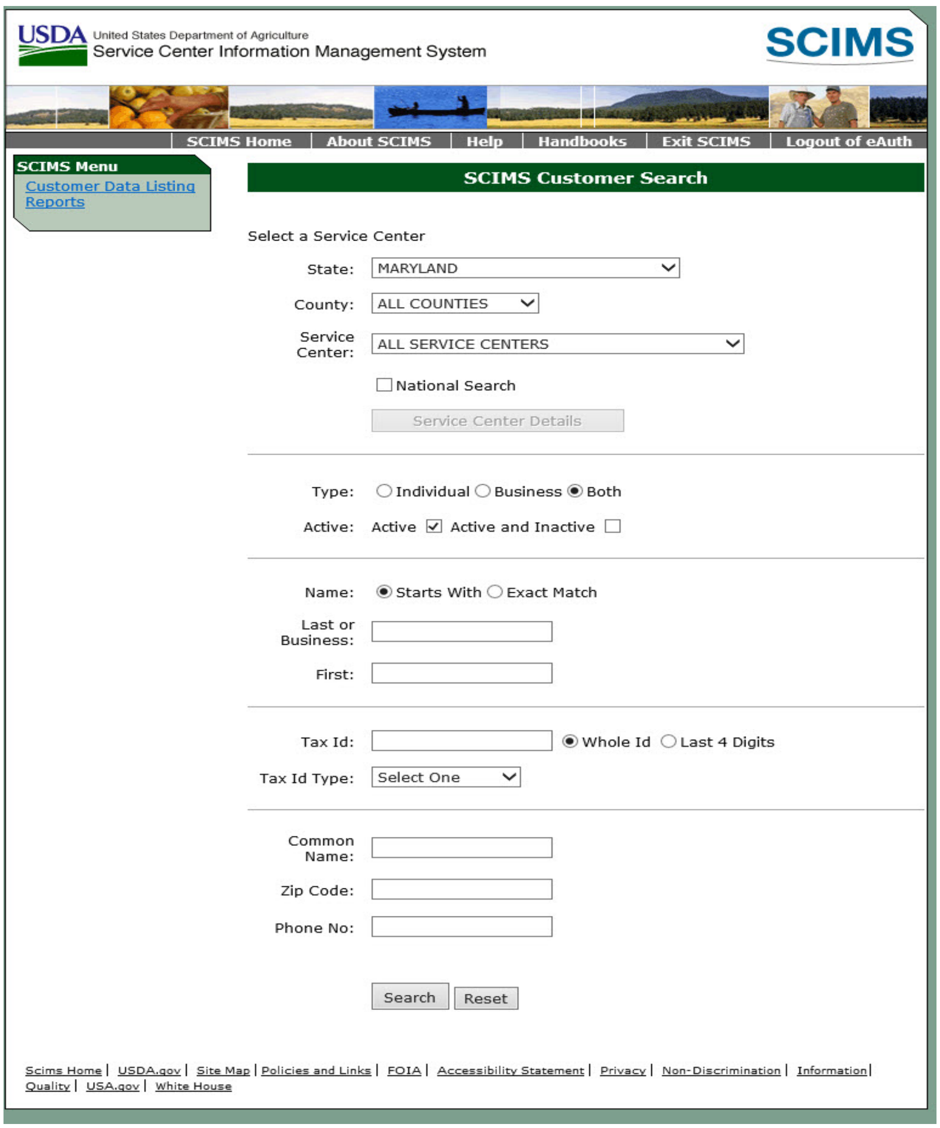
After entering the search criteria, CLICK "Search".

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 Results 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.

SCIMS Customer Search Results

Based on selected National Search

Select a Customer:

A/I	Dup	Common Name	Tax ID	Tax ID Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State / County
A	N	ANY A PRODUCER		N	123 ANY STREET	ANYWHERE, MD 12345	301-867-5309	DELAWARE / SUSSEX
					123 ANY STREET	ANYWHERE, MD 12345		MARYLAND / CAROLINE
A	N	ANY J PRODUCER	5901	S	123 FOREIGN ADDRESS 1	FOREIGN CITY null 98765	888-555-9876	ARKANSAS / BRADLEY
					123 FOREIGN ADDRESS 1	FOREIGN CITY null 98765		ARKANSAS / DREW
A	R	ANY PLM PRODUCER	9801	S	P O BOX 1	SAN DIEGO, CA 92117		ARKANSAS / DREW
A	N	ANY PRODUCER0607	6071	S	PO BOX 1	SAN DIEGO, CA 92117		ARKANSAS / DREW
A	R	ANY TRUST PRODUCER		N	P O BOX 100	SAN DIEGO, CA 92117		ARKANSAS / DREW
A	N	ANY1 PRODUCER	9501	S	PO BOX ZZ	SAN DIEGO, CA 92169 - 9998	913-111-1111	ARKANSAS / BRADLEY
					PO BOX ZZ	SAN DIEGO, CA 92169 - 9998		ARKANSAS / DREW
					PO BOX ZZ	SAN DIEGO, CA 92169 -		IOWA / GUTHRIE

--*

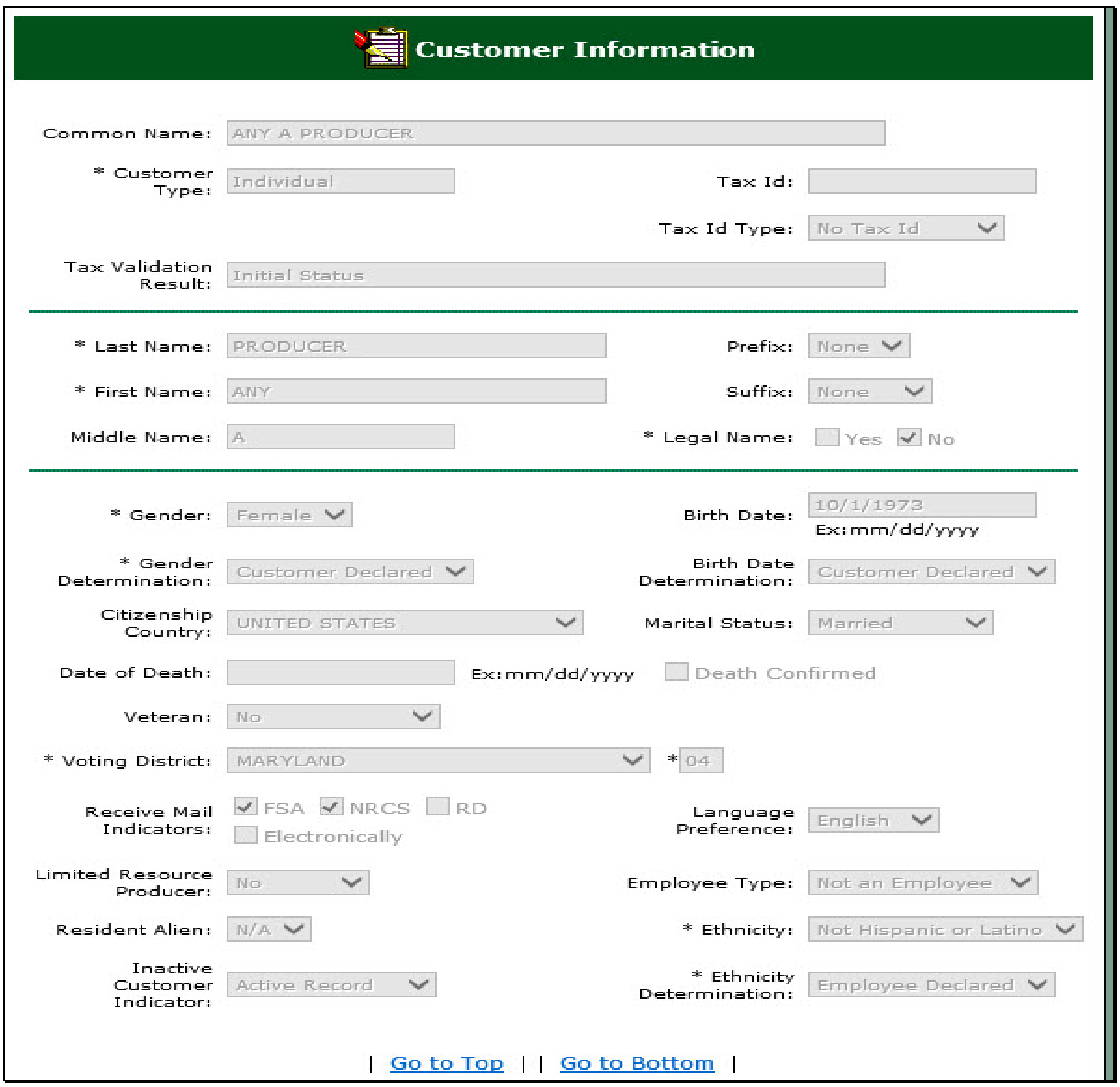
*--252 Viewing SCIMS Customer Record

A Overview

All information in the customer record is grouped according to data type. Scroll down through the record to view all data provided by and stored for the customer.

B Customer Information

The first section of the customer record displays the primary information about the customer. See Part 3 Section 1 for additional information on data loading the customer information into the BP customer record.



--*

*--252 Viewing SCIMS Customer Record (Continued)

C Customer Race and Disability

The next section of the customer record displays any race and disability information that has been provided by and stored for the customer. Click "Details" for each "Race" or "Disability" type to view additional information. See paragraph 60 for additional information on data loading race and disability information into the BP customer record.

* Race Type

Details	Click To Delete	Race Type	Race Determination
Details	Delete	White. Origins in original peoples of Europe, the Middle East, N Africa	Customer Declared

| Go to Top | | Go to Bottom |

Disability Information

NO DISABILITY INFORMATION FOR THIS CUSTOMER

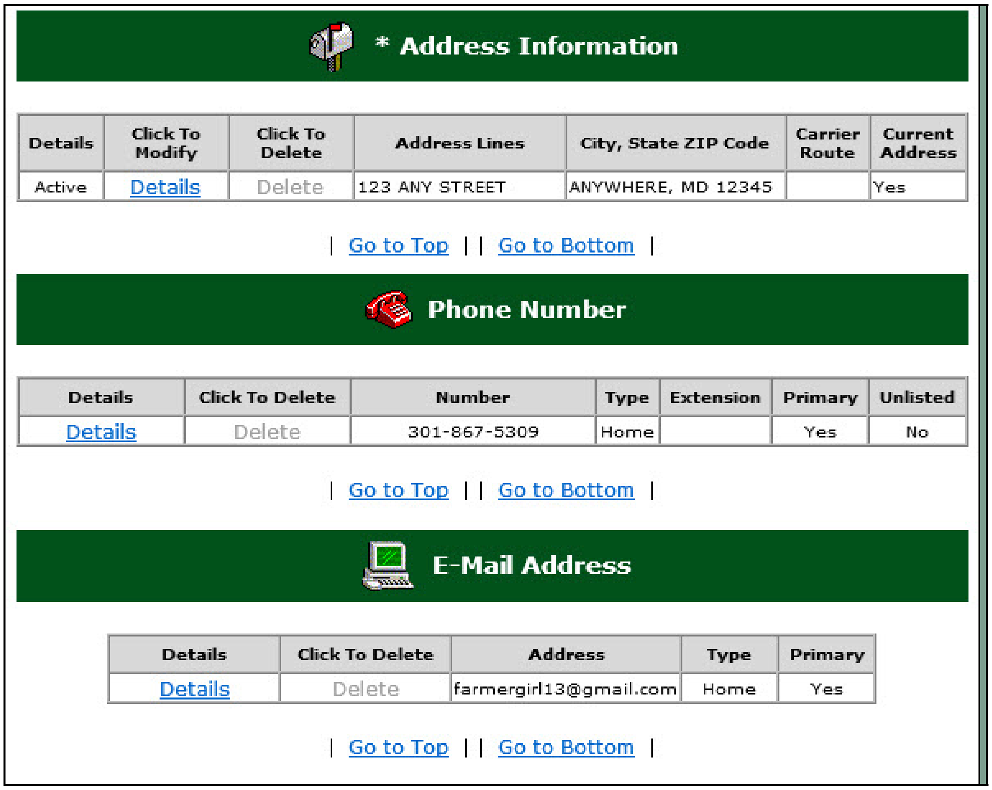
| Go to Top | | Go to Bottom |

--*

*--252 Viewing SCIMS Customer Record (Continued)

D Customer Address, Phone Number and Email Address

The next section of the customer record displays the address, phone number and e-mail address information that has been provided by and stored for the customer. Click "Details" for each address, phone number, or email address to view additional information. See Part 3, Section 1 for additional information on data loading addresses, phone numbers, and e-mail addresses into the BP customer record.



*** Address Information**

Details	Click To Modify	Click To Delete	Address Lines	City, State ZIP Code	Carrier Route	Current Address
Active	Details	Delete	123 ANY STREET	ANYWHERE, MD 12345		Yes

| Go to Top | | Go to Bottom |

Phone Number

Details	Click To Delete	Number	Type	Extension	Primary	Unlisted
Details	Delete	301-867-5309	Home		Yes	No

| Go to Top | | Go to Bottom |

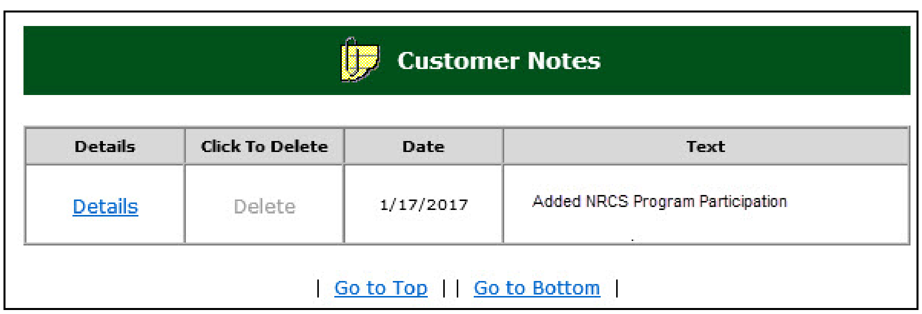
E-Mail Address

Details	Click To Delete	Address	Type	Primary
Details	Delete	farmergirl13@gmail.com	Home	Yes

| Go to Top | | Go to Bottom |

E Customer Notes

The next section of the customer record displays any notes entered and saved by FSA or NRCS employees. See paragraph 59 for additional information on data loading notes into the BP customer record.



Customer Notes

Details	Click To Delete	Date	Text
Details	Delete	1/17/2017	Added NRCS Program Participation

| Go to Top | | Go to Bottom |

--*

*--252 Viewing SCIMS Customer Record (Continued)

F Program Participation and Legacy Links

The last section of the customer record displays all program participation entries and legacy links. Legacy links are synonymous with associated counties in the BP customer record. See paragraphs 73 and 74 for additional information on data loading program participation and associated counties into the BP customer record.

*** Program Participation**

Details	Click To Delete	Program	Servicing Organization	Current Participant
Details	Delete	FSA Customer	SUSSEX COUNTY FARM SERVICE AGENCY, DE	Application Made
Details	Delete	FSA Customer	CAROLINE COUNTY FARM SERVICE AGENCY, MD	Application Made
Details	Delete	FLP Customer	CAROLINE COUNTY FARM SERVICE AGENCY, MD	Yes
Details	Delete	AG NRCS	CAROLINE COUNTY SERVICE CENTER, MD	Yes

| Go to Top | | Go to Bottom |

Legacy Link

Details	Click To Delete	State	County	Address
Details	Delete	DELAWARE	SUSSEX	123 ANY STREET, ANYWHERE, MD 12345
Details	Delete	MARYLAND	CAROLINE	123 ANY STREET, ANYWHERE, MD 12345

--*

*--253 Customer Data Listing Report

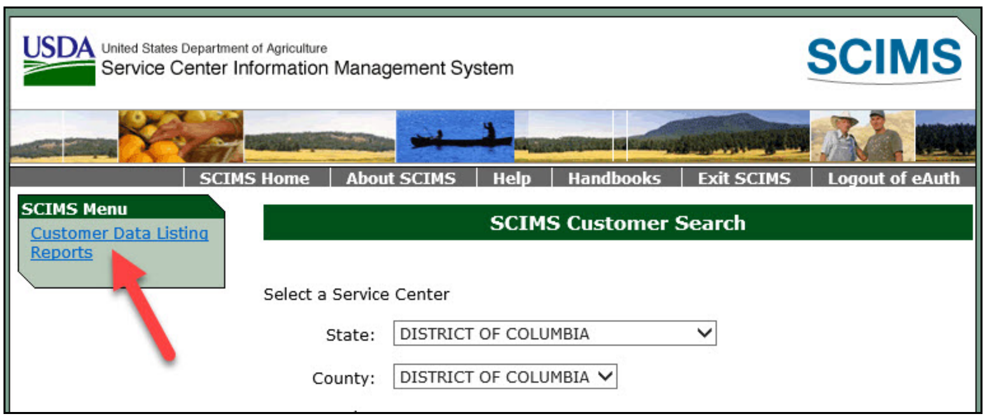
A Overview

A report containing all customer records for a State and county can quickly be generated from SCIMS. This report has predefined data (name, address, partial TIN, email, phone, and FSA Mail Indicator Flag) and can be useful to County Offices.

If a more comprehensive report (with customized data fields) is necessary, generate the report from Business Partner according to paragraph 45.

B Accessing the Customer Data Listing Report

From the SCIMS Home Screen, CLICK "Customer Data Listing Report" from the left navigation SCIMS Menu.



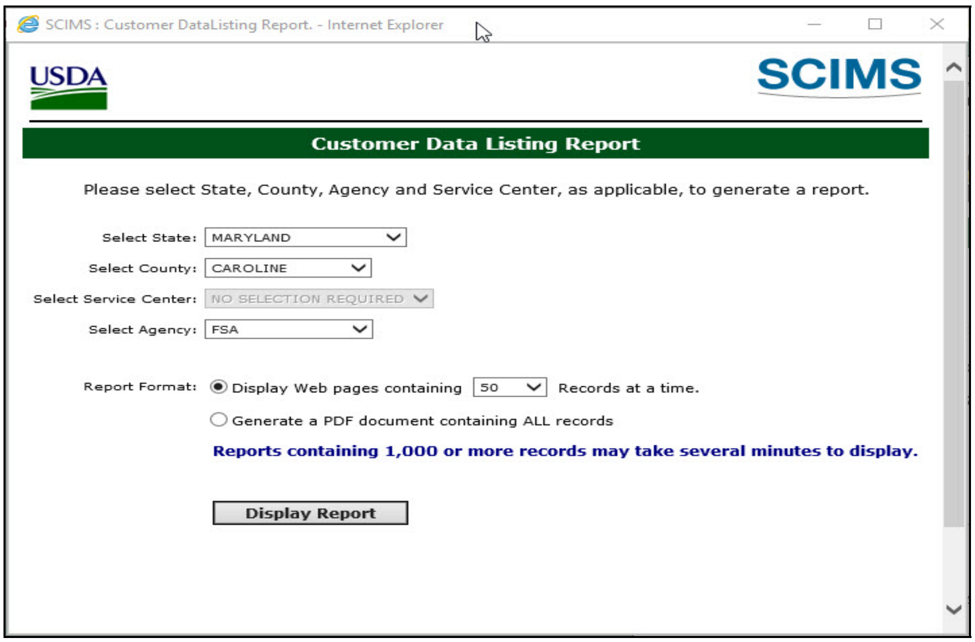
--*

*--253 Customer Data Listing Report

C Generating the Customer Data Listing Report

Select the State and county and agency (customer type) for the report. If 'NRCS' or 'RD' is the selected agency, user will be required to select a Service Center. Select a desired report format:

- Display records on web pages
- Generate PDF of all records.



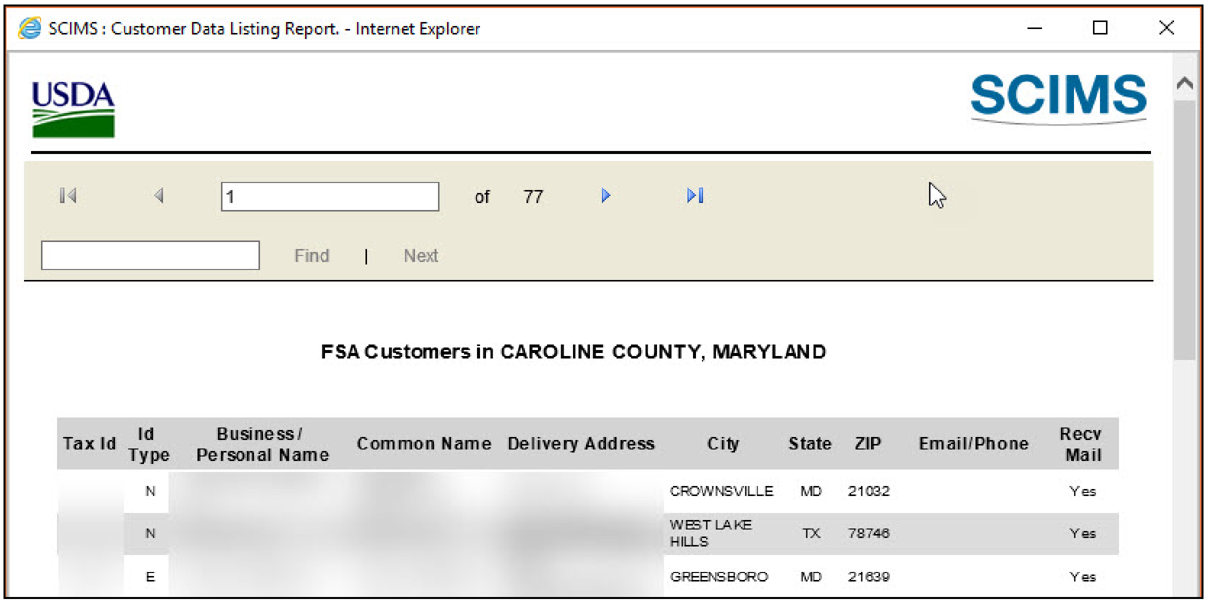
Once all report parameters have been selected, click "Display Report".**--***

253 Customer Data Listing Report (Continued)

D Viewing the Customer Data Listing Report

If the web page display was selected, the report will be displayed on the screen. The user can page through as necessary to view all records. If the PDF version was selected, the user can save and/or print the report.

Important: If saving the PDF report, be sure to encrypt the file with a password, to protect PII.



--*

254-299 (Reserved)

*--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.

--*

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

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.

--*

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-2047	Customer Data Worksheet Request for Business Partner Record Change (For Internal Use Only)		56, 60, 69
CCC-10	Representations for Commodity Credit Corporation or Farm Service Agency Loans and Authorization to File a Financing Statement and Related Documents		59, Ex. 8
CCC-36	Assignment of Payment		65
CCC-37	Joint Payment Authorization		65
CCC-679	Lien Waiver		76, Ex. 8
CCC-901	Members Information Agricultural Act of 2014		76
CCC-902E	Farm Operating Plan for an Entity - Agricultural Act of 2014		76
CCC-902I	Farm Operating Plan for an Individual - Agricultural Act of 2014		76
CCC-903	Worksheet for Payment Eligibility and Payment Limitation Determinations (Agricultural Act of 2014)		76
FSA-211	Power of Attorney (Includes FSA-211A, Power of Attorney Signature Continuation Sheet)		70, 98, 102, 304
FSA-2001	Request for Direct Loan Assistance		59
FSA-2301	Request for Youth Loan		59
FSA-2330	Request for Microloan Assistance		59
I-551	Alien Registration Receipt Card		60
IRS SS-4	Application for Employer Identification Number		90
SF-256	Self-Identification of Disability **www.opm.gov/forms/pdf_fill/sf256.pdf**		60
SF-3881	ACH Vendor/Miscellaneous Payment Enrollment Form		65

Reports, Forms, Abbreviations, and Redelegations of Authority

Abbreviations Not Listed in 1-CM

The following abbreviations are not listed in 1-CM.

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
DPE	Designated Paying Entity	Text
EIN	employer ID number	59, 90, 91, 117, 118,
KFC	key field change	Text
ISO	Information Security Office	Ex. 5
MRT	Master Reference Table	27, 177
OIP	Office Information Profile	73
PPID	Payments to Producers Identified as Deceased	1, Part 8
SOR/SOE	System of Record and System of Entry	50, 58, 59, 64
SSO	State Security Officer	Text, Ex. 9

Redelegations of Authority

None.

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

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

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

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