

Purpose

Section 14003 of the Food, Conservation, and Energy Act of 2008 (2008 Farm Bill) amended section 2501A of the Food, Agriculture, Conservation, and Trade Act of 1990 (7 U.S.C. 2279-1) by adding a provision requiring FSA, NRCS, and RD to provide a receipt, upon request, to any current or prospective producer or landowner requesting a USDA benefit or service.

The requirements established by the 2008 Farm Bill were further amended by Section 12204 of the Agricultural Act of 2014 (2014 Farm Bill) to **require** FSA, NRCS and RD to provide a receipt when a current or prospective producer or landowner requests a USDA benefit or service. Specifically, 7 U.S.C. 2779-1, as amended by the 2014 Farm Bill, provides:

“(e) Receipt for service or denial of service

In any case in which a current or prospective producer or landowner, in person or in writing, requests from the Farm Service Agency, the Natural Resources Conservation Service, or an agency of the Rural Development Mission Area any benefit or service offered by the Department to agricultural producers or landowners, the Secretary shall issue, on the date of the request, a receipt to the producer or landowner that contains-

- (1) the date, place, and subject of the request; and*
- (2) the action taken, not taken, or recommended to the producer or landowner.”*

In many situations, program applicants or participants are routinely provided with copies of forms and documents in delivery of USDA benefits and services. These forms and documents will serve as a receipt, with the exception of certain loan programs. FSA, NRCS, and RD collaboratively developed webRFS to issue and maintain receipts when a request for benefit or service does not result in the generation of a form or document, or when the request pertains to certain loan programs. FSA, NRCS, and RD employees will use webRFS to issue a receipt:

- when required by Section C2 of the webRFS User’s Guide, or
- any time a customer requests a receipt.

Trigger

Receipts shall be issued to all actual and prospective producers and landowners, who visit, mail or email a USDA Service Center.

Receipts shall be issued for anyone requesting a benefit or service in which paper

based copies are not provided back to the customer.

A RFS should be provided any time a customer requests one.

Prerequisites

- Internet connectivity
- Access to webRFS
- eAuth Level 2

Helpful Hints

- 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

1. {Start the transaction from the webRFS Home Page.}

Home Page - Receipt For Service

USDA Receipt For Service

User: JULIE
Session Timeout: 20 Min.
LOGOUT

RECEIPT ENTRY RECEPT SEARCH

What is the USDA Receipt for Service (RFS) system?

The USDA RFS system allows NRCS, FSA and RD employees to create a receipt for services provided to customers in accordance with the 2014 Farm Bill. There are options to send the receipts via email, printed and handed to the customer in person or printed and sent via US mail. RFS also offers search functionality across all receipts in the event a receipt needs to be emailed or printed again.

Who can access the USDA Receipt for Service (RFS) system?

Access is maintained by the USDA eAuth system. Any NRCS, FSA or RD user with a USDA eAuth level 2 account can generate and search for receipts in the system.

[NRCS Home](#) | [FSA Home](#) | [RD Home](#) | [USDA.gov](#) | [Civil Rights](#) | [FOIA](#) | [Accessibility Statement](#)

2. Click Receipt Entry link label 

Receipt Entry - Receipt For Service



Receipt For Service

[RECEIPT ENTRY](#)
 [RECEIPT SEARCH](#)

User: JULIE

Session Timeout: 20 Min.

[LOGOUT](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request

Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

3. Click Customer Name: * text box .

 The Agency radio button will default to the user's agency via eAuthentication. The user can change the agency by selecting a different radio button.

Receipt Entry - Receipt For Service


Receipt For Service

 User: JULIE [REDACTED]
 Session Timeout: 20 Min.
[LOGOUT](#)

[RECEIPT ENTRY](#)
[RECEIPT SEARCH](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

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

Field	R/O/C	Description
Customer Name: *	R	Example: Joe



Customer Name is a required field. The user can enter the first name, the first and last name, a partial name or 'guest' for those customers who decline to give a name.

Receipt Entry - Receipt For Service


Receipt For Service

User: JULIE

Session Timeout: 20 Min.

LOGOUT

[RECEIPT ENTRY](#) [RECEIPT SEARCH](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: -- ▾

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request

Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

5. Click Customer Name: * text box .



With more common names, be as specific as possible, including the suffix when available.

Receipt Entry - Receipt For Service


Receipt For Service

 User: JULIE
 Session Timeout: 20 Min.
[LOGOUT](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

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

Field	R/O/C	Description
Customer Name: *	O	Example: Farmer

Receipt Entry - Receipt For Service


Receipt For Service

 User: JULIE [REDACTED]
 Session Timeout: 20 Min.
[LOGOUT](#)

[RECEIPT ENTRY](#) [RECEIPT SEARCH](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

7. Click Customer Street Address: text box



Business Entity, Street Address, Zip Code and Email are all optional fields. Entering an email address will trigger a RFS to automatically be emailed to the customer when the user selects 'Email' as the receipt type and then submit at the end of the process.

Receipt Entry - Receipt For Service


Receipt For Service

User: JULIE [REDACTED]
 Session Timeout: 20 Min.
 LOGOUT

[RECEIPT ENTRY](#)
[RECEIPT SEARCH](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

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

Field	R/O/C	Description
Customer Street Address:	O	Example: 123 Main Street

Receipt Entry - Receipt For Service


Receipt For Service

User: JULIE [REDACTED]
 Session Timeout: 20 Min.
 LOGOUT

RECEIPT ENTRY RECEIPT SEARCH

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

9. Click Customer Zip Code: text box .

 Inserting a Zip Code will prompt the Office Location to auto-populate when there is a Service Center in that zip code.

Receipt Entry - Receipt For Service


Receipt For Service

User: JULIE [REDACTED]
 Session Timeout: 20 Min.
[LOGOUT](#)

[RECEIPT ENTRY](#) [RECEIPT SEARCH](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

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

Field	R/O/C	Description
Customer Zip Code:	O	Example: 74467

Receipt Entry - Receipt For Service



Receipt For Service

[RECEIPT ENTRY](#)
 [RECEIPT SEARCH](#)

User: JULIE

Session Timeout: 20 Min.

[LOGOUT](#)

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

11. Click Office Visit radio button Office Visit

 Only one Contact Method may be selected.

Receipt Entry - Receipt For Service


Receipt For Service

User: JULIE

Session Timeout: 20 Min.

LOGOUT

RECEIPT ENTRY
RECEIPT SEARCH

Agency: * NRCS FSA RD

Customer Name: * Suffix: --

Business Entity:

Customer Street Address:

Customer Zip Code:

Customer Email:

Contact Method: * Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

12. Click Soils Survey Request check box Soils Survey Request



Select all of the Service Requested options that apply. It is required to have at least one. If 'Other' is selected, the user is required to enter information into the Service Request Additional Description field.

Receipt Entry - Receipt For Service

Contact Method: Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

Optional

Contact Resolution (Multi-Select): * Publication Provided Follow-up Contact/Appointment Scheduled Site Visit Scheduled
 Referral Made (enter name of organization below) Customer Registered Customer Data Updated Conservation Planning Initiated
 Benefit/Program Application Taken Other (Describe Below) Verbal Information Given

Contact Resolution Additional Description:

Optional

Date Of Service: 10/21/2014

Receipt (Multi-Select): * Hand Delivered Email U.S. Mail Customer Declined

Office Location: State: Servicing Office:

13. Click Follow-up Contact/Appointment Scheduled check box

Follow-up Contact/Appointment Scheduled



Select all of the Contact Resolution options that apply. One is required.

Receipt Entry - Receipt For Service

Contact Method:	<input type="checkbox"/> Office Visit	<input type="checkbox"/> Email	<input type="checkbox"/> Fax	<input type="checkbox"/> U.S. Mail
Service Requested (Multi-Select): *	<input type="checkbox"/> Program Information <input type="checkbox"/> Program Application <input type="checkbox"/> Technical Assistance Request <input checked="" type="checkbox"/> Soils Survey Request			
	<input type="checkbox"/> Wetland/HEL Request <input type="checkbox"/> Volunteer/Earth Team Inquiry <input type="checkbox"/> LRA Request <input type="checkbox"/> Other (Describe Below)			
Service Requested Additional Description:	<input type="text" value="Optional"/>			
Contact Resolution (Multi-Select): *	<input type="checkbox"/> Publication Provided <input checked="" type="checkbox"/> Follow-up Contact/Appointment Scheduled <input type="checkbox"/> Site Visit Scheduled			
	<input type="checkbox"/> Referral Made (enter name of organization below) <input type="checkbox"/> Customer Registered <input type="checkbox"/> Customer Data Updated <input type="checkbox"/> Conservation Planning Initiated			
	<input type="checkbox"/> Benefit/Program Application Taken <input type="checkbox"/> Other (Describe Below) <input type="checkbox"/> Verbal Information Given			
Contact Resolution Additional Description:	<input type="text" value="Optional"/>			
Date Of Service:	<input type="text" value="10/21/2014"/>			
Receipt (Multi-Select): *	<input type="checkbox"/> Hand Delivered <input type="checkbox"/> Email <input type="checkbox"/> U.S. Mail <input type="checkbox"/> Customer Declined			
Office Location:	State: <input type="text" value="Oklahoma"/>	Servicing Office: <input type="text" value="WAGONER SERVICE CENTER (64962)"/>		
	<input type="button" value="Submit"/>			

14. Click Referral Made (enter name of organization below) check box

Referral Made (enter name of organization below)

Receipt Entry - Receipt for Service

<p>Contact Method: * <input checked="" type="radio"/> Office Visit <input type="radio"/> Email <input type="radio"/> Fax <input type="radio"/> U.S. Mail</p> <p>Service Requested (Multi-Select): * <input type="checkbox"/> Program Information <input type="checkbox"/> Program Application <input type="checkbox"/> Technical Assistance Request <input checked="" type="checkbox"/> Soils Survey Request <input type="checkbox"/> Wetland/HEL Request <input type="checkbox"/> Volunteer/Earth Team Inquiry <input type="checkbox"/> LRA Request <input type="checkbox"/> Other (Describe Below)</p> <p>Service Requested Additional Description:</p> <div style="border: 1px solid gray; padding: 2px;">Optional</div> <p>Contact Resolution (Multi-Select): * <input type="checkbox"/> Publication/Fact Sheet/Form Provided <input checked="" type="checkbox"/> Follow Up Contact/Appointment Scheduled <input checked="" type="checkbox"/> Referral Made to: (enter name of organization below) <input type="checkbox"/> Customer Registered <input type="checkbox"/> Customer Data Updated <input type="checkbox"/> Program Application Taken (Enter Program Name Below) <input type="checkbox"/> Application Provided (Enter Program Name Below) <input type="checkbox"/> Verbal Information Given <input type="checkbox"/> Other (Describe Below)</p> <p>Contact Resolution Additional Description:</p> <div style="border: 1px solid gray; padding: 2px;">Optional</div> <p>Date Of Service: 10/21/2014</p> <p>Receipt (Multi-Select): * <input type="checkbox"/> Hand Delivered <input type="checkbox"/> Email <input type="checkbox"/> U.S. Mail <input type="checkbox"/> Customer Declined</p> <p>Office Location: State: Oklahoma <input type="text"/> Servicing Office: WAGONER SERVICE CENTER (64962) <input type="text"/></p>

15. Click Contact Resolution Additional Description

Optional

Receipt Entry - Receipt for Service

Contact Method: * <input checked="" type="radio"/> Office Visit <input type="radio"/> Email <input type="radio"/> Fax <input type="radio"/> U.S. Mail	
Service Requested (Multi-Select): * <input type="checkbox"/> Program Information <input type="checkbox"/> Program Application <input type="checkbox"/> Technical Assistance Request <input checked="" type="checkbox"/> Soils Survey Request <input type="checkbox"/> Wetland/HEL Request <input type="checkbox"/> Volunteer/Earth Team Inquiry <input type="checkbox"/> LRA Request <input type="checkbox"/> Other (Describe Below)	
Service Requested Additional Description: Optional	
Contact Resolution (Multi-Select): * <input type="checkbox"/> Publication/Fact Sheet/Form Provided <input checked="" type="checkbox"/> Follow Up Contact/Appointment Scheduled <input checked="" type="checkbox"/> Referral Made to: (enter name of organization below) <input type="checkbox"/> Customer Registered <input type="checkbox"/> Customer Data Updated <input type="checkbox"/> Program Application Taken (Enter Program Name Below) <input type="checkbox"/> Application Provided (Enter Program Name Below) <input type="checkbox"/> Verbal Information Given <input type="checkbox"/> Other (Describe Below)	
Contact Resolution Additional Description: Optional	
Date Of Service: 10/21/2014	
Receipt (Multi-Select): * <input type="checkbox"/> Hand Delivered <input type="checkbox"/> Email <input type="checkbox"/> U.S. Mail <input type="checkbox"/> Customer Declined	
Office Location: State: Oklahoma <input type="text"/> Servicing Office: WAGONER SERVICE CENTER (64962) <input type="text"/>	

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

Field	R/O/C	Description
	R	Example: Suggested Mr. Farmer update records with FSA.

Receipt Entry - Receipt For Service

Contact Method: Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

Optional

Contact Resolution (Multi-Select): * Publication Provided Follow-up Contact/Appointment Scheduled Site Visit Scheduled
 Referral Made (enter name of organization below) Customer Registered Customer Data Updated Conservation Planning Initiated
 Benefit/Program Application Taken Other (Describe Below) Verbal Information Given

Contact Resolution Additional Description:

Suggested Mr. Farmer update records with FSA

Date Of Service: 10/21/2014

Receipt (Multi-Select): * Hand Delivered Email U.S. Mail Customer Declined

Office Location: State: Servicing Office:

17. Click Date Of Service: text box .



Date of Service is a required field and will default to the date the receipt is being created. The user can edit this field.

Receipt Entry - Receipt For Service

Contact Method: Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:
Optional

Contact Resolution (Multi-Select): * Publication Received Follow-up Contact/Appointment Scheduled Site Visit Scheduled
 Referral Made (e.g. to another agency) Customer Registered Customer Data Updated Conservation Planning Initiated
 Benefit/Program (e.g. Conservation Plan) Verbal Information Given

Contact Resolution
Suggested Mr. Fa

Date Of Service: 10/21/2014

Receipt (Multi-Select): * Hand Delivered Email U.S. Mail Customer Declined

Office Location: State: Servicing Office:

18. Click 21 21.

Receipt Entry - Receipt For Service

Contact Method:	<input type="checkbox"/> Office Visit	<input type="checkbox"/> Email	<input type="checkbox"/> Fax	<input type="checkbox"/> U.S. Mail
Service Requested (Multi-Select): *	<input type="checkbox"/> Program Information <input type="checkbox"/> Program Application <input type="checkbox"/> Technical Assistance Request <input checked="" type="checkbox"/> Soils Survey Request			
	<input type="checkbox"/> Wetland/HEL Request <input type="checkbox"/> Volunteer/Earth Team Inquiry <input type="checkbox"/> LRA Request <input type="checkbox"/> Other (Describe Below)			
Service Requested Additional Description:	<input type="text" value="Optional"/>			
Contact Resolution (Multi-Select): *	<input type="checkbox"/> Publication Provided <input checked="" type="checkbox"/> Follow-up Contact/Appointment Scheduled <input type="checkbox"/> Site Visit Scheduled			
	<input checked="" type="checkbox"/> Referral Made (enter name of organization below) <input type="checkbox"/> Customer Registered <input type="checkbox"/> Customer Data Updated <input type="checkbox"/> Conservation Planning Initiated			
	<input type="checkbox"/> Benefit/Program Application Taken <input type="checkbox"/> Other (Describe Below) <input type="checkbox"/> Verbal Information Given			
Contact Resolution Additional Description:	<input type="text" value="Suggested Mr. Farmer update records with FSA."/>			
Date Of Service:	<input type="text" value="10/21/2014"/>			
Receipt (Multi-Select): *	<input type="checkbox"/> Hand Delivered <input type="checkbox"/> Email <input type="checkbox"/> U.S. Mail <input type="checkbox"/> Customer Declined			
Office Location:	State: <input type="text" value="Oklahoma"/>	Servicing Office: <input type="text" value="WAGONER SERVICE CENTER (64962)"/>		
	<input type="button" value="Submit"/>			

19. Click Hand Delivered check box Hand Delivered

Receipt Entry - Receipt For Service

Contact Method: Office Visit Email Fax U.S. Mail

Service Requested (Multi-Select): * Program Information Program Application Technical Assistance Request Soils Survey Request
 Wetland/HEL Request Volunteer/Earth Team Inquiry LRA Request Other (Describe Below)

Service Requested Additional Description:

Optional

Contact Resolution (Multi-Select): * Publication Provided Follow-up Contact/Appointment Scheduled Site Visit Scheduled
 Referral Made (enter name of organization below) Customer Registered Customer Data Updated Conservation Planning Initiated
 Benefit/Program Application Taken Other (Describe Below) Verbal Information Given

Contact Resolution Additional Description:

Suggested Mr. Farmer update records with FSA.

Date Of Service: 10/21/2014

Receipt (Multi-Select): * Hand Delivered Email U.S. Mail Customer Declined

Office Location: State: Oklahoma Servicing Office: WAGONER SERVICE CENTER (64962)

20. Click Submit button .

Receipt for Service

Contact Method:

Service Requested

Wetland/HEL Rec

Service Requested

Optional

Contact Resolution

Referral Made (er

Benefit/Program

Contact Resolution

Optional

Date Of Service:

Receipt (Multi-Sele

Office Location:

Receipt #: 355



RECEIPT FOR SERVICE

On October 21, 2014, JULIE of the WAGONER SERVICE CENTER discussed the following services and benefits provided by the USDA Natural Resources Conservation Service (NRCS) with Joe Farmer of 123 Main Street, Wagoner, OK 74467. The discussion took place via Office Visit.

Servicing Office Address: 26114 STATE HWY 51, WAGONER, OK 74467

Requested:
Soils Survey Request

Resolution Provided:
Follow-up Contact/Appointment Scheduled
Referral Made (enter name of organization below)
Suggested Mr. Farmer update records with FSA.

Receipt #: 355

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin

Request

initiated

21.



To continue the simulation, click



The receipt will pop-up with the option to print. This will not be the only opportunity to print the receipt. The user can always search and re-print if necessary. See the 'Search RFS' simulation and work instruction for more information.

Result

You created a Receipt for Service.