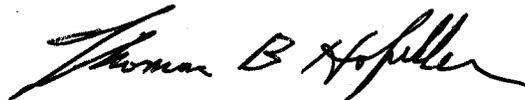


For: State and County Offices

**Processing Disbursement Replacements for Pre-Centralization System 36
Created Disbursements Using the National Payment Service (NPS)**

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

NPS is a centralized, web-based payment processing application that interfaces with a web-based program application to complete the payment process for the program. As part of Payment Centralization, correction functionality has been developed within NPS for payments originally issued from the System 36. The correction functionality allows canceling and replacing original issuances with another disbursement, also known as cancel/substitution. The County Office may:

- take this action when a CCC check is reported as lost, stolen, destroyed, mutilated, not received, or expired
- replace the original automated clearing house (ACH) disbursement issued from the System 36 with a replacement ACH or check.

Checks issued from the System 36 can **only** be replaced by a check. State and County Office employees are authorized access to NPS when their roles are established in the security database. See Notice FI-2873 for information on NPS security roles.

The new functionality for disbursement replacement for NPS includes the following:

- non-NPS (System 36) ACH replacement
- non-NPS (System 36) check replacement
- worklists that show the different disbursement replacement statuses
- error and informational message descriptions (Exhibit 1).

B Purpose

This notice provides instructions for using the “Disbursement Replacement” menu option within NPS for payments originally issued on System 36.

Disposal Date	Distribution
July 1, 2009	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

C Contact

If there are questions about this notice, State Offices shall contact the appropriate office as follows.

Issue	Contact
Software-related problems	Contact the National Help Desk at 800-255-2434 or 816-926-1552. Note: Select option 1 for web application software.
Policies in this notice	Contact 1 of the following: <ul style="list-style-type: none">• Jackie Pickens by:<ul style="list-style-type: none">• e-mail to jackie.pickens@wdc.usda.gov• telephone at 703-305-1310• Debbie Simmons by:<ul style="list-style-type: none">• e-mail to debbie.simmons@wdc.usda.gov• telephone at 703-305-1309• Nancy Sanders by:<ul style="list-style-type: none">• e-mail to nancy.sanders@kcc.usda.gov• telephone at 816-926-6971.
Disbursement replacement operational questions	Contact the Financial Services Center (FSC), FMD, toll-free at 1-866-856-1448. Select: <ul style="list-style-type: none">• option 1 for ACH issues• option 2 for check issues.

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2 NPS Login

A Login to Web Site

To access the NPS web site, County Office employees **must** have a valid eAuthentication user ID and password and an established role by FSA Security. Notice FI-2877 provides instructions for logging into NPS. The “Disbursement Replacement” link is located in the banner on the left side of the NPS Welcome Screen.

3 Disbursement Replacement Process and Menu Options

A Overview of Disbursement Replacement Process for System 36 Issued ACH

The following table provides a high-level overview of the replacement process and related worklists within NPS for System 36 issued ACH disbursements.

Step	Action
1	The user creates the replacement request and submits the request to Kansas City.
2	Kansas City reviews the replacement request and takes 1 of the following actions: <ul style="list-style-type: none">• denies the request and returns it to the Denied Worklist (go to step 6)• releases the request that places it on the Pending Certification Worklist (go to step 3)• returns the request for correction to the Pending Modification Worklist (go to step 7).
3	For requests on the Pending Certification Worklist, the user can certify or cancel the request.
4	Once the request has been certified and placed on the Pending Signing Worklist, the user can sign or cancel the request. If the user signs, the request will be forwarded to Kansas City for processing.
5	Kansas City will release the signed request for disbursement.
6	If the request was denied, it will be displayed on the Denied Worklist. The user can take either of the following actions: <ul style="list-style-type: none">• acknowledge that the request is denied and take no further action• make modifications to the request and resubmit it to Kansas City.
7	If the determination is made that the request requires corrections from the analysis performed by Kansas City, the request will be placed on the Pending Modification Worklist. The user can do either of the following: <ul style="list-style-type: none">• modify the request and resubmit it to Kansas City• cancel the request.

3 Disbursement Replacement Process and Menu Options (Continued)

A Overview of Disbursement Replacement Process for System 36 Issued ACH (Continued)

Step	Action
8	If the program code is not found, Kansas City will perform 1 of the following: <ul style="list-style-type: none"> • deny the request and place it on the Failed Program Not Valid Worklist (go to step 9) • return the request to the Pending Modification Worklist for modification (go to step 7) • correct the program code and release it to the Pending Certification Worklist (go to step 3).
9	If the request displays on the Failed Program Not Valid Worklist, the user can only acknowledge that the program was not valid.

B Overview of Disbursement Replacement Process for System 36 Issued Checks

The following table provides a high-level overview of the check replacement process and related worklists within NPS for System 36 issued checks.

Step	Action
1	The user creates the replacement request that is processed through the Automated Check Verification process.
2	From the Automated Check Verification process, a request can have 1 of the following results: <ul style="list-style-type: none"> • check is verified that it has not been negotiated or previously substituted and is less than 6 years old <p>Note: The request is moved to the Pending Certification Worklist (go to step 3).</p> <ul style="list-style-type: none"> • check has been previously substituted and is submitted to Kansas City for analysis (go to step 5) • check is greater than 6 years old and is submitted to Kansas City for analysis (go to step 5) • check has been negotiated and is placed on the Failed Worklist (go to step 6).

Notice FI-2884

3 Disbursement Replacement Process and Menu Options (Continued)

B Overview of Disbursement Replacement Process for System 36 Issued Checks (Continued)

Step	Action
3	For requests on the Pending Certification Worklist, the user can certify or cancel the request.
4	Once the request has been certified and placed on the Pending Signing Worklist, the user can sign or cancel the request. Once signed, the replacement check will be disbursed.
5	<p>If the request was submitted to Kansas City for analysis, 1 of the following actions will be taken:</p> <ul style="list-style-type: none"> • request will be released to the Pending Certification Worklist (go to step 3) • request will be returned to the user and placed on the Pending Modification Worklist (go to step 8) • request will be denied and placed on the Denied Worklist (go to step 7).
6	<p>If the request was failed, it will be displayed on the Failed Worklist. The user can take 1 of the following actions:</p> <ul style="list-style-type: none"> • acknowledge that the request was failed and take no further action • dispute the request was failed and resubmit it to Kansas City for analysis • modify and resubmit a request that the user had acknowledged as failed.
7	<p>If the request was denied and placed on the Denied Worklist, the user can take either of the following actions:</p> <ul style="list-style-type: none"> • acknowledge that the request was denied and take no further action • modify and resubmit the request to Kansas City for analysis.
8	<p>If the determination is made that the request requires corrections based on the analysis performed by Kansas City, the request will be placed on the Pending Modification Worklist. The user can do either of the following:</p> <ul style="list-style-type: none"> • modify the request and resubmit it to Kansas City • cancel the request.

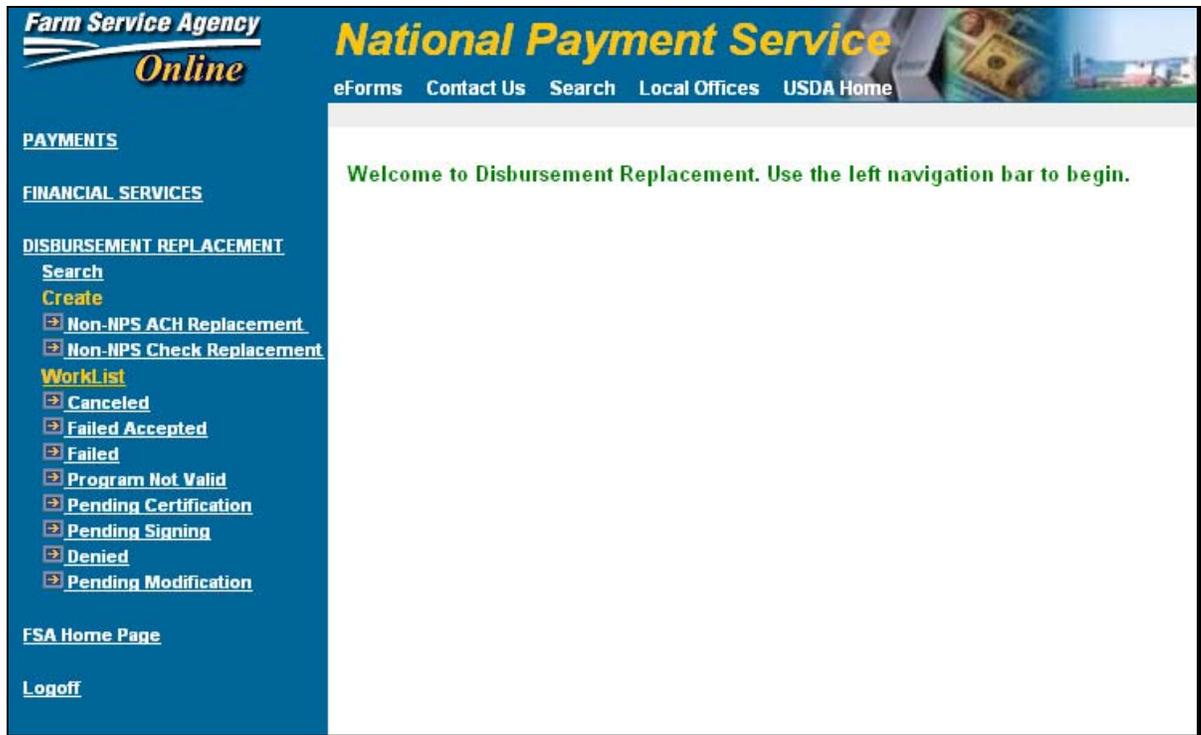
3 Disbursement Replacement Process and Menu Options (Continued)

B Overview of Disbursement Replacement Process for System 36 Issued Checks (Continued)

Step	Action
9	<p>If the program code is not found, Kansas City will perform 1 of the following:</p> <ul style="list-style-type: none"> deny the request and place it on the Failed Program Not Valid Worklist (go to step 10) return the request to the Pending Modification Worklist for modification (go to step 8) update the program code and release it for processing through the Automated Check Verification process (go to step 2).
10	<p>If the request displays on the Failed Program Not Valid Worklist, the user can only acknowledge that the program was not valid.</p>

C Disbursement Replacement Menu Contents

From the NPS Welcome Screen, CLICK “Disbursement Replacement” in the banner on the left side. The Disbursement Replacement Welcome Screen will be displayed.



3 Disbursement Replacement Process and Menu Options (Continued)

C Disbursement Replacement Menu Contents (Continued)

Menu options available for disbursement replacements are as follows.

- **Search.** Allows the Service Center representative to search for a specific disbursement replacement within their counties. Several filters are available, such as replacement type or status.
- **Create.** Provides the Service Center representative links to create a disbursement replacement for a System 36 issued:
 - ACH
 - check.
- **Worklist.** The following worklists are provided as determined by the status of a disbursement replacement request.
 - **Canceled.** Lists disbursement replacement requests canceled by the user.
 - **Failed Accepted.** Lists failed disbursement replacement requests the user acknowledges, where the original check or ACH identified on the replacement request had been negotiated, replaced, or purged.
 - **Failed.** Lists disbursement replacement requests that failed because the original check or ACH has been identified as being negotiated, replaced, or purged.
 - **Program Not Valid.** Lists replacement requests denied by Kansas City because the program code is incorrect or **not** valid. The user **must** review the request and either acknowledge that the program code failed or correct the program code and resubmit the request.
 - **Pending Certification.** Lists replacement requests that have been released from Kansas City for certification by the certifying official in the State or County Office.
 - **Pending Signing.** Once the replacement request has been certified, it is moved to this worklist to allow a signing official to electronically sign and release the replacement request for disbursement.
 - **Denied.** Lists replacement requests that are denied by Kansas City. The user **must** review the request and either acknowledge that it has been denied or modify the request and resubmit for review.
 - **Pending Modification.** Lists all requests that require a modification of some type.

4 Non-NPS ACH Replacement Requests

A Overview

Functionality has been developed within NPS to cancel and replace ACH payments, originally issued from the System 36, with another disbursement. To begin this process, the user **must** initiate a disbursement replacement request in NPS for either an ACH or check replacement.

B Creating a Non-NPS ACH Replacement – County Office Information

To replace an ACH made **before** payment centralization, the user shall CLICK “**Non-NPS ACH Replacement**” from the banner on the left side of the screen. The Create Non-NPS Initiated ACH Direct Deposit Request Screen will be displayed.

The screenshot shows the 'National Payment Service' web application interface. The main heading is 'Create Non-NPS Initiated ACH Direct Deposit Request'. Below this, there is a section titled 'Enter County Office Information:' with a red asterisk indicating required fields. The form contains three main input areas:

- State/County:** A dropdown menu currently showing 'IA-Jasper (099)'.
- Contact Name:** A text input field containing 'George Doe'.
- Reason for Replacement:** A dropdown menu with 'Select Reason' at the top and 'ACH Direct Deposit Return' selected below it.

 A 'Continue' button is located at the bottom right of the form area. On the left side of the screen, there is a blue navigation menu with categories like 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT', with 'Non-NPS ACH Replacement' highlighted under the latter category. The top of the page features the 'Farm Service Agency Online' logo and navigation links for 'eForms', 'Contact Us', 'Search', 'Local Offices', and 'USDA Home'.

The user is required to enter the following information:

- State/county from the drop-down menu
- contact name
- reason for replacement from the drop-down menu.

Note: For ACH direct deposit requests, **only** the “ACH Direct Deposit Return” replacement reason is available at this time.

CLICK “**Continue**” to move to the next screen.

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4 Non-NPS ACH Replacement Requests (Continued)

C Creating a Non-NPS ACH Replacement – Original Disbursement Information

The following screen allows the Service Center representative to enter the original disbursement information. The following fields are required:

- “Payee Name”
- “Payee Tax ID”; select payee tax ID type from the drop-down menu
- “Program Code”
- “Facility Code”, which defaults to “00”
- “ACH Trace Number”
- “Amount”; if **no** decimal is inserted, whole dollars are presumed
- under “Replacement By”, click either the “ACH Direct Deposit” or “Check” radio button.

For this example, the user clicked replacement by ACH direct deposit. If for any reason a non-NPS ACH **cannot** be replaced by another ACH, the option of using a Treasury check is available. If a user clicks “Check”, see subparagraph 5 D for specifics on entering check replacement information.

The screenshot displays the 'National Payment Service' web application interface. The left sidebar contains navigation links for 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT'. The main content area is titled 'Create Non-NPS Initiated ACH Direct Deposit Request'. It includes a 'County Office Information' section with 'State/County: IA (19)- Jasper (099)' and 'Contact Name: George Doe'. Below this is the 'Reason for Replacement: ACH Direct Deposit Return'. The 'Enter Original Disbursement Information' section contains several required fields: 'Payee Name' (John Dough), 'Payee Tax ID' (with a dropdown menu set to 'SSN (S)'), 'Program Code' (05DCPCCSORG), 'Facility Code' (00), 'ACH Trace Number' (A23407772), and 'Amount' (5). At the bottom, the 'Replacement By' section has two radio buttons: 'ACH Direct Deposit' (selected) and 'Check'. A red arrow points to the 'ACH Direct Deposit' radio button. At the bottom right, there are 'Continue', 'Back', and 'Exit' buttons.

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4 Non-NPS ACH Replacement Requests (Continued)

C Creating a Non-NPS ACH Replacement – Original Disbursement Information (Continued)

The user may click 1 of the following:

- “Continue” to process the request for payee and banking information
- “Back” to return to the previous screen
- “Exit” to cancel the request and return to the NPS Welcome Screen.

D Creating a Non-NPS ACH Replacement – Banking and Statement Mailing Information

The Create Non-NPS Initiated ACH Direct Deposit Request Screen will be displayed with information NPS retrieved for the payee’s primary profile from the Farm Service Agency – Financial Services (FSA-FS) application to obtain the banking information based on the original payee information input by the user. The Enter Statement Mailing Address Section is populated with information retrieved from the Service Center Information Management System (SCIMS).

FINANCIAL SERVICES

DISBURSEMENT REPLACEMENT

Search
Create
Non-NPS ACH Replacement
Non-NPS Check Replacement
Worklist
Canceled
Failed Accepted
Failed
Program Not Valid
Pending Certification
Pending Signing
Denied
Pending Modification

FSA Home Page
Logoff

Create Non-NPS Initiated ACH Direct Deposit Request

County Office Information:

State/County: IA (19)- Jasper (099) Contact Name: George Doe
Reason for Replacement: ACH Direct Deposit Return

Original Disbursement Information:

Payee Name: John Dough Payee Tax ID:
Program Code: 05DCPCCSORG Facility Code: 00
ACH Trace Number: A23407772 Amount: \$5.00

Replacement Direct Deposit:

Financial Institution: US BANK NA
3550 ROCKMONT DRIVE
DN-CO-011P
DENVER, CO 80202-0000

Routing Number: [REDACTED] Account Type: Checking
Account Number: [REDACTED] Account Owner: Personal

Enter Statement Mailing Address: (*) Indicates Required

Foreign Address

* Customer Name: John Dough
* Address Line 1: 1234 W 96TH
Address Line 2:
* US City: BAXTER
* US State/Zip: IOWA 50028-1234

Reset Address Clear

Continue Back Exit

4 Non-NPS ACH Replacement Requests (Continued)

D Creating a Non-NPS ACH Replacement – Banking and Statement Mailing Information (Continued)

The user shall update, verify, or validate the following:

- that the replacement direct deposit information is populated and is valid in FSA-FS **before** submitting the replacement request
- the Enter Statement Mailing Address Section is populated and correct from SCIMS. The address in this section is where the Disbursement Transaction Statement will be mailed for the replacement disbursement.

The user may click either of the following:

- “Clear” to remove pre-populated information to allow manually entry of a new name and address
- “Reset Address” to re-populate name and address information from SCIMS, if a modification was made or user clicked “Clear”.

If a Disbursement Transaction Statement necessitates a different address, CLICK “**Clear**” and enter the following required fields:

- “Customer Name” to enter customer name receiving the statement
- “Address Line 1” to enter appropriate customer address information
- “Address Line 2” to enter additional address information, if necessary (optional)
- “US City” to enter the appropriate city
- “US State” to select the appropriate State from the drop-down menu
- “Zip” to enter the appropriate ZIP Code.

Note: If a Disbursement Transaction Statement requires a foreign address, CHECK (✓) “Foreign Address” box to allow the Foreign Address Line to be entered.

The user may click 1 of the following:

- “Continue” to process the request
- “Back” to return to the previous screen to make necessary corrections
- “Exit” to cancel the request and return to the NPS Welcome Screen.

When the user clicks “Continue”, the user is allowed 1 final review **before** submitting the request to Kansas City for processing. If errors are found, the user can return to previous screens to make necessary corrections by clicking “Back”.

Notice FI-2884

4 Non-NPS ACH Replacement Requests (Continued)

E Creating a Non-NPS ACH Replacement – Request Submission

Once the user clicks “Continue”, the following screen will be displayed to show that the request has been created successfully. At this point, the replacement request is assigned a request ID and submitted to Kansas City for processing.

The screenshot displays the 'National Payment Service' web interface. The left sidebar contains navigation links for 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT'. The main content area shows a confirmation message: 'Replacement request has been created successfully.' Below this, key details are highlighted in yellow boxes: Request ID: 117, Submitted: 12/01/2008, and Status: Replacement Requested. The form provides detailed information for the replacement, including County Office Information (State/County: IA (19)- Jasper (099), Contact Name: George Doe, Reason for Replacement: ACH Direct Deposit Return), Original Disbursement Information (Payee Name: John Dough, Program Code: 05DCPCCSORG, ACH Trace Number: A23407772, Payee Tax ID, Facility Code: 00, Amount: \$5.00), Replacement Direct Deposit information (Financial Institution: US BANK NA, 3550 ROCKMONT DRIVE, DN-CO-01IP, DENVER, CO 80202-0000, Routing Number, Account Number, Account Type: Checking, Account Owner: Personal), and Statement Mailing Address (Customer Name: John Dough, Address: 1234 W 96TH, BAXTER, IA 50028-1234). An 'Exit' button is located at the bottom center of the form.

Farm Service Agency Online
National Payment Service
eForms Contact Us Search Local Offices USDA Home

PAYMENTS
FINANCIAL SERVICES
DISBURSEMENT REPLACEMENT
Search
Create
Non-NPS ACH Replacement
Non-NPS Check Replacement
Work list
Canceled
Failed Accepted
Failed
Program Not Valid
Pending Certification
Pending Signing
Denied
Pending Modification
FSA Home Page
Logoff

Create Non-NPS Initiated ACH Direct Deposit Request

Replacement request has been created successfully.

Request ID: 117 **Submitted:** 12/01/2008 **Status:** Replacement Requested

County Office Information:
State/County: IA (19)- Jasper (099) Contact Name: George Doe
Reason for Replacement: ACH Direct Deposit Return

Original Disbursement Information:
Payee Name: John Dough Payee Tax ID: [REDACTED]
Program Code: 05DCPCCSORG Facility Code: 00
ACH Trace Number: A23407772 Amount: \$5.00

Replacement Direct Deposit:
Financial Institution: US BANK NA
3550 ROCKMONT DRIVE
DN-CO-01IP
DENVER, CO 80202-0000
Routing Number: [REDACTED] Account Type: Checking
Account Number: [REDACTED] Account Owner: Personal

Statement Mailing Address:
Customer Name: John Dough
Address: 1234 W 96TH
BAXTER, IA 50028-1234

Exit

The replacement request process is complete. CLICK “**Exit**” to return to the NPS Welcome Screen.

5 Non-NPS Check Replacement Requests

A Overview

Functionality has been developed within NPS to cancel and replace CCC-184's originally issued from the System 36. To begin this process, the user **must** initiate a disbursement replacement request in NPS for a check replacement.

B Creating a Non-NPS Check Replacement – Issuing Office Information

To replace CCC-184's issued **before** payment centralization, the user **must** CLICK “**Non-NPS Check Replacement**” from the banner on the left side of the screen. The Create Non-NPS Initiated Check Replacement Request Screen will be displayed.

The screenshot displays the 'National Payment Service' web application interface. The header includes the 'Farm Service Agency Online' logo and navigation links for 'eForms', 'Contact Us', 'Search', 'Local Offices', and 'USDA Home'. The main content area is titled 'Create Non-NPS Initiated Check Replacement Request' and contains the following form fields:

- Enter County Office Information:** (*) Indicates Required
- * State/County:** CA-Merced (047) (dropdown menu)
- * Contact Name:** Jane Doe (text input field)
- * Reason for Replacement:** Select Reason (dropdown menu with the following options: Select Reason, Lost, Stolen or Destroyed Check, Check Lost in Banking Channels, Non-Receipt of Check by Payee, Expired Check, Deceased Payee)

The left sidebar contains a navigation menu with the following sections:

- PAYMENTS**
- FINANCIAL SERVICES**
- DISBURSEMENT REPLACEMENT**
 - Search
 - Create
 - Non-NPS ACH Replacement
 - Non-NPS Check Replacement
 - Work List
 - Canceled
 - Failed Accepted
 - Failed
 - Program Not Valid
 - Pending Certification
 - Pending Signing
 - Denied
 - Pending Modification
- FSA Home Page
- Logoff

Notice FI-2884

5 Non-NPS Check Replacement Requests (Continued)

B Creating a Non-NPS Check Replacement – Issuing Office Information (Continued)

The user is required to enter the following information:

- State/county from the drop-down menu
- contact name
- 1 of the following reasons for replacement from the drop-down menu:
 - “Lost, Stolen or Destroyed Check”
 - “Check Lost in Banking Channels”
 - “Non-Receipt of Check by Payee”
 - “Expired Check”

Note: The physical check **must** be in the County Office’s possession to use this option.

- “Deceased Payee”.

Once a “Reason for Replacement” is selected, CLICK “**Continue**” to move to the next screen.

5 Non-NPS Check Replacement Requests (Continued)

C Creating a Non-NPS Check Replacement – Original Disbursement Information

The Create Non-NPS Initiated Check Replacement Request Screen allows the user to enter the original disbursement information.

The following fields are required:

- “Payee Name”
- “Payee Tax ID”; select payee tax ID type from the drop-down menu
- “Program Code”
- “Facility Code”, which defaults to “00”
- “Check Number”
- “Issue Date”, in “MM/DD/YYYY” format
- “Amount”; if **no** decimal is inserted, whole dollars are presumed.

Notice FI-2884

5 Non-NPS Check Replacement Requests (Continued)

C Creating a Non-NPS Check Replacement – Original Disbursement Information (Continued)

The user may click 1 of the following:

- “Continue” to move to the next input screen
- “Back” to return to the previous screen
- “Exit” to cancel the request and return to the NPS Welcome Screen.

D Creating a Non-NPS Check Replacement – Replacement Check Information

NPS retrieves the payee name and address from SCIMS based on the original payee information input by the user, as shown in the following screen.

Farm Service Agency Online
National Payment Service
eForms Contact Us Search Local Offices USDA Home

PAYMENTS
FINANCIAL SERVICES
DISBURSEMENT REPLACEMENT
Search
Create
▶ Non-NPS ACH Replacement
▶ Non-NPS Check Replacement
Work List
▶ Canceled
▶ Failed Accepted
▶ Failed
▶ Program Not Valid
▶ Pending Certification
▶ Pending Signing
▶ Denied
▶ Pending Modification
FSA Home Page
Logoff

Create Non-NPS Initiated Check Replacement Request

County Office Information:
State/County: CA (06)- Merced (047) Contact Name: Jane Doe
Reason for Replacement: Lost, Stolen or Destroyed Check

Original Disbursement Information:
Payee Name: Janet Dough Payee Tax ID:
Program Code: 05-07LIP Facility Code: 00
Check Number: 44070706 Amount: \$5,188.00
Issue Date: 03/17/2008

Enter Replacement Check Information: (*) Indicates Required

Foreign Address

* Payee Name: Janet Dough

* Address Line 1: 1234 One Way Drive

Address Line 2:

* US City: HILMAR

* US State/Zip: CALIFORNIA 95324-1234

Reset Address Clear

Continue Back Exit

5 Non-NPS Check Replacement Requests (Continued)

D Creating a Non-NPS Check Replacement – Replacement Check Information (Continued)

The user **must** update or verify that the payee name and address information as populated in the screen is valid in SCIMS **before** submitting the replacement request.

The user may click either of the following:

- “Clear” to remove pre-populated information to allow manually entry of a new name and address
- “Reset Address” to re-populate name and address information from SCIMS, if a modification was made or user clicked “Clear”.

If a Disbursement Transaction Statement necessitates a different address, **CLICK “Clear”** and enter the following required fields:

- “Payee Name” to enter customer name receiving the statement
- “Address Line 1” to enter appropriate customer address information
- “Address Line 2” to enter additional address information, if necessary (optional)
- “US City” to enter the appropriate city
- “US State” to select the appropriate State from the drop-down menu
- “Zip” to enter the appropriate ZIP Code.

Note: If the replacement check requires a foreign address, **CHECK (✓) “Foreign Address”** box to allow the Foreign Address Line to be entered.

The user may click 1 of the following:

- “Continue” to process the request
- “Back” to return to the previous screen to make necessary corrections
- “Exit” to cancel the request and return to the NPS Welcome Screen.

Notice FI-2884

5 Non-NPS Check Replacement Requests (Continued)

E Creating a Non-NPS Check Replacement – Statement Mailing Address

The address in the Enter Statement Mailing Address Section is the address where the Disbursement Transaction Statement will be mailed for the replacement disbursement. The address information was populated from SCIMS and should be validated to ensure that the information is correct.

FINANCIAL SERVICES

DISBURSEMENT REPLACEMENT

[Search](#)

[Create](#)

[Non-NPS ACH Replacement](#)

[Non-NPS Check Replacement](#)

[Work List](#)

[Canceled](#)

[Failed Accepted](#)

[Failed](#)

[Program Not Valid](#)

[Pending Certification](#)

[Pending Signing](#)

[Denied](#)

[Pending Modification](#)

[FSA Home Page](#)

[Logout](#)

Create Non-NPS Initiated Check Replacement Request

County Office Information:

State/County: CA (06)- Merced (047) Contact Name: Jane Doe

Reason for Replacement: Lost, Stolen or Destroyed Check

Original Disbursement Information:

Payee Name: Janet Dough Payee Tax ID:

Program Code: 05-07LIP Facility Code: 00

Check Number: 44070706 Amount: \$5,188.00

Issue Date: 03/17/2008

Replacement Check Information:

Payee Name: Janet Dough

Address: 1234 One Way Drive
HILMAR, CA 95324-1234

Enter Statement Mailing Address: (*) Indicates Required

Foreign Address

* Customer Name: Janet Dough

* Address Line 1: 1234 One Way Drive

Address Line 2:

* US City: HILMAR

* US State/Zip: CALIFORNIA 95324-1234

The user may click 1 of the following:

- “Clear” to remove pre-populated information to allow manually entry of a new name and address
- “Same As Check” to populate the fields with the same name and address used for the replacement check
- “Reset Address” to re-populate name and address information from SCIMS, if a modification was made or user clicked “Clear”.

5 Non-NPS Check Replacement Requests (Continued)

E Creating a Non-NPS Check Replacement – Statement Mailing Address (Continued)

If a Disbursement Transaction Statement necessitates a different address, CLICK “Clear” and enter the following required fields:

- “Customer Name” to enter customer name receiving the statement
- “Address Line 1” to enter appropriate customer address information
- “Address Line 2” to enter additional address information, if necessary (optional)
- “US City” to enter the appropriate city
- “US State” to select the appropriate State from the drop-down menu
- “Zip” to enter the appropriate ZIP Code.

Note: If a Disbursement Transaction Statement requires a foreign address, CHECK (✓) “Foreign Address” box to allow the Foreign Address Line to be entered.

The user may click 1 of the following:

- “Continue” to process the request
- “Back” to return to the previous screen to make necessary corrections
- “Exit” to cancel the request and return to the NPS Welcome Screen.

When the user clicks “Continue”, the user is allowed 1 final review before submitting the request to the Automated Check Verification Process. If errors are found, the user can return to previous screen to make necessary corrections by clicking “Back”.

Notice FI-2884

5 Non-NPS Check Replacement Requests (Continued)

F Creating a Non-NPS Check Replacement – Request Submission

Once the user clicks “Continue”, the following screen will be displayed to show the request has been created successfully.

The screenshot displays the 'National Payment Service' web interface. The left sidebar contains navigation links for 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT'. The main content area is titled 'Create Non-NPS Initiated Check Replacement Request' and features a success message: 'Replacement request has been created successfully.' Below this, key details are provided: Request ID: 116, Submitted: 12/01/2008, and Status: Automated Verification. The interface is divided into sections for 'County Office Information', 'Original Disbursement Information', 'Replacement Check Information', and 'Statement Mailing Address', each containing specific data points such as State/County, Payee Name, Program Code, Check Number, Issue Date, Contact Name, and Address.

Request ID:	116	Submitted:	12/01/2008	Status:	Automated Verification
County Office Information:					
State/County: CA (06)- Merced (047)		Contact Name: Jane Doe			
Reason for Replacement: Lost, Stolen or Destroyed Check					
Original Disbursement Information:					
Payee Name: Janet Dough		Payee Tax ID: [REDACTED]			
Program Code: 05-07LIP		Facility Code: 00			
Check Number: 44070706		Amount: \$5,188.00			
Issue Date: 03/17/2008					
Replacement Check Information:					
Payee Name: Janet Dough					
Address: 1234 One Way Drive HILMAR, CA 95324-1234					
Statement Mailing Address:					
Customer Name: Janet Dough					
Address: 1234 One Way Drive HILMAR, CA 95324-1234					

The replacement request process is complete. At this point, the replacement request is assigned a request ID and the request is processed through the Automated Check Verification to determine whether the check has been negotiated.

Notice FI-2884

5 Non-NPS Check Replacement Requests (Continued)

F Creating a Non-NPS Check Replacement – Request Submission (Continued)

This verification will provide the user 4 possible results.

- If the original check has **not** been negotiated and is less than 6 years old, the request will be placed on the Pending Certification Worklist.
- If the original check has been previously replaced, the request will be forwarded to Kansas City for analysis. Kansas City will notify the user how to proceed.
- If the original check is **not** available for replacement, the request will be placed on the Failed Worklist.
- If the original check is over 6 years old, the request will be forwarded to Kansas City for analysis. Kansas City will notify the user how to proceed.

6 Disbursement Replacement Search Functionality

A Overview

The Disbursement Replacement process in NPS provides a search criteria option that will allow the user to filter through all the disbursement replacement requests to look for individual or multiple requests.

The search criteria option is available on the banner on the left side of the screen. Under “Disbursement Replacement”, CLICK “Search”. This is an example of the Disbursement Replacement Search Screen.

Farm Service Agency Online **National Payment Service**
eForms Contact Us Search Local Offices USDA Home

PAYMENTS
FINANCIAL SERVICES
DISBURSEMENT REPLACEMENT
Search
Create
Non-NPS ACH Replacement
Non-NPS Check Replacement
Work List
Canceled
Failed Accepted
Failed
Program Not Valid
Pending Certification
Pending Signing
Denied
Pending Modification
FSA Home Page
Logoff

Disbursement Replacement Search ?

Enter Multiple Requests search criteria: (*) Indicates Required

* State/County: Select County

* Replacement Type:
 Both
 ACH Direct Deposit
Trace Number: (Optional)
 Check
Check Number: (Optional)

* Replacement Status: All

Program Code:
Tax ID: All

Search

Enter Individual Request search criteria: (*) Indicates Required

* Request ID:

Search

6 Disbursement Replacement Search Functionality (Continued)

B Entering Search Criteria to Filter Disbursement Replacement Requests

Enter criteria under “Enter Multiple Requests search criteria” to display a list of replacement requests that meet the submitted criteria. The user can search for an individual request by inputting the request ID assigned at the time of original submission. The following required fields may be selected by the user to identify the following.

- Multiple Requests.
 - “County”. The drop-down menu will display all counties for which the user has access.
 - “Replacement Type”. Click 1 of the following radio button replacement types:
 - “Both” to display **both** ACH direct deposit and check replacement requests
 - “ACH Direct Deposit” to display **only** ACH requests
 - Note:** The trace number can be entered to **only** display a particular ACH direct deposit trace number.
 - “Check” to display **only** check replacement requests.
 - Note:** The check number can be entered to **only** display a particular check number.
 - “Replacement Status”. Use the drop-down menu to select 1 of the listed statuses. See subparagraph C for a detailed description of each status.
 - “Program Code” (optional). Enter the program code related to initial disbursement.
 - “Tax ID”. Select the tax ID type from the drop-down menu (optional). Replacement requests for a particular entity will be displayed.
 - Note:** Enter the appropriate fields and CLICK “**Search**” to complete the search.
- Individual Requests. In the “Request ID” field, enter the request ID assigned by NPS when the disbursement replacement request was submitted successfully. CLICK “**Search**” to search for a specific replacement request.

6 Disbursement Replacement Search Functionality (Continued)

B Entering Search Criteria to Filter Disbursement Replacement Requests (Continued)

The following Disbursement Replacement Search Results Screen will be displayed with the search results. To view the detail of this request, CLICK “Detail”.

The screenshot displays the 'National Payment Service' website interface. The header includes the 'Farm Service Agency Online' logo and navigation links for 'eForms', 'Contact Us', 'Search', 'Local Offices', and 'USDA Home'. A left-hand navigation menu lists categories: 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT'. Under 'DISBURSEMENT REPLACEMENT', there are sub-links for 'Search', 'Create', 'Non-NPS ACH Replacement', 'Non-NPS Check Replacement', 'Worklist', 'Canceled', 'Failed Accepted', 'Failed', 'Program Not Valid', 'Pending Certification', 'Pending Signing', 'Denied', and 'Pending Modification'. At the bottom of the menu are 'FSA Home Page' and 'Logoff' links. The main content area is titled 'Disbursement Replacement Search Results' and shows 'One item found. 1'. The search result is for 'Janet Dough' with a 'Tax ID' field, 'State/County: CA (06)-Merced (047)', 'Program: 05-07LIP', 'Amount: \$5,188.00', 'Check Number: 44070706', 'Request ID: 116', 'Submitted: 12/01/2008', and 'Status: Failed'. A 'Detail' link is provided for the failed request.

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6 Disbursement Replacement Search Functionality (Continued)

B Entering Search Criteria to Filter Disbursement Replacement Requests (Continued)

From the Disbursement Replacement Request Detail Screen, the user may choose to take action on this request depending on its status. In the following example, the request status is displayed as “Failed”. The user can click either of the following radio button actions:

- “Accept” to accept that the request has failed
- “Dispute” to dispute the request and submit it back to Kansas City for analysis.

The screenshot displays the 'National Payment Service' web interface. The left sidebar contains navigation links for 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT', with a 'Work list' section listing various request statuses like 'Canceled', 'Failed', 'Failed Accepted', etc. The main content area is titled 'Disbursement Replacement Request Detail' and shows the following information:

- Request ID:** 116
- Submitted:** 12/01/2008
- Status:** Failed

County Office Information:

- State/County:** CA (06)- Merced (047)
- Contact Name:** Jane Doe
- Reason for Replacement:** Lost, Stolen or Destroyed Check

Original Disbursement Information:

- Payee Name:** Janet Dough
- Program Code:** 05-07LIP
- Check Number:** 44070706
- Issue Date:** 03/17/2008
- Payee Tax ID:** [Redacted]
- Facility Code:** 00
- Amount:** \$5,188.00

Replacement Check Information:

- Payee Name:** Janet Dough
- Address:** 1234 One Way Drive, HILMAR, CA 95324-1234

Statement Mailing Address:

- Customer Name:** Janet Dough
- Address:** 1234 One Way Drive, HILMAR, CA 95324-1234

Failure Reason: Transaction Not Found

Action: Accept Dispute

Buttons: Submit, Exit

6 Disbursement Replacement Search Functionality (Continued)

C Disbursement Replacement Request Status Descriptions

The user can select replacement requests by a specific status as listed in the following screen.

A description of each status is as follows:

- “All” displays all replacement statuses
- “Failed” displays replacement check requests that failed the Automated Check Verification process
- “Canceled” displays all canceled replacement requests
- “Program Not Valid” displays requests that contained an invalid program code

6 Disbursement Replacement Search Functionality (Continued)

C Disbursement Replacement Request Status Descriptions (Continued)

- “Automated Upload” displays all replacement check requests that have been uploaded for disbursement
- “Pending Signing” displays all requests that have been certified and awaiting approval from the signing official
- “Signed” displays all requests that have been signed
- “Pending Release” displays requests awaiting release from Kansas City
- “Pending Modification” displays requests awaiting modification by the user
- “Automated Verification” displays all replacement check requests currently in the Automated Check Verification process
- “Pending Certification” displays all requests awaiting approval from the certifying official
- “Program Verification” displays all requests awaiting program code verification from Kansas City
- “Replacement Requested” displays replacement ACH direct deposit requests submitted to Kansas City for processing
- “Completed” displays all replacement requests that have been completed and disbursed
- “Denied” displays all requests denied by Kansas City
- “Failed Disputed” displays all replacement check requests where the user is disputing the results of the Automated Check Verification and submitting to Kansas City for analysis
- “Pending Authorization” displays all replacement check requests for expired checks greater than 6 years old where the user is awaiting instruction from Kansas City on how to proceed
- “Failed Accepted” displays all requests where the user has acknowledged that a request has failed.

7 Disbursement Replacement Worklists

A Overview

As part of the disbursement replacement process, there are 8 different worklists available. Certain actions place the disbursement replacement request in a particular status, which determines the worklist on which the request will be displayed. The worklists are as follows:

- Canceled
- Denied
- Failed
- Failed Accepted
- Pending Certification
- Pending Modification
- Pending Signing
- Program Not Valid.

Each worklist contains a search screen to filter the requests within that status. The following is an example of the Disbursement Replacement Search - Canceled Screen for the Canceled Worklist.

The screenshot shows the 'National Payment Service' web application. The left sidebar contains a navigation menu with the following items: 'Farm Service Agency Online', 'PAYMENTS', 'FINANCIAL SERVICES', 'DISBURSEMENT REPLACEMENT' (with sub-links for Search, Create, Non-NPS ACH Replacement, Non-NPS Check Replacement, Work List, Canceled, Failed Accepted, Failed, Program Not Valid, Pending Certification, Pending Signing, Denied, and Pending Modification), 'FSA Home Page', and 'Logoff'. The main content area is titled 'Disbursement Replacement Search - Canceled' and includes a search form with the following fields and options: 'Enter Work List filter criteria: (*) Indicates Required', '* State/County: Select County (dropdown)', '* Replacement Type: Both (selected), ACH Direct Deposit, Check (radio buttons), 'Program Code: (text input)', 'Tax ID: (text input) All (dropdown)', and a 'Search' button.

7 Disbursement Replacement Worklists (Continued)

A Overview (Continued)

To perform a search on any worklist, the following fields are required:

- “State/County”; select from the drop-down menu
- “Replacement Type”; click 1 of the following radio button replacement types:
 - “Both”
 - “ACH Direct Deposit”
 - “Check”
- other filters that are available but **not** required:
 - “Program Code”
 - “Tax ID”; select the tax ID type from the drop-down menu.

Enter the appropriate fields and CLICK “**Search**” to complete the search.

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7 Disbursement Replacement Worklists (Continued)

B Canceling a Request/Canceled Worklist

A replacement request can be canceled from the following worklists:

- Pending Certification
- Pending Signing
- Pending Modification.

The following Disbursement Request Detail Screen displays a request found on the Pending Certification Worklist.

The screenshot shows the 'National Payment Service' web interface. The left sidebar contains navigation links for 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT'. Under 'DISBURSEMENT REPLACEMENT', there are links for 'Search', 'Create', 'Non-NPS ACH Replacement', 'Non-NPS Check Replacement', 'Work List', 'Canceled', 'Failed Accepted', 'Failed', 'Program Not Valid', 'Pending Certification', 'Pending Signing', 'Denied', and 'Pending Modification'. The main content area is titled 'Disbursement Replacement Request Detail' and shows the following information:

Request ID: 63 **Submitted:** 08/15/2008 **Status:** Pending Certification

County Office Information:

State/County: IA (19)- Jasper (099) **Contact Name:** Test ACH Trace #

Reason for Replacement: ACH Direct Deposit Return

Original Disbursement Information:

Payee Name: John Dough **Payee Tax ID:** [REDACTED]

Program Code: 05DCPCCBORG **Facility Code:** 00

ACH Trace Number: A23388034 **Amount:** \$6.00

Replacement Direct Deposit:

Financial Institution: FIRST STATE BANK OF COLFAX
100 N. WALNUT
COLFAX, IA 50054-1040

Routing Number: [REDACTED] **Account Type:** Checking

Account Number: [REDACTED] **Account Owner:** Personal

Statement Mailing Address:

Customer Name: John Dough

Address: 123 Cherry Tree Lane
Apt 5
PRAIRIE CITY, IA 50228-8750

Comment: released by grp chief

Action: Certify Cancel

Buttons: Submit, Exit

The County Office may click either of the following radio button actions:

- “Certify” to place the request on the Pending Signing Worklist
- “Cancel” to cancel the request and place it on the Canceled Worklist.

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7 Disbursement Replacement Worklists (Continued)

B Canceling a Request/Canceled Worklist (Continued)

The user may click either of the following:

- “Submit” to cancel the request
- “Exit” to make **no** changes to the request and return it to the worklist.

The following shows the confirmation message that will be displayed when a request is being canceled.

Farm Service Agency Online **National Payment Service**
eForms Contact Us Search Local Offices USDA Home

PAYMENTS
FINANCIAL SERVICES
DISBURSEMENT REPLACEMENT
Search
Create
Non-NPS ACH Replacement
Non-NPS Check Replacement
WorkList
Canceled
Failed Accepted
Failed
Program Not Valid
Pending Certification
Pending Signing
Denied
Pending Modification
FSA Home Page
Logout

Disbursement Replacement Request Detail

Once the Cancel is confirmed the current processing status of the request can only be recovered by resubmitting the request.

Request ID: 63 Submitted: 08/15/2008 Status: Pending Certification

County Office Information:
State/County: IA (19)-Jasper (099) Contact Name: TestACH Trace #
Reason for Replacement: ACH Direct Deposit Return

Original Disbursement Information:
Payee Name: John Dough Payee Tax ID:
Program Code: 05DCPCCSORG Facility Code: 00
ACH Trace Number: A23388034 Amount: \$6.00

Replacement Direct Deposit:
Financial Institution: FIRST STATE BANK OF COLFAX
100 N. WALNUT
COLFAX, IA 50054-1040
Routing Number: Account Type: Checking
Account Number: Account Owner: Personal

Statement Mailing Address:
Customer Name: John Dough
Address: 123 Cherry Tree Lane
Apt 5
PRAIRIE CITY, IA 50228-8750

Comment: released by grp chief

Confirm Cancel Exit

The user may click either of the following:

- “Confirm Cancel” to cancel the request and submit it to Kansas City for review
- “Exit” to make **no** changes to the request and return to the worklist.

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7 Disbursement Replacement Worklists (Continued)

B Canceling a Request/Canceled Worklist (Continued)

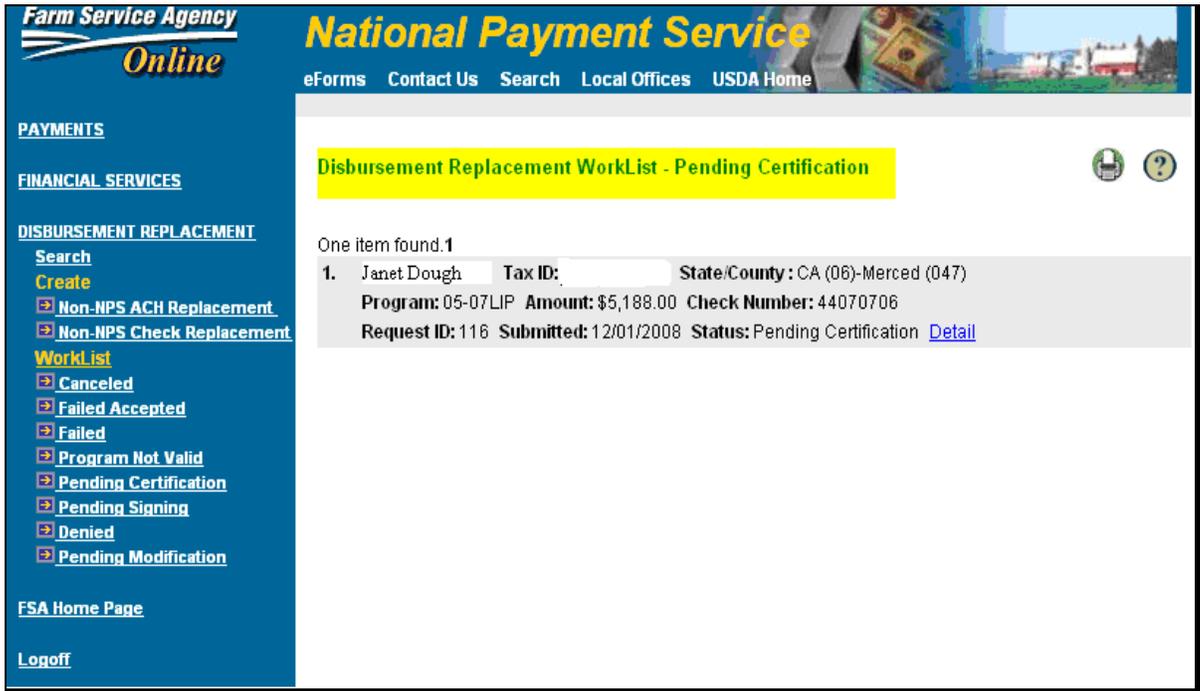
The following Disbursement Replacement Worklist - Pending Certification Screen displays the confirmation message that will be displayed to confirm that the request has been canceled. This places the request on the Canceled Worklist.

The screenshot shows the 'National Payment Service' web interface. The left sidebar contains navigation links for 'PAYMENTS', 'FINANCIAL SERVICES', and 'DISBURSEMENT REPLACEMENT'. Under 'DISBURSEMENT REPLACEMENT', there is a 'Worklist' section with various status filters. The main content area is titled 'Disbursement Replacement WorkList - Pending Certification'. A yellow banner displays the message: 'Replacement request (id=63) has been canceled successfully.' Below this, a list of 2 items is shown, displaying details for two requests: Janet Dough, Tax ID: [redacted], State/County: IA (19)-Jasper (099). The first request (ID: 75) has a program of 06AUTOCRPCS, amount of \$539.00, and ACH Trace Number A23524099. The second request (ID: 117) has a program of 05DCPCCSORG, amount of \$5.00, and ACH Trace Number A23407772. Both requests are in 'Pending Certification' status.

7 Disbursement Replacement Worklists (Continued)

C Certifying a Replacement Request/Pending Certification Worklist

A replacement request will be displayed on the Pending Certification Worklist once it has been verified through the Automated Check Verification process, which should take only about 10 minutes from the time a replacement check request is submitted or when the replacement ACH is released by Kansas City. Under “Worklist” on the left side of the screen, the certifying official clicks “Pending Certification” to input the selection criteria; such as State/county and replacement type (see subparagraph A). Based on the search criteria, the following Disbursement Replacement Worklist - Pending Certification Screen will be displayed to list the requests pending certification.



To certify the replacement request, the certifying official **must** CLICK “Detail” to view the detailed request record.

Notice FI-2884

7 Disbursement Replacement Worklists (Continued)

C Certifying a Replacement Request/Pending Certification Worklist

To certify the replacement request, the certifying official **must** CLICK “**Detail**” to view the detailed request record.

Note: The replacement will **not** be completed until the request is certified.

Farm Service Agency Online **National Payment Service**
eForms Contact Us Search Local Offices USDA Home

Disbursement Replacement Request Detail

Request ID: 116 Submitted: 12/01/2008 Status: Pending Certification

County Office Information:

State/County: CA (06)- Merced (047) Contact Name: Jane Doe

Reason for Replacement: Lost, Stolen or Destroyed Check

Original Disbursement Information:

Payee Name: Janet Dough Payee Tax ID: [REDACTED]
Program Code: 05-07LIP Facility Code: 00
Check Number: 44070706 Amount: \$5,188.00
Issue Date: 03/17/2008

Replacement Check Information:

Payee Name: Janet Dough
Address: 1234 One Way Drive
HILMAR, CA 95324-1234

Statement Mailing Address:

Customer Name: Janet Dough
Address: 1234 One Way Drive
HILMAR, CA 95324-1234

Failure Reason: Transaction Not Found

Action: Certify Cancel

Submit Exit

A certifying official may **not** change **any** of the replacement information. The certifying official **must** click either of the following radio button actions:

- “Certify” to certify the replacement request as proper, due, and payable as it is
- “Cancel” to cancel the replacement request.

The certifying official **must** click either of the following:

- “Submit” to accept the action and return to the worklist
- “Exit” to take **no** action and return to the worklist.

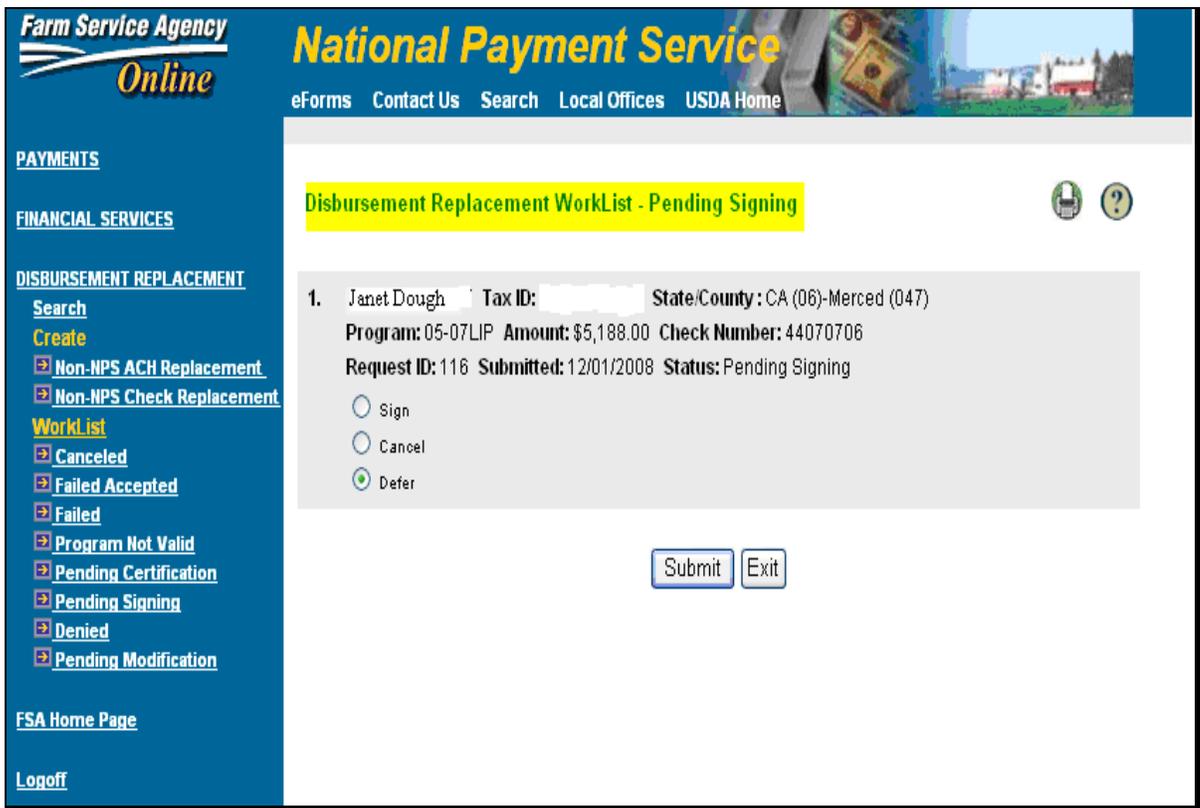
7 Disbursement Replacement Worklists (Continued)

D Signing a Replacement Request/Pending Signing Worklist

The Pending Signing Worklist contains all the replacement requests that have been electronically signed by the certifying official.

Under “Worklist” on the left side of the screen, the signing official clicks “Pending Signing” to input the selection criteria; such as State/county and replacement type (see subparagraph A). Based on the search criteria, the following Disbursement Replacement Worklist - Pending Signing Screen will be displayed that lists the requests pending signing.

Note: The replacement will **not** be completed until the request is signed.



The worklist displays the following:

- replacement request recipient’s name and tax ID number
- payment program code
- amount of payment request
- check or ACH direct deposit number
- request ID
- date replacement request was submitted
- status of replacement request.

7 **Disbursement Replacement Worklists (Continued)**

D Signing a Replacement Request/Pending Signing Worklist (Continued)

The signing official **must** click 1 of the following radio buttons to:

- “Approve” the replacement request for release
- “Cancel” the replacement request
- “Defer” the replacement request for later processing, which is the default.

The signing official **must** click either of the following:

- “Submit” to accept the action and return to the worklist
- “Exit” to take **no** action and return to the worklist.

E Program Not Valid Worklist

When the original disbursement information is entered for an ACH or check replacement request, a validation is performed against the current accounting program code table. If the program code is **not** valid on the current accounting program code table, the user needs to verify that the program code was input correctly and, if so, CLICK “**Correct As Entered**” box. The request is submitted to Kansas City for analysis where 1 of the following actions will take place:

- program code will be updated and the request will be returned to the Pending Modification Worklist
- program code will be updated and the request will be released to the Automated Check Verification process

Note: The results of the check verification process will determine the status of the request and on which worklist the request will be displayed.

- replacement request will be denied and the request will be returned to the Program Not Valid Worklist.

If a request has failed because of the program code and is on the Program Not Valid Worklist, the **only** action available to the user is to acknowledge the program code is **not** valid. Once acknowledged, the request can **no** longer be modified and the user will need to create a new request, if deemed necessary.

7 Disbursement Replacement Worklists (Continued)

F Pending Modification Worklist

A disbursement replacement request can be modified at several stages during this process. All fields can be modified **except** for the check and ACH direct deposit trace numbers. Kansas City may return a replacement request to the user to modify:

- the program code for either ACH or check replacement request
- a request for an expired check greater than 6 years old
- a failed disputed check replacement request resulting from Kansas City review
- an ACH direct deposit replacement request.

The user can modify a replacement request in the following replacement statuses:

- “Denied”, for check and ACH direct deposit
- “Denied”, acknowledged for check and ACH direct deposit
- “Canceled”, replacement request for check and ACH direct deposit
- “Pending Modification”, for check and ACH direct deposit
- “Failed Accepted”, for check request.

G Replacement Denied Worklist

The Replacement Denied Worklist displays ACH direct deposit and check replacement requests that have been denied by Kansas City. This includes:

- “Replacement Requested”, for ACH direct deposit
- “Failed Disputed”, for check replacement requests
- “Replacement Requested”, for expired checks greater than 6 years old.

From the Replacement Denied Worklist, the user can:

- acknowledge the replacement has been denied

Note: This removes the request from the worklist, changes the status to “Replacement Denied Acknowledged”, and retains the detail for historical purposes. If the request is deemed valid after the status has been changed, the user can access the request record, make any necessary modifications, and resubmit for processing.

- modify the request and resubmit for processing.

7 Disbursement Replacement Worklists (Continued)

H Failed Worklist

The Failed Worklist displays replacement check requests that failed the Automated Check Verification because the original check has been negotiated.

Under “Worklist” on the left side of the screen, CLICK “Failed” to input the selection criteria; such as State/county and replacement type. To access the record detail, CLICK “Detail” on the request displayed in the worklist.

The user **must** click either of the following radio button actions:

- “Accept” to accept the request as failed, which moves the request to the Failed Accepted Worklist
- “Dispute” to dispute that the request was failed, which submits it back to Kansas City for analysis.

I Failed Accepted Worklist

The Failed Accepted Worklist displays replacement check requests where the user has accepted that the request failed the Automated Check Verification because the original check has been negotiated.

Under “Worklist” on the left side of the screen, CLICK “Failed Accepted” to input the selection criteria; such as State/county and replacement type.

Error and Informational Messages Within Disbursement Replacement Process

The following table displays some examples of the error and informational messages that may be displayed within the Disbursement Replacement Process.

Error (E) or Informational (I) Message	Occurs in Replacement ACH (A) or Check (C)	Message Displayed	Explanation
E	A and C	Program Code “xxxxx” is not found. Verify and re-enter, or confirm program code correct as entered.	The program code entered for the original ACH or check disbursement was not valid on the current accounting table. If program code is correct as entered, CHECK (✓) “Correct As Entered” box and continue processing.
I	A and C	Request will be referred to Kansas City for Analysis. CO will be notified how to proceed.	This message will be displayed when a user checks “Correct As Entered” box for the program code.
E	A	No banking information found. Ensure payee information is in FSA-FS Direct Deposit or re-issue by check.	No banking information was found in FSA-FS for the payee entered. Update and/or verify the payee information in FSA-FS to ensure that it is correct. Otherwise, the replacement request will need to be re-issued by Treasury check.
E	A	There is an existing request for this ACH DD Trace Number. Request must have unused ACH track number if you wish to continue current replacement process.	A replacement request has already been submitted from the originating State/county for the listed ACH direct deposit trace number. Verification of the data being input should be performed by the County Office before proceeding with the request.
E	A and C	This request is being reviewed in Kansas City. If the request must be modified before replacement, please contact Kansas City to arrange for the request to be returned to your worklist for modification.	If the request already exists but needs modifications before it can be replaced and is on the Kansas City worklist, contact Kansas City to return the request to the worklist for modification.
I	A and C	Once the Cancel is confirmed the current processing status of this request can not be recovered.	This message will be displayed to ensure that the user wants to cancel a request.

Error and Informational Messages Within Disbursement Replacement Process (Continued)

Error (E) or Information (I) Message	Occurs in Replacement ACH (A) or Check (C)	Message Displayed	Explanation
I	A and C	Replacement request (id#) has been canceled successfully.	This message confirms the request has been canceled.
I	A	Replacement request is denied. Disbursement is not eligible for replacement.	Kansas City has deemed a request not eligible for replacement that places the request on the Denied Worklist. The user can acknowledge or modify and resubmit the request.
E	C	There is an existing request for this Check Number. Request must have an unused Check Number if you wish to continue current replacement process.	A replacement request has already been submitted from the originating State/county for the listed check number. Verification of the data being input should be performed by the user before proceeding with the request.
E	C	Original check is not available for replacement. It has been negotiated, replaced, or purged.	Automated Check Verification process failed the request and placed it on the Failed Worklist because the original check has been negotiated, replaced, or purged. This message could also be for requests Kansas City deems not eligible for replacement that would place the replacement requests on the Denied Worklist.
E	C	Original check is not available for replacement. The check number could not be found. Please verify the correct check number was entered and submit a new request.	Automated Check Verification process failed the request and placed it on the Failed Worklist because the original check number was not found.
E	C	Original check is not available for replacement. The check has been paid.	Automated Check Verification process failed the request and placed it on the Failed Worklist because the original check has been negotiated.

Error and Informational Messages Within Disbursement Replacement Process (Continued)

Error (E) or Information (I) Message	Occurs in Replacement ACH (A) or Check (C)	Message Displayed	Explanation
E	C	Original check is not available for replacement. The check has been canceled.	Automated Check Verification process failed the request and placed it on the Failed Worklist because the original check has been canceled.
E	A and C	Original and replacement payee name do not match. Verify and re-enter, or confirm payee name correct as entered.	Verify the payee name and re-enter if incorrect. If the name is correct as entered, CHECK (✓) "Correct As Entered" box and continue processing.
E	A and C	Customer name on original payment and statement do not match. Verify and re-enter, or confirm customer name correct as entered.	Verify the customer name and re-enter if incorrect. If the name is correct as entered, CHECK (✓) "Correct As Entered" box and continue processing.
I	A and C	Replacement request has been created successfully.	This message will be displayed when an ACH or check replacement request has been created and submitted successfully.
I	A and C	Replacement request (id#) has been certified successfully and ready for signing. You were the person who certified this request so you can not sign.	This message will be displayed when an ACH or check replacement request has been certified. Also provides a statement that instructs the user that the same person cannot certify and sign the same request.
I	A and C	(# of requests) Replacement request(s) were signed successfully.	This message will be displayed when an ACH or check replacement request has been signed.