

For: State and County Offices

Procedures for FAXing Receivable Documentation to the Receivable Imaging System (RIS)

Approved by: Administrator



1 RIS FAXing Procedure

A Background

FSC, Receivable Management Office (RMO) RIS Web application allows all authenticated users to query, retrieve, print, e-mail, and view receivable/debt file documents electronically stored in RIS. Instructions for requesting access to RIS and using RIS can be found in Notice FI-2903. Once access is granted, authenticated users can logon to the system using their eAuthentication user ID and password.

In the past, State and County Offices were asked to FAX supporting documentation only on claims that were transferred to FSC, RMO and, currently, that is the only documentation available in RIS.

Receivables and claims will be moving to the new National Receipts and Receivables System (NRRS) web-based application where all debts will be called receivables. In the NRRS environment, all County Offices will FAX receivable documentation to RIS for all outstanding receivables that are over 60 calendar days old. In addition, demand letters generated by NRRS from a central location will be automatically sent to RIS. This documentation will be accessible to authenticated users and will be used by FSC, RMO to verify eligibility of receivables for referral to the Department of Treasury’s Cross-Servicing Program. Receivables referred for cross-servicing will remain in the originating office. Field Offices will be required to update RIS retrieval application by FAXing in any new actions taken or documentation generated or acquired that supports the receivables to ensure that the files are kept current.

B Purpose

This notice **requires** State and County Offices to begin FAXing all claims documentation to RIS for any claim that is currently outstanding and over 60 calendar days.

Disposal Date January 1, 2010	Distribution State Offices; State Offices relay to County Offices
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1 RIS FAXing Procedure (Continued)

C Contacts

Claim file documentation shall be FAXed with a cover sheet containing the Field Office contact person's name and phone number and the producer's names and claim number starting **immediately**. The following table provides RMO debt contact person and RIS FAX numbers assigned to each State for FAXing claims documentation. Contact the responsible FSC, RMO debt contact person if there are any questions.

RMO Debt Contact	Phone Number	State	State Code	RIS FAX Number
Duane Allen	816-926-1954	AZ	04	816-823-4242
		CA	06	816-823-4240
		CO	08	816-823-4243
		KS	20	816-823-4242
		MN	27	816-823-4240
		MT	30	816-823-1873
		NV	32	816-823-4240
		NM	35	816-823-4243
		ND	38	816-823-4240
		OK	40	816-823-1873
		SD	46	816-823-4243
		TX	48	816-823-4242
		UT	49	816-823-4240
		WI	55	816-823-4243
Judy Ball	816-926-2592		60	816-823-4242
		AL	01	816-823-4242
		AR	05	816-823-4242
		CT	09	816-823-4240
		FL	12	816-823-4240
		GA	13	816-823-4242
		ID	16	816-823-4242
		IA	19	816-823-1873
		KY	21	816-823-4242
		ME	23	816-823-4243
		MI	26	816-823-1873
		NH	33	816-823-1873
		NJ	34	816-823-4243
		OR	41	816-823-4242
WA	53	816-823-4243		
WY	56	816-823-4243		
Steve Huckaby	816-926-2850	DE	10	816-823-4242
		IL	17	816-823-4243
		IN	18	816-823-4240
		LA	22	816-823-1873
		MD	24	816-823-1873
		MS	28	816-823-4240
		MO	29	816-823-4243
		NE	31	816-823-4240
		NY	36	816-823-1873
		NC	37	816-823-4243
		OH	39	816-823-4243
		PA	42	816-823-1873
		SC	45	816-823-4240
		TN	47	816-823-1873
WV	54	816-823-4242		
PR	72	816-823-1873		

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1 RIS FAXing Procedure (Continued)

D Claims Documentation

The following is a partial list of supporting documentation that is **required**, which is contained in the claim files, as applicable:

- worksheets and settlement statements proving the “basis of the debt” and the claim amount
- appeals and NAD determinations (all documents about appeals and disputes)
- claim history (detail claim information report)
- claim validation sheets
- claims checklist
- congressional inquiries
- correspondence from debtors
- court documents (bankruptcy, Department of Justice, and litigation or legal action)
- Department of Treasury memos
- financial statements
- FSA-671’s (only the last FSA-671’s if the detailed claim information report is included, if not then all FSA-671’s)
- information on deceased debtors (filing against the estate or documentations showing the estate is open or closed)
- memos to the file
- notification and due process letters
- promissory notes
- returned mailings
- signed program contracts
- telephone contacts.

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1 RIS FAXing Procedure (Continued)

E RIS Retrieval Application Benefits

The RIS retrieval application:

- allows USDA employees faster and more convenient access to receivable/debt documentation through the Intranet
- eliminates the need to request documents manually
- provides a centralized repository of all receivable/debt documentation in one convenient location.