

**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Washington, DC 20250

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**Customer Data Management  
11-CM**

**Amendment 4**

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



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**Amendment Transmittal**

**A Reasons for Amendment**

Paragraph 19 has been added to provide Personalization Settings within CRM @FSA.

Paragraph 52 has been amended to update the guidance on using approved agency forms to document customer data updates.

Paragraph 57 has been amended to add acronym (ITIN) for IRS Number.

Paragraph 58 has been amended to remove “Financial Service” from the table of Assignment Blocks.

Paragraph 59 has been amended to provide specific references for documenting Tax ID’s issued by the IRS and SSA, and to clarify the availability of “NRCS Employee/Producer” Employee Types.

Paragraph 60 has been amended to update the procedural changes for loading Race, Ethnicity, and Gender (REG) data as declared by the customer.

Paragraph 61 has been amended to clarify the process of modifying a customer’s Role.

Paragraph 63 has been amended to include Replication Status for RAP ODS.

Paragraph 64 has been amended to remove a reference to RepCap revocation in an archived customer record.

Paragraph 65 has been removed, because the “Financial Service” tab has been removed from the BP record and is no longer applicable.

Paragraph 66 has been amended to update and clarify procedure for data loading the customer ZIP or Postal code, and to remove the “Billing” Address Type.

## **Amendment Transmittal (Continued)**

### **A Reasons for Amendment (Continued)**

Paragraph 67 has been amended to remove the “Billing” Address Type.

Paragraph 69 has been amended to specify email address format errors to be avoided.

Paragraph 70 has been amended to clarify conditions for RepCap revocation after confirmation of death.

Paragraph 71 has been amended to update information about Employee/Producer Relationships.

Paragraph 73 has been amended to update the system defaults of State and County when loading Program Participation.

Paragraph 79 has been added to provide procedure on editing large customer records.

Paragraph 90 has been amended to provide guidance on use of the “Manually Validated” IRS Response Code for TIN validation.

Paragraph 91 has been amended to provide information on running frequent reports to identify customer records with erroneous IRS validation codes.

Part 3 Section 3 has been amended to update the information on “Restricted” flag on each RepCap type.

Paragraph 98 has been amended to update the available options for “FSA-211 Version” for the FSA Power of Attorney RepCap.

Paragraph 103 has been amended to clarify use of “Signature Authority” for entity members and non-members, and to add two new Representative Capacity/Signature Authority types.

Paragraph 104 has been added to provide guidance on Representative Authority for revocable trusts and LLC’s using an individual’s SSN.

Paragraph 112 has been amended to clarify the differences between Employee/Producer types, and availability in the system.

Paragraph 125 has been amended to provide important restrictions when creating Cleansing Cases and completing customer Merges.

Paragraph 133 has been amended to provide important notes for processing Key Field Change (KFC) Requests.

## **Amendment Transmittal (Continued)**

### **A Reasons for Amendment (Continued)**

Paragraph 151 has been amended to provide information about “Missed Deadline” DOD Workflows, and DOD alerts.

Part 3 Section 11 has been added to provide guidance on establishing customer records for warehouses.

Part 7 has been amended to update the screenshots and system descriptions of SCIMS Customer Viewer.

Paragraph 300 has been amended to provide updated contact information for the National Office.

Part 9 has been added to provide information on Representative Authority for Producers (RAP).

Exhibit 2 has been amended to include definition of RAP ODS.

Exhibit 4 has been updated to remove obsolete and add new required training courses.

Exhibit 7 has been updated to provide a new URL for the directory of BP SSOs, and an updated contact for the National Office specialist.

Exhibit 11 has been updated with additional information for common customer record modification scenarios.

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## 18 CRM@FSA Home (Continued)

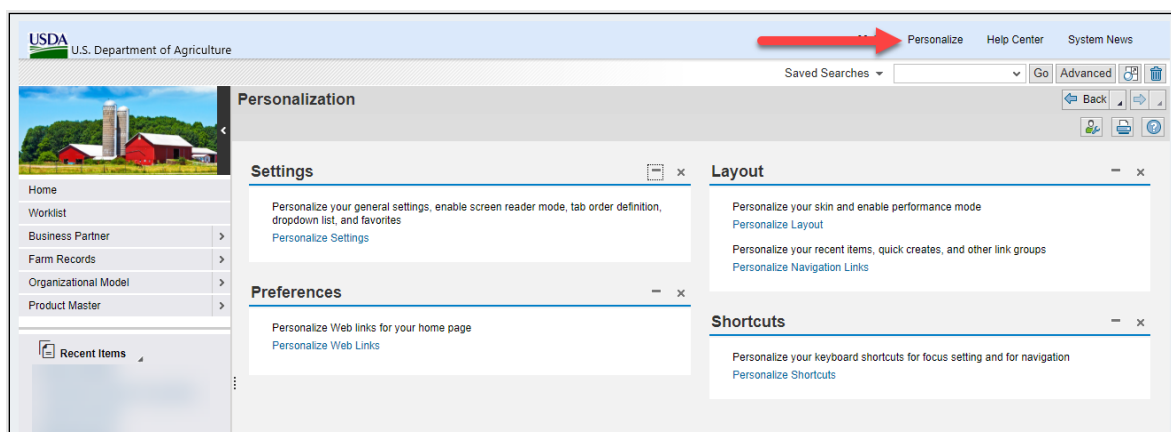
## C CRM@FSA Home Options (Continued)

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

## \*--19 Personalize CRM@FSA

### A Accessing Personalize

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



### B Personalizing Options

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

Personalization Assignment Block	Personalize Option	Functionality
Settings	Personalize Settings	Select order of drop-down lists, enable screen reader mode, enable favorites, and enable automatic message preview and expansion.
Preferences	Personalize Web Links.	Load new Web Links to be displayed and accessed quickly.
Layout	Personalize Layout	Select “Skin” for CRM@FSA. Choose from: <ul style="list-style-type: none"> <li>• Corbu (current default)</li> <li>• MIDAS (previous default)</li> <li>• MIDAS high contrast.</li> </ul>
	Personalize Navigation Links	Enable Recent Items and define number to display (maximum of 25).
Shortcuts	Personalize Shortcuts	Configure keyboard shortcuts for use within CRM@FSA.

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20-22 (Reserved)

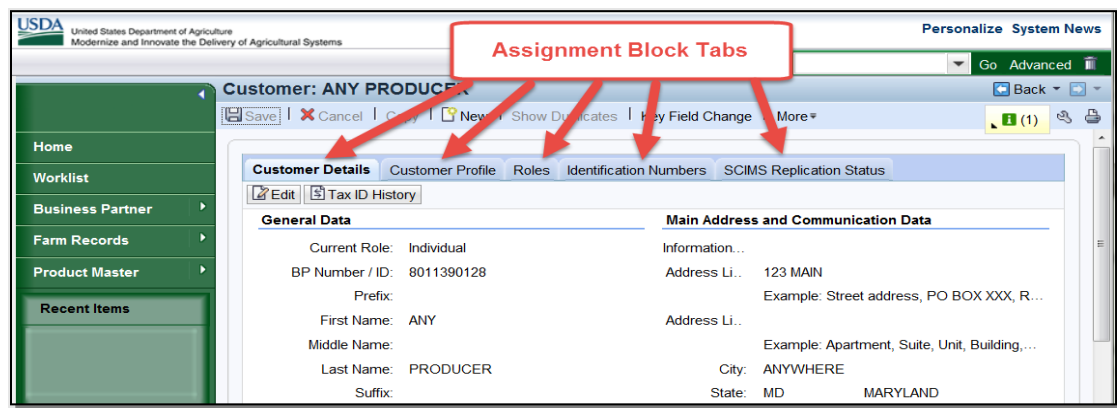
## 51 Assignment Blocks

### A Overview

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

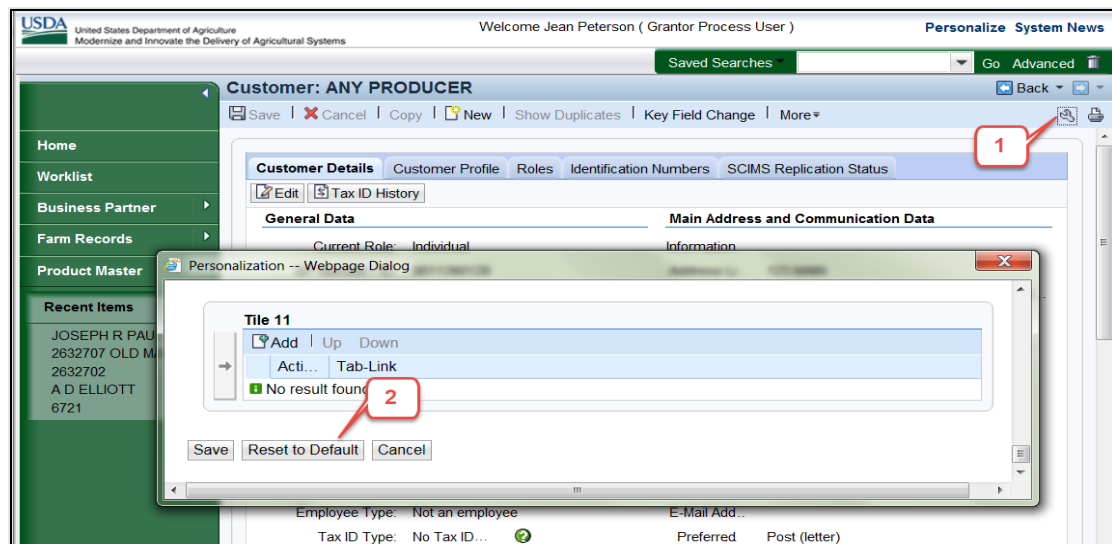
### B Relocating Assignment Blocks

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



### C Restoring Assignment Block Defaults

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



**52 Documenting Customer Data Changes in BP****\*--A AD-2047, Customer Data Worksheet**

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

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

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

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

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

**B OMB-Approved Program and Loan Applications**

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

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

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

Race, Ethnicity and Gender (REG) data can also be declared by the customer using the OMB-Approved AD-2106. The AD-2106 is an alternate to the AD-2047 for REG data collection. REG data provided by the customer on this form shall be entered into the BP customer record.--\*

**53-55 (Reserved)**

## 57 Customer New Screens (Continued)

**C Customer New Screen Options**

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

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

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

**C Customer New Screen Options (Continued)**

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

**D Example of Customer New Screen (Second Screen)**

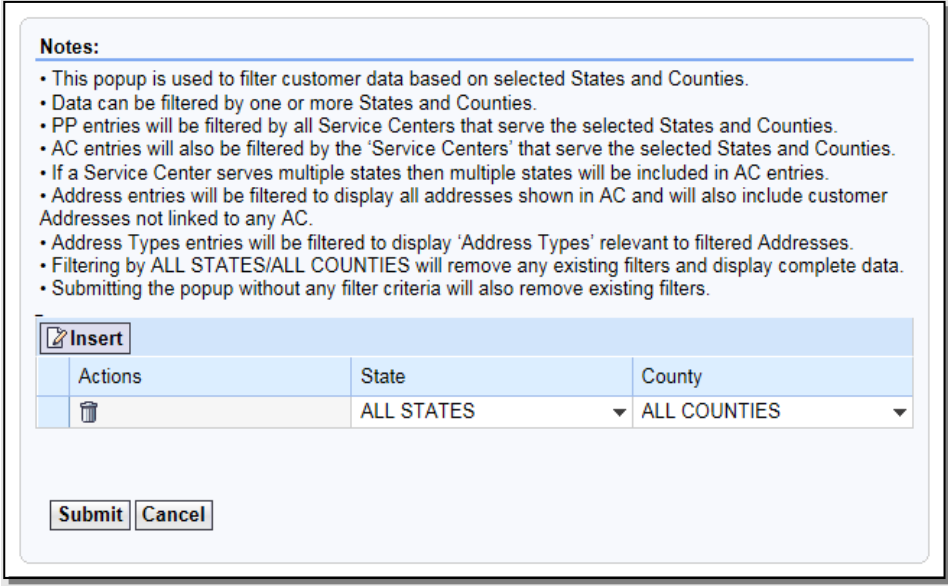
Following is an example of the second Customer: New Screen.

The screenshot displays the 'Customer: New' screen with two tabs: 'General Data' and 'Main Address and Communication Data'. The 'General Data' tab is active, showing the following fields: Current Role (Individual), BP Number / ID (8011390168), Prefix, First Name, Middle Name, Last Name, Suffix, and Common Customer Name. The 'Main Address and Communication Data' tab shows the following fields: Information Line, Address Line 1, Address Line 2, City, State, and ZIP Code. Fields requiring data entry are highlighted in red, including Address Line 1, Last Name, City, State, and ZIP Code. The text 'Customer: New' is displayed at the top of the screen.

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



## C Options Continued)

Option	Description
Filter St/Co	<p>The Change State County pop up screen will be displayed.</p>  <p>Select a “State” and “County” to filter customer data to only include information relevant to a specific State and county.</p> <p><b>Note:</b> This filter functionality is helpful when editing very large customer records.</p>
Common Eligibility	The Subsidiary Print Screen will be displayed. See 3-PL (Rev. 2) for additional information on printing a Subsidiary Print for a customer.
Favorite	Allows user to save customer record as a Favorite, for quick future access.

**D Assignment Blocks**

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

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

## C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Business Name	Business	User Entered.	Yes	<p>Only letters, numeric digits, -, ', %, &amp;, /, commas, spaces, and periods are accepted.</p> <p>The customer's Business Name must appear exactly *--as it does on IRS SS-4 or 147-C letter, for a successful--* IRS Validation match. See subparagraph 90 H.</p>
Common Customer Name	Individual and Business	User entered, or system-suggested from First/Middle/Last or Business Name.	Necessary for hyperlink to BP record.	<p>If left blank, the system will default using prefix, first name, middle name, last name, and suffix, as applicable.</p> <p>However, the Common Customer Name can and should be modified as necessary for County Office ease of use and customer familiarity.</p>
Legal name	Individual and Business	User selected.	Yes	<p>Flag indicating that the First/Middle/Last or Business Name of the customer has been verified as their legal name.</p> <p>Valid entries are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No.</li> </ul> <p><b>Notes:</b> "Yes" shall only be checked if the customer has completed CCC-10, FSA-2001, FSA-2301, or FSA-2330.</p> <p>Do <b>not</b> change legal name if they were ever FLP customers without first consulting FLP.</p>

## C Fields and Descriptions (Continued)

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

## C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Tax ID Type	Individual and Business	User selected.	Yes	<p>Selection options are dependent on customer role. See Exhibit 10 for additional information. Valid selections are:</p> <ul style="list-style-type: none"> <li>• Employer ID Number *--(EIN)</li> <li>• Federal Government Agency</li> <li>• IRS Number (ITIN)</li> <li>• No Tax ID Type</li> <li>• Social Security Number (SSN).</li> </ul> <p>Additional information on Tax ID Types can be found on the IRS website at <a href="https://www.irs.gov/individuals/international-taxpayers/taxpayer-identification-numbers-tin.--*">https://www.irs.gov/individuals/international-taxpayers/taxpayer-identification-numbers-tin.--*</a></p>

## C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Tax ID Number	Individual and Business	User entered.	No	<p>Entry is not required if the tax ID type is “No Tax ID Type”. All other tax ID types require a valid tax ID number entry.</p> <p>Tax ID number is <b>required</b> if the customer wants to receive monetary benefits.</p> <p>Entry must be 9 digits, numeric only.</p> <p><b>Notes:</b> Temporary ID’s are prohibited. “No Tax ID” must be used if a valid TIN is not provided by the customer.</p> <p>Tax ID’s for FLP customer shall <b>not</b> be changed without notifying FLP.</p>
Affiliated SSN	Business using an SSN.	System populated from user entry into Tax ID Number field.	No	This field is only displayed for records with a Business Role that share an SSN with another customer record in an SSN Family.
IRS Response Code	Individual and Business using an SSN or EIN.	System entered or user selected for manual validation.	Yes	<p>Indicates the response code following an IRS validation on SSN or EIN.</p> <p>Code can be modified to “Manually Validated” after two IRS attempts.</p> <p>See Section 2 for additional information about IRS validations.</p>

## 59 Customer Details (Continued)

## C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
IRS Attempts	Individual and Business using an SSN or EIN.	System entered.	Yes	Indicates the number of attempts the system has made to IRS to validate customer name and TIN.
Date of Death	Individual	User entered or System updated from date of death workflow.	No	Date can be entered by user or updated by the system upon acceptance of the date of death workflow. See Section 9 for additional information about date of death workflows.  Valid entry is current or prior date.
Death Confirmed Flag	Individual	User entered or System updated from date of death workflow.	No	Required only if date of death is manually entered by a user.  <b>Note:</b> Users <b>shall not</b> wait for the automated Date of Death worklist notification. When the County Office becomes aware of the customer's death, the Date of Death must be loaded and the Death Confirmed flag immediately selected in the customer's Individual BP record.  A Date of Death entry will put payments on manual handling in NPS.

## C Fields and Descriptions (Continued)

Field	Customer Type	Entry method	Required	Description
<b>Main Address and Communication Data</b>				
<p><b>Notes:</b> These address fields are for quick reference when viewing the customer record. Users shall not modify customer addresses in this section. All address additions, deletions, and modifications shall be performed in the Address Assignment Block tab, according to paragraph 66.</p> <p>A P.O. Box can be a customer's standard address type; however, a non-P.O. Box address is also necessary to determine the Congressional Voting District.</p>				
Information Line	Individual and Business	User entered.	No	Field used to notate secondary name or c/o (care of).
Address Line 1	Individual and Business	User entered.	Yes	Customer's address.  <b>Examples:</b> Street address, P.O. BOX XXX, RR X BOX XXX, HC X BOX XXX.
Address Line 2	Individual and Business	User entered.	No	Additional line for Customer address.  <b>Examples:</b> Apartment, Suite, Unit, Building, Floor.
City	Individual and Business	User entered.	Yes	City Name. For military addresses, valid entry is 'APO'.
State	Individual and Business	User entered (Input Help).	Yes	State abbreviation.  For military addresses, valid entries are 'AA', 'AE' or 'AP'.
ZIP Code	Individual and Business	User entered.	Yes	5-digit zip code. Automated address validation will suggest and provide the correct ZIP+4.



**C Fields and Descriptions (Continued)**

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

## D Name Field Examples

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

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

### **Existing record (using SSN):**

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

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

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

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

\*--See Exhibit 11 for additional customer record modification scenarios, and paragraph 119 for SSN Family Name Workaround.--\*

## A Overview

The Customer Profile assignment block contains the customer's:

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

## B Customer Profile Example

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

The screenshot shows a web application interface for a customer profile. The title bar reads "Customer: ANY O PRODUCER". Below the title bar is a menu bar with options: Save, Cancel, Copy, New, Show Duplicates, Key Field Change, and More. The main content area has a tabbed interface with tabs: Customer Details, Customer Profile (highlighted with a red circle), Roles, Identification Numbers, and SCIMS Replication Status. The Customer Profile tab is active, showing a form with the following fields:

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

Below the form is a section titled "Mail Indicators" with the following fields:

RMA:	<input type="checkbox"/>	NRCS:	<input checked="" type="checkbox"/>
RD:	<input type="checkbox"/>	FSA:	<input checked="" type="checkbox"/>

Below the Mail Indicators is a section titled "Race\*" with the following table:

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

Below the Race section is a section titled "Disability" with the following text:

No result found

## B Customer Profile Example (Continued)

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

Customer: ABC LLC

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

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

Edit

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

Gender Determination: Not Verified Ethnicity Determination:

Originating Country: USA

**Mail Indicators**

RMA: ☐ NRCS: ☒

RD: ☐ FSA: ☒

**Race**

No result found

## C Fields and Descriptions

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

Field/Button	Customer Type	Entry Method	Required	Description
Customer Demographic Data				
<b>Note:</b> A determination of:				
<ul style="list-style-type: none"><li>“Customer Declared” indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form</li><li>“Not Verified” indicates an unsubstantiated judgment or information obtained through a third party.</li></ul>				
<b>*--Note:</b> This determination is still present on existing customer records but is no longer a valid selection for new or edited records. If customers update their race, ethnicity, or gender (REG) on AD-2047 or AD-2106, the previously loaded ‘Not Verified’ REG data shall be overwritten in the BP record with the customer-declared REG data.--*				
See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.				

## C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Edit	Individual and Business	User selected	Yes (to edit the record)	Allows the user to edit information in the assignment block.
Gender	Individual and Business	User selected	*--No	<p>Valid selections for Individuals:</p> <ul style="list-style-type: none"> <li>• Female</li> <li>• Male</li> <li>• Non-Binary</li> <li>• “I prefer not to share”.</li> </ul> <p>Valid selections for Businesses:</p> <ul style="list-style-type: none"> <li>• Not applicable or unknown</li> <li>• Organization/Female Owned</li> <li>• Organization/Male Owned</li> <li>• Organization/Other (no clear male/female ownership)</li> <li>• “I prefer not to share”.</li> </ul> <p><b>Important:</b> “I prefer not to share” is a valid customer-declared selection on AD-2047. The default value of {no entry} shall only be used when the customer does not provide gender data on an OMB-approved form.--*</p>

## C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Gender Determination	Individual and Business	User selected	*--Yes if Gender is entered.	Valid selections are: <ul style="list-style-type: none"> <li>Customer Declared</li> <li>Not Verified (see note above)</li> </ul>
Birth Date	Individual	User entered	Yes, for individuals with FLP program participation and minors.	Valid entry is current or prior date.
Birth Date Determination	Individual	User selected	Yes, if birth date is entered.	Valid selections are: <ul style="list-style-type: none"> <li>Customer Declared</li> <li>Not Verified.</li> </ul>
Ethnicity	Individual and Business	User selected	No.	Valid entries are: <ul style="list-style-type: none"> <li>Hispanic or Latino</li> <li>Not Hispanic or Latino</li> <li>"I prefer not to share".</li> </ul> <p><b>Important:</b> "I prefer not to share is a valid customer-declared selection on the AD-2047. The default value of {no entry} shall only be used when the customer does not provide race data on an OMB-approved form.--*</p>

## C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Ethnicity Determination	Individual and Business	User selected	*--Yes, if ethnicity is entered	Valid selections are: <ul style="list-style-type: none"> <li>• Customer Declared</li> <li>• Not Verified (see note above).--*</li> </ul>
Marital Status	Individual	User selected	Yes, for individuals with FLP program participation.	Valid options are: <ul style="list-style-type: none"> <li>• Divorced</li> <li>• Legally Separated (legal separation)</li> <li>• Married</li> <li>• Not Applicable or Unknown</li> <li>• Single – never married</li> <li>• Widow(er).</li> </ul> <p><b>Note:</b> Not Applicable or Unknown is not a valid selection for individuals with FLP program participation.</p>
Citizen Country	Individual	User selected	Yes	Defaults to 'USA' but can be modified.
Resident Alien	Individual	User selected	Yes	Valid selections are: <ul style="list-style-type: none"> <li>• Not a U.S Citizen or not a legal resident</li> <li>• Not a U.S Citizen but is a legal resident</li> <li>• Not Applicable or Unknown.</li> </ul>

## C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Veteran	Individual	User selected	Yes, for individuals with FLP program participation.  *--Self-certified on FSA-2001 or FSA-2330. See 3-FLP, Exhibit 2.--*	Valid selections are: <ul style="list-style-type: none"> <li>• Non-Veteran</li> <li>• Not Applicable or Unknown</li> <li>• Veteran.</li> </ul> <b>Note:</b> Not Applicable or Unknown is not valid for records with FLP program participation.
Originating Country	Business	User Selected	No.	The Country of origin for a foreign entity. Defaulted to “USA” but can be modified.  <b>Note:</b> A foreign entity is a corporation, trust, estate, or other similar organization, that has more than 10 percent of its beneficial interest held by individuals who are not: <ul style="list-style-type: none"> <li>• citizens of the U.S.</li> <li>• lawful aliens possessing a valid Alien Registration Receipt Card (Form I-551).</li> </ul> See 1-PL, subparagraph 236 A; 4-PL, subparagraph 108 A; and 5-PL for additional information.



## 60 Customer Profile (Continued)

## C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Mail Indicators				
RMA	Individual and Business	User selected	No	Displays the customer’s preference to receive mail from one or more USDA agencies.
NRCS				
RD				
FSA				Customer elected by completing AD-2047, items 4 and 5.  By default, NRCS and FSA are selected.  Upon confirmation of death, all mail indicator flags are automatically unchecked from the Individual Customer Record.
Race				
<p><b>Note:</b> A determination of:</p> <ul style="list-style-type: none"><li>• “Customer Declared” indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form</li><li>• “Not Verified” indicates an unsubstantiated judgment or information obtained through a third party.</li></ul> <p><b>*--Note:</b> This determination is still present on existing customer records but is no longer a valid selection for new or edited records. If customers update their race, ethnicity, or gender (REG) on AD-2047 or AD-2106, the previously loaded “Not Verified” REG data shall be overwritten in the BP record with the customer-declared REG data.--*</p> <p>See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.</p>				

## C Fields and Descriptions (Continued)

Field/Button	Customer Type	Entry Method	Required	Description
Race	Individual and Business	User selected.	*--No	<p>Multiple races may be declared and entered. Valid--* selections are:</p> <ul style="list-style-type: none"> <li>• American Indian or Alaska Native (includes origins of Central &amp; South America)</li> <li>• Asian – Far East, SE Asia, or Indian Subcontinent (includes Japan &amp; Philippines)</li> <li>• Black or African American. African American indicates origins in black racial groups</li> <li>• Native Hawaiian or Other Pacific Islander. Origins of Hawaii, Guam, &amp; Samoa</li> <li>• White – Origins in original peoples of Europe, the Middle East, N Africa.</li> <li>• *--“I prefer not to share.”</li> </ul> <p><b>Important:</b> “I prefer not to share” is a valid customer-declared selection on the AD-2047. The default value of {no entry} shall only be used when the customer does not provide race data on an OMB-approved form.--*</p>

## C Fields and Descriptions (Continued)

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



## 61 Roles

## A Overview

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

## B Roles Example

Following is an example of the Roles assignment block.

Customer: ANY O PRODUCER

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

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

Edit List | Role History

Year	BP Role
2015	Individual
2014	Individual
2013	Individual

## C Action

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

\*--current year and prior year roles. A Key Field Change Request (KFCR) is not used for Role changes, users shall directly edit the customer record using the “Edit List” button on the Roles tab.--\*

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

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

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

Customer: ABC LLC

Back

Role History

User	Date	Time	Short Descript	Field	Old Value	New Value
JEAN PETERSON	04/24/2015	02:41:07 PM	BP: Roles		Corporation/001	*** Created ***
JEAN PETERSON	04/24/2015	02:41:07 PM	BP: Roles	Valid From	10/01/2012	**Will Be Delet...
JEAN PETERSON	04/24/2015	02:41:07 PM	BP: Roles	Valid To	12/31/9999	**Will Be Delet...
JEAN PETERSON	04/24/2015	02:41:07 PM	BP: Roles		Limited Liability Company/002	*** Created ***
JEAN PETERSON	04/24/2015	02:41:07 PM	BP: Roles	BP Role	Limited Liability Company/001	*** Deleted ***

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

## 62 Identification Numbers (Continued)

**D ID Type Descriptions**

The following table provides additional information about the ID types.

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

## \*--63 Replication Status

### A Overview

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

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

### B Replication Status Example

Following is an example of the Replication Status assignment block.

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

### C Fields/Descriptions

The following table provides the fields and descriptions in the Replication Status--\* assignment block.

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




## 64 Control Flags

### A Overview

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

### B Control Flags Example

Following is an example of the Control Flags assignment block.

Control Flags	Common Eligibility	Financial Service
Archived: <input type="checkbox"/>		
Inactive: <input type="checkbox"/>		
Restricted: <input type="checkbox"/>		

### C Fields/Descriptions

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

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

## 64 Control Flags (Continued)

## C Fields/Descriptions (Continued)

Control Flag	Description	Reference
Inactive	<p>If checked, the record was approved by the SSO to be flagged as inactive.</p> <p>A KFC request is required for the SSO to set the Inactive flag, inactivating the customer. However, inactive customer records can be reactivated at any time directly by the county Office according to the following steps.</p>	See Section 7 for KFC Requests.

**64 Control Flags (Continued)****C Fields/Descriptions (Continued)**

<b>Control Flag</b>	<b>Description</b>	<b>Reference</b>
Restricted	<p>If checked, the record has been identified as a restricted customer and edits to the following fields are prohibited:</p> <ul style="list-style-type: none"><li>• Business Name</li><li>• Business Type</li><li>• ID Number</li><li>• Tax ID Type.</li></ul> <p>County Office and State Office users cannot set or uncheck the Restricted flag.</p>	Contact the National Office if edits are required.

**65 (Withdrawn--Amend. 4)**

## 66 Addresses

### A Overview

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

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

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

### B Addresses Example

Following is an example of the Addresses assignment block.

Addresses*		
Address Types Communication Numbers E-Mails		
New		
Actions	Address	Current
	1234 ANY STREET / ANYWHERE MD 12345	<input checked="" type="checkbox"/>
	4321 ANYPLACE ROAD / SOMEWHERE MD 12345	<input type="checkbox"/>

### C Customer Addresses

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

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

**Note:** User shall enter the County Office’s address if the customer’s address is  
 \*--unknown. If the County Office address is entered, uncheck all mail indicator  
 flags in the Customer Profile according to subparagraph 60 C.--\*

## 66 Addresses (Continued)

**D Customer Address Example**

Following is an example of the Customer Address Screen.

**Customer: ANY A PRODUCER**
Back

Back

**Address**

Information Line:

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

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

\* City:

\* State:

\* ZIP Code:

\* Country:

Carrier Route:

Delivery Bar Code:

Congressional Voting Dis...

**Address Types**

Insert

<input type="button" value="v"/> Address Type	Valid F...	Valid To
Standard Address	08/05/...	12/31/...
Mailing Address	08/05/...	12/31/...
<input type="button" value="v"/>		

## 66 Addresses (Continued)

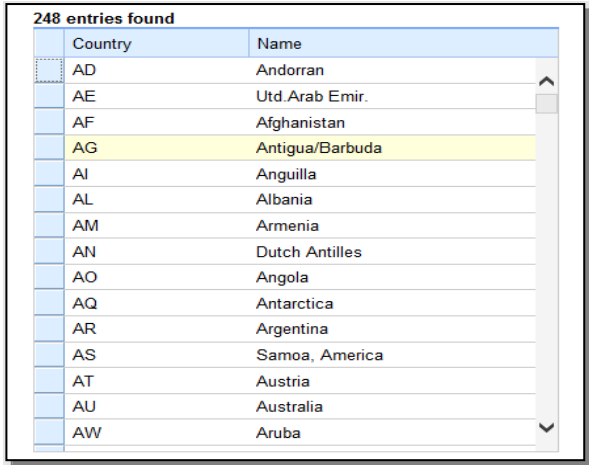
**E Fields/Descriptions**

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

Field	Description																																																
Back	Returns the user to the customer record. Will also trigger the USPS address validation. See subparagraph F.																																																
Address																																																	
Information Line	<p>This field is used if the “Delivery Address Line” field has a secondary name or c/o.</p> <p><b>Example:</b> Any Producer c/o That Producer 1234 Main Street Anywhere, MD 99999</p>																																																
Address Line 1	<p>Enter the address for the customer using 1 of the following:</p> <ul style="list-style-type: none"><li>• Street address</li><li>• P.O. Box XXX</li><li>• RR X BOX XXX</li><li>• HC X Box XXX.</li></ul>																																																
Address Line 2	<p>Enter additional information for a customer address, such as:</p> <ul style="list-style-type: none"><li>• Apartment</li><li>• Suite</li><li>• Building</li><li>• Floor.</li></ul>																																																
City	Enter the city name.																																																
State	<div><div>67 entries found</div><table><thead><tr><th>Description</th><th>Name</th><th>Region</th></tr></thead><tbody><tr><td></td><td>USA</td><td>FM</td></tr><tr><td></td><td>USA</td><td>KC</td></tr><tr><td></td><td>USA</td><td>MH</td></tr><tr><td></td><td>USA</td><td>PW</td></tr><tr><td></td><td>USA</td><td>UM</td></tr><tr><td>Alabama</td><td>USA</td><td>AL</td></tr><tr><td>Alaska</td><td>USA</td><td>AK</td></tr><tr><td>American Samoa</td><td>USA</td><td>AS</td></tr><tr><td>Arizona</td><td>USA</td><td>AZ</td></tr><tr><td>Arkansas</td><td>USA</td><td>AR</td></tr><tr><td>Army/AF Post Office</td><td>USA</td><td>APO</td></tr><tr><td>California</td><td>USA</td><td>CA</td></tr><tr><td>Can., Afri, Euro, ME</td><td>USA</td><td>AE</td></tr><tr><td>Colorado</td><td>USA</td><td>CO</td></tr><tr><td>Connecticut</td><td>USA</td><td>CT</td></tr></tbody></table></div> <p>Select the State by clicking the blue box before the State name.</p>	Description	Name	Region		USA	FM		USA	KC		USA	MH		USA	PW		USA	UM	Alabama	USA	AL	Alaska	USA	AK	American Samoa	USA	AS	Arizona	USA	AZ	Arkansas	USA	AR	Army/AF Post Office	USA	APO	California	USA	CA	Can., Afri, Euro, ME	USA	AE	Colorado	USA	CO	Connecticut	USA	CT
Description	Name	Region																																															
	USA	FM																																															
	USA	KC																																															
	USA	MH																																															
	USA	PW																																															
	USA	UM																																															
Alabama	USA	AL																																															
Alaska	USA	AK																																															
American Samoa	USA	AS																																															
Arizona	USA	AZ																																															
Arkansas	USA	AR																																															
Army/AF Post Office	USA	APO																																															
California	USA	CA																																															
Can., Afri, Euro, ME	USA	AE																																															
Colorado	USA	CO																																															
Connecticut	USA	CT																																															
ZIP Code	<p>*--Enter the first 5 digits of the ZIP Code for domestic addresses (United States and territories).</p> <p><b>Note:</b> For foreign addresses, the zip/postal codes vary in format. The system will prompt the user for the proper format based on the Country entered. Contact the applicable BP SSO (Exhibit 7) if assistance is needed.--*</p>																																																

## 66 Addresses (Continued)

## E Fields/Descriptions (Continued)

Field	Description/Action
Country	<p>Select the input help button to display the Search Help Screen.</p>  <p>Select the Country by clicking the blue box before the Country name.</p>
Carrier Route	Enter the alphanumeric code assigned by USPS. This is automatically added during address validation.
Delivery Bar Code	A set of digits assigned to every address. This is automatically added during address validation.
Congressional Voting District	Select the State and enter the numeric code that applies to the voting district.
<b>Address Types</b>	
Insert	Adds a new blank line to allow users to select additional address types.
Address Type	<p>Choose the type of address by selecting from the following:</p> <ul style="list-style-type: none"> <li>• * * *</li> <li>• Mailing Address</li> <li>• Shipping Address</li> <li>• Standard Address</li> <li>• Street Address.</li> </ul> <p>Each address can have multiple address types.</p> <p><b>Note:</b> See subparagraph 67 D for important information about address types for FLP customers.</p>
Valid From	Identifies the period of time that an address is valid.
Valid To	Automatically updated by the system and not editable by users.

## 66 Addresses (Continued)

**F USPS Address Validation**

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

Customer: CLAY SOILS

Back Error at address check -- Webpage Dialog

Please review Address validation results.

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

Accept Use Original Address Cancel

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

The Validated Address will include:

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

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



## 67 Address Types

### A Overview

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


### B Address Types Example

Following is an example of the Address Types assignment block.

Addresses* Address Types Communication Numbers E-Mails				
History Data		Edit List		
Ac...	Address Type	Address	Valid F...	Valid To
	Standard Ad...	1234 ANY STREET / ANYWHERE MD 12345	08/05/...	12/31/...
	Mailing Addr...	1234 ANY STREET / ANYWHERE MD 12345	08/05/...	12/31/...

### C Fields/Descriptions

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

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

## 67 Address Types (Continued)

**D Valid Address Types**

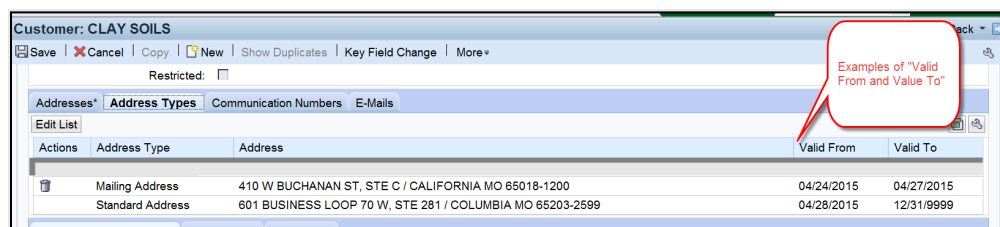
All addresses entered into BP must be assigned at least one address type. Multiple address types are permitted for each address. The following table provides valid address types.

Address Type	Description/Use
Standard	Indicates the customer's main address and is used to determine congressional voting district. For quick reference, the Standard address is also displayed in the Main Address & Communications Data section of the Customer Details assignment block. It is also flagged as "Current" on the Addresses Tab.
Mailing	Indicates a valid delivery point where the customer receives mail, including Post Office boxes.
Shipping	Indicates a location where shipments can be received (non-PO box address).
* * *	* * *
Primary	Indicates the BP's 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.



Customer: CLAY SOILS

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

Restricted: ☐

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

Edit List

Actions	Address Type	Address	Valid From	Valid To
	Mailing Address	410 W BUCHANAN ST, STE C / CALIFORNIA MO 65018-1200	04/24/2015	04/27/2015
	Standard Address	601 BUSINESS LOOP 70 W, STE 281 / COLUMBIA MO 65203-2599	04/28/2015	12/31/9999

Examples of "Valid From and Value To"

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.

68      **Communication Numbers (Continued)****D   Communication Number Types**

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

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

## 69 E-Mails

**A Overview**

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

**B E-Mails Example**

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

Addresses*	Address Types	Communication Numbers	<b>E-Mails</b>
<div> <div>Edit List</div> <div> <div> <div>Actions</div> <div>E-Mail</div> </div> <div> <div>Standard</div> <div>Receive Sensitive E-Mail</div> </div> </div> </div>			
<div> <div>anyproducer@email.com</div> <div></div> </div>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**C Fields/Descriptions**

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

Field	Description
Edit List	Allows users to add or modify existing E-Mail addresses.
Actions	Allows users to delete existing E-Mail addresses.
E-Mail	<p>A customer can have an unlimited number of e-mail addresses, although none are required.</p> <p>*--The system will prohibit invalid email address entries containing:</p> <ul style="list-style-type: none"> <li>spaces ( )</li> <li>double periods (..)</li> <li>erroneous domains (@gmailcom or @net for example)</li> <li>special characters in domain (@ya_hoo.com or g-mail.com.--*)</li> </ul>
Standard	If multiple e-mail addresses are entered, one e-mail address must be flagged as standard, and the standard e-mail address will be displayed in the Customer Details Assignment block at the top of the BP record. See subparagraph 59 C.
Receive Sensitive E-Mail	<p>Used to indicate whether or not the customer has elected to receive e-mails containing sensitive data, by AD-2047, item 4C.</p> <p>If a customer provides their e-mail address to FSA, they will be eligible to receive e-mails from GovDelivery. The checkbox on AD-2047, item 4B is not recorded in BP.</p> <p><b>Note:</b> See applicable FLP directives for information about limitations on using e-mails to communicate with FLP customers.</p>

## 70 Representative Capacity

### A Overview



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

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

See Section 3 for recording and revoking Representative Capacity associations.

### B Representative Capacity Example




Following is an example of the Representative Capacity assignment block.

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

## 70 Representative Capacity (Continued)

## C Fields/Descriptions

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

Field/Button	Description												
New	<p>Following is an example of the Representative Capacity Relationships Screen.</p> <div><div>▼ Representative Capacity Relationships</div><div>* Select a Relationship Category to Create a new Representative Capacity:</div><div>Relationship Cate...<div></div></div></div> <p>Select from the following options:</p> <ul style="list-style-type: none"><li>• Has Conservator</li><li>• Has FSA Attorney in Fact</li><li>• Has Parent/Guardian</li><li>• Is Married To</li><li>• Revoking Spousal Authority</li><li>• Has Non-FSA Attorney in Fact</li><li>• Has Signature Authority.</li></ul> <p>See subparagraph D for additional information on each representative relationship type.</p>												
History Data	<p>Allows users to view associations that have been “Revoked”. The following Representative Capacity History Screen will be displayed.</p> <div><div>✔ Back</div><div>▼ Representative Capacity History</div><table><thead><tr><th>Type</th><th>Business Partner</th><th>Effective Date</th><th>Revoked/Cancelled Date</th></tr></thead><tbody><tr><td>Has FSA Attorney in Fact</td><td>JOE FARMER</td><td>10/10/2002</td><td>05/01/2014</td></tr><tr><td>Has FSA Attorney in Fact</td><td>GUY RANCHER</td><td>10/10/2002</td><td>06/25/2014</td></tr></tbody></table></div>	Type	Business Partner	Effective Date	Revoked/Cancelled Date	Has FSA Attorney in Fact	JOE FARMER	10/10/2002	05/01/2014	Has FSA Attorney in Fact	GUY RANCHER	10/10/2002	06/25/2014
Type	Business Partner	Effective Date	Revoked/Cancelled Date										
Has FSA Attorney in Fact	JOE FARMER	10/10/2002	05/01/2014										
Has FSA Attorney in Fact	GUY RANCHER	10/10/2002	06/25/2014										
Action	<p>View/Edit  will be displayed next to all Representative Capacity associations where the customer is the initiator of the relationship (the grantor). Once a Representative Capacity is Active, the only change that can be made is to update the revocation reason.</p> <p>Delete  and Print  will only be displayed next to “In Creation” relationships.</p>												
Type	The type that was selected on the Representative Capacity Relationships screen.												
Business Partner	The second business partner that is involved in the relationship.												
Status	“In Creation” or “Active”.												

## 70 Representative Capacity (Continued)

## C Fields/Descriptions (Continued)

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

## D Representative Capacity Types

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

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

## E Has Versus Is

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

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

## 70 Representative Capacity (Continued)

## E Has Versus Is (Continued)

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

The screenshot shows the BP record for 'ANY O PRODUCER'. The top section lists addresses: 123 MAIN ST / ANYWHERE MD 12345, 789 FARM LANE / ANYWHERE MD 12345, and PO BOX 503 / ANYWHERE MD 12345. The 'Representative Capacity' section shows a record for 'Has FSA Attorney in Fact' with 'ANN FARMER' as the attorney, status 'Active', effective date '04/27/2015', and version '11-25-2014'. The 'Program Participation' section shows two records: 'FSA CUSTOMER' with service number 64743 and 'NON COUNTY FS...' with service number 105917, both with 'WASHINGTON COUNTY FAR...' as the organization description.

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

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

The screenshot shows the BP record for 'ANN FARMER'. The top section lists addresses: PO BOX 262 / ANYPLACE DE 54321. The 'Representative Capacity' section shows a record for 'Is FSA Attorney in Fact' with 'ANY O PRODUCER' as the attorney, status 'Active', effective date '04/27/2015', and version '11-25-2014'. The 'Program Participation' section shows a record for 'FSA CUSTOMER' with service number 60373 and 'SHARP COUNTY FARM SERV...' as the organization description.

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










## 71 Relationships

### A Overview

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

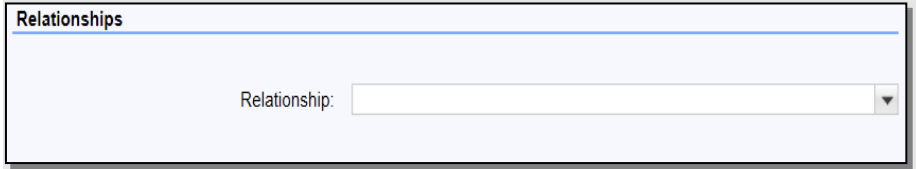


### B Relationships Example

Following is an example of the Relationships assignment block.

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

### C Fields/Descriptions

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

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

## 71 Relationships (Continued)

**D Relationship Types**

The following table provides the types of relationships.

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

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

## 72 SSN Family

**A Overview**

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

See Section 5 for additional information about SSN families.

**B SSN Family Example**

Following is an example of the SSN Family assignment block.

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

**C Fields/Descriptions**

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

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



## 73 Program Participation

### A Overview

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




### B Program Participation Example

Following is an example of the Program Participation assignment block.

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

### C Fields/Descriptions

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

Field	Description
New	The Insert Program Participation Screen will be displayed. See subparagraph D for additional information.
Action	<p>The Edit option  allows users to modify an existing program participation record.</p> <p>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.</p>
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	<p>The full description of the service center organization.</p> <p>*--Defaults to the user's county as determined by the CRM login selection, as described in paragraph 11.--*</p>
General Program Interest	The customer's general program interest.
Current Participant	The customer's current participant determination.




## 78 Glossary

### A Overview

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

### B Glossary Example

Following is an example of the Glossary assignment block.

Attachments Change History <b>Glossary</b>	
 	
Acronyms	Description
AC	Associated County
AG	Agriculture/Agricultural
BP	Business Partner
CED	County Executive Director
COC	County Committee
 <a href="#">Expand</a>	
<a href="#">◀ Back</a> <a href="#">1</a> <a href="#">2</a> <a href="#">3</a> <a href="#">4</a> <a href="#">5</a> <a href="#">Forward ▶</a>	

### C Fields/Descriptions

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

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

**\*--79 Editing Large Customer Records****A Overview**

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

**B Requesting Edits to Large Customer Records**

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

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

**80-89 (Reserved)**

## Section 2 IRS Validation

### 90 IRS Validation of Customer Name and TIN

#### A Overview

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

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

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

#### B Records Validated

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

Role	TIN Type	Sent to IRS?	Data Validated
Individual	SSN	Yes	First 3 characters of last name, TIN #, and TIN type.
	No TIN	No	None.
Business (all Roles except Individual)	EIN	Yes	First 3 characters of business name, TIN # and Type.
	SSN	No	None. Only an Individual record with SSN is validated. The IRS Response code for the Individual record will appear on the LLC or Revocable Trust using SSN record.
	No TIN	No	None.
All	IRS ID Number or *--ITIN--* Federal ID Number	No	None.

#### C Validation Frequency

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

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

**D IRS Response Codes**

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

Following are the IRS Response Codes and the actions required:

<b>IRS Response Code and Description</b>	<b>Required User Action</b>
00 - TIN and Name match	No further action is required.
01 - TIN is missing or entered incorrectly	Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS.
02 - TIN is not currently issued, IRS not validated	Contact the customer to obtain the correct TIN used by the customer with IRS.
03 - TIN and Name do not match	Contact the customer to obtain the correct name or TIN used by customer with IRS.
04 - Error Invalid TIN matching request	Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS.
05 - Duplicate TIN matching request	Review forms and documentation submitted by the customer to ensure name and TIN are loaded correctly in the BP customer record. If the document and BP record data match, contact the customer to obtain the correct name or TIN used by the customer with IRS.
06 - Match on SSN but TIN type is unknown	Review the customer's BP record and ensure the correct TIN Type is associated with the SSN.
07 - Match on EIN but TIN type is unknown	Review the customer's BP record and ensure the correct TIN Type is associated with the EIN.
08 - Match on SSN and EIN but TIN type is unknown	Review the customer's BP record and ensure the correct TIN Type is associated with the SSN or EIN.
09 - Waiting for IRS Response	No action is required.
10 - Manually Validated	No further action is required, unless a change is made to the Name or TIN fields.
*--^ - IRS Not Validated	If the record is a member of an SSN family, ensure Individual record is anchoring SSN family. The Individual record is required for IRS validation. See Section 5.--*

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



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

**E Locating IRS Response Codes**

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

Customer: SAM HAPPY

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

**Customer Details** | Customer Profile | Roles | Identification Number

Edit | Tax ID History

**General Data**

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

Notes

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

**F Making Corrections after IRS Validation**

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

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



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

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

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

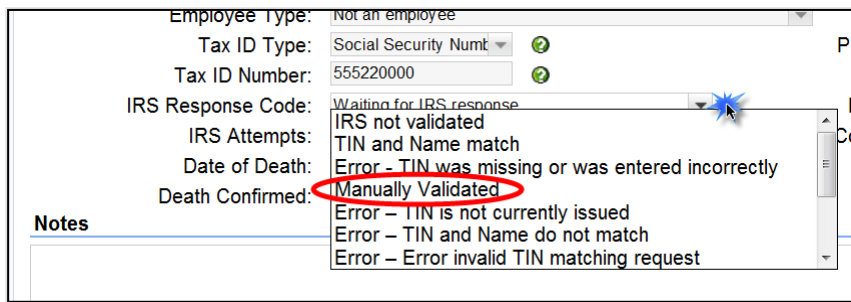
**G IRS Attempts**

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

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

After 2 earnest attempts have been made to clarify and correct the customer’s Name or TIN in response to the IRS Response Codes, the “Manually Validated” Response Code may be manually set by the user. “Manually Validated” may only be selected after obtaining confirmation from the producer that the TIN and name are correctly loaded according to subparagraph 59 C.

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

Step	Action
1	CLICK “Edit” at the top of the customer record.
2	Scroll to the “IRS Attempts” field and click the drop-down arrow.
3	Scroll through the validation options and CLICK “Manually Validated”. The IRS Response Code will reflect “Manually Validated” and IRS Attempts will be set to “0”. <div data-bbox="425 1226 1271 1526">  </div>
4	Enter a note on the Customer Details assignment block indicating why it was necessary to set the IRS Response Code to “Manually Validated”.
5	CLICK “Save”.

\*--See additional information in subparagraph H about temporary use of “Manually Validated” for newly issued EIN’s--\*

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

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

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

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

For assistance you may call us at:  
1-800-829-4933

IF YOU WRITE, ATTACH THE  
STUB AT THE END OF THIS NOTICE.

John A Farmer  
Three Brothers Farms LLC  
123 Main St.  
Anywhere, MD 12345

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.

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

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

BP SSO's shall:

- contact the National Office if assistance is needed. The National Office can perform real-time validation with the IRS if the IRS SS-4 or 147-C letters are provided
- generate periodic reports to identify all customer records that were temporarily set to "Manually Validated". An IRS Validation will need to be re-triggered to attempt a "TIN and Name Match" code.--\*

## 91 IRS Response Code Query

### A Overview

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

### B Saved Search Query

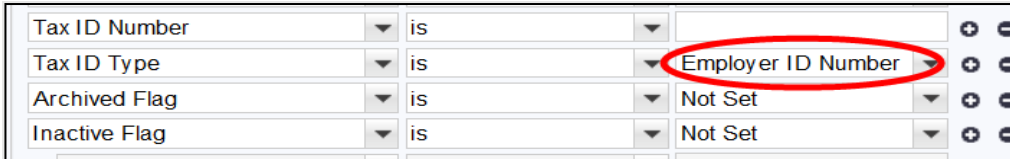
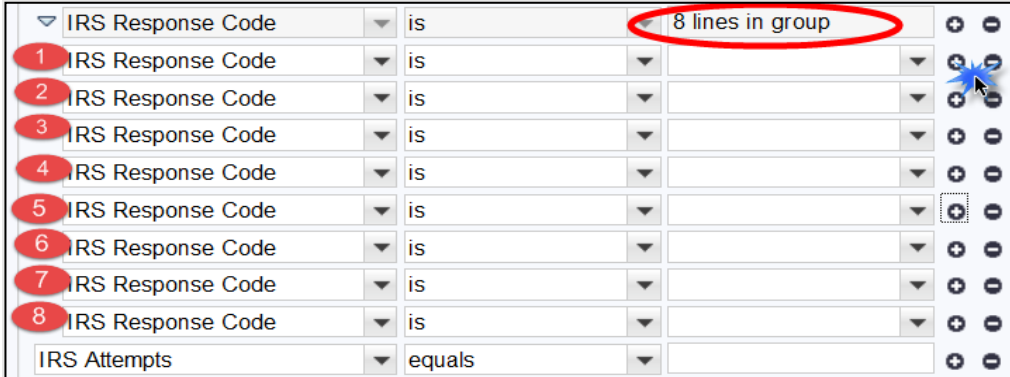
Saved Search Query variants allow the user to save the Search Criteria parameters from the Search input screen. A unique query should be established for each Tax Type that IRS Validations are performed on. This is a one-time setup and can be executed multiple times based on the Search Criteria saved.

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

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

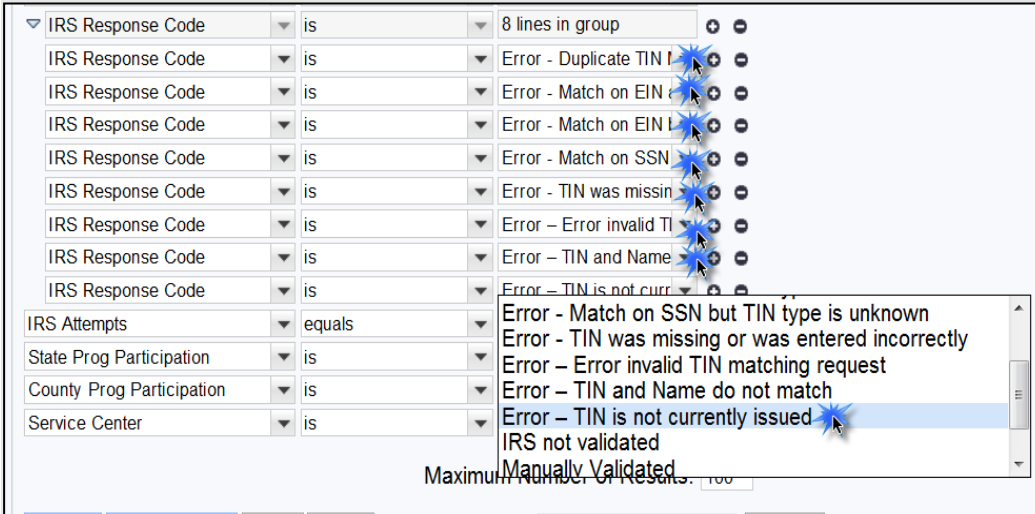
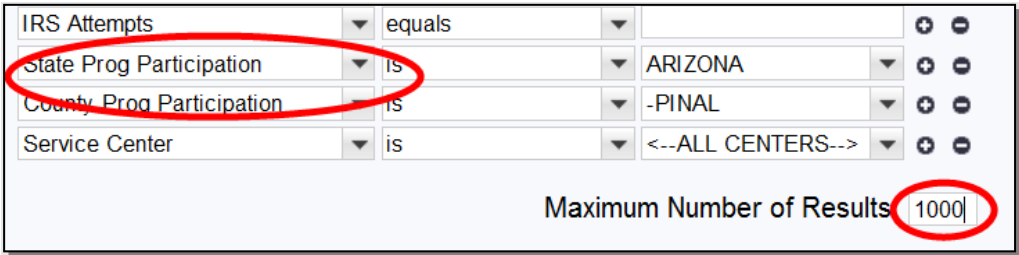
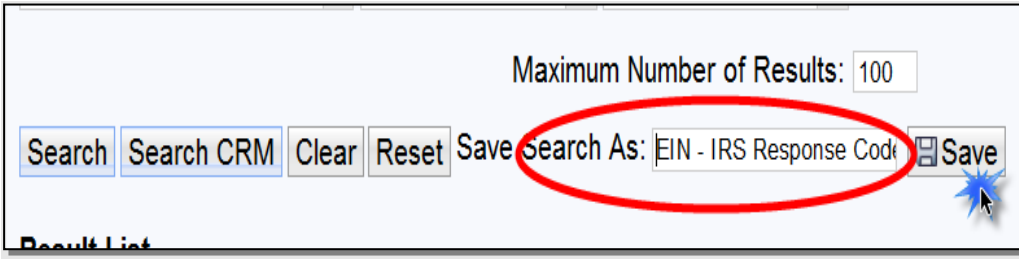
### C Establishing the Saved Search Query for Tax Type

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

Step	Action
1	<p>From the Customer Search Criteria Screen, CLICK “Employer ID Number” or “Social Security Number” from the Tax ID Type drop-down.</p> 
2	<p>Copy the IRS Response code search criteria line by clicking the + at the end of the line. Add enough lines for a total of 8 lines of IRS Response Code.</p> 

## 91 IRS Response Code Query

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

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

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

## Section 3 Representative Capacity

### 97 Conservator

#### A Overview

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

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

See 1-CM for policy about Conservators.

#### B Conservator Screen Example

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

Cancel Save & Back

▼ Conservator

New

Actions	Relationship	Full Name	Address
No result found			

Effective Date:

Status: Active ▼

Signatures Count:

Receiving Office:

Stipulations:

Revoked/Cancelled Date:

Revoked/Cancelled Reason:  ▼

Source:  ▼

Attach Document:

97     **Conservator (Continued)****C   Action**

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

<b>Field/Button</b>	<b>Description</b>	<b>Action</b>
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Conservatorship and returns user to the previous screen.	Click to return to previous screen.
New	Allows user to add a line to select a Conservator.	Click to add a line.
Actions	Deletes line(s).	Click the Trashcan to delete line(s).
Relationship	Displays type of Relationship being created.	None. Defaults to Relationship chosen on previous screen.
Full Name	Displays Full Name of the Conservator.	Click "Input Help" to search and select Conservator.
Address	Displays the City, State and Zip Code of the selected Conservator.	None. Pre-populated by previous entry or selection.
Effective Date	Displays date the Conservatorship becomes or became effective.	Defaults to current date. Click the Input Help to select a date. Current date automatically displayed.
Revoked/Cancelled Date	Displays the date the Conservatorship ended or will end.	Defaults to 12/31/9999. Click the Input Help to select a different date if necessary.
Status	Displays the status of Active, Pending, (if effective date is in the future) or Revoked.	None. Defaulted by the system and is not editable by the user.
Revoked/Cancelled Reason	Displays the reason the Conservatorship was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.



## 97 Conservator (Continued)

## C Action (Continued)

Field/Button	Description	Action
Signatures Count	Displays the number of signatures required to sign on behalf of the minor or incompetent customer.	Defaults to 1. User may manually enter a different number.
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Receiving Office	Displays the County Office that received the Conservatorship.	Defaulted to the users County that is creating the Conservatorship. Can be edited by clicking the Input Help to select a State, County, and Service Center.
Stipulations	Displays any stipulations related to the Conservatorship.	Defaulted to blank. Currently not editable.
*--Restricted Conservator	Checkbox indicator, automatically set on conservatorships converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, see the signed hard copy of Conservatorship Court documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted Conservator indicator is set.--*
Attach Document	Allows the user to attach a scanned copy of the Conservatorship to the customer record.	CLICK "Attach" to upload and attach document.



## 98 FSA Power of Attorney

### A Overview

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

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

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

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

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

### B FSA Power of Attorney Screen Example

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

The screenshot displays the 'FSA Power of Attorney' screen. At the top, there are buttons for 'Cancel', 'Save & Back', and 'Print'. Below this is a section titled 'FSA Power of Attorney' with a sub-section 'Attorney in Fact General Data'. This section contains several input fields: 'Attorney-In-Fact' (with a red border), 'Full Name', 'State', 'County' (with a red border), 'Address', 'Receiving Office' (set to 'SAN JOAQUIN COUNTY - CA'), 'FSA-211 Version' (set to '11-25-2014'), 'Effective Date' (with a red border), 'Status' (set to 'In Creation'), 'Revoked/Cancelled Date' (with a red border), 'Revoked/Cancelled Reason', and 'Source' (set to 'SAP'). There is also an 'Attach Document' button. Below the general data section are two tables. The first table is titled 'FSA, NRCS and CCC Programs' and has a 'New' button. It shows a list of programs with 'ALL CURRENT AND ALL FUTURE PROGRAMS' selected. The second table is titled 'Program Transactions' and also has a 'New' button. It shows a list of transactions with 'All actions' selected.

## 98 FSA Power of Attorney (Continued)

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

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

The screenshot displays the bottom portion of the FSA Power of Attorney screen, organized into four main sections, each with a 'New' button and a table for data entry.

- Farms:** Includes a table with columns: Actions, Farm Number, and Admin State and County.
- Insured Crops:** Includes a table with columns: Actions, Crop, Year, State, and County.
- Crop Insurance Transactions:** Includes a table with columns: Actions and Transaction. A message below the table states: "No result found".
- Signatures:** Includes a 'Required Signature Count' field set to 1. Below it is a table with columns: Actions, Signature Date, Witnessed, and Partner ID. The Partner ID field is currently set to "CLAY SOILS".

**C Action**

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

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to the previous screen.
Save & Back	Saves the created FSA POA and returns user to the previous screen.	Click to return to the previous screen.
<b>Attorney in Fact General Data</b>		
FSA-211 Version	Displays version of FSA-211 that is being used.	Click the drop-down arrow to choose version of form. Valid selections are: <ul style="list-style-type: none"> <li>•*--"11-25-14"</li> <li>• "OTHER" (includes all FSA-211 versions older than 11-25-14).--*</li> </ul>
Attorney-In-Fact	Displays the Business Partner ID of the selected Grantee.	Click "Input Help" to search and select the Grantee's BP record.

## 98 FSA Power of Attorney (Continued)

## C Action (Continued)

Field/Button	Description	Action
Effective Date	Displays date the FSA POA becomes or became effective.	Defaults to current date. Click the Input Help to select a date. Current date will be automatically displayed.
Full Name	Displays Full Name of Grantee.	None. Defaulted by the system and is not editable by the user.
Status	Displays the status of Active, In Creation or Revoked.	Defaulted to In Creation until changed by using the drop-down arrow.
State	Displays the State of the Grantee.	None. Defaulted by the system and is not editable by the user.
Revoked/Cancelled Date	Displays the date the FSA POA ended or will end.	Defaults to 12/31/9999. Click the Input Help to select a different date if necessary.
County	Displays the County of the Grantee.	Click the Input Help to select State and County of Grantee.
Revoked/Cancelled Reason	Displays the reason the FSA POA was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.
Address	Displays the address of Grantee.	None. Defaulted by the system and is not editable by the user.
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Receiving Office	Displays the County Office that received the FSA POA.	Defaulted to the users County that is creating the FSA POA. Can be edited by clicking the Input Help to select a different State, County, and Service Center
*--Restricted POA	<p>Checkbox indicator, automatically set on FSA POA's:</p> <ul style="list-style-type: none"> <li>converted from fiduciary software with incomplete information or exceptions/stipulations for the authority</li> <li>recorded on any FSA-211 version older than 11-25-14</li> </ul>	<p>If checked, refer to signed hard copy of FSA-211 for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted POA indicator is set.--*</p>

## 98 FSA Power of Attorney (Continued)

## C Action (Continued)

Field/Button	Description	Action
Attach Document	Allows the user to attach a scanned copy of the FSA POA to the customer record.	CLICK “Attach” to upload and attach document.
<b>FSA, NRCS and CCC Programs</b>		
New	Adds additional lines to Actions and Programs.	Click the New button to add line(s).
Actions	Deletes line.	Click the Trashcan to delete line(s).
Program	Displays Program(s) Grantee has authority to sign on the Grantor’s behalf.	Defaults to All Current and All Future Programs. Drop-down arrow can be selected to indicate specific programs.
<b>Program Transactions</b>		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).
Actions	Deletes line.	Click the Trashcan to delete line(s).
Transaction	Displays Transaction(s) Grantee *--has authority to sign on the--* Grantor’s behalf.	Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions.
<b>Farms</b>		
New	Adds additional lines to Actions, Farm Number and Admin State and County.	Click the New button to add line(s).
All Farms	Indicates the Farms the Grantee has authority to sign on the Grantor’s behalf.	Defaults to All Farms.
Farm	Indicates only specific farm numbers included in the authority to sign on behalf of.	Click the radio button.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Farm Number	Displays the Farm Number(s) Grantee has authority to sign on behalf of.	Click the Input Help button to search and select farms associated to the Grantor.
Admin State and County	Displays the Administrative State and County of each Farm Number.	Click “Input Help” button to search and select State and County.
<b>Insured Crops</b>		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).

## 98 FSA Power of Attorney (Continued)

## C Action (Continued)

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

## 99 Guardianship

### A Overview

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

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

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

See 1-CM for policy about Guardianship.

### B Guardians Screen Example

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

Cancel Save & Back

▼ Guardians

New

Actions	Relationship	Full Name	Address
No result found			

Effective Date:

Status:

Signatures Count:

Receiving Office:

Stipulations:

Revoked/Cancelled Date:

Revoked/Cancelled Reason:

Source:

Attach Document:



## 99 Guardianship (Continued)

**C Action**

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

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

## 99 Guardianship (Continued)

## C Action (Continued)

Field/Button	Description	Action
*--Restricted Guardian	Checkbox indicator, automatically set on guardianships converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, refer to signed hard copy of guardianship documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted Guardian indicator is set.--*
Attach Document	Allows the user to attach a scanned copy of the Guardianship to the customer record.	CLICK "Attach" to upload and attach document.

## 100 Is Married To

## A Overview

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

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

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

## B Marriage Screen Example

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

Cancel Save & Back

▼ Marriage

Spouse:\*

Effective Date:\*

Receiving Office: SAN JOAQUIN COUNTY - CA

Status: Active

Revoked/Cancelled Date:\*

Revoked/Cancelled Reason:

Source: SAP

Attach Document: Attach

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

**C Action**

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

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

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

## C Action (Continued)

Field/Button	Description	Action
*--Restricted POA	Checkbox indicator, automatically set on POA's converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, refer to signed hard copy of Power of Attorney documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted POA indicator is set.--*
Attach Document	Allows the user to attach a scanned copy of the Non-FSA POA to the customer record.	CLICK "Attach" to upload and attach document.

## 103 Signature Authority

## A Overview

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

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

- external representatives of an entity that hold a fiduciary capacity (i.e. non-members such as officers that do not hold an ownership interest in the legal entity)
- individuals associated with Revocable Trusts or LLCs using an SSN ('SSN Owners', see paragraph 104).--\*

See 1-CM for policy regarding Signature Authority.

## 103 Signature Authority (Continued)

**B Signature Authority Screen Example**

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

**C Action**

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

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to previous screen.
Save & Back	Saves the created Signature Authority and returns user to the previous screen.	Click to return to previous screen.
Relationship Member	Displays the Grantee's name.	Click “Input Help” to search and select Grantee.
Revoked/Cancelled Date	Displays the date the Signature Authority ended or will end.	Defaults to 12/31/9999. CLICK “Input Help” to select a different date if necessary.
Effective Date	Displays date the Signature Authority becomes or became effective.	Defaults to current date. Click the Input Help to select a date.
Revoked/Cancelled Reason	Displays the reason the Signature Authority was cancelled or revoked.	Click the drop-down arrow and select revocation or cancellation reason.

## 103 Signature Authority (Continued)

## C Action (Continued)

Field/Button	Description	Action
Representative Capacity	Displays the position in which the Grantee will act.	<p>Click the drop-down to select position:</p> <ul style="list-style-type: none"> <li>• Administrator</li> <li>• Agent</li> <li>• Chairman</li> <li>• Co-trustee</li> <li>• Director</li> <li>• Executor</li> <li>• Manager</li> <li>• Officer</li> <li>• Partner</li> <li>• President</li> <li>• Secretary</li> <li>•*--SSN Owner of LLC</li> <li>• SSN Owner of Revocable Trust--*</li> <li>• Trustee</li> <li>• Vice President.</li> </ul>

## 103 Signature Authority (Continued)

## C Action (Continued)

Field/Button	Description	Action
Source	Displays the source system the record was created in.	Defaulted by the system and is not an editable by the user.
Receiving Office	Displays the County Office that received the Signature Authority.	Defaulted to the users County that is creating the Signature Authority. Can be edited by clicking the Input Help to select a State, County, and Service Center.
*--Restricted Signature Authority	Checkbox indicator, automatically set on Signature Authorities converted from fiduciary software with incomplete information or exceptions/stipulations for the authority.	If checked, see the signed hard copy of Signature Authority documents for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted Signature Authority indicator is set.-- *
Status	Displays the status of Active or Revoked.	None. Defaulted by the system and is not editable by the user.
Attach Document	Allows the user to attach a scanned copy of the Signature Authority to the customer record.	Click "Attach" to upload and attach document.

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

**A Overview**

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

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

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

**B Loading Signature Authority in BP/RepCap for SSN Owner**

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

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

Customer: DOE FAMILY REVOCABLE TRUST

Cancel Save & Back

Signature Authority

Relationship Member: JOHN DOE

\* Effective Date: 01/01/2015

\* Representative Cap...

Receiving Office:

Status:

Attach Document:

01 Administrator

02 Agent

13 Chairman

09 Co-Trustee

03 Director

04 Executor

05 Manager

06 Officer

14 Partner

10 President

12 Secretary

16 SSN Owner of LLC

15 SSN Owner of Revocable Trust

07 Trustee

11 Vice President

--\*



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

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

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

**Example 1:** Individual John Doe operates Doe Family Revocable Trust using his own SSN. Document the evidence of authority according to subparagraph A and create a new signature authority entry on the Doe Family Revocable Trust record, granting John Doe authority as "SSN Owner of Revocable Trust".

**Example 2:** Individual Jane Doe operates Janey Farms LLC using her own SSN. Document the evidence of authority according to subparagraph A and create a new signature authority entry on the Janey Farms LLC record, granting Jane Doe authority as "SSN Owner of LLC".

**Notes:** Even if a signature authority entry of "Trustee" type already exists on a revocable trust using SSN, which grants access to the owner of SSN, a signature authority with the new type must be loaded. The existing "Trustee" signature authority should be revoked because it is redundant once the SSN owner of the revocable trust is recorded. For consistency, all SSN owners must have the correct signature authority type loaded.

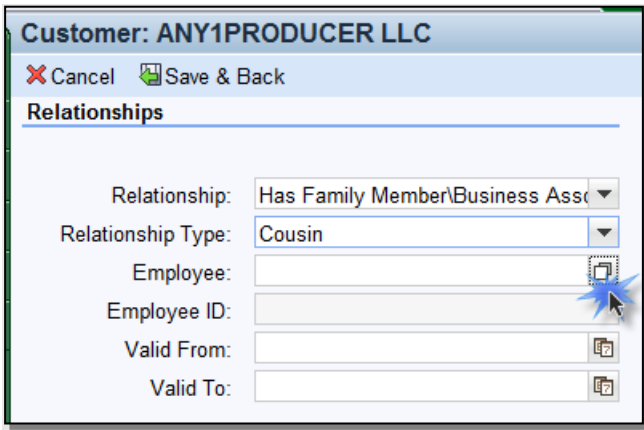
"Trustee" or "co-trustee" signature authority shall be recorded according to 1-CM, paragraph 713 and 11-CM, paragraph 103 for any other person who may also be a trustee or co-trustee, such as a spouse of the SSN owner. For example, the trustees of the SSN husband/wife trust are both the husband and wife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

**105-109 (Reserved)**



## 111 Family Member/Business Associate Relationships (Continued)

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

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

## 112 Employee/Producer Relationships

### A Overview

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

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

Relationships Established:

- FSA Employee/Producer
- FPAC BC Employee Producer.

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

### B Viewing an Employee/Producer Relationship

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

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

113-116 (Reserved)

## 125 Cleansing Cases

### A Overview

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

### B Cleansing Case Example

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

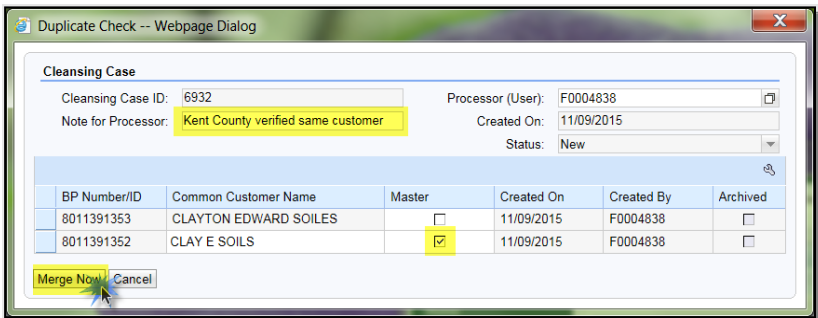
### C Field/Buttons

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

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

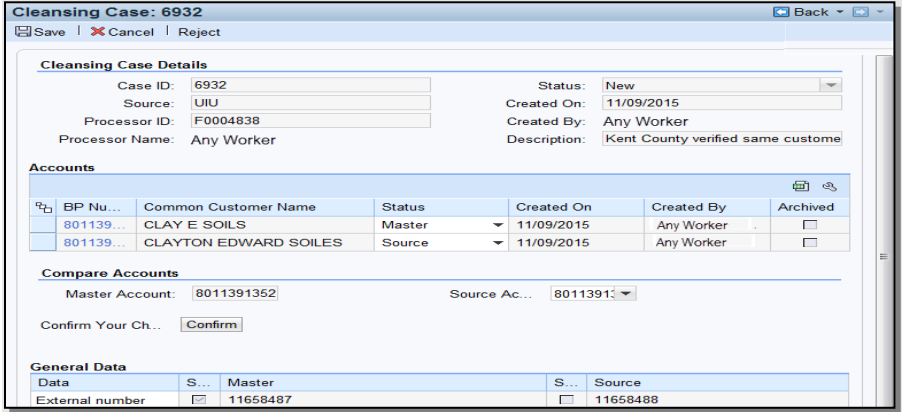
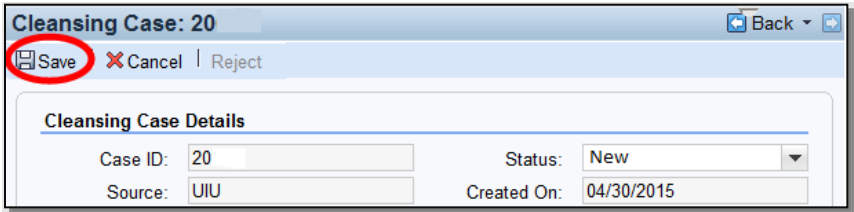
125      **Cleansing Cases (Continued)****D   County Office Actions**

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

Step	Action
1	On the Duplicate Check screen, review the records to be included in the cleansing case.
2	<p>Select the appropriate Master (this will be the winning record) record by clicking the checkbox in the Master column. All other records not flagged as Master will be permanently archived in CRM and deleted from SCIMS following the merge.</p> <p><i>*--See 3-PL (Rev. 2) paragraph 42 about impacts to all Subsidiary Eligibility determinations (for multiple years) when merging BP records:</i></p> <p><i>3-PL (Rev. 2) paragraph 42 A - When a merge occurs in the Business Partner system, the majority Eligibility Determinations may no longer be valid.</i></p> <p><i>If the Eligibility Determination is different between the winning and losing customers in the merge, the determination may be reset to the default value.</i></p> <p><i>County Offices are responsible for reviewing the documentation on file for the customer and updating the Eligibility Determinations after a merge occurs in Business Partner.</i></p> <p><b>Important:</b> The Master record should always be the record with the correct TIN. Merges are not reversible, so choose the Master record carefully.</p> <p><b>Do not merge</b> two records with IRS-validated TINs on both records. If the TINs on each customer record are validated, they are unique customers and must not be merged.--*</p>
3	Include a short explanation for the SSO in the “Note for Processor” field. Detail the circumstances that require a BP Customer merge. Entry in this field is mandatory.
4	<p>Select “Merge Now” to create the Cleansing Case with a unique Cleansing Case ID Number.</p> 

## Cleansing Cases (Continued)

## D County Office Actions (Continued)

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





125      **Cleansing Cases (Continued)****E   SSO Cleansing Case Alerts**

Cleansing Case alerts:

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

**F   SSO Actions**

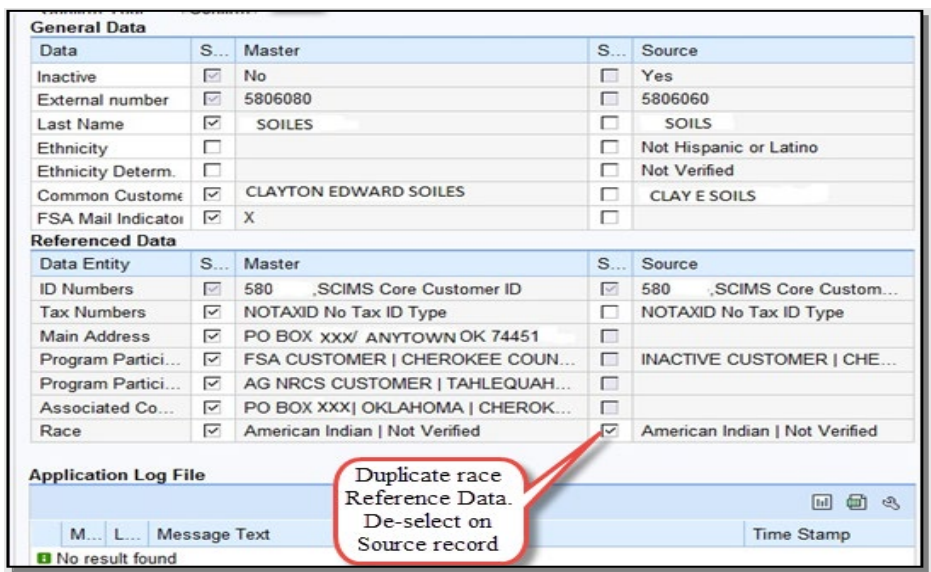
The following table provides the actions for SSO’s after receiving a Cleansing Case Alert.

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

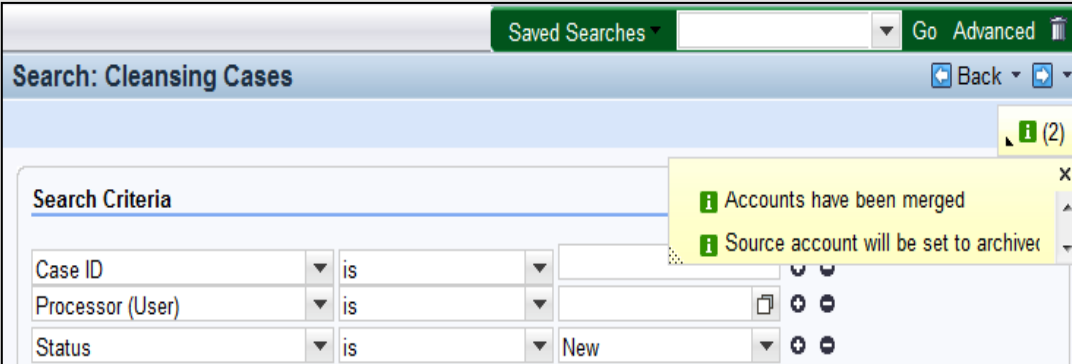
Step	Action												
1	<p>Click on the Cleansing Case ID Number in the alert to open the cleansing case.</p> <p><b>Note:</b> If a cleansing case alert is missed, the SSO can find all cleansing cases for their State by following the instructions in paragraph 24.</p>												
2	<p>Ensure that the correct record is identified as the Master record. Master and source records can be switched, if necessary, but only prior to step 3.</p> <div><p>Accounts</p><table><tr><th>BP Nu...</th><th>Common Customer Name</th><th>Status</th><th>Created On</th></tr><tr><td>801139...</td><td>CLAY E SOILS</td><td>Source</td><td>11/09/2015</td></tr><tr><td>801139...</td><td>CLAYTON EDWARD SOILES</td><td>Master</td><td>11/09/2015</td></tr></table></div> <p><b>*--Notes:</b> If any of the records in the cleansing case contains the correct TIN, that record should always be designed as the Master record.</p> <p><b>Do not merge</b> two records with IRS-validated TINs. If the TINs on each customer record are validated, they are unique customers and must not be merged. Reject the Cleansing Case and contact the National Office if assistance is required.</p>	BP Nu...	Common Customer Name	Status	Created On	801139...	CLAY E SOILS	Source	11/09/2015	801139...	CLAYTON EDWARD SOILES	Master	11/09/2015
BP Nu...	Common Customer Name	Status	Created On										
801139...	CLAY E SOILS	Source	11/09/2015										
801139...	CLAYTON EDWARD SOILES	Master	11/09/2015										

## Cleansing Cases (Continued)

## F SSO Actions (Continued)

Step	Action	
3	<p>Review and compare all relevant data fields. Use the check boxes to select the data to be retained on the winning record. Deselect any values that are duplicated (identical in both Master and Source records). Some values cannot be deselected.</p> 	
4	<b>SELECT...</b>	<b>TO:...</b>
	Save	exit the cleansing case with edits saved. This allows the SSO to return later to complete the cleansing case. When the SSO accesses the cleansing case again, return to step 1.
	Cancel	exit the cleansing case without saving edits. When the SSO accesses the cleansing case again, return to step 1.
	Reject	disapprove the cleansing case. This option should be selected if records are determined to be unique. No further action is necessary.
	Confirm	<p>update changes/selections. Continue to Step 5.</p> <p><b>Note:</b> Edits to the cleansing case and the options to “Save” or “Reject” are no longer allowed after clicking “Confirm”.</p>
5	<b>SELECT...</b>	<b>TO...</b>
	Start	process the cleansing case and complete the merge. Continue to step 6.
	Cancel	exit the cleansing case. When the SSO accesses the cleansing case again, return to step 5.

125      **Cleansing Cases (Continued)****F   SSO Actions (Continued)**

<b>Step</b>	<b>Action</b>
6	<p>Check the message center for confirmation that the customer records have been merged and the source record is set to “Archived”.</p> 
7	<p>Notify the requesting County Office employee that the cleansing case has been--* completed and the duplicate records have been merged.</p> <p><b>Notes:</b> It might be necessary for the SSO or County Office to update Subsidiary for the winning customer record. Some Subsidiary flags are reset following a BP</p> <p>*--merge. See 3-PL (Rev. 2) paragraph 42.--*</p> <p>All active Representative Capacity entries on the losing record will automatically be revoked.</p>
8	<p>If the customer is associated with multiple States, notify the SSOs from the applicable Stats of the completed merge. See Exhibit 7.</p>

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.

<b>Term</b>	<b>Synonymous Term</b>	<b>Fate/Explanation</b>
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.

\*\_\_

**Home**

Back

Decision:  **Execute Decision**

**Workflow Task**

Subject	State Office Approval on Key Fi...	Status	Ready
Sent Date	07/05/2019	Priority	5 Medium
Due Date	07/19/2019		

**Description**

Initiator: Amy Worker  
 Old Inactive Flag: False  
 Old TIN Type: Social Security Number  
 Old TIN Number: 123456789  
 New TIN Type: Employer ID Number  
 New TIN Number: 987654321  
 Status: INPROGRESS  
 Comments: Correction of Tax ID is required

--\*

## 133 KFC Request Workflows (Continued)

**C Approve/Reject Workflow**

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

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

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

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

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

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

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

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

**D Approve Inactivation Workflow**

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

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

## 151 DOD Workflow Process

### A Overview

\*--On a weekly basis, FSA receives a large file from SSA that includes many records with SSN and DOD. When the file is processed internally the SSN in the SSA file is compared--\* to all active customer records in BP. If a match is found on SSN:

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

The DOD workflow allows the user to:

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

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

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

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

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

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

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

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

## 151 DOD Workflow Process (Continued)

**C Processing the DOD Workflow**

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

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

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

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



**151 DOD Workflow Process (Continued)****\*--C Processing the DOD Workflow (Continued)**

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

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

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

**D Effect of DOD on an SSN Family**

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

<b>IF the death is reported by...</b>	<b>AND the SSN family includes...</b>	<b>THEN a DOD workflow is created for the...</b>
SSA	only an Individual record	Individual record and the Individual record is updated following the workflow decision.
	an Individual record and one or more LLC’s or RT’s	Individual record and <b>all</b> records in the SSN Family are updated following the workflow decision.
	only an LLC or RT	LLC or RT record and the LLC or RT record is updated following the workflow decision.

## 151 DOD Workflow Process (Continued)

**D Effect of DOD on an SSN Family**

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

## 151 DOD Workflow Process (Continued)

**\*--E Subsequent Effects of Death Confirmation**

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

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

--\*

## 151 DOD Workflow Process (Continued)

## E Subsequent Effects of Death Confirmation (Continued)

\*--

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

**Example:** DOD Email Alert.

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

Alert ID: ##54010##

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

The following actions have been completed in the customer record as a result of the death confirmation:

1. Any Representative Capacity entries have been automatically revoked
2. Any Relationships have been automatically revoked

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

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

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

--\*

152-162 (Reserved)

## \*--Section 10 Unknown Customers

## 167 Establishing County Records for Unknown Customers

## A Overview

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

## B Example of County Record for Unknown Customers

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

**Customer: ADAIR OK**

Save | Cancel | Copy | New | Show Duplicates | Fact Sheet | PDF Fact Sheet | Filter St/Co | Common Eligibility

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

Edit | Tax ID History

General Data	Main Address and Communication Data
Current Role: Individual	Information Line:
BP Number / ID: 8004436386	Address Line1: 918 W CHOCTAW ST
Prefix:	Example: Street address, PO
First Name: ADAIR	Address Line 2: STE 3
Middle Name:	Example: Apartment, Suite, I
Last Name: OK	City: TAHLEQUAH
Suffix:	State: OK Descr..
Common Customer Name: ADAIR OK	ZIP Code: 74464-3491
Legal Name: No	Country: US Descr..
Language Preference: English	Telephone Num...
Data Origin: SCIMS	Mobile Number:
Employee Type: Not an employee	E-Mail Address:
Tax ID Type: No Tax ID Type	Preferred Comm... Post (letter)
Tax ID Number: No Tax ID Number	Carrier Route: C005
Date of Death:	Delivery Bar Code: 035
Death Confirmed: <input type="checkbox"/>	Congressional V... OKLAHOMA

--\*

## 167 Establishing County Records for Unknown Customers (Continued)

**C Creating a County Record for Unknown Customers**

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

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

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

- individual role with no tax ID
- enter the administrative county name in the “First Name” field
- enter the State abbreviation in the “Last Name” field
- enter the administrative County Office address as the “Standard Address”
- follow procedure in 10-CM or 3-CM to add the “unknown” customer to the applicable farm record when the owner and/or operator name and address are unknown.

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

## \*--Section 11 Warehouse Customer Records

**168 Establishing Customer Records for Warehouses****A Overview**

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

**B County Office Action**

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

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

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

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

**\*--168 Establishing Customer Records for Warehouses (Continued)****B County Office Action (Continued)**

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

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

**C Warehouse Customer Record Formatting**

All warehouse records must be saved with the following format.

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

--\*



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

**C Warehouse Customer Record Formatting (Continued)**

<b>Customer Record Data Field</b>	<b>Format</b>	<b>Example</b>	<b>Comment</b>
Common Customer Name	{Business name}- {Location Name} {State Abbr} &WH&	AG PARTNERS- FENTON ME &WH&	<ul style="list-style-type: none"> <li>• Use the warehouse Location Name from the UGRSA website. This is necessary because multiple warehouses may exist in a single county or city.</li> <li>• Use a hyphen, not an underscore, between the Business Name and Location Name.</li> <li>• Add “&amp;WH&amp;” to the end of the name, to be used as an identifier.</li> <li>• The unique sequence of characters will enable State and National Offices to search for and identify the warehouse customer records to be used by LPAS.</li> </ul>
Program Participation - Customer Type	Non-County FSA Customer	NON-COUNTY FSA CUSTOMER	<ul style="list-style-type: none"> <li>• Do not select “FSA Customer” type unless the warehouse is already participating in another FSA program and the record already exists.</li> <li>• in this case, leave the existing Program Participation entries intact, and add the new Program Participation entry for Non-County FSA Customer.</li> </ul>

--\*

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

## C Warehouse Customer Record Formatting (Continued)

Customer Record Data Field	Format	Example	Comment
Program Participation - Service Organization	Applicable County	CUMBERLAND/YORK COUNTY FARM SERVICE AGENCY	
Program Participation - General Program Interest	Has Interest in the Program	Has Interest in the Program	
Program Participation - Current Participant	Currently enrolled and participating	Currently enrolled and participating	
Address	The address of the physical location of warehouse	123 HIGH ST PORTLAND, ME 04106	<ul style="list-style-type: none"> <li>• Use the <b>physical location</b> address.</li> <li>• Do <b>not</b> load the mailing address in the customer record. Many unique warehouses contain identical mailing addresses, which will result in potential duplicates if loaded.</li> </ul>

--\*

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

**C Warehouse Customer Record Formatting (Continued)**

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

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

**169-170 (Reserved)**



**Part 7 SCIMS - SCIMS – Service Center Information Management System****\*--250 SCIMS and SCIMS Customer Viewer****A Overview**

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

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

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

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

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

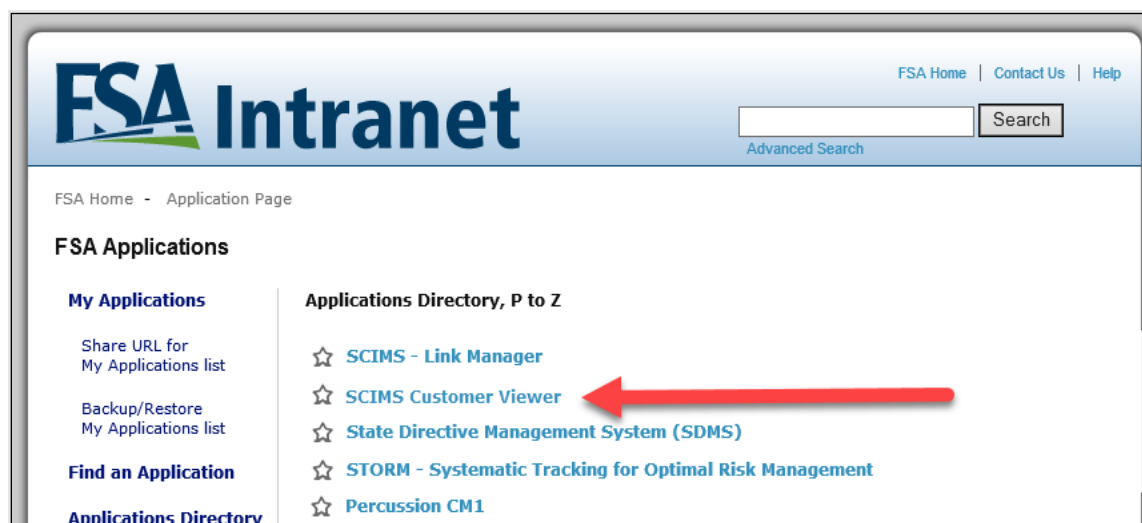
FSA and NRCS employees must complete an FSA-13A to access SCIMS.--\*

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

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

**B Accessing SCIMS Customer Viewer**

Access SCIMS from the FSA Applications Intranet web site at <https://intranet.fsa.usda.gov/fsa/applications.asp> and CLICK “SCIMS Customer Viewer”.



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

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

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

**B Accessing SCIMS Customer Viewer**

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

--\*

**\*--250 SCIMS and SCIMS Customer Viewer (Continued)****C Requesting Access to SCIMS**

Request access to SCIMS according to the following.

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

--\*



**\*--251 SCIMS Customer Search****A Overview**

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

**B SCIMS Search Criteria**

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

Search Criteria	Available Selections
State	US States and Territories, defaulted to user's assigned State.
County	Counties of selected State, defaulted to user's assigned County
Service Center	Service Centers of selected State and County, defaulted to user's assigned Service Center
National Search	Check to include Nationwide records in search, defaulted to unchecked (limits search to selected State/County/Service Center)
Type (Entity Type or Role)	<ul style="list-style-type: none"> <li>• Individual.</li> <li>• Business.</li> <li>• Both (default).</li> </ul>
Active	<ul style="list-style-type: none"> <li>• Active (default).</li> <li>• Active and Inactive.</li> </ul>
Name: Last or Business	User enters, with options:
Name: First	
Tax ID	User enters, with options: <ul style="list-style-type: none"> <li>• Whole ID (default)</li> <li>• Last 4 Digits</li> </ul> <p><b>Note:</b> The Last 4-Digits search does not function for National Search".</p>
Tax ID Type	<ul style="list-style-type: none"> <li>• Unknown.</li> <li>• Social Security.</li> <li>• Employer ID.</li> <li>• IRS Assigned.</li> <li>• Federal Agency.</li> </ul>
Common Name	User Entered.
Zip Code	User Entered.
Phone Number	User Entered.

--\*

## 251 SCIMS Customer Search (Continued)

**B SCIMS Search Criteria (Continued)**

After entering the search criteria, CLICK “Search”.

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

To clear the page of entered data, CLICK “Reset”.

**C SCIMS Customer Search Screen Example**

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

\*--

-  
-\*

## 251 SCIMS Customer Search (Continued)

**D SCIMS Customer Search Results**

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

**E SCIMS Customer Search Results Screen Example**

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

\*--

Active	Death Confirmed	Common Name	Tax ID	Tax ID Type	Delivery Address Line	City, State ZIP Code	Phone No	Legacy State	Legacy County
Active	No	<a href="#">ANY A PRODUCER</a>		No Tax ID	123 ANY STREET	ANYWHERE MD 12345	(301)867-5309	DELAWARE	SUSSEX
					123 ANY STREET	ANYWHERE MD 12345		MARYLAND	CAROLINE
Active	No	<a href="#">ANY PRODUCER</a>		No Tax ID	12345 FARMERS LANE	SCOTTSBLUFF NE 69361		NEBRASKA	DAWES
					12345 FARMERS LANE	SCOTTSBLUFF NE 69361		NEBRASKA	SCOTTS BLUFF
Active	No	<a href="#">ANY PRODUCER</a>	8748	Social Security	PO BOX 33	AVERY TX 75554-0333	(555)555-5555	TEXAS	BOWIE
					PO BOX 33	AVERY TX 75554-0333		TEXAS	RED RIVER
Active	No	<a href="#">ANY V PRODUCER</a>	4884	Social Security	9012 S KING	HARRISONVILLE MO 64701		MISSOURI	CASS
Active	No	<a href="#">ANY W PRODUCER</a>	7884	Social Security	9012 S KING	HARRISONVILLE MO 64701		MISSOURI	CASS
Active	No	<a href="#">ANY X PRODUCER</a>	8491	Social Security	9012 S KING	HARRISONVILLE MO 64701-3452		MISSOURI	CASS
Active	No	<a href="#">ANY Z PRODUCER</a>	9898	Social Security	1616 PEBBLE BROOK	ST CLAIR AL 64521		ALABAMA	ETOWAH
					1616 PEBBLE BROOK	ST CLAIR AL 64521		ALABAMA	ST CLAIR

1 of 1

--\*

## 252 Viewing SCIMS Customer Record

### A Overview

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

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

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

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

### B General Data

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

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

## 252 Viewing SCIMS Customer Record

## \*--B General Data (Continued)

**SCIMS | SCIMS Customer Viewer** ? USER NAME ▼

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

**General Data** Demographics Contact Information Program Participation Associated Counties

**General Data**

Prefix: —	Tax ID: [REDACTED]
First Name: <b>ANY</b>	Tax ID Type: <b>Social Security Number</b>
Middle Name: <b>A</b>	Tax Validation Result: <b>Name/TIN combination matches IRS records</b>
Last Name: <b>PRODUCER</b>	Legal Name: <b>Yes</b>
Suffix: —	Birth Date: [REDACTED]
Language Preference: <b>English</b>	Birth Date Determination: <b>Customer Declared</b>
Business Type: <b>Individual</b>	Date of Death: —
Prior Business Year 1: <b>Individual</b>	Death Confirmed: —
Prior Business Year 2: <b>Individual</b>	Employee Type: <b>Not an employee</b>
	Core Customer ID: [REDACTED]

Business Type History

**Customer Notes**

Date	Note
NO NOTES FOR THIS CUSTOMER	

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

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

**Additional Business History** ✕

Prior Business Year	Business Type
2021	Individual
2020	Individual
2019	Individual
2018	Individual
2017	Individual
2016	
2015	
2014	

--\*

## 252 Viewing SCIMS Customer Record (Continued)

## \*--C Demographics

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

**SCIMS** | SCIMS Customer Viewer

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

General Data   **Demographics**   Contact Information   Program Participation   Associated Counties

**Demographics**

<p>Ethnicity: <b>Not Hispanic or Latino</b></p> <p>Ethnicity Determination: <b>Not Verified</b></p> <p>Citizenship Country: <b>US</b></p> <p>Veteran: <b>No</b></p> <p>Voting District: <b>2404</b></p> <p>Inactive Customer Record: <b>Active</b></p>	<p>Gender: <b>Female</b></p> <p>Gender Determination: <b>Customer Declared</b></p> <p>Resident Alien: <b>Unknown or N/A</b></p> <p>Marital Status: <b>Married</b></p>
--	---

**Race Information**

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

**Disability Information**

Disability Type	Disability Determination
<b>NO DISABILITY INFORMATION FOR THIS CUSTOMER</b>	

--\*

## 252 Viewing SCIMS Customer Record (Continued)

## \*--D Contact Information

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

**SCIMS | SCIMS Customer Viewer**

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

Customer Search

General Data    Demographics    **Contact Information**    Program Participation    Associated Counties

**Address Information**

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

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

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

**Phone Number**

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

**E-mail Address**

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

--\*

## 252 Viewing SCIMS Customer Record (Continued)

**\*--E Program Participation**

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

**SCIMS** | SCIMS Customer Viewer

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

General Data    Demographics    Contact Information    Program Participation    Associated Counties

**Program Participation**

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

--\*



## 252 Viewing SCIMS Customer Record (Continued)

### \*--F Associated Counties

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

**SCIMS** | SCIMS Customer Viewer

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

Customer Search

General Data
Demographics
Contact Information
Program Participation
Associated Counties

### Associated Counties

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

--\*

253 (Withdrawn--Amend. 4)

254-299 (Reserved)



**\*--Part 8 PPID Database****300 Reviewing Records in PPID Database****A Basic Information**

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

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

The 3 unique roles in the PPID database are:

- “PPID Reviewer”, County Office employee responsible for reviewing PPID records
- “PPID Approver”, State Office employee responsible for approving County Office-reviewed PPID records
- “National Administrator”, National Office employee responsible for importing monthly PPID records and managing user profiles.

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

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

**\*--300 Reviewing Records in PPID Database (Continued)****B Monthly Report Requirement**

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

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

**C Accessing the PPID Database**

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

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

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

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

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

## \*--309 State Action: Generate Reviews Report

### A Overview

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

### B Example of the Reviews Report Screen

The following is an example of the Reviews Report Screen.

The screenshot shows the PPID Menu on the left with a 'Reviews Report' link highlighted under the 'Actions' section. The main content area is titled 'Reviews Report' and contains the following filters:

- Fiscal Year:** 2017
- State:** Oklahoma (40)
- County:** All Counties
- Month:** All months (October, November, December, January, February, March, April, May, June, July, August, September) are selected.
- Reason Code:** All

A 'Generate' button is located at the bottom of the form, with a mouse cursor hovering over it. Below the Reason Code dropdown, there is a note: (CTRL + click to select multiple items).

### C Action

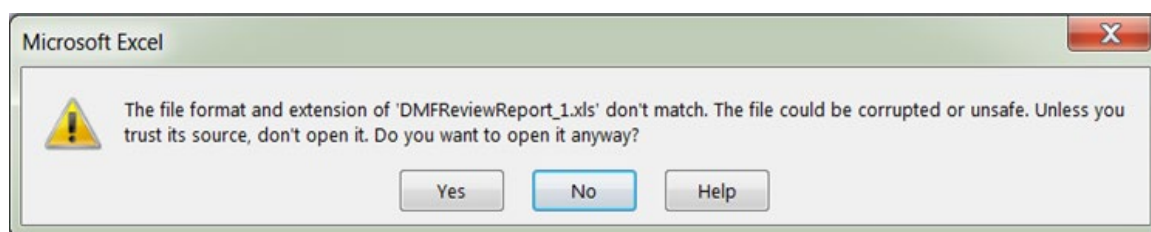
To generate a State Report, select:

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

CLICK “**Generate**”.--\*

**309 State Action: Generate Reviews Report (Continued)****D Generating State Reports**

After PPID Approvers click “Generate”, the “Microsoft Office Excel” dialog box will be displayed with the message, “The file you are trying to open, ‘DMF\_Report[1].xls’, is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?” may be displayed. CLICK “Yes”.

**E Information Arrangement in the PPID Report**

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

**310-399 (Reserved)**

**\*--Part 9 Representative Authority for Producers (RAP)****400 Representative Authority for Producers (RAP) and Customer Online Access****A Basic Information**

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

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

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

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

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

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

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

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

**B RAP and Farmers.gov**

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

- Business Partner, including basic customer information and most RepCaps
- Business File data, including entity member data from the farm operating plan (CCC-902.)

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

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

**C RAP and All Other Systems with Customer Access**

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

- replicated via RAP-ODS (Operational Data Store), or
- delivered via a RAP service when the program application calls the source system for the information upon customer login.

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

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



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

**D Specific Data Available via RAP**

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

The table below captures the authority data available via RAP.

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

--\*

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

**D Specific Data Available via RAP (Continued)**

<b>RAP Data</b>	<b>Source System &amp; Type</b>	<b>Available in RAP</b>	<b>Automation Reference</b>
FSA-211 POA recorded on 11-25-14 version only	BP/RepCap	<p>Yes, limited</p> <p>Online access only for POA's with the following recorded on the FSA-211:</p> <ul style="list-style-type: none"> <li>• “All Current and Future Programs” in section A</li> <li>• “All Actions” selected in section B</li> <li>• “All” Insured Crops in section C</li> <li>• “All actions” in section D</li> </ul> <p>Program-specific systems will also enable access according to the programs recorded in section A. For example, ARC/PLC software will allow access if “ARC/PLC” is selected in section A of the FSA-211.</p>	Paragraph 98

— \*

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

**D Specific Data Available via RAP (Continued)**

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

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**401-420 (Reserved)**



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

Payment means an outgoing payment to vendors/business partners.

**Process**

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

**Processes**

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

**Product**

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

**Product Master**

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

**\*--RAP**

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

**Relationship**

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

**Representative Capacity**

Representative Capacity means all signatory relationships.

**SAP**

SAP means Systems, Applications, and Products and is a software product designed to manage business data, applications, and agreements, and streamline business processes.

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

Search means the primary mechanism for retrieving information from the transactional system using a predefined search.

**Security Authorization**

Security Authorization means the level of security that allows employees to perform activities or tasks in MIDAS.

**Segregation of Duties**

Segregation of Duties means the concept of having more than one person required to complete a task, which contributes to an organization's system of checks and balances

**Source Record**

Source Record means a record identified by a user as the source record in a cleansing case. Following a successful merge, the losing record is permanently deleted from SCIMS. Each cleansing case can have more than one source record.

**SSN Family**

SSN Family means a grouping of BP customer records that share an individual's SSN.

**SSO**

SSO means State Security Officer. See Exhibit 7.

**TIN**

TIN means Tax ID Number.

**TIN Type**

TIN Type means Tax ID Number Type.

**Universal Work List**

Universal Work List means a process that conveniently combines tasks, alerts, notifications, and tracking information from multiple business processes into one list. A hub for workflow activity from multiple FSA related SAP Modules located on the MIDAS Portal.

**URL**

URL means the address of a World Wide Web page. The MIDAS Portal will be accessible through a URL.

**Required CRM Training by Employee Business Role**

The following table provides the required training to access MIDAS CRM, by role.

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<b>Role</b>	<b>Required Training</b>
Grantor Process Viewer	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• R2BP301 Business Partner View Only</li> <li>• CRM Farm Records GIS Display and Functionality Training – Modules 2-4</li> </ul>
Grantor Process User	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• R2BP320 Create Business Partner in CRM</li> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• BP302a Business Partner</li> <li>• CRM Farm Records GIS Display and Functionality Training – Modules 2-11</li> <li>• FR400a Farm Records Assessment After Instructor Led Training</li> </ul>
Grantor Process Manager	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• R2BP320 Create Business Partner in CRM</li> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• CT310 Product Master – Product Request (CEDs only)</li> <li>• BP302a Business Partner</li> <li>• CRM Farm Records GIS Display and Functionality Training – Modules 2-11</li> <li>• FR400a Farm Records Assessment After Instructor Led Training</li> </ul>
<ul style="list-style-type: none"> <li>• Grantor Process Specialist – Limited</li> <li>• Grantor Process Specialist – All</li> <li>• Grantor Process Expert – Limited</li> <li>• Grantor Process Expert – All</li> </ul>	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• R2BP320 Create Business Partner in CRM</li> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• CT310 Product Master – Product Request (Compliance Specialists only)</li> <li>• BP302a Business Partner</li> <li>• CRM Farm Records GIS Display and Functionality Training – Modules 2-11</li> <li>• FR400a Farm Records Assessment After Instructor Led Training</li> <li>• R2BP500 Business Partner for State Specialists</li> </ul>

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**Required CRM Training by Employee Business Role (Continued)**

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<b>Role</b>	<b>Required Training</b>
<ul style="list-style-type: none"> <li>• Org Structure Viewer</li> </ul>	<ul style="list-style-type: none"> <li>• R2FN100 Introduction to MIDAS Portal</li> <li>• FN200 Basic Navigation of MIDAS CRM</li> <li>• R2BP320 Create Business Partner in CRM</li> </ul>
<ul style="list-style-type: none"> <li>• Org Structure Maintainer</li> </ul>	<ul style="list-style-type: none"> <li>• R2BP400 Maintain Business Partner in CRM</li> <li>• R2B003 Maintain Representative Capacity</li> <li>• CT300 Product Master</li> <li>• BP302a Business Partner</li> <li>• CRM Farm Records GIS Display and Functionality Training – Modules 2-11</li> <li>• FR400a Farm Records Assessment After Instructor Led Training</li> <li>• R2BP500 Business Partner for State Specialist</li> </ul>

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## **BP Security Officers**

### **A BP National Security Officers**

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

<b>Agency</b>	<b>Name</b>
FSA	Lisa Berry
NRCS	Leroy Hall
RD	Vacant

### **B BP State Security Officers (SSO)**

State Security Officers are listed on the Information Security Office, State Security Officers and Backups SharePoint web site. The web site may be accessed at

\*--<https://usdagcc.sharepoint.com/sites/fsa-dafp-disaster/BP/Lists/State%20SCIMS%20Business%20Partner%20Security%20Officers/AllItems.aspx>--\*

**Note:** If the SharePoint web site cannot be accessed by clicking the link, copy and paste the link into a web browser.

State Office employees that are not SSO's are restricted to the same Business Partner actions as County Office employees. Only SSO's are authorized to perform advanced BP management tasks, including:

- merging customer records
- inactivating customer records
- removing or modifying customer TIN's and TIN Types
- removal of FSA Program Participation and Associated County entries
- modifying prior year Roles.

To request a reassignment of BP SSO, contact Kerry Sefton in the National Office at:

- \*--[kerry.sefton@usda.gov](mailto:kerry.sefton@usda.gov), or--\*
- 202-720-6120.



**Common Customer Record Modification Scenarios**

The following table provides scenarios for RT and LLC TIN modifications.

Scenario	Description	Solution	
1	<ul style="list-style-type: none"> <li>Existing BP *--record for LLC or Trust using SSN.</li> <li>Customer obtains a new EIN for LLC or Trust.</li> </ul>	<b>IF LLC using SSN has...</b>	<b>THEN...</b>
		never received a payment	change the TIN from SSN to EIN.  <b>Note:</b> It may be necessary to put the DPE on the Individual record in the SSN Family first.
		previously received a payment	<ul style="list-style-type: none"> <li>modifying the TIN will result in an overpayment</li> <li>user shall create a new BP record for the same LLC or Trust with the EIN</li> <li>use the Common Customer Name field to notate the difference (such as Jones LLC 2000-2014 vs Jones LLC 2015-future).</li> </ul>
2	<ul style="list-style-type: none"> <li>Existing BP record for RT using SSN.</li> <li>Customer is now deceased and the trust becomes irrevocable.</li> </ul>	<ul style="list-style-type: none"> <li>Create a new Irrevocable Trust record with the EIN.</li> </ul> <p><b>Note:</b> SSN's are prohibited for Irrevocable Trusts, therefore a new EIN must be obtained from IRS, and will be used to create a new record.--*</p> <ul style="list-style-type: none"> <li>All future payments will be paid through the Irrevocable Trust record.</li> <li>No action is required on the existing RT record using SSN or on the deceased Producer's Individual record except to update the DOD and Death Confirmed flag.</li> </ul>	
3	<ul style="list-style-type: none"> <li>Existing BP record for RT using SSN of deceased spouse.</li> <li>Surviving spouse requests to use their own SSN on the Revocable Trust.</li> </ul>	<ul style="list-style-type: none"> <li>The RT using the deceased spouse's SSN is a unique record and will no longer be used to issue payments after their death.</li> <li>Create a new BP record for the RT using the surviving spouse's SSN.</li> <li>Use the Common Customer Name field to notate the difference between the two RT records.</li> <li>Update Farms Records to reflect the proper trust record.</li> </ul>	

