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

Customer Data Management **11-CM**	**Amendment 5**

Approved by: Acting Deputy Administrator, Farm Programs

Amendment Transmittal

A Reasons for Amendment

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

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

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

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

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

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

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

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

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

A Reasons for Amendment (Continued)

Subparagraph 60 C has been amended to:

- provide reference to OMB-approved forms for REG data collection and subsequent customer record updates
- replace Mail Indicator Indicators with Agency Interest Indicators
- add Middle Eastern or North African as a valid race type.

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

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

Subparagraph 98 C has been amended to clarify:

- data-loading crop transactions into the Representative Capacity/FSA POA according to the grantor's completed FSA-211 form
- attaching the signed FSA-211 to the customer record for multi-county producers
- revoking FSA POA entries recorded on older versions of the FSA-211, before creating FSA POA entries recorded on newer versions of the FSA-211
- instructions for printing an In-Creation FSA POA
- manual validation of the FSA-211 for POAs with entries 'other' programs or stipulations.

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

Subparagraph 132:

- A, has been amended to prohibit customer record inactivation if the customer is loaded on a prior year farm record
- D, has been amended to describe a new system enhancement which will prohibit creation of a KFC Request for customers linked to a prior or current year farm record.

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

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

Amendment Transmittal (Continued)

A Reasons for Amendment (Continued)

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

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

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

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

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

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18 CRM@FSA Home (Continued)

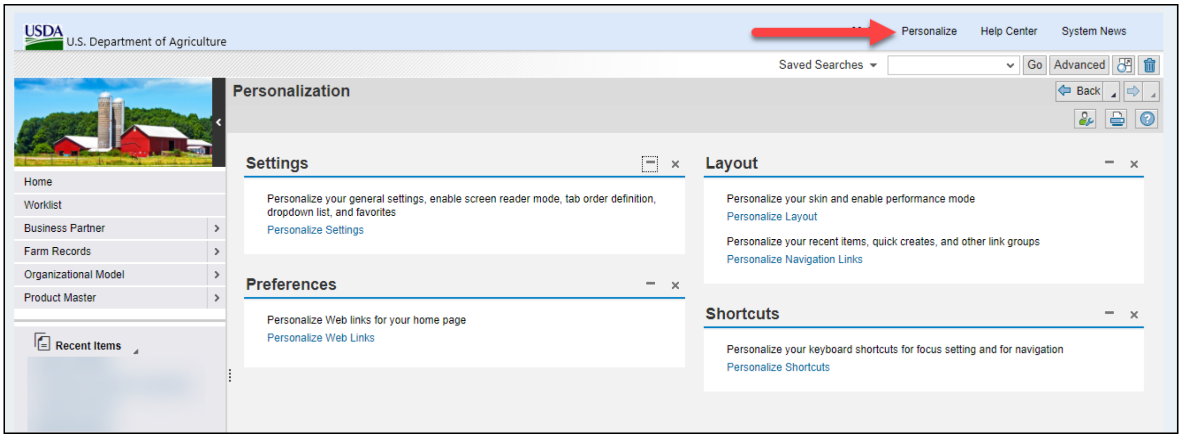
C CRM@FSA Home Options (Continued)

Assignment Block	Description	Action
Search	Provides search options for CRM@FSA. Search options are as follows: • Search Attachment Folder • Search Cleansing Cases • Search Customer/Contacts • Search Employees • Search Farm/Bins • Search Member Hierarchies • Search Products • Search Requested Products • Search Restricted Fields.	Select the hyperlink to open the applicable search screen. See Section 3 for additional information on searching.
Create	Provides the option to: • Create a Farm/Bin • Create New Product Request. **Note:** There is not a "Create Customer" or "Create Contact" option. Users must perform a thorough Search for existing Business Partner records before creating a new Customer or Contact record. See paragraph 23 for additional information on searching. Only after a thorough Search is completed will the user have the option to create a new record.	Select the hyperlink for the applicable option.
Reports	Provides the option for: • Key Field Change Requests • Potential Duplicates •***--**RepCAP Report • Workflow Status Report • Base and Yields Adjs. History • EC, HIP, PLC Yields History • Producer Change History Report • Reconstitution Reports • Permanent Base Reductions.	Select the applicable report. See Part 2, Section 4, for all BP reports and 10-CM for all Farm Records Reports.**--***

*--19 Personalize CRM@FSA

A Accessing Personalize

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



B Personalizing Options

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

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

--*

20-22 (Reserved)

25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
Common Customer Name	X	The common customer name of the customer.
Country		The country attached to the customer's/contact's address.
County Associated County		The county where the customer is associated for FLP and/or FSA programs.
County Prog Participation	X	The county where the customer is participating.
Customer Type		The customer type tied to the program participation record. The following options are available: • Non-ag NRCS customer • Inactive customer • Technical service provider • Non county FSA customer • RD customer • Ag NRCS customer • FLP customer • FSA customer.
Date of Birth		The customer's date of birth.
Date of Death		The customer's date of death.
Death Confirmed Flag		The following options are available: • Set • Not Set • Blank. The default is "Blank" which will return customers with or without the death confirmed flag set. "Set" will return customers with the death confirmed flag set. "Not Set" will return customers without the death confirmed flag set.
E-Mail Address		The e-mail address of the customer.
*--FSA Agency Interest Flag		The flag indicating the customer's interest in participating with FSA.**--***
First Name	X	The first name of the customer.

25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
Inactive Flag	X	The following options are available: • Not Set • Set • Blank. Defaults to "Not Set" which will return records that are active. "Set" will return records that are inactive. "Blank" will return both active and inactive records. See paragraph 63 for additional information on inactive records.
IRS Attempts	X	The number of attempts made to IRS to validate the customer's tax ID number.
IRS Response Code	X	The tax ID validation response code received from IRS.
Last name	X	The last name of the customer.
Middle Name	X	The middle name of the customer.
***--**NRCS Agency Interest Flag		The flag indicating the customer's interest in participating with NRCS.**--***
Paying Entity		The following options are available: • Set • Not Set • Blank. The default is "Blank" which will return customers with or without the paying entity flag set. "Set" will return customers with the paying entity flag set. "Not Set" will return customers without the paying entity flag set.
***--**RD Agency Interest Flag		The flag indicating the customer's interest in participating with RD.
RMA Agency Interest Flag		The flag indicating the customer's interest in participating with RMA.**--***

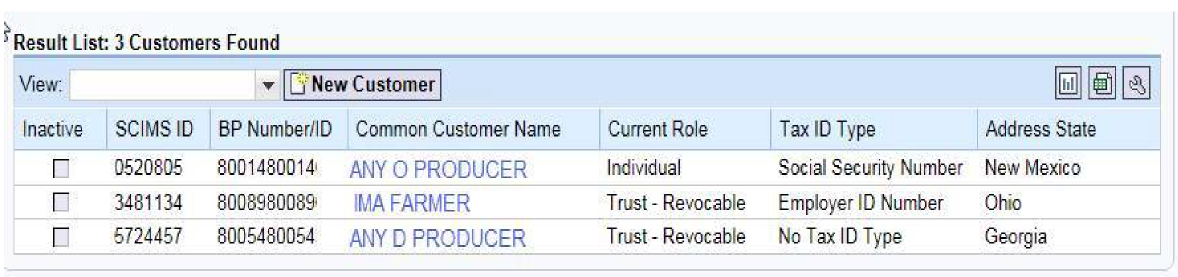
25 Search Customers/Contacts (Continued)

C Search Criteria (Continued)

Criteria	Default	Description
--Primary Address--		The following options are available: • Set • Not Set • Blank. The default is "Blank" which will return customers *--regardless of the primary address flag. "Set" will return customers with the primary address flag set. "Not Set" will return customers without the primary address flag set.--*
State by Country		Can be populated using the input help button.
State Associated County		The State where the customer is associated for FLP and/or FSA programs.
State Prog Participation	X	The State where the customer is participating.
Tax ID Number	X	The tax ID number of the customer.
Tax ID Type	X	The tax ID type of the customer.
Telephone		The telephone number of the customer.
ZIP Code		The ZIP code attached to the customer's address.

D Result List

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


Result List: 3 Customers Found

View: New Customer

Inactive	SCIMS ID	BP Number/ID	Common Customer Name	Current Role	Tax ID Type	Address State
☐	0520805	8001480014	ANY O PRODUCER	Individual	Social Security Number	New Mexico
☐	3481134	8008980089	IMA FARMER	Trust - Revocable	Employer ID Number	Ohio
☐	5724457	8005480054	ANY D PRODUCER	Trust - Revocable	No Tax ID Type	Georgia

25 Search Customers/Contacts (Continued)

E Performing an Accurate Customer Search

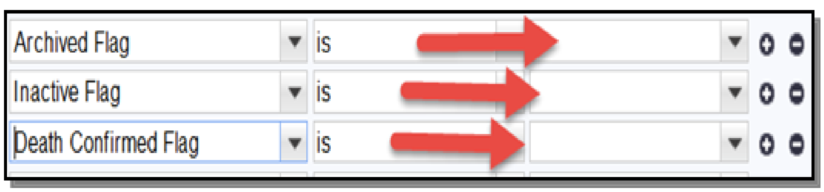
When looking for a specific record, the user should enter as much information about the customer in order to quickly find the record. This is known as a **narrow search**. A narrow search might include the BP Number, Tax ID Number, or First and Last name.

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

A thorough search includes several searches using the following techniques.

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

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



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

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

38 Result List and Tools (Continued)

F Export to Spreadsheet

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

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

Note: If additional data is required in the exported spreadsheet, the fields containing that data must be included in the "Displayed Columns" of the Result List. See the ***--**instruction in subparagraph D. PII should only be included if absolutely necessary for the task.**--***

Once in Excel, the data fields within the spreadsheet can be filtered or sorted as necessary. These ad hoc reports can be created for many different purposes. The spreadsheet can be *--saved to a computer or drive for further use. **When it is necessary to include PII, ensure that digital files are password encrypted, and printed copies are safeguarded and destroyed, according to 32-AS.--***

38 Result List and Tools (Continued)

F Export to Spreadsheet (Continued)

* * *

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

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

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

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

Important: Mailing list must **exclude**:

- deceased customers

* * *

- common customer name.

Mailing lists can also be generated from EDW. See 12-CM.

43 KFCR Report

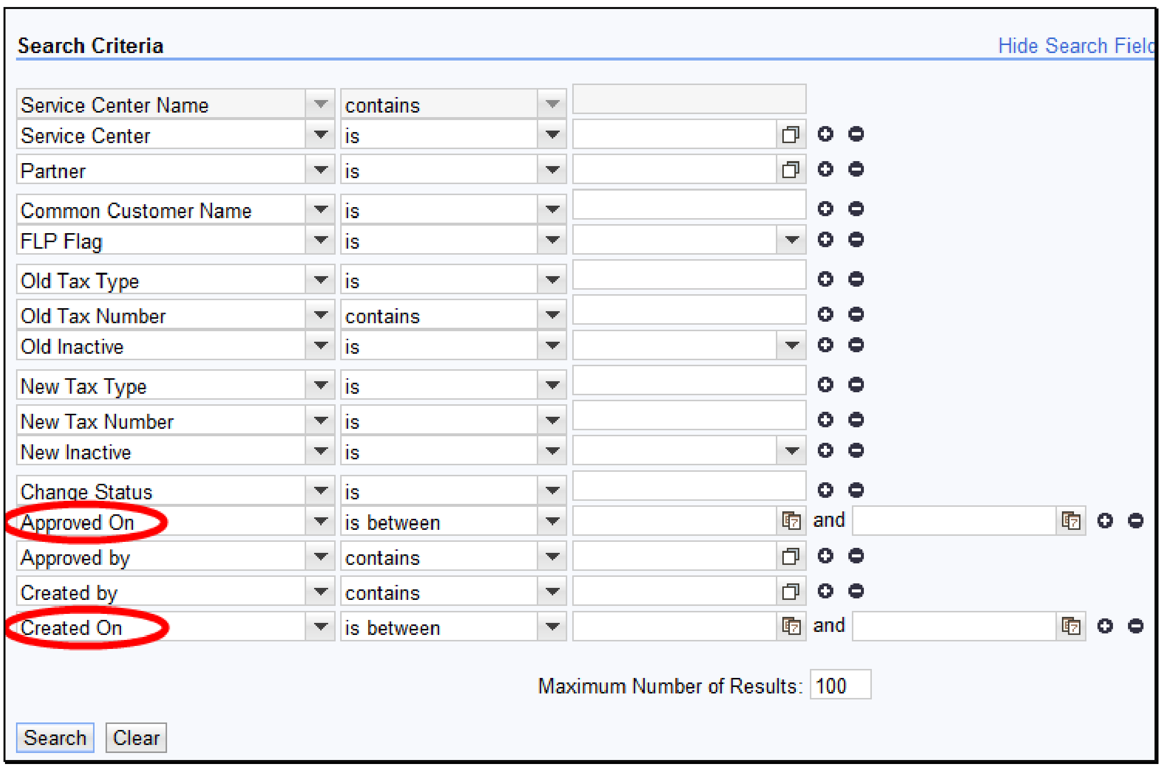
A Overview

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

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

B KFC Request Search Criteria

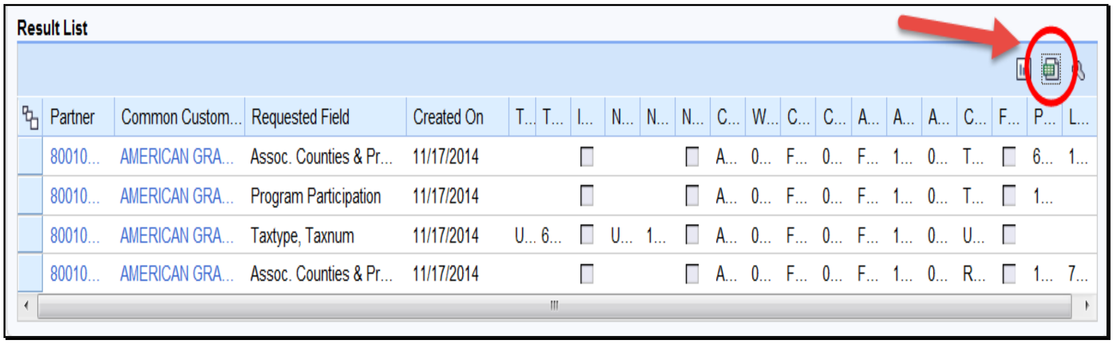
Use the Search Criteria page to search for specific Key Field Change Requests created and processed. Requests are predominantly created by field offices and always processed by the SSO. Search criteria must include a date range in Approved and/or Created On fields.



43 KFCR Report (Continued)

C KFCR Result List

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



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

44 Potential Duplicates Report (Continued)

C Potential Duplicate Records (Continued)

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

45 Custom Reports from BP Search

A Overview

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

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

B Creating a Custom Report

Complete the following steps to generate a custom report.

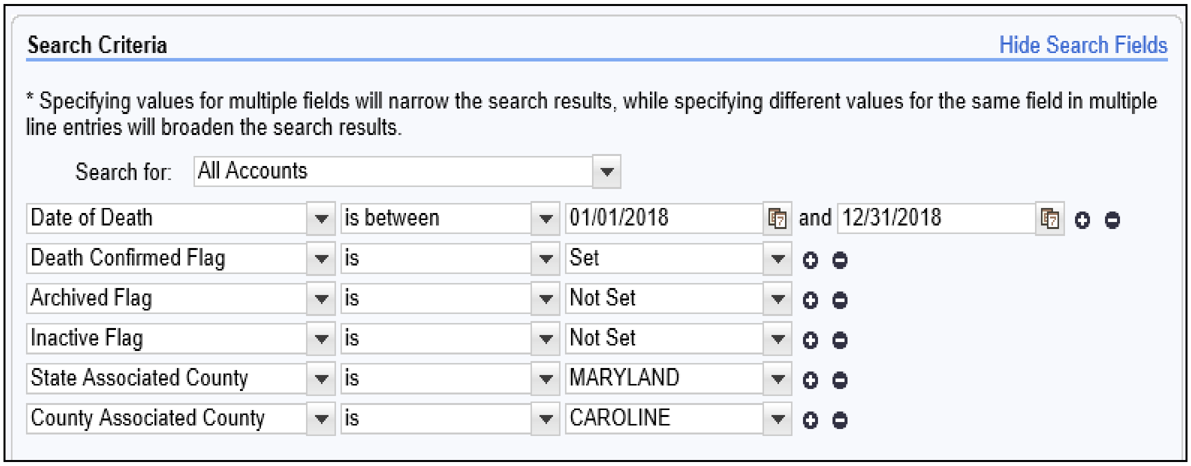
Step	Action	Note
1	Determine which data fields should be used to generate the required report.	Consider whether to include: • inactive customers • deceased customers • FSA, FLP, NRCS customers, or all customer types • customers within a specific County or Service Center • role-specific customers (such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

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

C Examples of Custom Reports

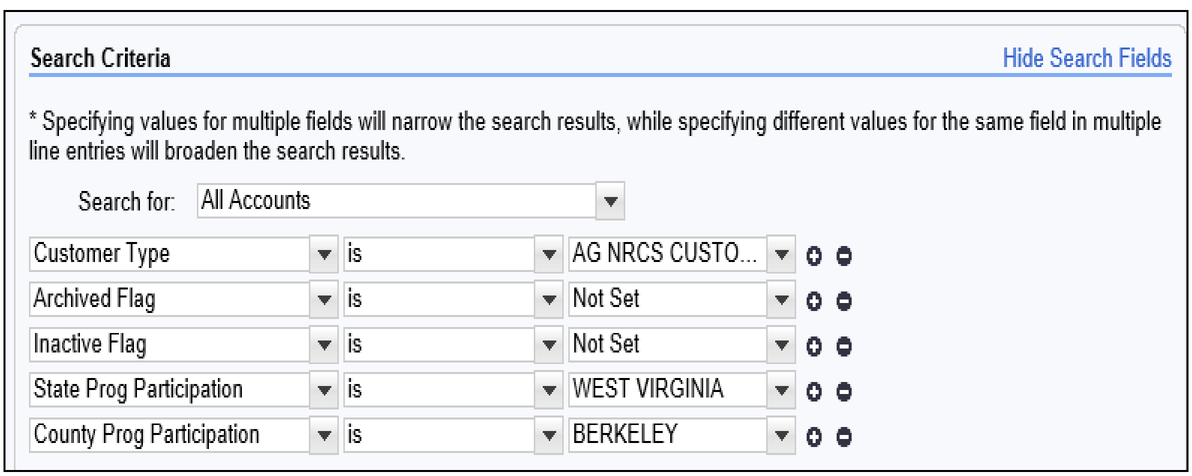
Following are a few examples of commonly used ad hoc reports, and the search criteria used to build them.

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



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

All active NRCS customers in Berkeley County, WV.



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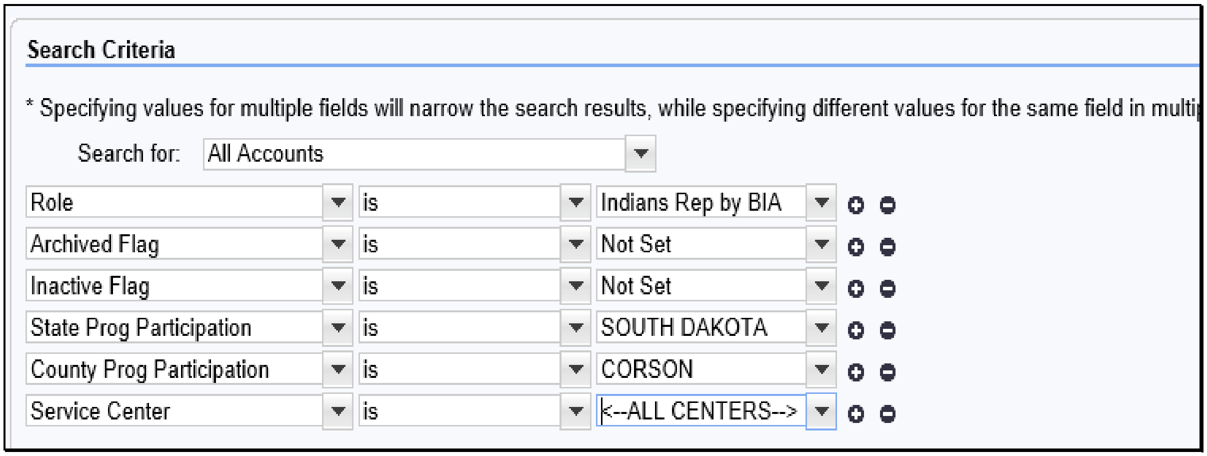
45 Custom Reports from BP Search (Continued)

C Examples of Custom Reports (Continued)

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



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

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

*--46 RepCap Report

A Overview

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

B Data Available for RepCap Report Generation

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

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

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*--46 RepCap Report (Continued)

B Data Available for RepCap Report Generation (Continued)

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

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*--46 RepCap Report (Continued)

B Data Available for RepCap Report Generation (Continued)

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

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*--46 RepCap Report (Continued)

C Creating a Custom RepCap Report

Complete the following steps to create a custom report.

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

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47-49 Reserved

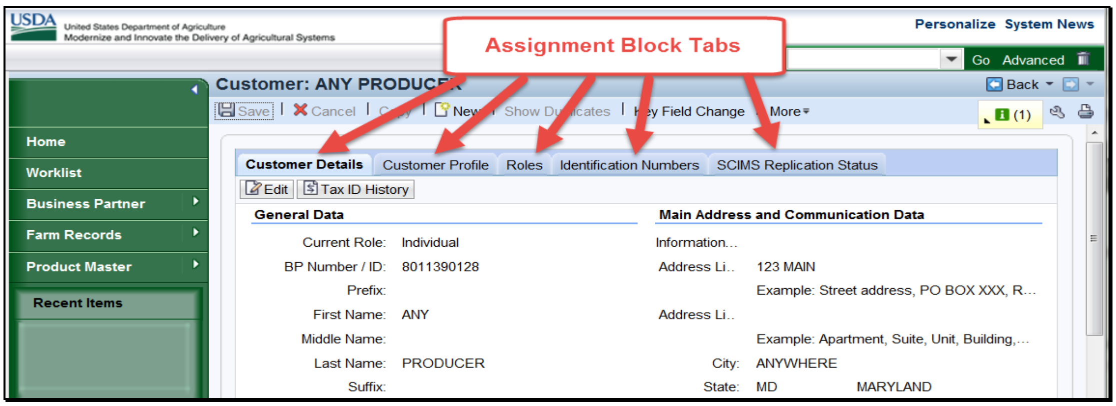
51 Assignment Blocks

A Overview

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

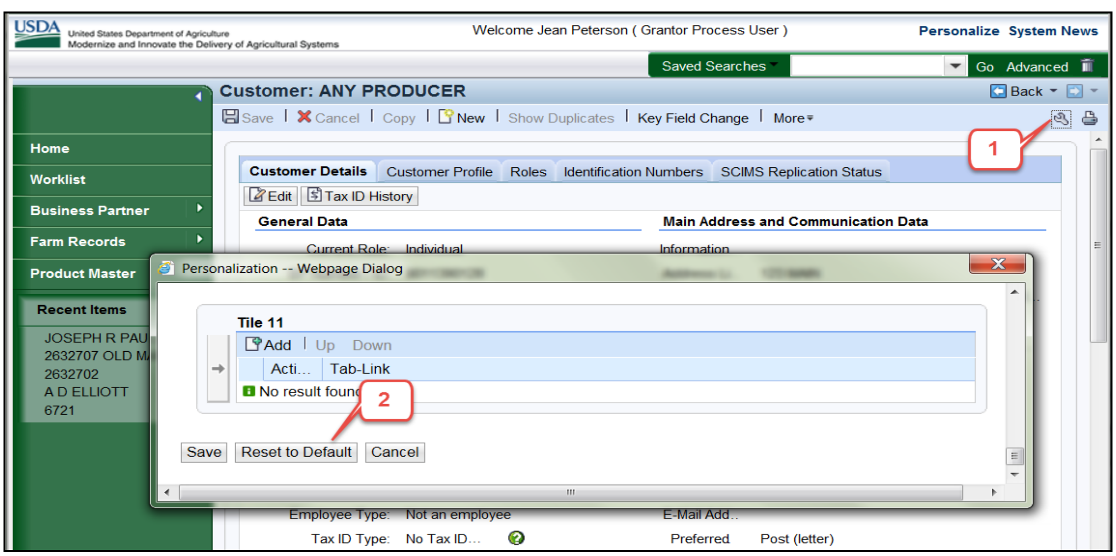
B Relocating Assignment Blocks

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



C Restoring Assignment Block Defaults

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



52 Documenting Customer Data Changes in BP

A AD-2047, Customer Data Worksheet

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

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

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

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

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

B OMB-Approved Program and Loan Applications

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

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

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

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

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

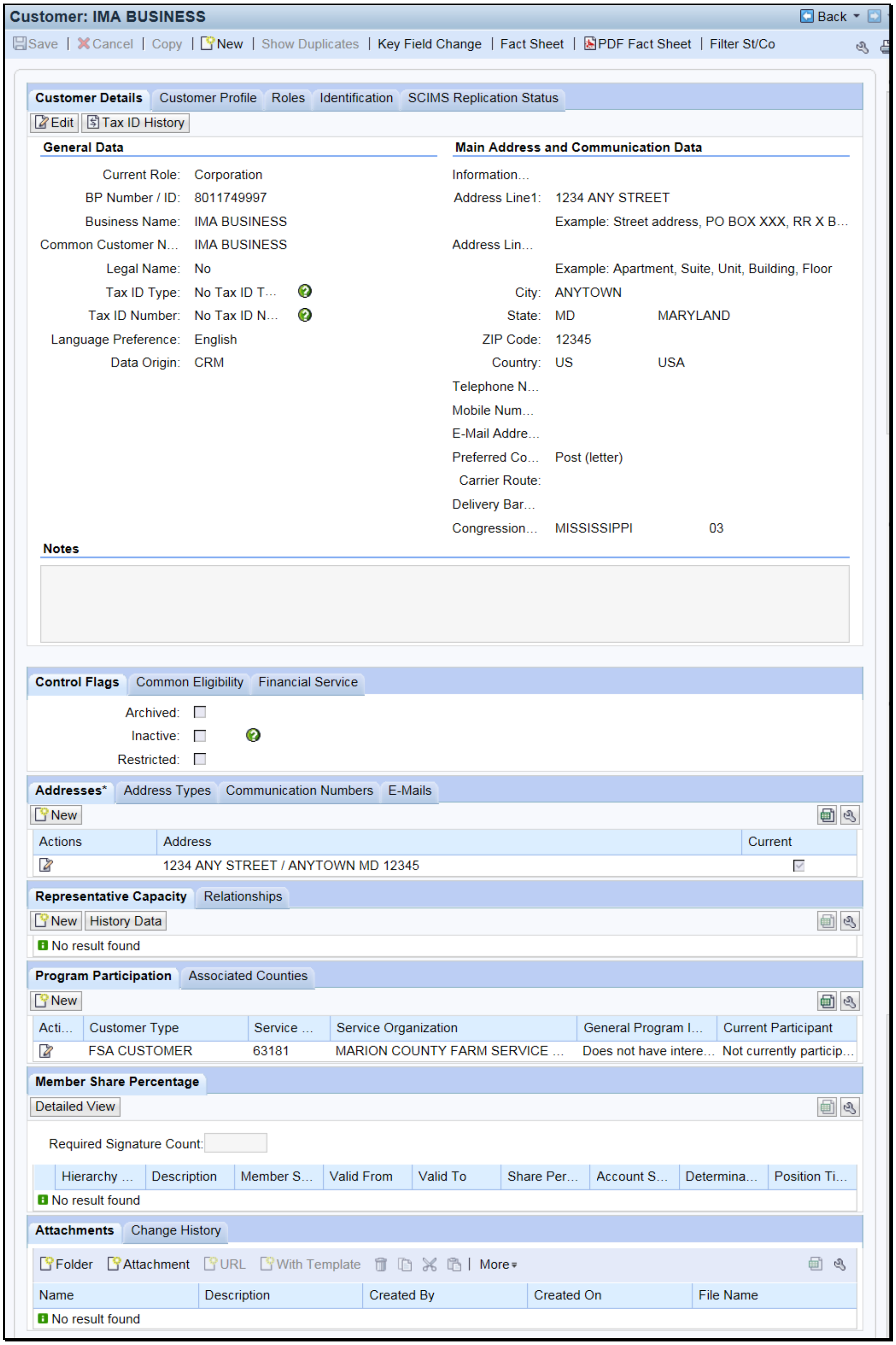
REG data can also be declared by the customer using the OMB-approved FSA-669A. REG data provided by the customer on this form must be entered into the BP customer record.**--***

53-55 (Reserved)

58 Customer Screen (Continued)

B Customer Screen Example (Continued)

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



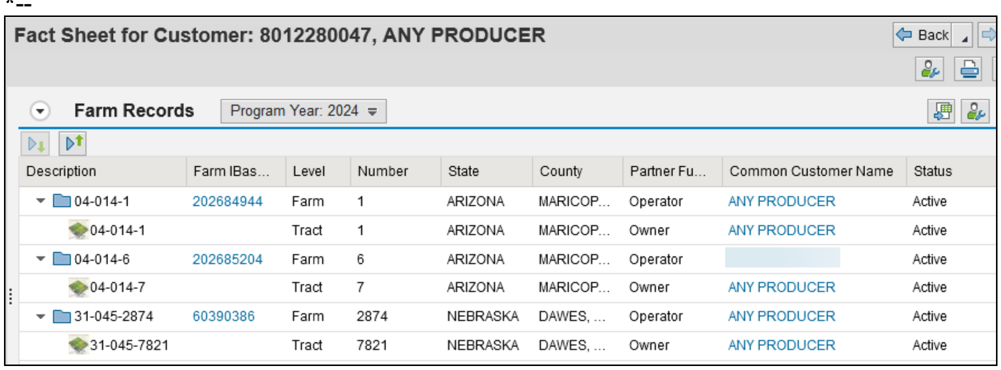
58 Customer Screen (Continued)

C Options

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

<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Save</td><td>Saves changes made to data in the customer record to the database.</td></tr>
<tr><td>Cancel</td><td>Cancels all changes made to the customer record. No changes will be saved.</td></tr>
<tr><td>Copy</td><td>The Copy function is available on records in an SSN Family and allows the user to copy common information from the existing record, to create a new record. The new record becomes an additional member of the SSN Family.

See Section 5 for additional information.</td></tr>
<tr><td>New</td><td>Allows users to create a new customer record. The Customer: New Screen will be displayed. See paragraph 57 for additional information.</td></tr>
<tr><td>Show Duplicates</td><td>Allows users to view potential duplicate records for the customer, if any have been identified by the system.

Note: The “Show Duplicates” button will remain greyed out unless a duplicate record is detected by the system. If the button becomes available, the user must click to review detected duplicates before continuing with saving the current record.</td></tr>
<tr><td>Key Field Change</td><td>The Key Field Change request will be displayed. See Section 7 for additional information.</td></tr>
<tr><td>Fact Sheet</td><td>The Account Fact Sheet Screen will be displayed listing farms associated with the customer.
*--

Fact Sheet for Customer: 8012280047, ANY PRODUCER
Back
Farm Records Program Year: 2024
<table>
<tr><th>Description</th><th>Farm IBas...</th><th>Level</th><th>Number</th><th>State</th><th>County</th><th>Partner Fu...</th><th>Common Customer Name</th><th>Status</th></tr>
<tr><td>04-014-1</td><td>202684944</td><td>Farm</td><td>1</td><td>ARIZONA</td><td>MARICOP...</td><td>Operator</td><td>ANY PRODUCER</td><td>Active</td></tr>
<tr><td>04-014-1</td><td></td><td>Tract</td><td>1</td><td>ARIZONA</td><td>MARICOP...</td><td>Owner</td><td>ANY PRODUCER</td><td>Active</td></tr>
<tr><td>04-014-6</td><td>202685204</td><td>Farm</td><td>6</td><td>ARIZONA</td><td>MARICOP...</td><td>Operator</td><td></td><td>Active</td></tr>
<tr><td>04-014-7</td><td></td><td>Tract</td><td>7</td><td>ARIZONA</td><td>MARICOP...</td><td>Owner</td><td>ANY PRODUCER</td><td>Active</td></tr>
<tr><td>31-045-2874</td><td>60390386</td><td>Farm</td><td>2874</td><td>NEBRASKA</td><td>DAWES, ...</td><td>Operator</td><td>ANY PRODUCER</td><td>Active</td></tr>
<tr><td>31-045-7821</td><td></td><td>Tract</td><td>7821</td><td>NEBRASKA</td><td>DAWES, ...</td><td>Owner</td><td>ANY PRODUCER</td><td>Active</td></tr>
</table>

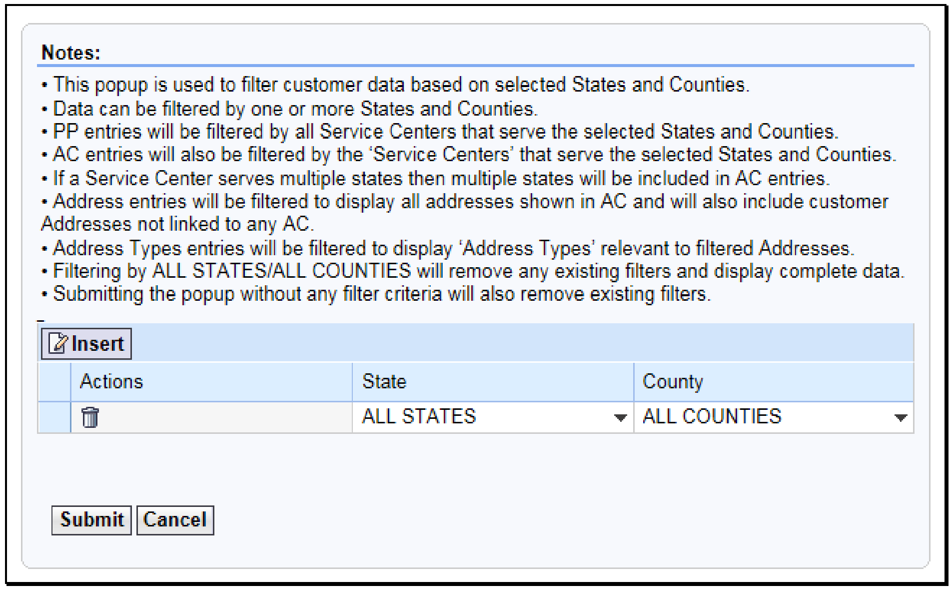
The Fact Sheet in the BP customer record can be generated for current and prior years. Once the Fact Sheet is selected from the Documents menu, the Program Year drop-down menu is available for selection.--*</td></tr>
<tr><td>* * *</td><td>* * *</td></tr>
</table>

58 Customer Screen (Continued)

C Options Continued)

*--

<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Filter St/Co</td><td>
The Change State County pop up screen will be displayed.



Select a "State" and "County" to filter customer data to only include information relevant to a specific State and county.

Note: This filter functionality is helpful when editing very large customer records.
</td></tr>
<tr><td>Common Eligibility</td><td>The Subsidiary Print Screen will be displayed. See 3-PL (Rev. 2) for additional information on printing a Subsidiary Print for a customer.</td></tr>
<tr><td>Documents (drop-down menu)</td><td>
PDF Fact Sheet – provides a summary of all customer details recorded in the BP record.

Select the assignment blocks to be included on the PDF Fact Sheet and CLICK "Choose". The PDF Fact Sheet will be displayed in a new window.

Producer Farm Data Report - provides a single-year summary of all farming interest nationwide for the producer/customer.

Select the farm year to be included in the single-year report and CLICK "Choose". The PDF report will be displayed on a new tab in the main web browser.

See 10-CM, paragraph 315 for information contained in this report.

Producer Farm Data Report Multi-Year - provides a multiple-year summary of all farming interest nationwide for the producer.

Select the farm years to be included in the multi-year report and CLICK "Choose". The PDF report will be displayed on a new tab in the main web browser.

See 10-CM, paragraph 315 for information contained in this report.
</td></tr>
<tr><td>Favorite</td><td>Allows user to save customer record as a Favorite, for quick future access.</td></tr>
</table>

--*

58 Customer Screen (Continued)

D Assignment Blocks

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

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

59 Customer Details (Continued)

C Fields and Descriptions

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

Field	Customer Type	Entry Method	Required	Description
Edit	Individual and Business	User selected.	Yes (to edit the record)	Allows the user to edit information in the assignment block.
Tax ID History	Individual and Business	User selected.	No	Allows the user to view the customer's tax ID history.
General Data				
Current Role	Individual and Business	User selected during record creation.	Yes	See paragraph 57 for additional information.
BP Number/ ID	Individual and Business	System assigned.	Yes	Creation or modification of field is prohibited.
Prefix	Individual	User selected.	No	Valid entry areas are as follows: • blank • DR • MISS • MR • MRS • MS • REV.
First Name	Individual	User entered.	Yes	Only letters, numeric digits, -, ', %, &, /, commas, spaces, and periods are accepted. The customer's first name must appear exactly as it does on their Social Security card, for a successful IRS validation match. ***--Do not** use any punctuation or characters unless they are present on the Social Security card.**--***

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Middle Name	Individual	User entered.	No	Middle name or initial ***--**may be entered. **Do not** use periods after middle initial.**--*** Only letters, numeric digits, -, ', %, &, /, commas, spaces, and periods are accepted.
Last Name	Individual	User entered.	Yes	Only letters, numeric digits, -, ', %, &, /, commas, spaces, and periods are accepted. The customer's last name must appear exactly as it does on their Social Security card, for a successful IRS validation ***--**match. **Do not** use any punctuation or characters unless they are present on the Social Security card.**--***
Suffix	Individual	User selected.	No	Valid entries are: • blank • DDS • DVM • Esquire • I • II • III • IV • JR • MD • SR • V.

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

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

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry Method	Required	Description
Language Preference	Individual and Business	User selected.	No	Defaulted to "English".
Data Origin	Individual and Business	System assigned.	Yes	Indicates whether the customer record was created in and converted from SCIMS or created in CRM. Creation or modification of field is prohibited. Valid entries are as follows: • SCIMS • CRM.
Employee Type	Individual	System assigned.	Yes	Using match on SSN, Employee Type indicates whether, or not the customer is also an FSA Employee. Creation or modification of field is prohibited. Valid entries are: • Not an Employee • FSA Employee/ Producer * * * • FPAC BC Employee/Producer. **Notes:** STC and COC members are considered FSA employees. *--NRCS Employee/Producer indicator is not available.--*

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

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

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

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

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

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

59 Customer Details (Continued)

C Fields and Descriptions (Continued)

Field	Customer Type	Entry method	Required	Description
Preferred Communication Method	Individual and Business	User selected	No	The customer's preferred method of communication. Valid entries are: • E-mail • Mobile Number • Post (letter) • Telephone. **Note:** The "Receive Sensitive Data" flag must be checked on the e-mail tab to set the preferred communication method to "E-Mail". See paragraph 69 for e-mails.
Carrier Route	Individual and Business	System updated after address validation.	No	The carrier route for the ***--**customer's primary**--*** address. Not editable.
Delivery Bar Code	Individual and Business	System updated after address validation.	No	The delivery bar code for the ***--**customer's primary**--*** address. Not editable.
Congressional Voting District	Individual and Business	System updated after address validation.	Yes (for US addresses only)	The Congressional District of the ***--**customer's primary**--*** address. Automated address validation will suggest and provide the correct congressional voting district or the user can manually enter the congressional voting district.

60 Customer Profile

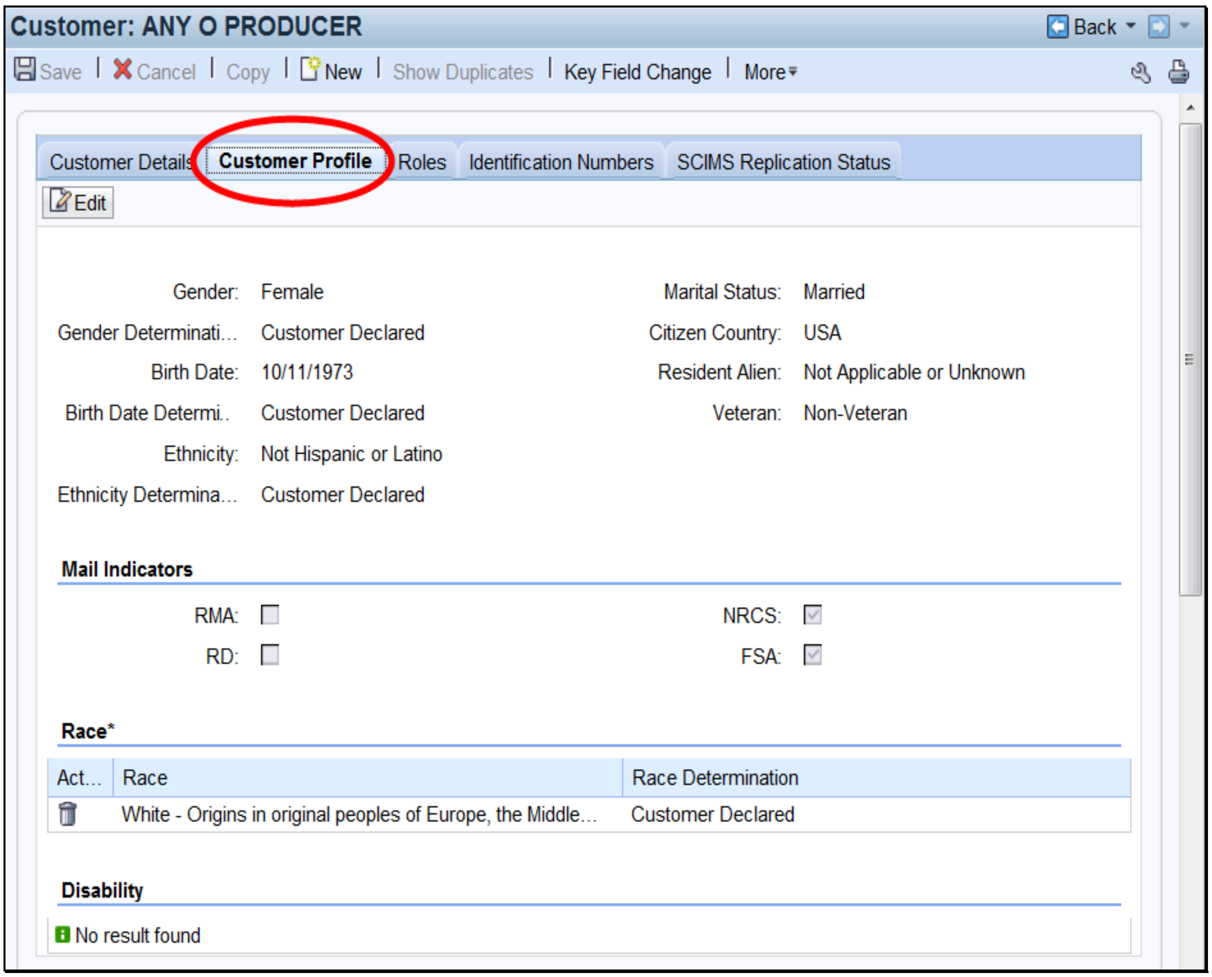
A Overview

The Customer Profile assignment block contains the customer's:

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

B Customer Profile Example

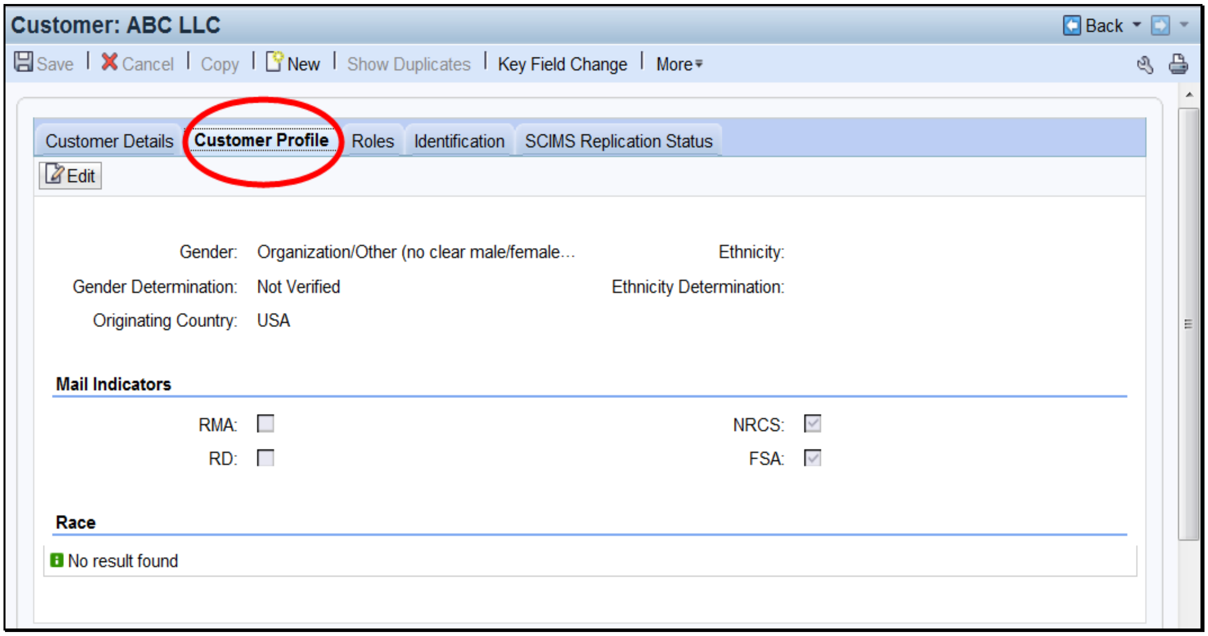
Following is an example of the Customer Profile assignment block for an individual.



60 Customer Profile (Continued)

B Customer Profile Example (Continued)

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



C Fields and Descriptions

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

Field/Button	Customer Type	Entry Method	Required	Description
Customer Demographic Data				
Note: A determination of: • "Customer Declared" indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form • "Not Verified" indicates an unsubstantiated judgment or information obtained through a third party. **Note:** This determination is still present on existing customer records but is no longer a valid selection for new or edited records. If customers ***--**update their REG on an OMB-approved form, the previously**--*** loaded 'Not Verified' REG data shall be overwritten in the BP record with the customer-declared REG data. See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.				

60 Customer Profile (Continued)

C Fields and Descriptions (Continued)

*--

<table>
<tr><th>Field/Button</th><th>Customer Type</th><th>Entry Method</th><th>Required</th><th>Description</th></tr>
<tr><th colspan="5">Agency Interest Indicators</th></tr>
<tr><td>RMA</td><td rowspan="4">Individual and Business</td><td rowspan="4">User selected</td><td rowspan="4">No</td><td rowspan="4">Displays the customer’s interest in participating with one or more USDA agencies.

Customer elected by completing AD-2047, item 5.

Upon confirmation of death, all agency interest flags are automatically unchecked from the Individual Customer Record.</td></tr>
<tr><td>NRCS</td></tr>
<tr><td>RD</td></tr>
<tr><td>FSA</td></tr>
<tr><th colspan="5">Race</th></tr>
<tr><td colspan="5">Note: A determination of:

• “Customer Declared” indicates verbal information directly from the customer or submission by the customer on an approved standard disclosure form

• “Not Verified” indicates an unsubstantiated judgment or information obtained through a third party.

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

See 1-CM, paragraph 199 for documenting customer declared race, ethnicity, and gender data.</td></tr>
</table>

--*

60 Customer Profile (Continued)

C Fields and Descriptions (Continued)

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

64 Control Flags (Continued)

C Fields/Descriptions (Continued)

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

65 (Withdrawn--Amend. 4)

66 Addresses

A Overview

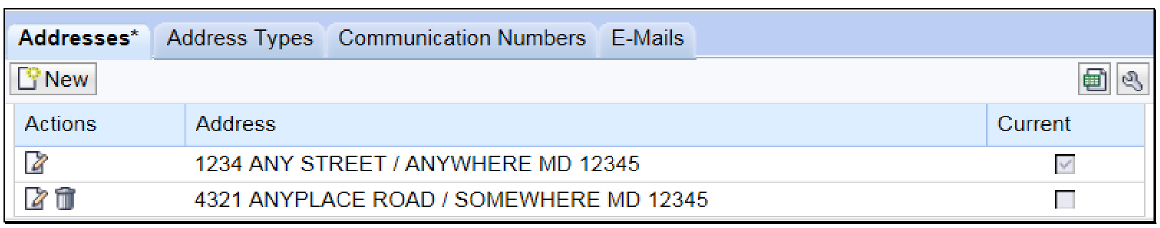
The Addresses assignment block contains all addresses that are associated with the customer. An unlimited number of addresses are permitted. All address maintenance should be performed from this Assignment Block, including:

- 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.



C Customer Addresses

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

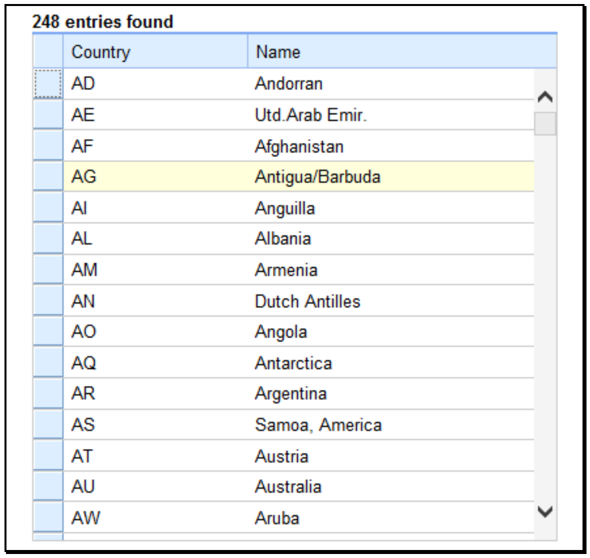
Field/Button	Description
New	The customer address screen will be displayed. See subparagraph D.
Actions	Edit displays the customer address screen. See subparagraph D. Delete will delete the address line.
Address	The concatenated address that was entered on the customer address screen.
Current	A customer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

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

66 Addresses (Continued)

E Fields/Descriptions (Continued)

<table>
<tr><th>Field</th><th>Description/Action</th></tr>
<tr><td>Country</td><td>Select the input help button to display the Search Help Screen.


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

Select the Country by clicking the blue box before the Country name.</td></tr>
<tr><td>Carrier Route</td><td>Enter the alphanumeric code assigned by USPS. This is automatically added during address validation.</td></tr>
<tr><td>Delivery Bar Code</td><td>A set of digits assigned to every address. This is automatically added during address validation.</td></tr>
<tr><td>Congressional Voting District</td><td>Select the State and enter the numeric code that applies to the voting district.</td></tr>
<tr><th colspan="2">Address Types</th></tr>
<tr><td>Insert</td><td>Adds a new blank line to allow users to select additional address types.</td></tr>
<tr><td>Address Type</td><td>Choose the type of address by selecting from the following:

• Mailing Address
• Shipping Address
•*--Primary Address--*
• Street Address.

Each address can have multiple address types.

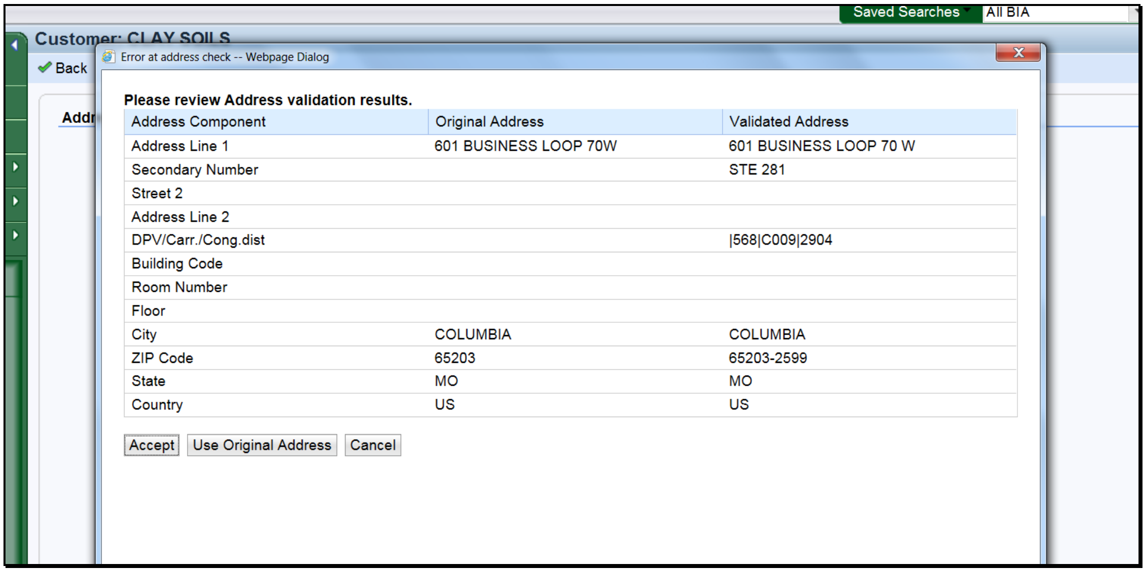
Note: See subparagraph 67 D for important information about address types for FLP customers.</td></tr>
<tr><td>Valid From
Valid To</td><td>Identifies the period of time that an address is valid.

Automatically updated by the system and not editable by users.</td></tr>
</table>

66 Addresses (Continued)

F USPS Address Validation

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



Address 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

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

The Validated Address will include:

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

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

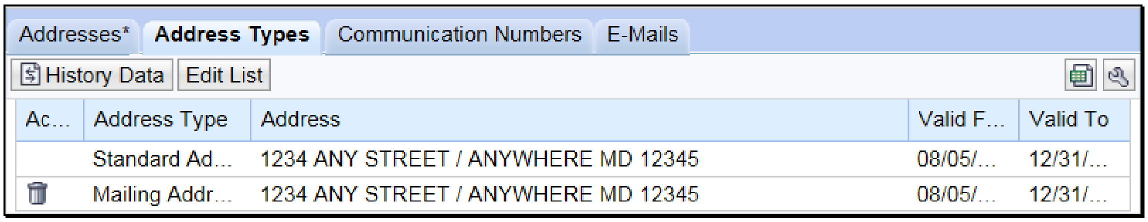
67 Address Types

A Overview

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

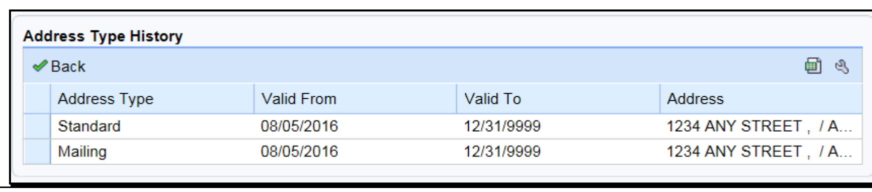
B Address Types Example

Following is an example of the Address Types assignment block.



C Fields/Descriptions

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

Field/Button	Description
History Data	The following Address Type History Screen will be displayed. 
Edit List	Allows the user to modify the address type.
Action	Delete will delete the address type line.
Address Type	See subparagraph D for additional information on address types.
Address	The address assigned the address type.
Valid From	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

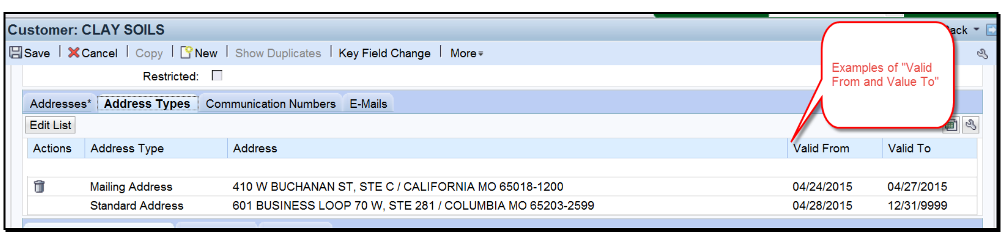
All addresses entered into BP must be assigned at least one address type. Multiple address types are permitted for each address. The following table provides valid address types.

Address Type	Description/Use
*--Primary	Indicates the customer's main address and is used to determine congressional voting district. For quick reference, the Primary--* address is also displayed in the Main Address & Communications Data section of the Customer Details assignment block. It is also flagged as "Current" on the Addresses Tab.
Mailing	Indicates a valid delivery point where the customer receives mail, including Post Office boxes.
Shipping	Indicates a location where shipments can be received (non-PO box address).
* * *	* * *
Street	Indicates a physical location associated with the customer, but not necessarily a mailing address (such as farm address).

FLP software uses the "Mailing Address" "Address Type" option to denote the customer's *--main address, instead of the "Primary Address" type. FLP customers must have both the "Mailing Address" and "Primary Address" types assigned to their main address.--*

E Importance of Address Type Validity Dates

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

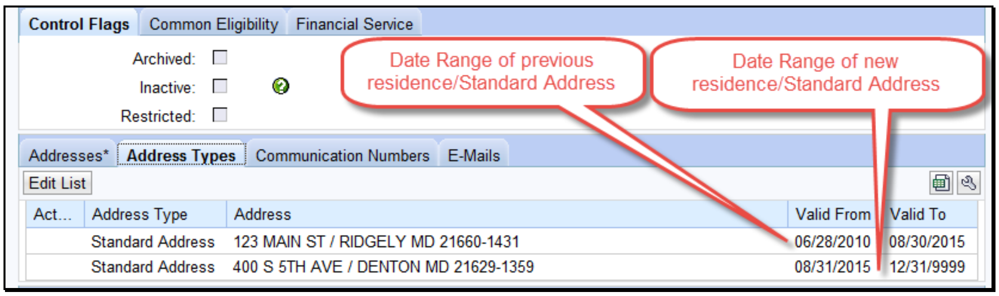


It is advantageous to the County Office to leave the old addresses in place for historical *--knowledge and/or audit purposes. By changing the new address to a "Primary" address type and clicking "Save", the previous Primary type address is automatically updated with the applicable "Valid To" end date.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

67 Address Types (Continued)

E Importance of Address Type Validity Dates (Continued)

--**The "Primary" address type can also be changed between existing addresses and can be**--
used for seasonal residents (such as snowbirds).



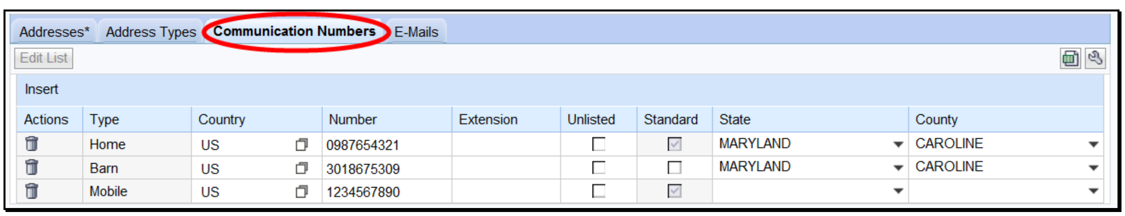
68 Communication Numbers

A Overview

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

B Communication Numbers Example

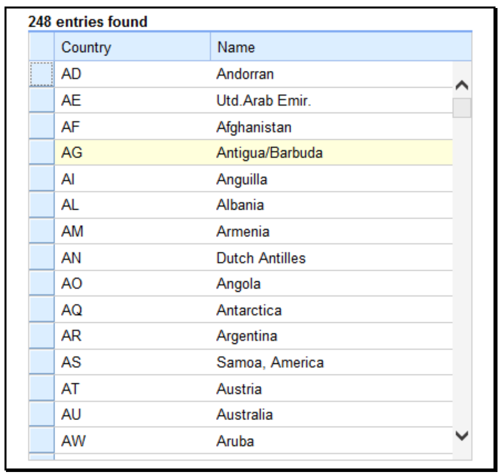
Following is an example of the Communication Numbers assignment block.



68 Communication Numbers (Continued)

C Fields/Descriptions

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

<table>
<tr><th>Field/Button</th><th>Description</th></tr>
<tr><td>Edit List</td><td>Allows users to modify existing communication numbers.</td></tr>
<tr><td>Insert</td><td>Allows users to add new communication numbers.</td></tr>
<tr><td>Actions</td><td>Delete allows users to delete a previously entered communication number.</td></tr>
<tr><td>Type</td><td>See subparagraph D for additional information on types of communication numbers.</td></tr>
<tr><td>Country</td><td>Click the input help button to display the Search Help Screen.

248 entries found<table>
<tr><th>Country</th><th>Name</th></tr>
<tr><td>AD</td><td>Andorran</td></tr>
<tr><td>AE</td><td>Utd.Arab Emir.</td></tr>
<tr><td>AF</td><td>Afghanistan</td></tr>
<tr><td>AG</td><td>Antigua/Barbuda</td></tr>
<tr><td>AI</td><td>Anguilla</td></tr>
<tr><td>AL</td><td>Albania</td></tr>
<tr><td>AM</td><td>Armenia</td></tr>
<tr><td>AN</td><td>Dutch Antilles</td></tr>
<tr><td>AO</td><td>Angola</td></tr>
<tr><td>AQ</td><td>Antarctica</td></tr>
<tr><td>AR</td><td>Argentina</td></tr>
<tr><td>AS</td><td>Samoa, America</td></tr>
<tr><td>AT</td><td>Austria</td></tr>
<tr><td>AU</td><td>Australia</td></tr>
<tr><td>AW</td><td>Aruba</td></tr>
</table>
Select the country by clicking the blue box before the country name.</td></tr>
<tr><td>Number</td><td>A customer can have an unlimited number of telephone or communication numbers.

Note: Enter digits only. CRM will format entered digits in “(xxx) xxx-xxxx” format for 10-digit domestic telephone numbers. Non-domestic (foreign) telephone numbers vary between 11 and 15 digits and are not formatted by CRM.</td></tr>
<tr><td>Extension</td><td>Provides the extension of the customer’s telephone. Optional field.</td></tr>
<tr><td>Unlisted</td><td>Notates if a customer’s number is unlisted in the telephone book. Optional field.</td></tr>
<tr><td>*--Primary</td><td>At least one communication number must be marked as primary. A customer can have more than 1 primary number, but the numbers--* must be different types. See subparagraph D.</td></tr>
<tr><td>State</td><td>Differentiates between numbers for customers who reside in multiple States.</td></tr>
<tr><td>County</td><td>Differentiates between numbers for customers who reside in multiple counties.</td></tr>
</table>

68 Communication Numbers (Continued)

D Communication Number Types

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

<table>
<tr><th>Type</th><th>Description</th><th>*--Eligible for “Primary” flag?--*</th></tr>
<tr><td>Home</td><td>The home telephone number provided by the customer.</td><td rowspan="5">Yes. Only one number from these types can be flagged as *--Primary, and that number---* will appear as the “Telephone Number” in the Customer Details assignment block. See paragraph 59 for additional information on the Customer Details assignment block.</td></tr>
<tr><td>Business</td><td>The business telephone number provided by the customer.</td></tr>
<tr><td>Barn</td><td>The barn/ranch/farm telephone number provided by the customer.</td></tr>
<tr><td>TDD</td><td>Telephone Device for the Deaf, also known as the TT (Text Telephone)</td></tr>
<tr><td>Video</td><td>A number that is only used for video conferencing.</td></tr>
<tr><td>Mobile</td><td>The mobile or cellular telephone number provided by the customer.</td><td>Yes. One mobile number can be *--flagged as Primary and will--* also appear as the “Mobile Number” in the Customer Details assignment block. See paragraph 58 for additional information on the Customer Details assignment block.</td></tr>
<tr><td>Data</td><td>A number that is only used for communicating using data.</td><td>No.</td></tr>
<tr><td>Fax</td><td>The FAX telephone number provided by the customer.</td><td>No.</td></tr>
</table>

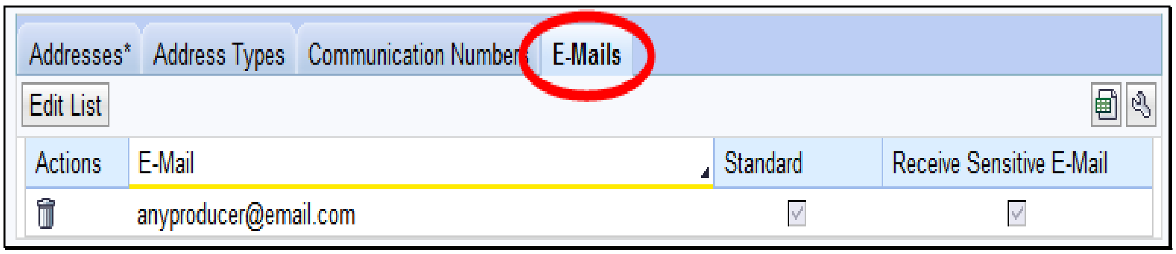
69 E-Mails

A Overview

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

B E-Mails Example

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



C Fields/Descriptions

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

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

70 Representative Capacity

A Overview

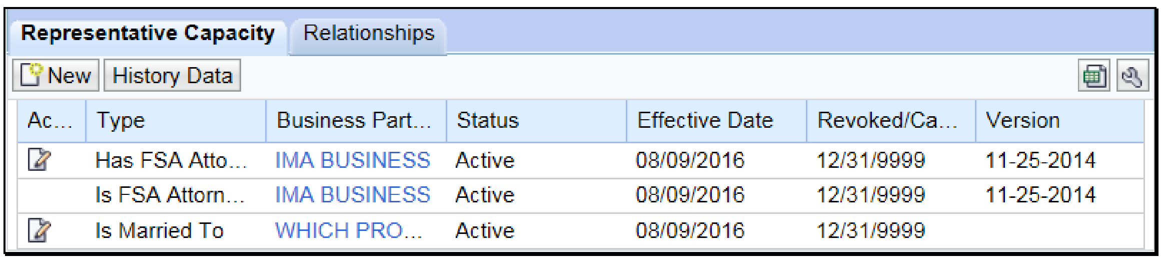
The Representative Capacity assignment block contains producer association information that identifies signature authority.

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

See Section 3 for recording and revoking Representative Capacity associations.

B Representative Capacity Example

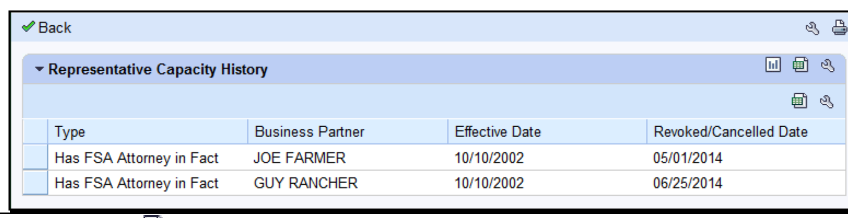
Following is an example of the Representative Capacity assignment block.



70 Representative Capacity (Continued)

C Fields/Descriptions

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

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

70 Representative Capacity (Continued)

C Fields/Descriptions (Continued)

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

D Representative Capacity Types

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

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

E Has Versus Is

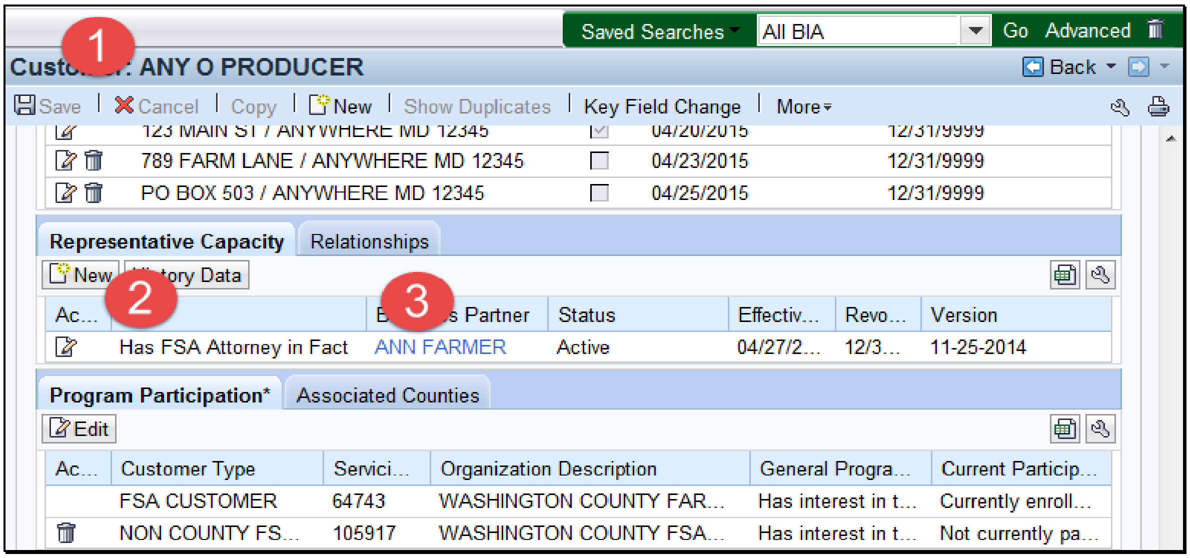
When reading each line item in Representative Capacity, the word "Has" or "Is" will precede the Type and Business Partner name.

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

70 Representative Capacity (Continued)

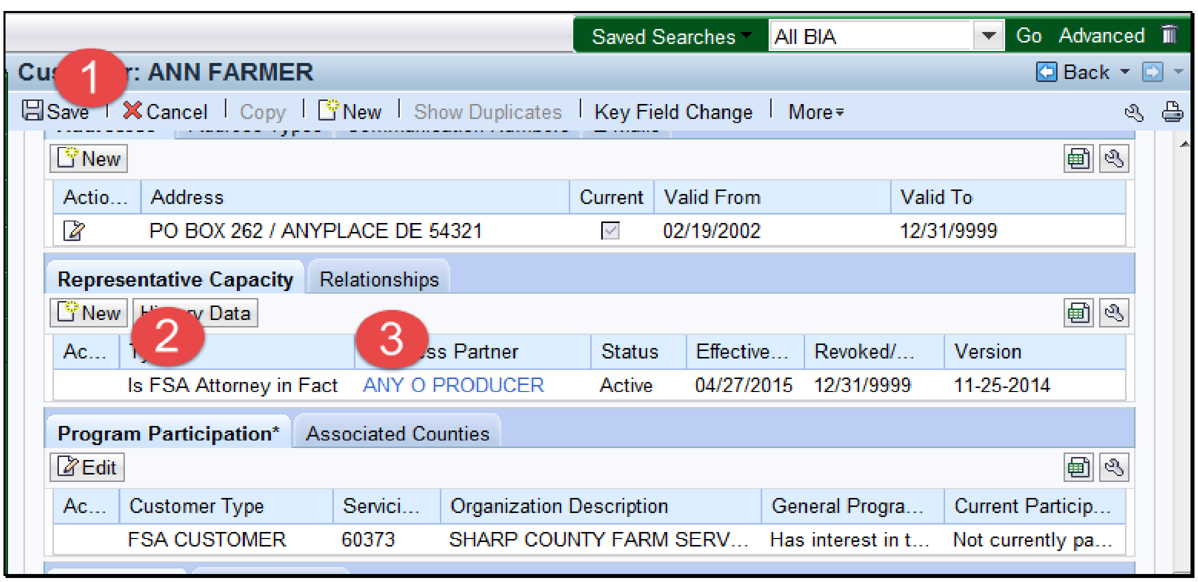
E Has Versus Is (Continued)

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



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

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



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

74 Associated Counties

A Overview

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

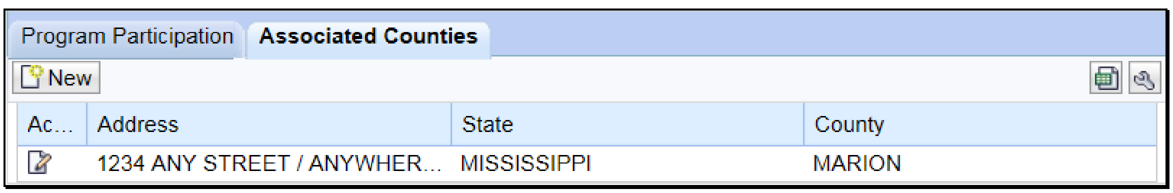
Note: Associated counties is a new term for the same data that was "Legacy Links" in SCIMS.

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

- Farm Loan Programs Customer
- FSA Customer.

B Associated Counties Example

Following is an example of the Associated Counties assignment block.



C Fields/Descriptions

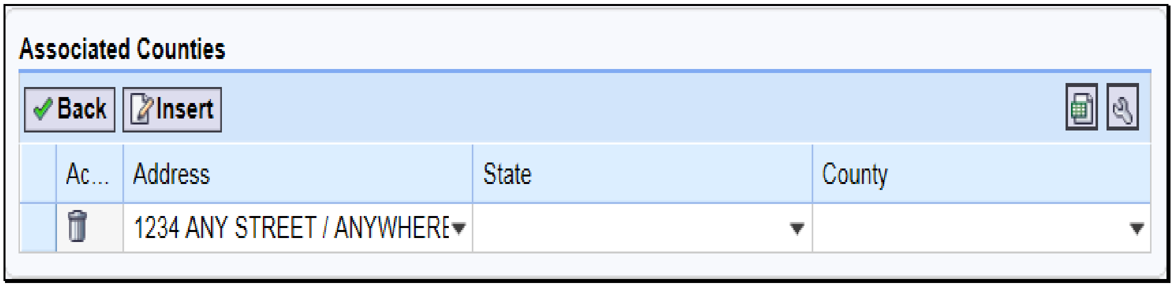
The following table provides fields and descriptions for the Associated Counties assignment block.

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

74 Associated Counties (Continued)

D Associated Counties Screen Example

Following is an example of the Associated Counties Screen.



E Fields/Descriptions

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

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

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

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

98 FSA Power of Attorney

A Overview

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

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

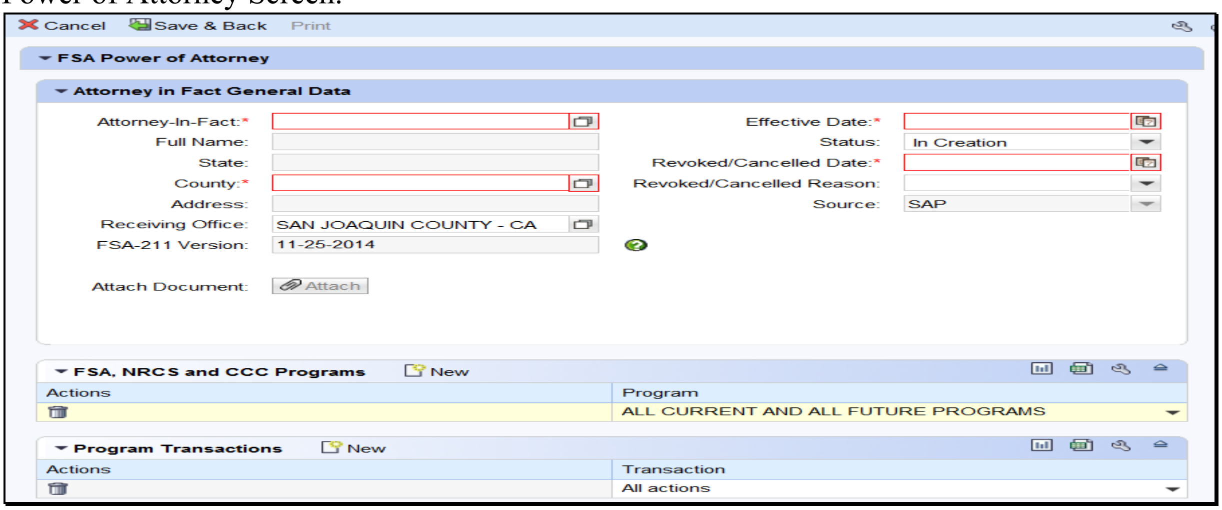
An FSA POA association may not be granted for a minor; instead, a Guardianship must be appointed. Also, minors may not be appointed as an FSA POA for another customer.

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

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

B FSA Power of Attorney Screen Example

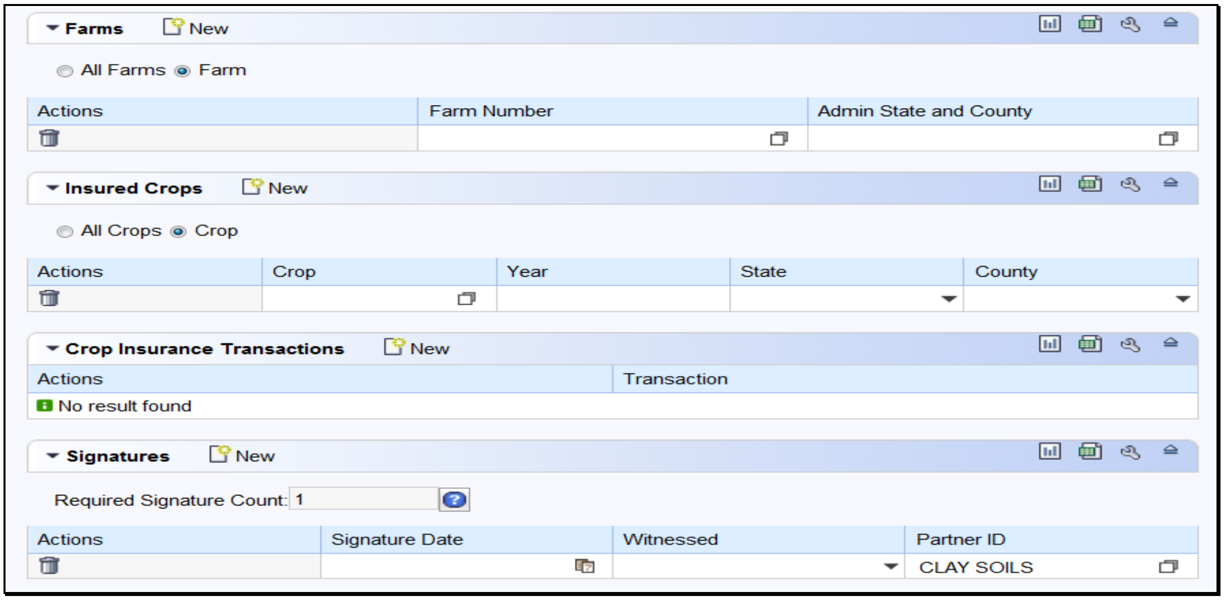
After the "Has FSA Attorney in Fact" menu option is selected from the Relationship Category drop-down menu on the Representative Capacity Relationships Screen, the FSA Power of Attorney Screen will be displayed. Following is an example of the top of the FSA Power of Attorney Screen.



98 FSA Power of Attorney (Continued)

B FSA Power of Attorney Screen Example, Continued

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



C Action

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

Field/Button	Description	Action
Cancel	Returns user to previous screen.	Click to return to the previous screen.
Save & Back	Saves the created FSA POA and returns user to the previous screen.	Click to return to the previous screen.
*--FSA-211 PDF	Provides the PDF version of the FSA-211 for printing. The button is only available for FSA POAs which are in 'In Creation' status.	Click to generate the FSA-211 PDF. Print the PDF to collect customer signature.--*
Attorney in Fact General Data		
FSA-211 Version	Displays version of FSA-211 that is being used.	Click the drop-down arrow to choose version of form. Valid selections are: • *--6-30-23--* • "11-25-14" • "OTHER" (includes all FSA-211 versions older than 11-25-14).
Attorney-In-Fact	Displays the Business Partner ID of the selected Grantee.	Click "Input Help" to search and select the Grantee's BP record.

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.

98 FSA Power of Attorney (Continued)

C Action (Continued)

Field/Button	Description	Action
Receiving Office	Displays the County Office that received the FSA POA.	Defaulted to the users County that is creating the FSA POA. Can be edited by clicking the Input Help to select a different State, County, and Service Center
Restricted POA	Checkbox indicator, automatically set on FSA POA's: • converted from fiduciary software with incomplete information or exceptions/ stipulations for the authority • recorded on any FSA-211 version older than 11-25-14	If checked, refer to signed hard copy of FSA-211 for restricted authorization. Downstream customer-facing systems using RAP service will not provide access to grantee when Restricted POA indicator is set.

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

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

98 FSA Power of Attorney (Continued)

C Action (Continued)

*--

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

--*

98 FSA Power of Attorney (Continued)

C Action (Continued)

Field/Button	Description	Action
Program Transactions		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).
Actions	Deletes line.	Click the Trashcan to delete line(s).
Transaction	Displays Transaction(s) Grantee has authority to sign on the Grantor's behalf.	Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions. **Important:** If the customer has written in a program or stipulations into the 'other' section of FSA-211, box B, **do not load** the FSA POA into BP/RepCap. The authority must be verified manually in the county office using the hard copy of the signed FSA-211.

--*

98 FSA Power of Attorney (Continued)

C Action (Continued)

Field/Button	Description	Action
Farms		
New	Adds additional lines to Actions, Farm Number and Admin State and County.	Click the New button to add line(s).
All Farms	Indicates the Farms the Grantee has authority to sign on the Grantor's behalf.	Defaults to All Farms.
Farm	Indicates only specific farm numbers included in the authority to sign on behalf of.	Click the radio button.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Farm Number	Displays the Farm Number(s) Grantee has authority to sign on behalf of.	Click the Input Help button to search and select farms associated to the Grantor.
Admin State and County	Displays the Administrative State and County of each Farm Number.	Click "Input Help" button to search and select State and County.
Insured Crops		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).

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.	Click the radio button, only if applicable according to box C of the FSA-211.
Crop	Indicates only specific crops included in the authority to sign on behalf of.	Click the radio button, only if applicable according to box C of the FSA-211.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Crop	Displays the Insured Crops the Grantee has authority to sign on the Grantor's behalf.	Click the Input Help button to search and select crop(s).
Year	Displays the crop year.	Enter four-digit year.
State	Displays the State.	Click the drop-down to select State.
County	Displays the County.	Click the drop-down arrow to select County for State entered.

--*

98 FSA Power of Attorney (Continued)

C Action (Continued)

*--

Field/Button	Description	Action
Crop Insurance Transactions		
New	Adds additional lines to Actions and Transactions.	Click the New button to add line(s).
Actions	Deletes line.	Click the Trashcan to delete line(s).
Transaction	Displays Transactions Grantee has authority to sign on the Grantor's behalf.	Defaults to All Actions. Drop-down arrow can be selected to indicate specific transactions. **Important:** If the customer has written in a program or stipulations into the 'other' section of FSA-211, box D, **do not load** the FSA POA into BP/RepCap. The authority must be verified manually in the county office using the hard copy of the signed FSA-211.
Signatures		
New	Adds additional lines to Actions, Signature Date, Witnessed and Partner ID, as needed when multiple signors are necessary.	Click the New button to add line(s).
Required Signature Count	Displays the number of signatures required by the Grantor.	Defaults to 1 for Individuals. Defaults to number indicated in the Member Signatures Assignment Block.
Actions	Deletes line.	Click the Trashcan to delete line(s).
Signature Date	Displays the date signed by each Grantor.	Click the Input Help to select a date.
Witnessed	Displays how Grantor signature was verified.	Click the drop-down arrow to select witness type.
Partner ID	Displays the name of the Grantor signing the FSA-POA.	Click "Input Help" to search and select Grantor(s).

--*

99 Guardianship

A Overview

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

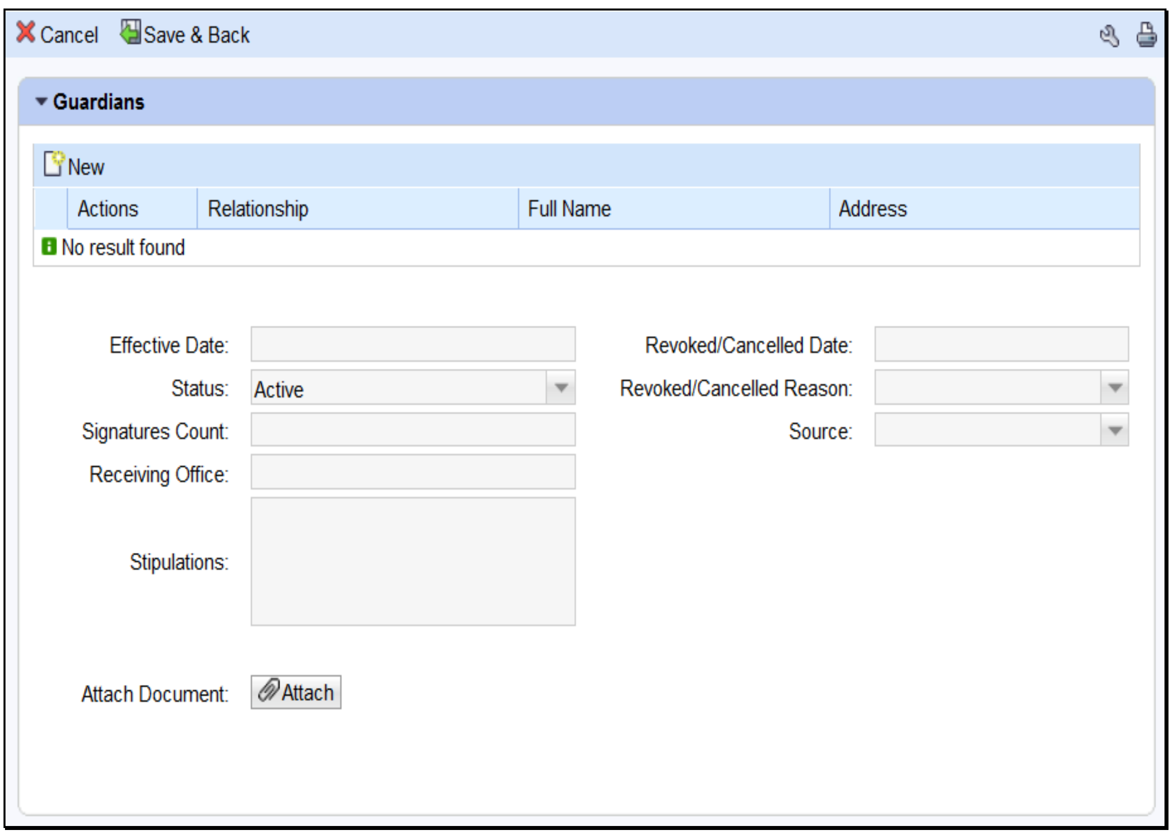
The BP record of the customer who has Guardianship (the minor) must include their Date of Birth *prior to* creating the Guardianship. The Date of Birth entry validates that the customer is under 18 years of age, and it also allows the system to automatically revoke the Guardianship on the minor's 18^{th}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



Section 5 SSN Family

117 SSN Family

A Overview

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

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

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

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

B SCIMS to Business Partner – SSN Family Process Improvement

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

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

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

117 SSN Family (Continued)

C Anchor/Non-Anchor Records

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

- An anchor is always an Individual and must have an SSN.
- Non-anchors can be either a Revocable Trust or LLC that uses the same SSN as the Individual.
- Each SSN Family can have only one anchor.

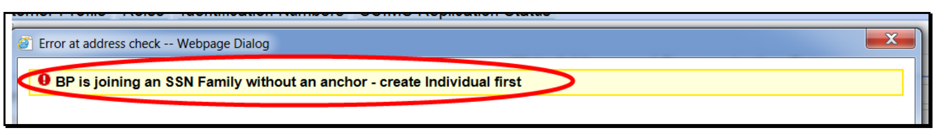
* * *

- All SSN Family members share the same SSN.
- The TIN on the non-anchor record is referred to as the Affiliated SSN.

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

D Orphan Records

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



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

Section 7 Key Field Change Requests

131 Key Field Change Requests (KFC or KFCR)

A Overview

KFC Requests are used to request:

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

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

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

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

B Restricted Fields

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

- existing TIN

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

- TIN Type
- Inactive flag.

Additional Restricted Data:

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

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

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

132 Initiating KFC Requests

A Overview

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

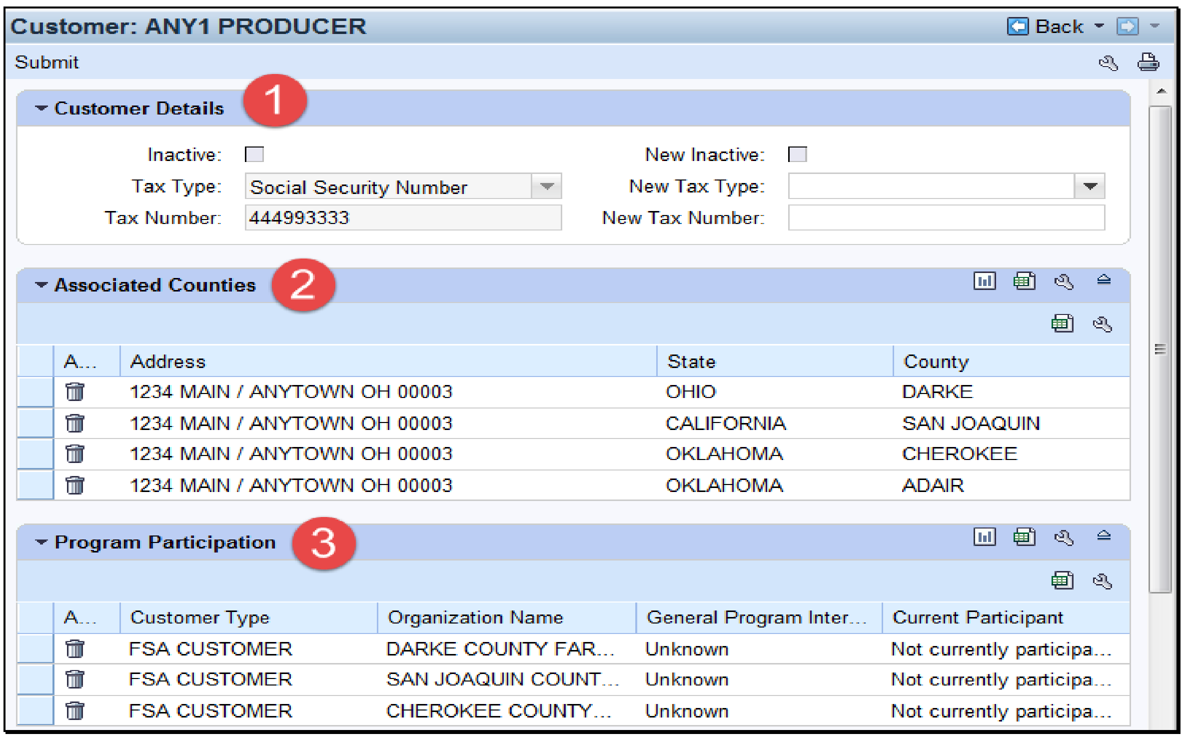
Notes: The “Key Field Change” button is only active when the Customer record is **not** in edit mode.

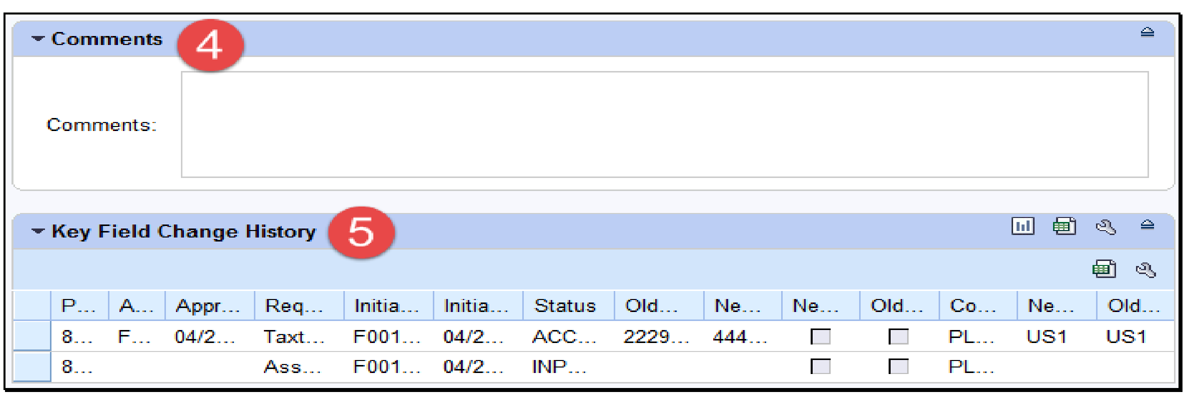
If there is a pending KFC Request for the customer, another KFC cannot be submitted.

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

B KFC Request Example

Following is an example of the KFC Request Screen.





132 Initiating KFC Requests (Continued)

D County Office Action

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

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

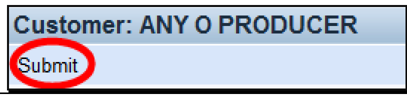
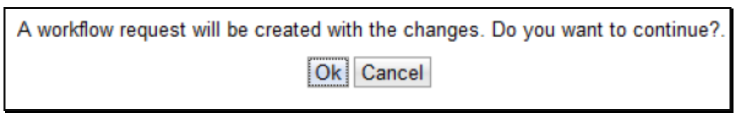
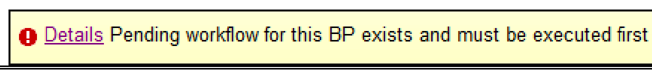
- has no outstanding or future payments pending
- has never been paid by FSA directly
- has never been attributed payments as a member of a joint operation or entity
- has never been an FLP customer
- is not an NRCS customer with outstanding payments or active contracts
- will not be eligible for disaster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

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

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

132 Initiating KFC Requests (Continued)

D County Office Action (Continued)

Step	Action
1	Complete all required information according to subparagraph C.
2	Click the "Submit" button. 
3	Click "OK" to trigger the workflow message to the SSO.  **Note:** If a previous KFC Request is pending, an error will be returned and the KFC Request will not be saved. Communicate with the SSO to ensure that the pending KFC workflow is processed and then recreate a subsequent KFC Request if needed. 

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

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

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

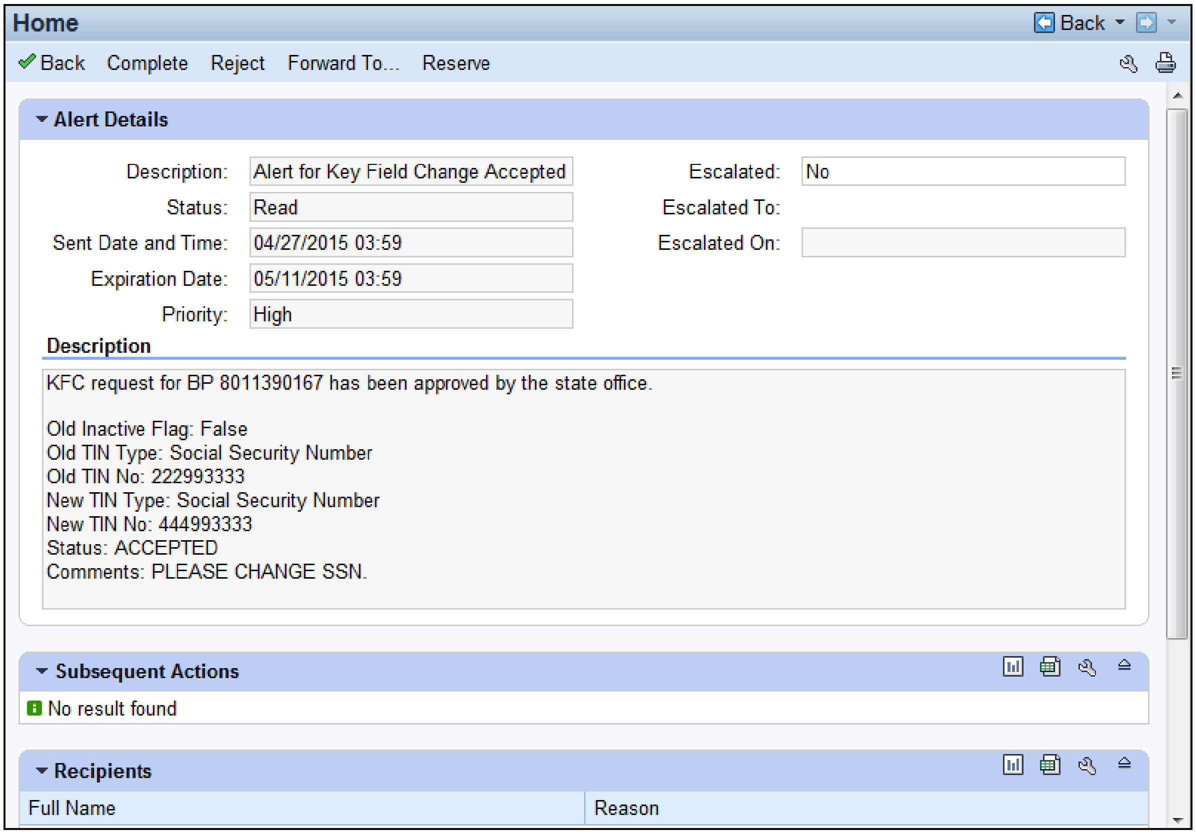
132 Initiating KFC Requests (Continued)

E KFC Approval/Rejection Alert

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

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

Following is an example of a KFC request Approval Alert.



151 DOD Workflow Process

A Overview

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

- the DOD is automatically entered into the customer record in the "Customer Details" assignment block

- a DOD workflow item is generated and sent to all employees assigned to the customer's associated County Office(s).

The DOD workflow allows the user to:

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

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

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

B Manual Entry of DOD and Death Confirmed Flag

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

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

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

- the DOD will not be overwritten

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

151 DOD Workflow Process (Continued)

C Processing the DOD Workflow

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

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

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

IF the customer's death…	THEN…	AND…
has been confirmed by the County Office	• select "Accept" from the decision drop-down menu • CLICK "Execute Decision"	• the "Death Confirmed" flag will be set (✓) on the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable • the DOD workflow will be removed from the workflow tasks of all recipients. **Note:** See subparagraph E for subsequent effects of the death confirmation.
has been disproven by County Office	• Select "Reject" from the decision drop-down • click "Execute Decision" • advise customer to notify SSA of error	• DOD will be removed from the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable • the Death Confirmed Flag will **not** be set on the customer's Individual record any RT or LLC records in the same SSN Family, if applicable • the DOD workflow will be removed from the workflow tasks of all recipients.
cannot be confirmed or disproven by County Office	• select "Accept" from the decision drop-down • click "Execute Decision".	• the Death Confirmed Flag will be set (✓) on the customer's Individual record and any RT or LLC records in the same SSN Family, if applicable • the DOD workflow will be removed from the workflow tasks of all recipients. **Notes:** See subparagraph E for subsequent effects of the death confirmation. If it is later disproven that the customer is deceased, the County Office shall access the customer's record and manually remove the DOD and the "Death Confirmed" flag. Any revoked Representative Capacity, Relationships *--entries, or agency interest indicator--* flags will require manual reloading.

151 DOD Workflow Process (Continued)

E Subsequent Effects of Death Confirmation

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

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

151 DOD Workflow Process (Continued)

E Subsequent Effects of Death Confirmation (Continued)

*--

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

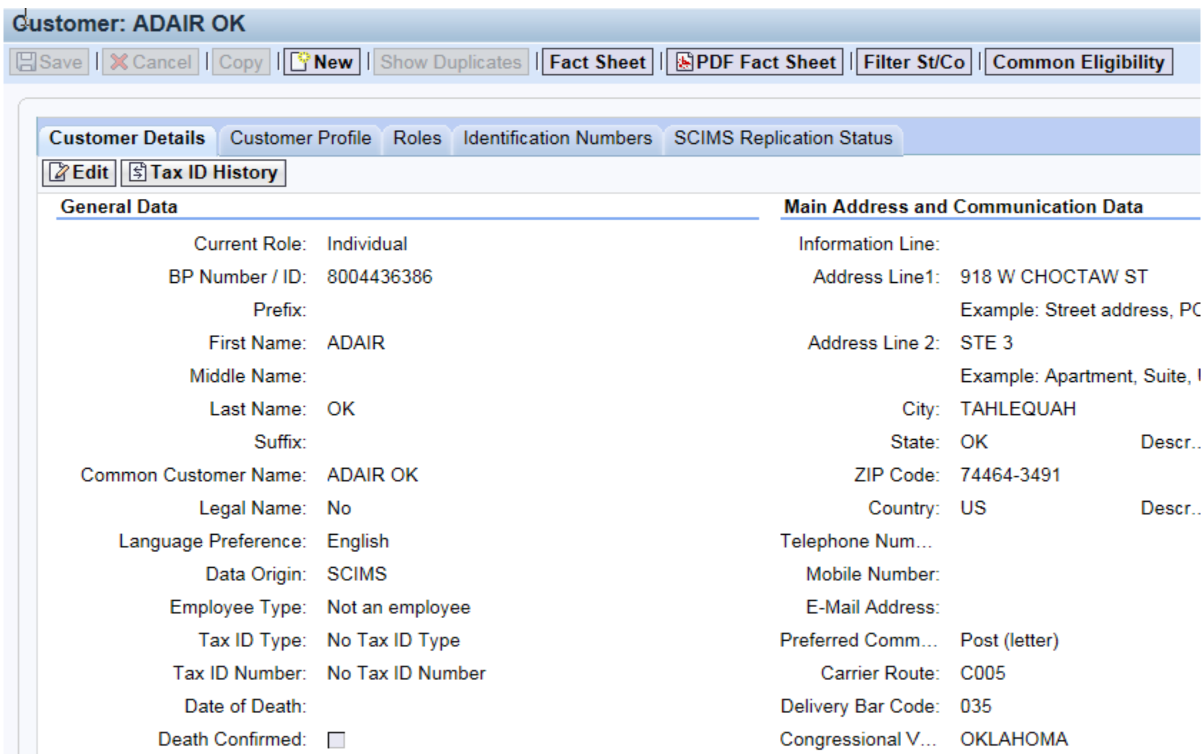
167 Establishing County Records for Unknown Customers

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, PC
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:	☐	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 "Primary Address"**--***
- follow procedure in 10-CM or 3-CM to add the "unknown" customer to the applicable farm record when the owner and/or operator name and address are unknown.

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

168 Establishing Customer Records for Warehouses (Continued)

C Warehouse Customer Record Formatting (Continued)

*--

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

--*

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

169-170 (Reserved)

Part 5 Employee Business Partner Records

177 Employee Records

A Overview

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

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

B Modifying Employee Records

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

C Searching for Employee Records

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

Step	Action
1	Select "Search Employees" from the left navigation menu or from the Search assignment block on the Accounts Screen.
2	Enter any of the following search criteria: • Employee ID • First Name • Last Name • E-Mail • User •*--Agency • External Ref ID.--*

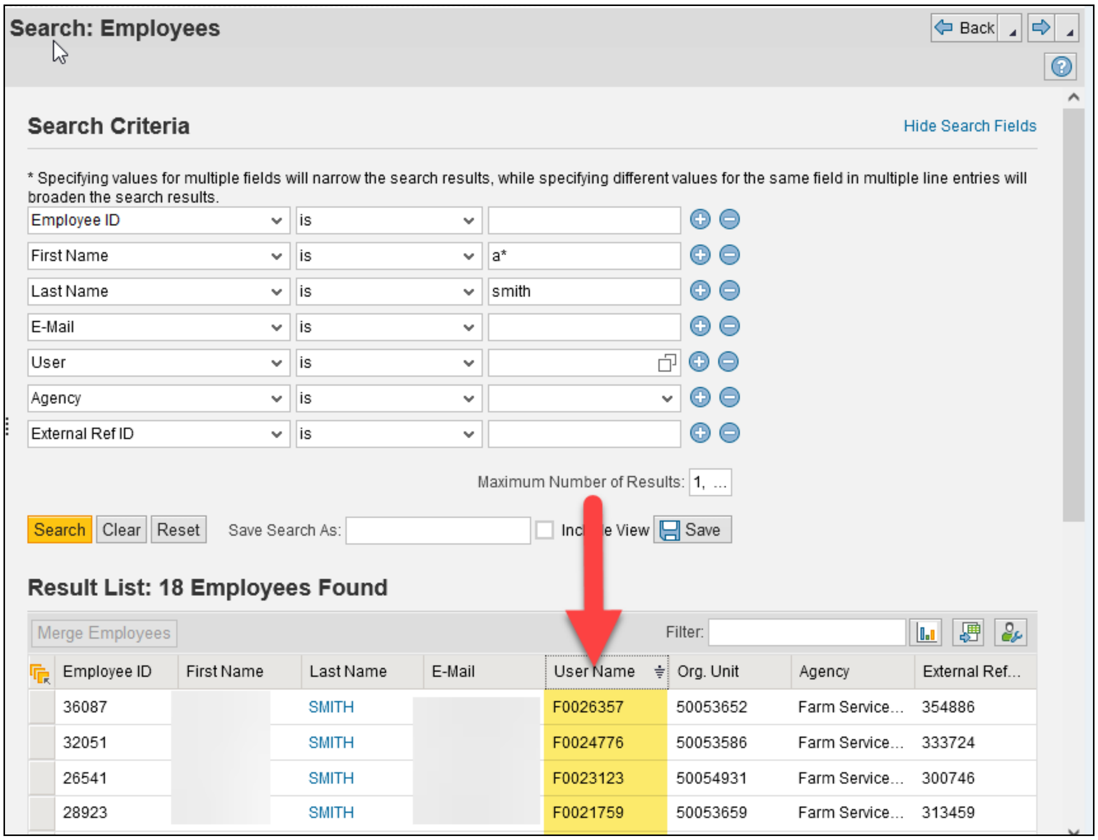
177 Employee Records (Continued)

C Searching for Employee Records (Continued)

*--

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>CLICK “Search”. The employee(s) that match the search criteria entered will be displayed in the Result List.

Note: The search results will also display the CRM “User Name” of the employee, which is also referred to as the “FID”. This FID can be used when running reports as described in Part 2, Section 3.


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

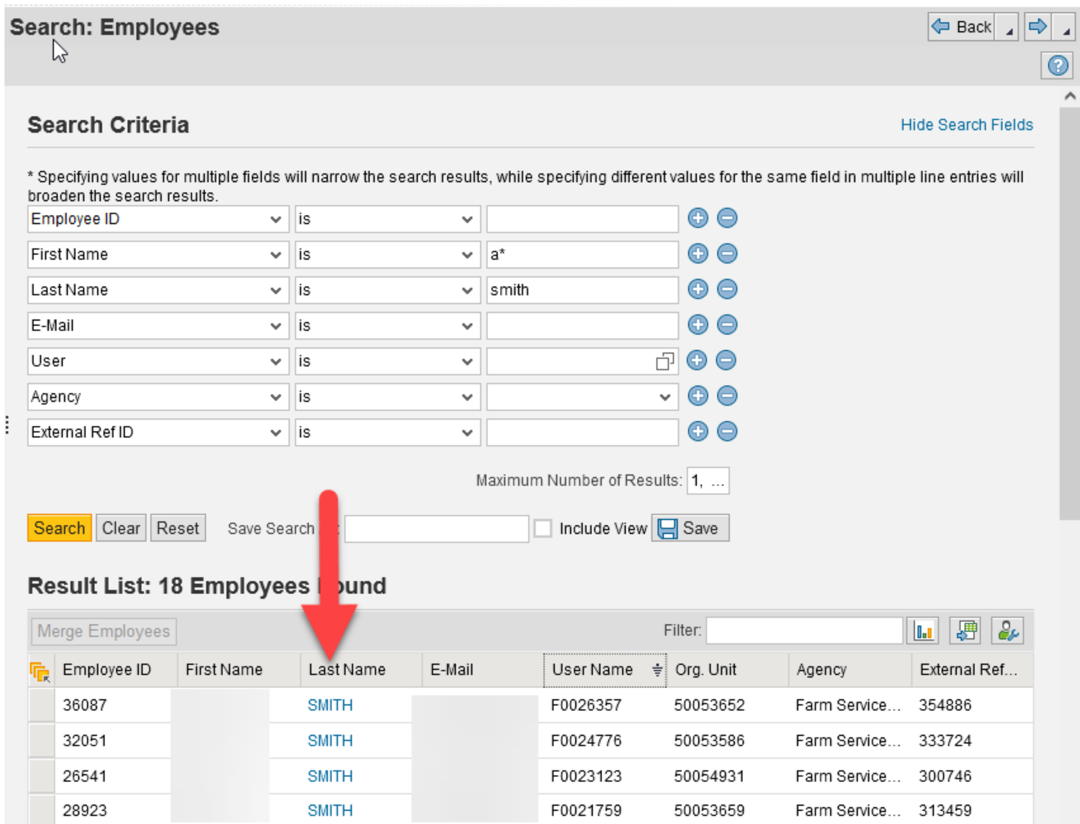
--*

177 Employee Records (Continued)

C Searching for Employee Records (Continued)

*--

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Click the hyperlinked last name of the employee in the Employee search results.


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

--*

177 Employee Records (Continued)

D Example of Employee Record

Following is an example of an Employee record.


Employee: ANY WORKER

Save | Cancel

Employee Details | Edit

General Data

Employee ID: 12345

First Name: Any

Last Name: Worker

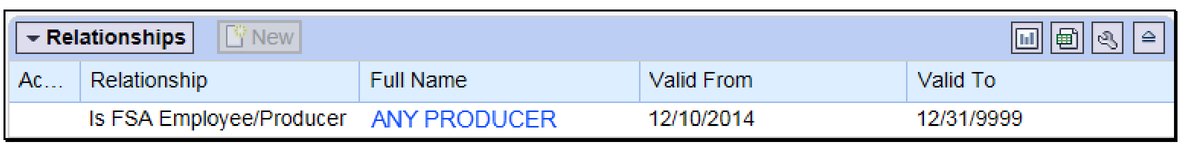
Agency: Farm Service Agency (FSA)

E-Mail Address: any.worker@wdc.usda.gov

Status: Active

E Viewing Relationships

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


Relationships | New

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

See Part 3, Section 4 for guidance on relationships.

178-199 (Reserved)

*--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 loan making. Employees should see specific program policy guidance for details on what authority types would be used for a particular program.

The table below captures the authority data available via RAP.

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

--*

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

D Specific Data Available via RAP (Continued)

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

Reports, Forms, Abbreviations, and Redelegations of Authority

Reports

None.

Forms

This table lists the forms referenced in this handbook.

Number	Title	Display Reference	Reference
AD-1026	Highly Erodible Land Conservation (HELC) and Wetland Conservation (WC) Certification (Includes Form AD-1026 Appendix)		76
AD-2106	Questionnaire to Assist in Assessment of USDA Compliance With Civil Rights Laws		52
AD-2047	Customer Data Worksheet Request for Business Partner Record Change (For Internal Use Only)		52, 56, 60, 69
CCC-10	Representations for Commodity Credit Corporation or Farm Service Agency Loans and Authorization to File a Financing Statement and Related Documents		59, Ex. 8
CCC-679	Lien Waiver		76, Ex. 8
CCC-901	Members Information Agricultural Act of 2014		76, 103, 104
CCC-902			
CCC-902E	Farm Operating Plan for an Entity - Agricultural Act of 2014		76, 104
CCC-902I	Farm Operating Plan for an Individual - Agricultural Act of 2014		76
CCC-903	Worksheet for Payment Eligibility and Payment Limitation Determinations (Agricultural Act of 2014)		76
FSA-211	Power of Attorney (Includes FSA-211A, Power of Attorney Signature Continuation Sheet)		46, 70, 98, 102, 304, 400. Ex. 8
FSA-669A	Nomination Form for County FSA Committee Election		52
FSA-2001	Request for Direct Loan Assistance		59, 60
FSA-2301	Request for Youth Loan		59
FSA-2330	Request for Microloan Assistance		59, 60
I-551	Alien Registration Receipt Card		60
IRS SS-4	Application for Employer Identification Number		59, 90
SF-256	Self-Identification of Disability **www.opm.gov/forms/pdf_fill/sf256.pdf**		60

Reports, Forms, Abbreviations, and Redelegations of Authority

Abbreviations Not Listed in 1-CM

The following abbreviations are not listed in 1-CM.

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

Redelegations of Authority

None.

Definitions of Terms Used in This Handbook (Continued)

Functionality

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

Grantee

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

Grantor

Grantor means a customer assigning representative capacity to the grantee.

Grantor Program

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

Hyperlink

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

Integrated

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

IRS Response Code

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

IRS Validation

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

KFC Request

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

Definitions of Terms Used in This Handbook (Continued)

Legacy System

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

Loan Servicing

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

Losing Record

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

Master Record

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

MIDAS Portal

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

Navigation Bar

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

Non-Anchor

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

Organizational Data

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

Orphan

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

Payment

Payment means an outgoing payment to vendors/business partners.

Definitions of Terms Used in This Handbook (Continued)

***--Personally Identifiable Information (PII)**

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

Process

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

Processes

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

Product

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

Product Master

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

RAP

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

Relationship

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

Representative Capacity

Representative Capacity means all signatory relationships.

Definitions of Terms Used in This Handbook (Continued)

SAP

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

Search

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

Security Authorization

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

Segregation of Duties

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

Source Record

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

SSN Family

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

SSO

SSO means State Security Officer. See Exhibit 7.

TIN

TIN means Tax ID Number.

TIN Type

TIN Type means Tax ID Number Type.

Universal Work List

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

URL

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

CRM@FSA Roles

The following table provides employee roles, functions, and associated positions.

Request access from the FSA ISO web site by clicking **https://sharepoint.apps.fsa.usda.net/iso/public/Wiki%20Pages/Home.aspx**.

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

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CRM@FSA Roles (Continued)

Role	Functions	Positions
Grantor Process Expert – All	• Perform all tasks of Grantor Process Specialist – Limited role. • Complete Business Partner merges. • Search, create, and edit Farm Records.	National Office specialists and managers responsible for FR or BP
Org Structure Viewer	Search Organization Structure.	National Office specialists or Manager
Org Structure Maintainer	Search, create, and edit Organization Structure.	National Office specialists or Manager
NRCS Viewer	• Search and view Business Partner. • Search and view Farm Records.	NRCS Service Center employees (limited)
NRCS User	• Search and limited editing of Business Partner. • Search and view Farm Records. **Note:** Cannot initiate Cleansing Cases or KFC Requests; cannot edit Farm Records.	NRCS State and Service Center employees (limited)

BP Security Officers

A BP National Security Officers

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

Agency	Name
FSA	Lisa Berry
NRCS	*--Xiomara Tryban--*
RD	Vacant

B BP State Security Officers (SSO)

State Security Officers are listed on the Information Security Office, State Security Officers and Backups SharePoint web site. The web site may be accessed at **https://usdagcc.sharepoint.com/sites/fsa-dafp-disaster/BP/Lists/State%20SCIMS%20Business%20Parter%20Security%20Officers/AllItems.aspx**

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

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

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

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

- **kerry.sefton@usda.gov**, or
- 202-720-6120.

Common Customer Record Modification Scenarios

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

<table>
<tr><th>Scenario</th><th>Description</th><th colspan="2">Solution</th></tr>
<tr><td rowspan="3">1</td><td rowspan="3">Existing BP record for LLC or Trust using SSN.
Customer obtains a new EIN for LLC or Trust.</td><td>IF LLC using SSN has…</td><td>THEN…</td></tr>
<tr><td>never received a payment</td><td>change the TIN from SSN to EIN.

Note: It may be necessary to put the DPE on the Individual record in the SSN Family first.</td></tr>
<tr><td>previously received a payment</td><td>modifying the TIN will result in an overpayment
user shall create a new BP record for the same LLC or Trust with the EIN
use the Common Customer Name field to notate the difference (i.e. Jones LLC 2000-2014 vs Jones LLC 2015+).</td></tr>
<tr><td>2</td><td>Existing BP record for RT using SSN.
Customer is now deceased and the trust becomes irrevocable.</td><td colspan="2">Create a new Irrevocable Trust record with the EIN.

Note: SSN’s are prohibited for Irrevocable Trusts, therefore a new EIN must be obtained from IRS, and will be used to create a new record.
All future payments will be paid through the Irrevocable Trust record.
No action is required on the existing RT record using SSN or on the deceased Producer’s Individual record except to update the DOD and Death Confirmed flag.</td></tr>
<tr><td>3</td><td>Existing BP record for RT using SSN of deceased spouse.
Surviving spouse requests to use their own SSN on the Revocable Trust.</td><td colspan="2">The RT using the deceased spouse’s SSN is a unique record and will no longer be used to issue payments after their death.
Create a new BP record for the RT using the surviving spouse’s SSN.
Use the Common Customer Name field to notate the difference between the two RT records.
Update Farms Records to reflect the proper trust record.</td></tr>
</table>