



Purpose

The purpose of this transaction is to manage the members of an SSN Family. All Business Partner (BP) records using the same Social Security Number (SSN) are automatically linked in a family. The link ensures that the user can display any BP record sharing the same SSN and see all related BP records. However, in certain cases, the BP record needs to be de-linked from the SSN Family.

Note: Currently, the DPE must be assigned to the same entity that previously held the SSN in SCIMS and received payment. Additional guidance will be issued when users can edit the DPE.

Trigger

Perform this procedure when the user needs to de-link a Non-Anchor BP record from the Individual (Anchor) BP record.

Prerequisites

- SSN Family only applies to the following entity types / roles: Limited Liability Company (LLC) with SSN as a TIN Type, Revocable Trust (RT) with an SSN as a TIN Type, and an Individual.
- An "Anchor" is the BP record belonging to an SSN Family with the role of "Individual".
- A "Non-Anchor" BP record belongs to an SSN Family and includes the roles of RT or LLC.
- An "Orphan" is an existing Non-Anchor record (LLC or RT) that is not part of an SSN Family.
- The DPE checkbox is a new field on the Individual, LLC and RT BP records. When the Designated Paying Entity (DPE) field is checked it signifies which customer record in SCIMS holds the SSN for payment purposes and Program Participation.

Helpful Hints

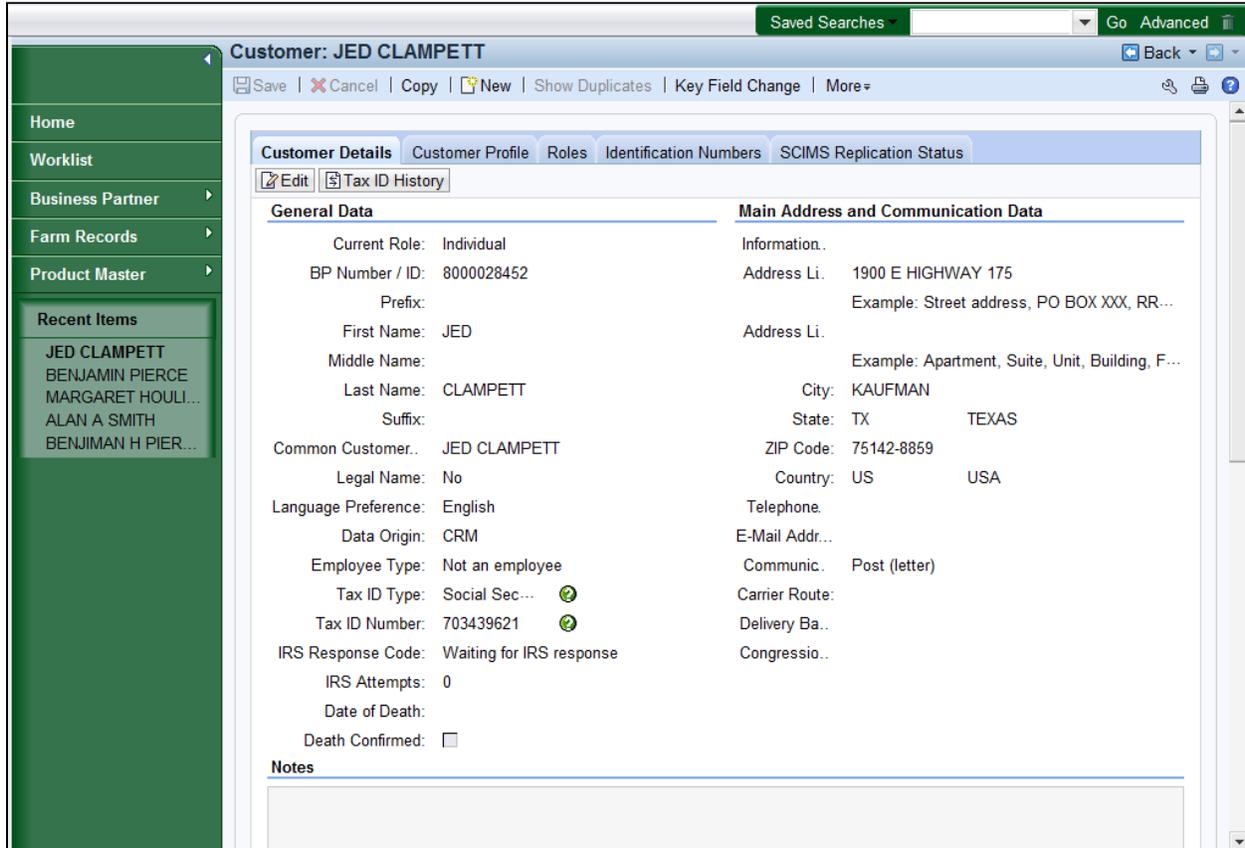
- "xxxx" within a document represents a variable, which may consist of a name, number, etc.
- In the field description tables, **R** indicates the action is required, **O** indicates the action is optional, and **C** indicates the action is conditional.

- The following notes may be used throughout this work instruction:

Note type	Icon	Description
A general note of information		This is the most commonly used note icon. It is the default icon in the uPerform system for all notes. Use this icon for general information that falls out of the scope of these other icons.
A cautionary note		Use this note to communicate to the end-user of something that MUST be completed or another trigger that should be started and is related to the procedure.
A critical note		Use this note to specify something that MUST NOT be done during the procedure.
Contact someone		Use this icon to specify to the end-user the need to initiate a communication within the organization due to an event in the procedure.
A reference is available		Use this note to specify that more information is available in another location. You may reference SOPs, another system, or document.

Procedure

Customer: JED CLAMPETT



Customer: JED CLAMPETT

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

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

Edit | Tax ID History

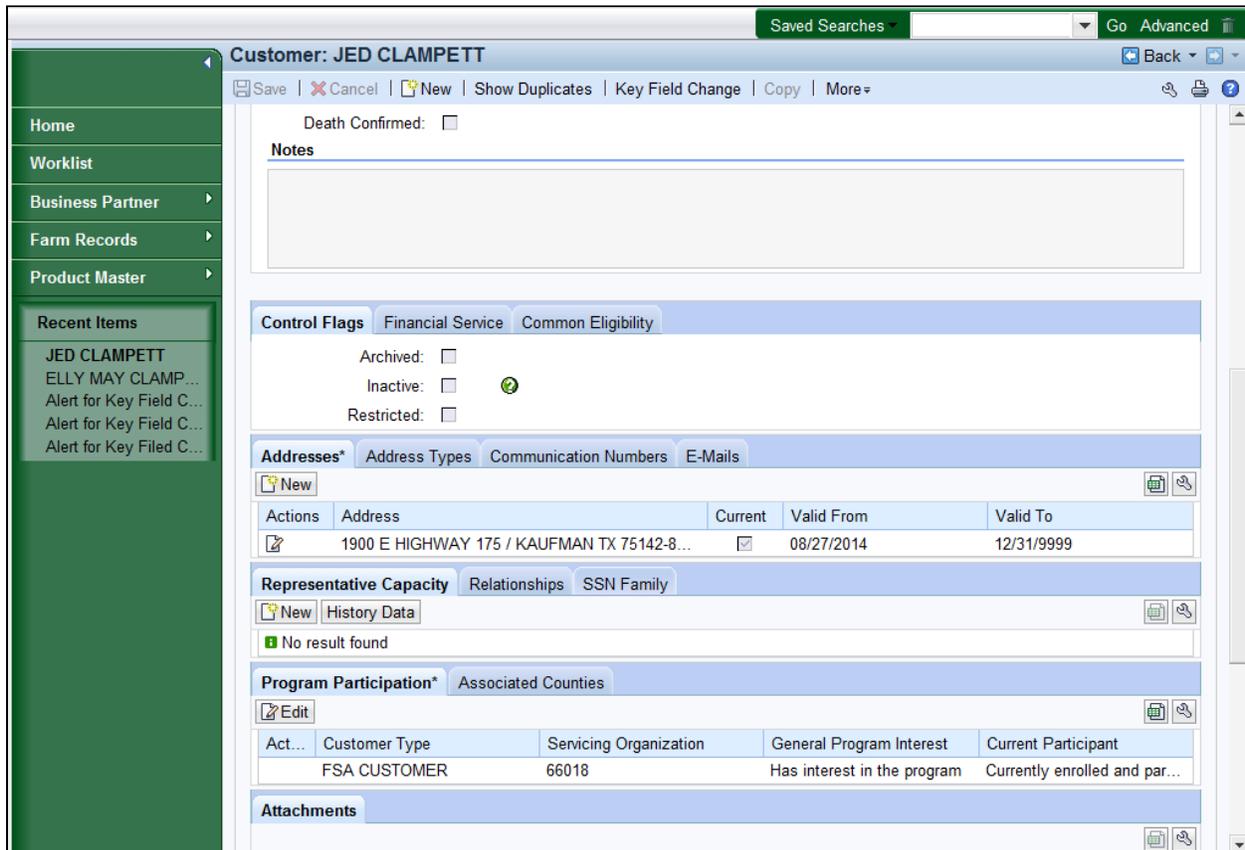
General Data	Main Address and Communication Data
Current Role: Individual	Information..
BP Number / ID: 8000028452	Address Li: 1900 E HIGHWAY 175
Prefix:	Example: Street address, PO BOX XXX, RR...
First Name: JED	Address Li:
Middle Name:	Example: Apartment, Suite, Unit, Building, F...
Last Name: CLAMPETT	City: KAUFMAN
Suffix:	State: TX TEXAS
Common Customer..: JED CLAMPETT	ZIP Code: 75142-8859
Legal Name: No	Country: US USA
Language Preference: English	Telephone:
Data Origin: CRM	E-Mail Addr..
Employee Type: Not an employee	Communic..: Post (letter)
Tax ID Type: Social Sec... 	Carrier Route:
Tax ID Number: 703439621 	Delivery Ba..
IRS Response Code: Waiting for IRS response	Congressio..
IRS Attempts: 0	
Date of Death:	
Death Confirmed: <input type="checkbox"/>	

Notes

1. Scroll down to display the **SSN Family** tab.

-  In this scenario, a national search has been performed by the user to locate the BP record. The next step is to de-link a Non-Anchor BP record from the Individual (Anchor) BP record. For more information on the Search process, see the *BP Search Customer Business Partner Record* work instruction.

Customer: JED CLAMPETT



Customer: JED CLAMPETT

Death Confirmed:

Notes

Control Flags Financial Service Common Eligibility

Archived:

Inactive: 

Restricted:

Addresses* Address Types Communication Numbers E-Mails

Actions	Address	Current	Valid From	Valid To
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8...	<input checked="" type="checkbox"/>	08/27/2014	12/31/9999

Representative Capacity Relationships SSN Family

 No result found

Program Participation* Associated Counties

Act...	Customer Type	Servicing Organization	General Program Interest	Current Participant
	FSA CUSTOMER	66018	Has interest in the program	Currently enrolled and par...

Attachments

2. Click the **SSN Family** **SSN Family** tab.

 Reasons to de-link an SSN Family member:

- The member gets an EIN.
- Incorrect SSN included for a member.

 The user cannot create or delete lines on the SSN Family tab. To de-link a BP record means to remove it from the SSN Family. The user must submit a Key Field Change Request (KFC) in order for the SSO/State Office Specialist to change or remove the TIN (SSN) which will cause the record to be removed from the SSN Family.

Customer: JED CLAMPETT

Customer: JED CLAMPETT

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

IRS Attempts: 0
Date of Death:
Death Confirmed:

Notes

Control Flags: Financial Service | Common Eligibility

Archived:
Inactive:
Restricted:

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

New

Actions	Address	Current	Valid From	Valid To
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8...	<input checked="" type="checkbox"/>	08/27/2014	12/31/9999

Representative Capacity | Relationships | **SSN Family**

BusinessPartner	Designated Paying E...	BP Role	Name	Inactive
8000028452	<input type="checkbox"/>	Individual	JED CLAMPETT	
8000028456	<input checked="" type="checkbox"/>	Trust - Revocable	ELLY MAY CLAMPETT	
8000028453	<input type="checkbox"/>	Trust - Revocable	GRANNY GLAMPETT	

Program Participat 8000028453 | ated Counties

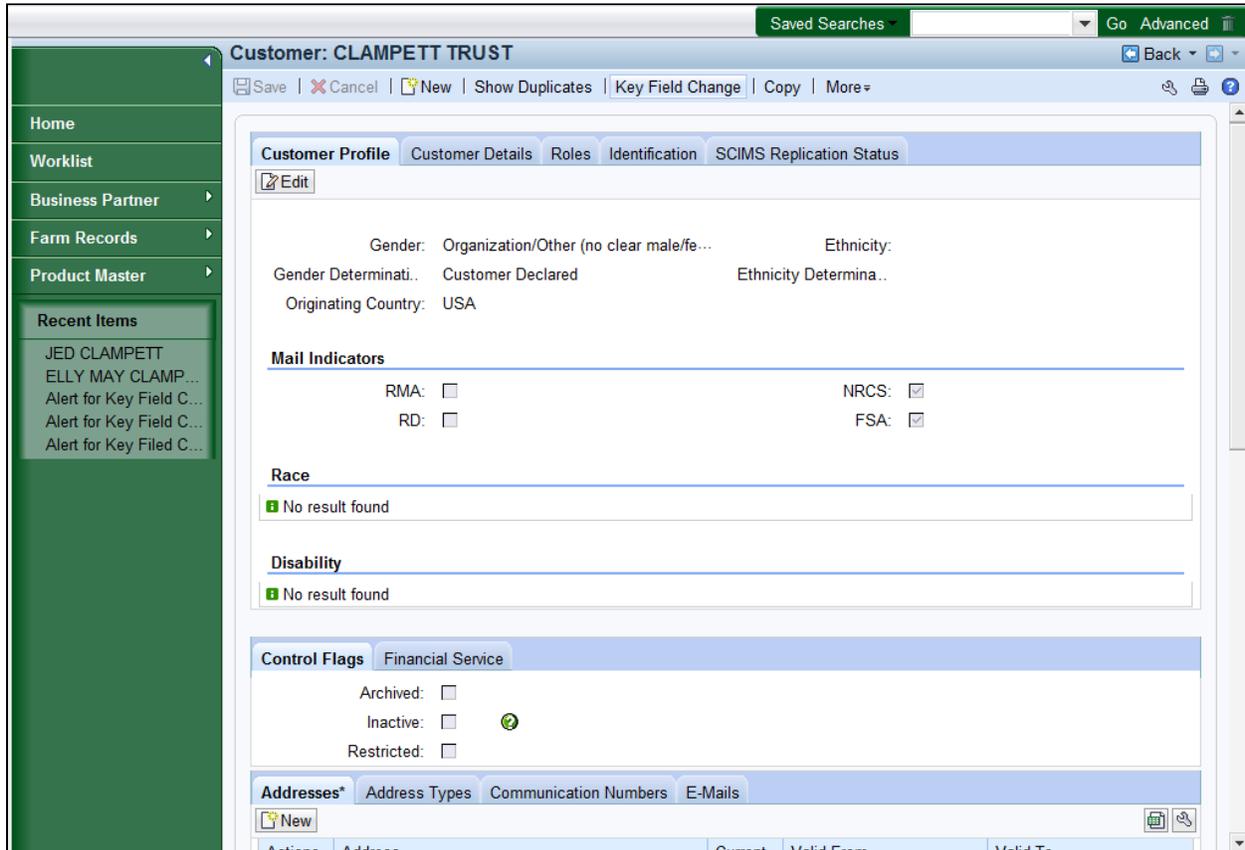
Edit

- Click the [8000028453](#) link to view the Customer page and begin the process of de-linking the BP (Non-Anchor) record from the SSN Family.



Currently, the DPE must be assigned to the same entity that previously held the SSN in SCIMS and received payment. Additional guidance will be issued when users can edit the DPE.

Customer: CLAMPETT TRUST



Customer: CLAMPETT TRUST

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

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

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

Gender Determinati.. Customer Declared Ethnicity Determina..

Originating Country: USA

Mail Indicators

RMA: NRCS:

RD: FSA:

Race

No result found

Disability

No result found

Control Flags | Financial Service

Archived:

Inactive: 

Restricted:

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

New

Actions	Address	Current	Valid From	Valid To

4. Click the **Key Field Change**  button.

 Be sure the record is NOT in edit mode.

Customer: CLAMPETT TRUST

Customer: CLAMPETT TRUST

Submit

Customer Details

Inactive: New Inactive:

Tax Type: Social Security Number New Tax Type:

Tax Number: 703439621 New Tax Number:

Associated Counties

Act...	Address	State	County
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8859	TEXAS	KAUFMAN

Program Participation

Act...	Customer Type	Organization Name	General Program Interest	Current Participant
	FSA CUSTOMER	KAUFMAN CO, TX	Has interest in the program	Currently enrolled and part...

Comments

Comments:

Key Field Change History

Par	An	An	An	Re	Initi	Initi	Initi	Sta	Co	Ne	Old	Ne	Old	Ne	Old
-----	----	----	----	----	-------	-------	-------	-----	----	----	-----	----	-----	----	-----

- Click the **New Tax Type:** dropdown list icon button to view the available options.

 In this example, the user is requesting the removal of the Tax Number from the BP record. Once, the action is processed by the SSO/State Office Specialist, the Non-Anchor BP record is removed from the SSN Family.



Customer: CLAMPETT TRUST

Customer: CLAMPETT TRUST

Submit

Customer Details

Inactive: New Inactive:
 Tax Type: Social Security Number New Tax Type:
 Tax Number: 703439621 New Tax Number:
 (Dropdown menu: Employer ID Number, No Tax ID Type, Social Security Number)

Associated Counties

Act...	Address	State	County
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8859	TEXAS	KAUFMAN

Program Participation

Act...	Customer Type	Organization Name	General Program Interest	Current Participant
	FSA CUSTOMER	KAUFMAN CO, TX	Has interest in the program	Currently enrolled and part...

Comments

Comments:

Key Field Change History

Par	An	An	An	Re	Initi	Initi	Initi	Sta	Co	Ne	Old	Ne	Old	Ne	Old

- Select **No Tax ID Type** from the **New Tax Type** list.



Customer: CLAMPETT TRUST

Customer: CLAMPETT TRUST

Submit

Customer Details

Inactive: New Inactive:
 Tax Type: Social Security Number New Tax Type: No Tax ID Type
 Tax Number: 703439621 New Tax Number: NOTAXID

Associated Counties

Act...	Address	State	County
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8859	TEXAS	KAUFMAN

Program Participation

Act...	Customer Type	Organization Name	General Program Interest	Current Participant
	FSA CUSTOMER	KAUFMAN CO, TX	Has interest in the program	Currently enrolled and part...

Comments

Comments: Remove SSN, as the trust has been dissolved.

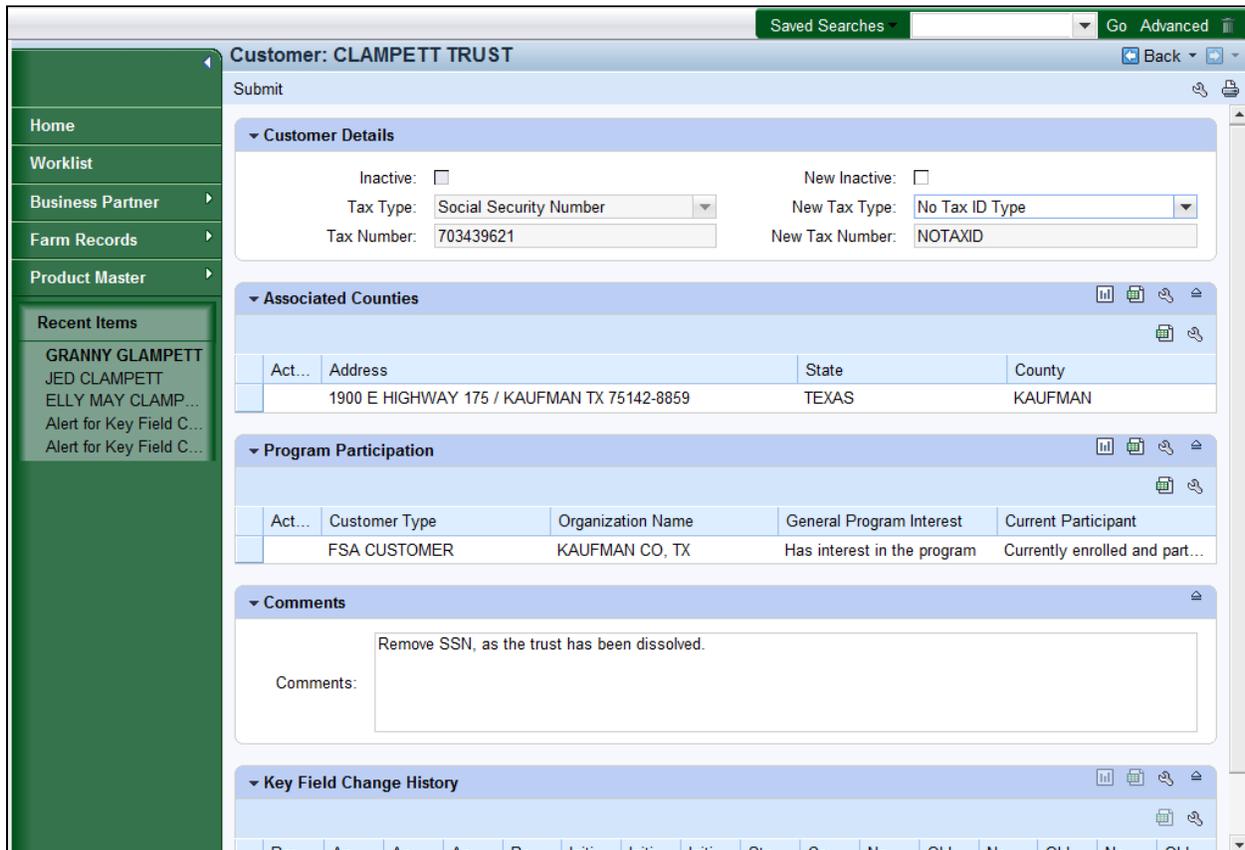
Key Field Change History

Par	Ap	Ap	Ap	Re	Initi	Initi	Initi	Sta	Co	Ne	Old	Ne	Old	Ne	Old

7. As required, complete/review the following fields:

Field		Description
Comments	R	Comments provide a vehicle for submitting, storing, and retrieving text commentary associated with report data cells. This allows you to annotate data so other users can view supporting information associated with a particular piece of data. Example: Remove SSN, as the Trust has been dissolved.

Customer: CLAMPETT TRUST



Customer: CLAMPETT TRUST

Submit

Customer Details

Inactive: New Inactive:
 Tax Type: Social Security Number New Tax Type: No Tax ID Type
 Tax Number: 703439621 New Tax Number: NOTAXID

Associated Counties

Act...	Address	State	County
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8859	TEXAS	KAUFMAN

Program Participation

Act...	Customer Type	Organization Name	General Program Interest	Current Participant
	FSA CUSTOMER	KAUFMAN CO, TX	Has interest in the program	Currently enrolled and part...

Comments

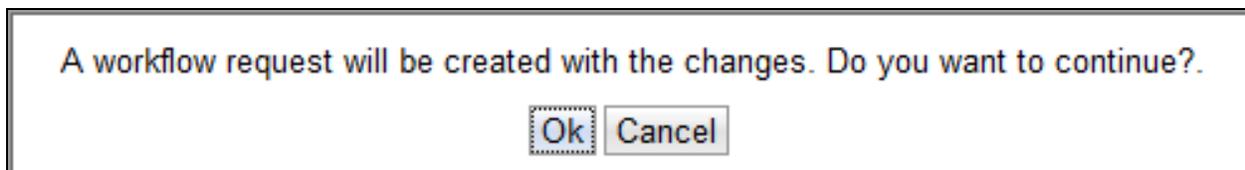
Comments: Remove SSN, as the trust has been dissolved.

Key Field Change History

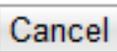
Par	An	An	An	Re	Initi	Initi	Initi	Sta	Co	Ne	Old	Ne	Old	Ne	Old
-----	----	----	----	----	-------	-------	-------	-----	----	----	-----	----	-----	----	-----

- Click the **Submit**  button to initiate the workflow message to the SSO/State Office Specialist for review and approval of the KFC.

Key Field Change



A workflow request will be created with the changes. Do you want to continue?

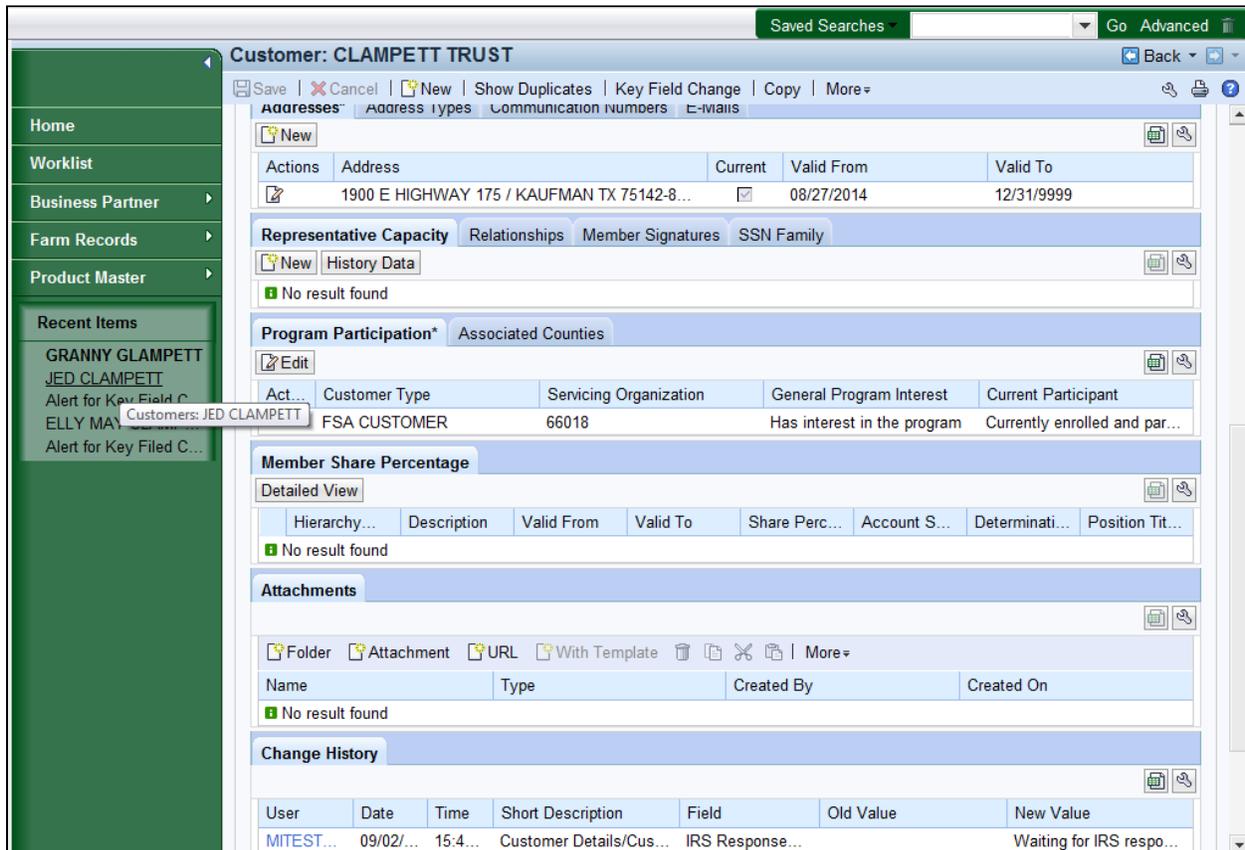
 

- Click the **Ok**  button to create the workflow request.



A Workflow Task has been triggered and the KFC is sent to the SSO/State Office Specialist. In addition to the workflow, an alert is provided to the State Office with further information / instructions on the SSN Family.

Customer: CLAMPETT TRUST



Customer: CLAMPETT TRUST

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

Addresses | Address types | Communication numbers | E-mails

Actions	Address	Current	Valid From	Valid To
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8...	<input checked="" type="checkbox"/>	08/27/2014	12/31/9999

Representative Capacity | Relationships | Member Signatures | SSN Family

Program Participation* | Associated Counties

Act...	Customer Type	Servicing Organization	General Program Interest	Current Participant
	FSA CUSTOMER	66018	Has interest in the program	Currently enrolled and par...

Member Share Percentage

Detailed View

Hierarchy...	Description	Valid From	Valid To	Share Perc...	Account S...	Determinati...	Position Tit...
No result found							

Attachments

Name	Type	Created By	Created On
No result found			

Change History

User	Date	Time	Short Description	Field	Old Value	New Value
MITEST...	09/02/...	15:4...	Customer Details/Cus...	IRS Response...		Waiting for IRS respo...

10. Select **JED CLAMPETT** from the **Recent Items** to view the BP record.



We will now check to see if the customer has been removed from the SSN Family.

Customer: JED CLAMPETT

Customer: JED CLAMPETT

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

Control Flags | Financial Service | Common Eligibility

Archived:
 Inactive: 
 Restricted:

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

New

Actions	Address	Current	Valid From	Valid To
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8...	<input checked="" type="checkbox"/>	08/27/2014	12/31/9999

Representative Capacity | Relationships | **SSN Family**

New | History Data

No result found

Program Participation* | Associated Counties

Edit

Act...	Customer Type	Servicing Organization	General Program Interest	Current Participant
	FSA CUSTOMER	66018	Has interest in the program	Currently enrolled and par...

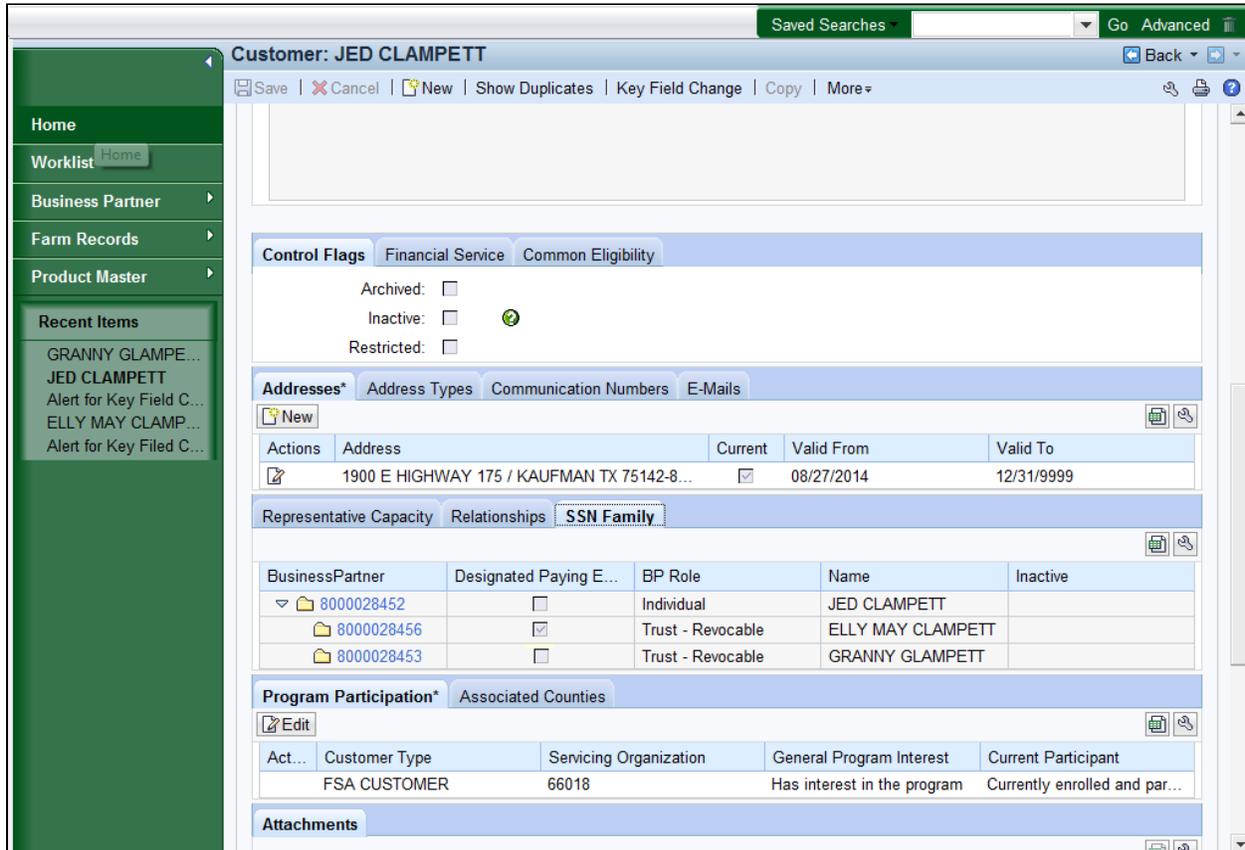
Attachments

Folder | Attachment | URL | With Template | More

Name	Type	Created By	Created On
------	------	------------	------------

- Click the **SSN Family**  tab.

Customer: JED CLAMPETT



Customer: JED CLAMPETT

Control Flags Financial Service Common Eligibility

Archived:
 Inactive: 
 Restricted:

Addresses* Address Types Communication Numbers E-Mails

Actions	Address	Current	Valid From	Valid To
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8...	<input checked="" type="checkbox"/>	08/27/2014	12/31/9999

Representative Capacity Relationships **SSN Family**

BusinessPartner	Designated Paying E...	BP Role	Name	Inactive
8000028452	<input type="checkbox"/>	Individual	JED CLAMPETT	
8000028456	<input checked="" type="checkbox"/>	Trust - Revocable	ELLY MAY CLAMPETT	
8000028453	<input type="checkbox"/>	Trust - Revocable	GRANNY GLAMPETT	

Program Participation* Associated Counties

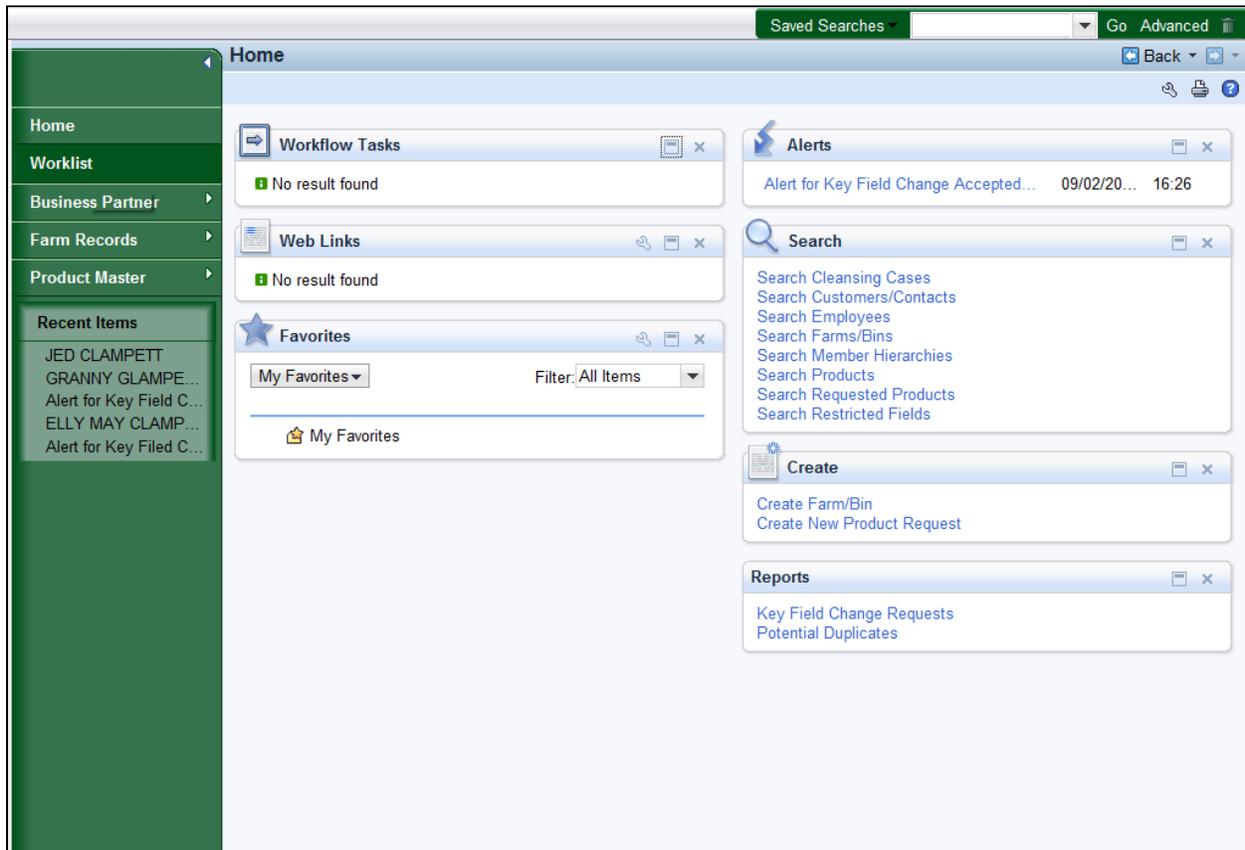
Act...	Customer Type	Servicing Organization	General Program Interest	Current Participant
	FSA CUSTOMER	66018	Has interest in the program	Currently enrolled and par...

Attachments

12. Click the **Home**  button to return to the MIDAS CRM page.

 The SSN Family tab still indicates that Business Partner 8000028453 (Non-Anchor) belongs to the SSN Family. The reason for the linkage is because the Workflow task hasn't been processed by the SSO/State Specialist. Once the SSO/State Office Specialist processes the Workflow Task, the Business Partner 8000028453 (Non-Anchor) will be removed from the SSN Family.

Home



13. Click the **Worklist**  button to review the Alert message that is shown in the Alerts block.

 Alerts are sent to all employees in the County Office(s) where the customer is associated. Alerts require immediate review and may require action. Review the Alert details by clicking the hyperlink from the Worklist Inbox.



Worklist

Worklist

Alerts | Personalize Alerts

Due	Description	Sent Date	Expiration Date	Priority
	Alert for Key Field Change Accepted (The triggering applica...	09/02/2014	09/03/2014	High

Workflow Tasks | Personalize Workflow Tasks

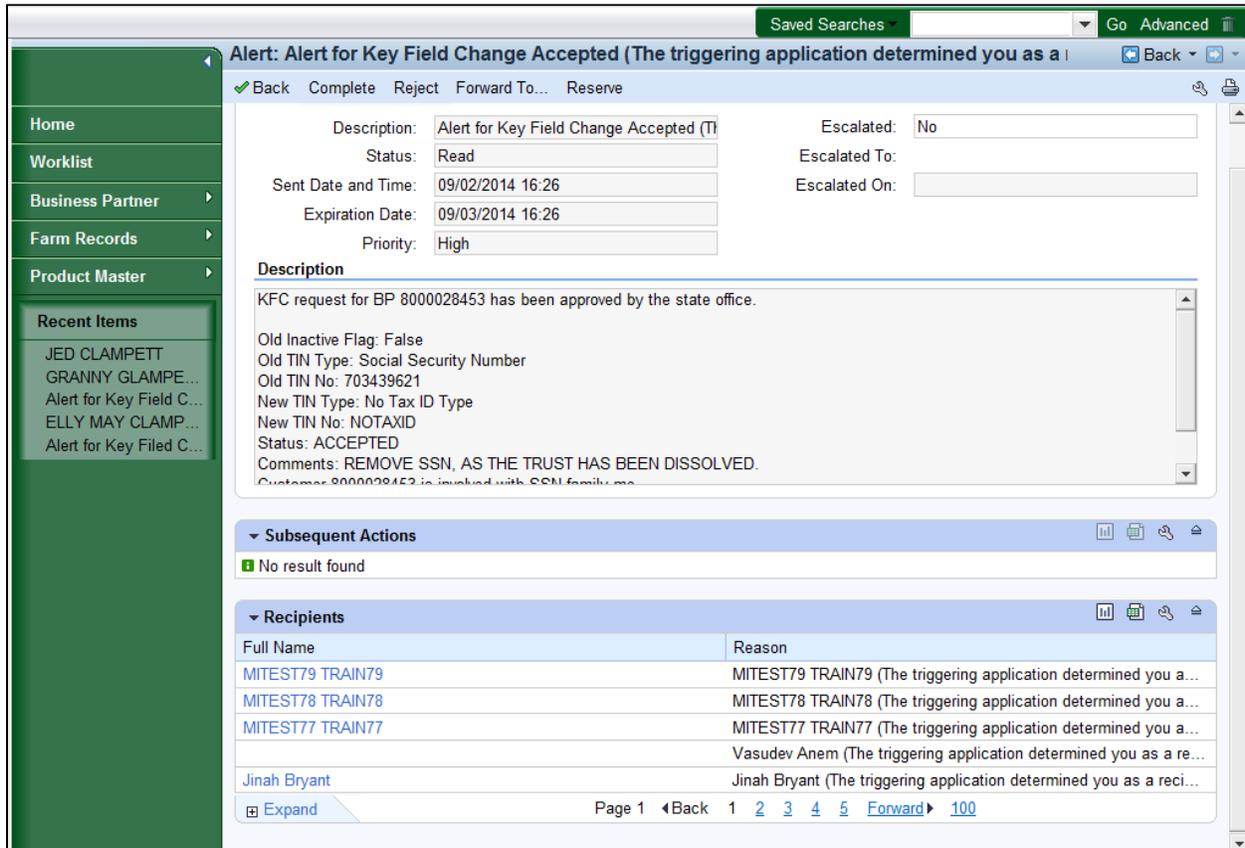
Due	Subject	Sent Date	Due Date	Priority	Associated Bus...	Process	Sub Pro...
No result found							

Recent Items

- JED CLAMPETT
- GRANNY GLAMPE...
- Alert for Key Field C...
- ELLY MAY CLAMP...
- Alert for Key Filed C...

14. Click the **Alert for Key Field Change Accepted (The triggering application determined you as a recipient)** [Alert for Key Field Change Accepted \(The triggering applica](#) link to view the specific Alert details.

Alert: Alert for Key Field Change Accepted (The triggering application determined you as a recipient)



Alert: Alert for Key Field Change Accepted (The triggering application determined you as a recipient)

Back Complete Reject Forward To... Reserve

Description: Alert for Key Field Change Accepted (TI) Escalated: No
 Status: Read Escalated To:
 Sent Date and Time: 09/02/2014 16:26 Escalated On:
 Expiration Date: 09/03/2014 16:26
 Priority: High

Description

KFC request for BP 8000028453 has been approved by the state office.

Old Inactive Flag: False
 Old TIN Type: Social Security Number
 Old TIN No: 703439621
 New TIN Type: No Tax ID Type
 New TIN No: NOTAXID
 Status: ACCEPTED
 Comments: REMOVE SSN, AS THE TRUST HAS BEEN DISSOLVED.
 Customer 8000028453 is involved with SSN family me...

Subsequent Actions

No result found

Recipients

Full Name	Reason
MITEST79 TRAIN79	MITEST79 TRAIN79 (The triggering application determined you a...
MITEST78 TRAIN78	MITEST78 TRAIN78 (The triggering application determined you a...
MITEST77 TRAIN77	MITEST77 TRAIN77 (The triggering application determined you a...
Jinah Bryant	Vasudev Anem (The triggering application determined you as a re... Jinah Bryant (The triggering application determined you as a reci...

Page 1 Back 1 2 3 4 5 Forward 100

15. Click the **Reject**  button to remove the Alert from your Worklist after reviewing.

 The **Description** field indicates if the the KFC has been approved by the SSO/State Office Specialist.

 Alerts stay active on all Worklist Tasks until an action has been selected. The recommended action is to select the **Reject** button to clear Alerts from your Worklist. This will not remove the alert from any additional user's worklist. The **Complete** button removes the alert from all recipients worklist and should only be used when the Alert has been resolved. For more information on the alerts process, see the *FN Worklist Process Alerts* work instruction.



Worklist

Worklist

Alerts | Personalize Alerts

No result found

Workflow Tasks | Personalize Workflow Tasks

Due	Subject	Sent Date	Due Date	Priority	Associated Bus...	Process	Sub Pro...
No result found							

Recent Items

- Alert for Key Field C...
- JED CLAMPETT
- GRANNY GLAMPE...
- Alert for Key Field C...
- ELLY MAY CLAMP...

16. Click the **Home**  button to return to the MIDAS CRM page.



Home

17. Select **JED CLAMPETT** **JED CLAMPETT** from the **Recent Items** to open the BP record to verify that the KFC has de-linked the BP record from the SSN Family.



Customer: JED CLAMPETT

Customer: JED CLAMPETT

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

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

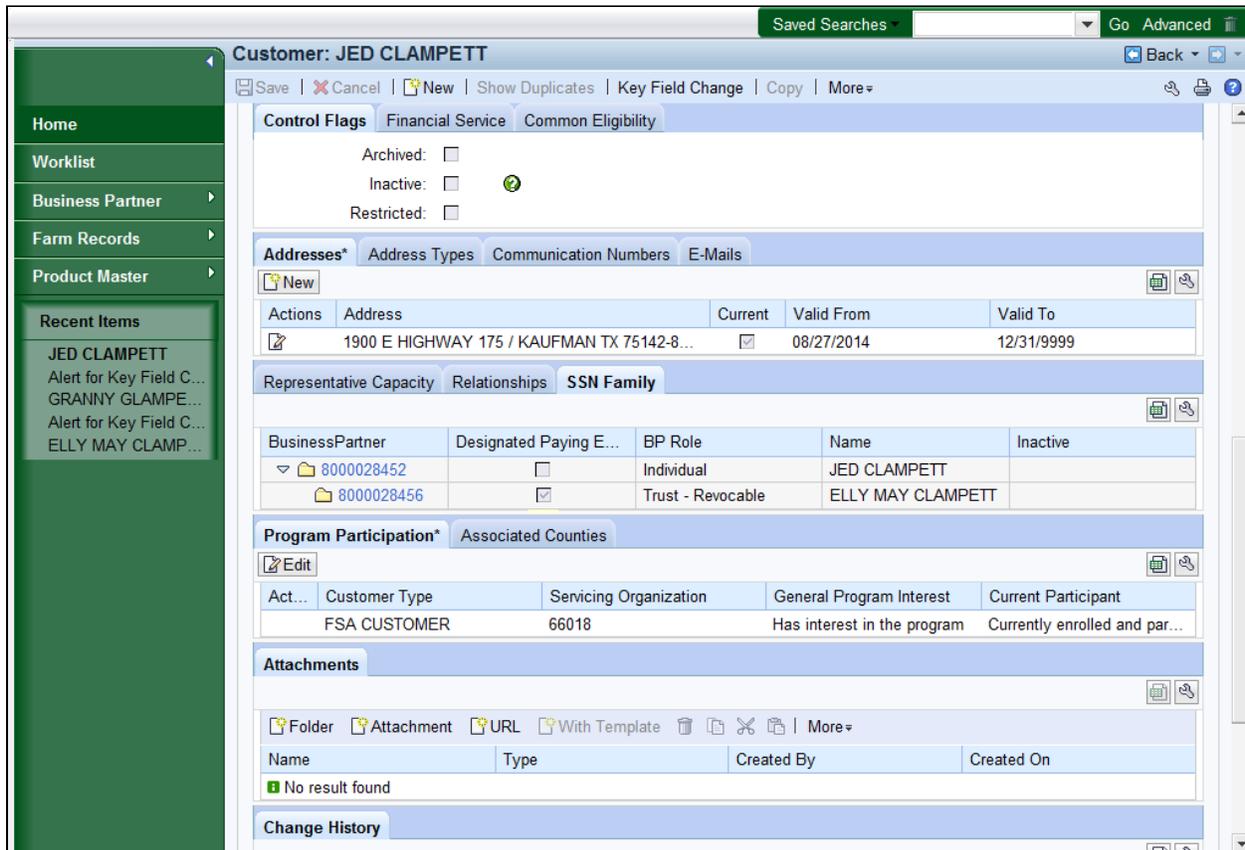
Edit | Tax ID History

General Data	Main Address and Communication Data
Current Role: Individual	Information..
BP Number / ID: 8000028452	Address Li. 1900 E HIGHWAY 175
Prefix:	Example: Street address, PO BOX XXX, RR...
First Name: JED	Address Li.
Middle Name:	Example: Apartment, Suite, Unit, Building, F...
Last Name: CLAMPETT	City: KAUFMAN
Suffix:	State: TX TEXAS
Common Customer.. JED CLAMPETT	ZIP Code: 75142-8859
Legal Name: No	Country: US USA
Language Preference: English	Telephone.
Data Origin: CRM	E-Mail Addr..
Employee Type: Not an employee	Communic. Post (letter)
Tax ID Type: Social Sec... ?	Carrier Route:
Tax ID Number: 703439621 ?	Delivery Ba..
IRS Response Code: Waiting for IRS response	Congressio..
IRS Attempts: 0	
Date of Death:	
Death Confirmed: <input type="checkbox"/>	

Notes

18. Scroll down to the SSN Family assignment block.

Customer: JED CLAMPETT



Customer: JED CLAMPETT

Control Flags: Archived: Inactive: Restricted:

Addresses* Address Types Communication Numbers E-Mails

Actions	Address	Current	Valid From	Valid To
	1900 E HIGHWAY 175 / KAUFMAN TX 75142-8...	<input checked="" type="checkbox"/>	08/27/2014	12/31/9999

Representative Capacity Relationships **SSN Family**

BusinessPartner	Designated Paying E...	BP Role	Name	Inactive
8000028452	<input type="checkbox"/>	Individual	JED CLAMPETT	
8000028456	<input checked="" type="checkbox"/>	Trust - Revocable	ELLY MAY CLAMPETT	

Program Participation* Associated Counties

Act...	Customer Type	Servicing Organization	General Program Interest	Current Participant
	FSA CUSTOMER	66018	Has interest in the program	Currently enrolled and par...

Attachments

Name	Type	Created By	Created On
No result found			

Change History

19. Click the **Home**  button to return to the CRM page. You have completed the transaction.

 The workflow action has been accepted by the SSO/State Office Specialist and Business Partner 8000028453 (Non-Anchor) has been updated with the removal of the BP record from the SSN Family.



Result

You have de-link a Non-Anchor BP record from the Individual (Anchor) BP record.