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

Notice FI-2928

For: State and County Offices

Financial Services Web Application

Approved by: Associate Administrator for Operations and Management

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1 Overview

A Background

FSA Financial Services web application has been developed to support recording assignments, joint payments, and direct deposit elections through a web-based application for FSA customers. Producers registered with e-Authentication with a level II user ID and password have the ability to record their own assignments, joint payments, and direct deposit elections on-line through a secured web site.

Financial Services will interface with NPS and the National Receipt and Receivable System (NRRS) to provide real time financial information related to payment disbursements, receivables, and collections.

B Purpose

This notice provides the following:

- summary of changes for Financial Services web application
- instructions for Service Center employees to use Financial Services web application
- changes to procedure for assignments, joint payments, and direct deposit elections.

Disposal Date	Distribution
September 1, 2010	State Offices; State Offices relay to County Offices

1 Overview (Continued)

C Contact

If there are questions about this notice, State Offices shall contact the appropriate office according to the following.

Issue	Contact
Software-related problems	National Help Desk at 800-255-2434 or 816-926-1552. **Note:** Select option "1" for web application problems. Select option "3" for hardware and application software.

Policies in this notice	For questions about policy contact either of the following:
	
	• Yanira Sanabria by:
	  • e-mail at **yanira.sanabria@wdc.usda.gov**
	  • telephone at 703-305-0969
	
	• Sue Tolle by:
	  • e-mail at **marysue.tolle@kcc.usda.gov**
	  • telephone at 816-926-5965.

2 Summary of Financial Services Web Application Changes

A Unique Entity Record by Tax ID

Financial Services is reorganizing its customer data to be more entity centric rather than location centric. Currently, a customer is a unique entity based on TIN ID, TIN Type, and State /County. With Financial Management Modernization Initiative 2.0 release, customers will be represented by a single unique record based on TIN ID, TIN Type, and the data source of the entity's record. In most cases, the data source will be SCIMS. The election to make an assignment, joint payment, or direct deposit may be applied nationwide and also the ability to designate a specific location and reference type, as warranted.

B Customer Entered Election in Financial Services Web Application

Financial Services web application is a public facing application that may be used by customers to create, accept, update, or delete assignments, joint payments, and direct deposits. Customers may enter their own election using level II eAuthentication and changes will be immediately available.

Note: See Exhibit 1 for customer performed, self-service options.

2 Summary of Financial Services Web Application Changes (Continued)

C Direct Deposit and EFT Waiver

Service Center employees will be entering Direct Deposit account elections for nationwide use in Financial Services web application from data submitted on SF-1199A, SF-3881, or FFAS-12. The new Financial Services functionality with the nationally applied direct deposit account will also allow a direct deposit sub-account to be created to designate a specific location, program, and/or reference type. The EFT waiver request (FFAS-12) will be applied nationwide and will delete the direct deposit account/sub-accounts. The Service Center with the paper work on file will create the direct deposit account in the Financial Services web application. If the paper work applies to more than the 1 Service Center, for example, the customer is a multi-county producer, the Service Center responsible for entering the National designations must FAX a copy of the paper work to other effective locations to allow proper payment. SF-1199A and SF-3881 have not changed and may be accessed from the FFAS Employee Forms/Publications Online Website for employees located at **http://165.221.16.90/dam/ffasforms/forms.html** or the USDA Service Center Agencies eForms web site for public use located at **http://forms.sc.egov.usda.gov/eForms/welcomeAction.do?Home**.

Note: Users **must** enter SF-1199A as SF-1199-A for the form to be displayed.

D Assignment of Payment and Joint Payment Authorization

CCC-36 for processing assignment of payments, and CCC-37 for processing joint payments, have been updated to reflect the new Financial Services functionality. Service Center employees **must** receive the updated forms to enter the election for the customer. The new functionality for assignments will allow the assignments and joint payments to be applied for nationwide use or designated to a specific location, program, or program/reference type. The Service Center with the paper work on file will create the assignment/joint payment in the Financial Services web application. If the paper work applies to more than 1 Service Center, for example, the customer is a multi-county producer, then the Service Center responsible for entering the National designation **must** FAX a copy of the paper work to the other effective locations to allow proper payment. CCC-36 and CCC-37 may be accessed from the FFAS Employee Forms/Publications Online Website located at **http://165.221.16.90/dam/ffasforms/forms.html**.

Note: All previous assignments will continue to be honored in the order in which they were received and will **only** be applied to the county in which it was first applicable.

E Forms Submitted to Service Centers

Customers may submit the newly revised and properly completed forms to any FSA Service Center to be entered into the Financial Services web application. Service Center data entry requires a second user for verification. The second user may be in the same Service Center or from another Service Center. When there is not a second person available, an employee from another Service Center may perform this action with a FAXed copy of the submitted form.

2 Summary of Financial Services Web Application Changes (Continued)

F Bankruptcy Flag

The instructions in Notice FI-2902 to update the bankruptcy flag on System 36 is no longer needed with the release of NRRS. When it becomes known to the Service Center that a producer or other entity has filed for bankruptcy, the Service Center is required to set the bankruptcy flag to "Yes" in the Financial Services web application. The bankruptcy flag is a control for NRRS to suppress the initial notification letter or demand letter and **must** be reset to "No" if the bankruptcy petition is dismissed.

G Select County Work List

The Financial Services web application option for "Select County" has been changed to "Select Work List". The work list **must** be selected to begin adding any new transactions. Although Financial Services web application transactions are no longer tied to a specific State/county and may be applied to all locations, the transaction requests **must** be stored on the work list of the initiating office to track any additional actions. The functionality to "Organize Favorites" of State and counties and to add State and counties for 1 time use remains the same.

H Search/Sort Options of Work List and View Screens

The **Work List Screen,** which may be accessed from the Change Request Menu, provides Service Center employees the ability to see the pending change transactions requiring second verification approval that were entered by other employees within their own Service Center. Updates made in Financial Services web application, unless producer initiated, **must** have a second party verification/approval to comply with segregation of duties. The requested transactions are sorted by Request ID in ascending order (oldest created first) to give higher priority to aging transactions. This screen allows the following search options:

- Pending or All changes
- Type of Action (All actions, Assignments, Joint Payments, or Direct Deposits).

The **My Changes Screen**, which may be accessed from the Change Request Menu, provides Service **C**enter employees the ability to see their own initiated change transactions. The requested transactions are sorted by Request ID in ascending order (oldest created first). This screen allows the following search options:

- State and County
- Pending or All changes
- Type of Action (All actions, Assignments, Joint Payments, or Direct Deposits).

The **Pending Changes Screen** provides Service Center employees the ability to view a list of pending transactions for a specific customer. The requested transactions are sorted by Request ID in descending order.

2 Summary of the Financial Services Web Application Changes (Continued)

H Search/Sort Options of Work List and View Screens (Continued)

The **Assignor View Screen** provides Service Center employees the ability to view a list of assignments and assignment statuses associated with a producer. The requested transactions are sorted by Request ID in descending order. This screen allows a search for “Active” or for “All” assignments.

The **Assignee View Screen** provides the Service Center employees the ability to view a list of assignments and assignment statuses associated with a producer. The requested transactions are sorted by Request ID in descending order. The screen allows a search of “Active” or for “All” assignments and the Assignor TIN.

The **Joint Payments View Screen** provides Service Center employees the ability to view a list of all joint payment statuses associated with a producer. The requested transactions are sorted by Request ID in descending order.

The **View Direct Deposit Account Screen** provides Service Center employees the ability to view a list of active and inactive direct deposit elections associated with a producer. The requested transactions are sorted by ID in ascending order.

3 Using Financial Services Web Application in State or County Offices

A When to Use Financial Services Web Application

The Financial Services web application shall be used when a customer’s direct deposit, assignment, joint payment, or customer profile must be created, updated, approved, or deleted.

B Standard Links in Financial Services Web Application

The following links are standard through the Financial Services web application’s top banner to assist users with common functions.

Menu Option	Function
Home	Returns to the Financial Services Home Page.
What’s New	Opens a web session at the FSA Internet Home Page.
E-Forms	Link to Government electronic forms.
Local Offices	Opens a web session at the USDA Internet Home Page.
Help	Opens a web session at the FSA Intranet Help Home Page.
Contact Us	Allow user to send an e-mail to the National Help Desk.
Logoff	Allows the user to log out of Financial Services web application.

C Online Help

Online help will be available throughout the application. Click on the circle with a question mark on the right top of the screen to access online help.

3 Using Financial Services Web Application in State or County Offices (Continued)

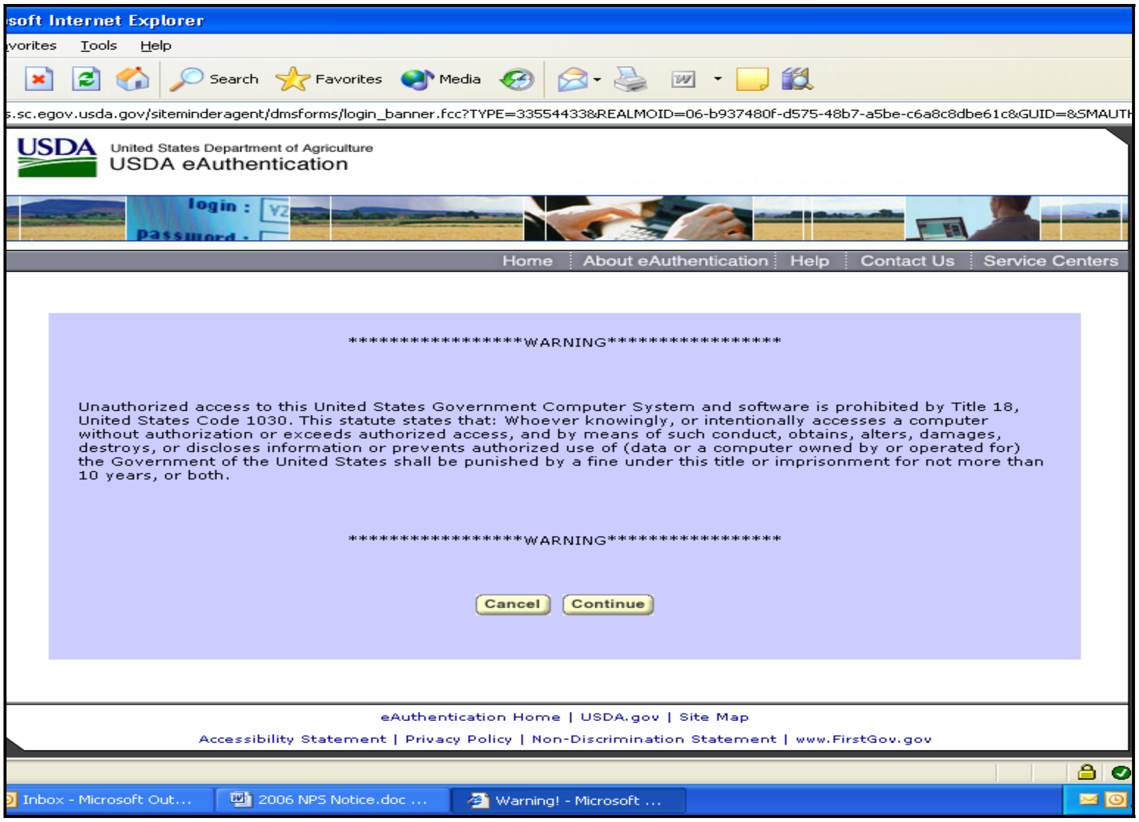
D Financial Services Web Site

State or County Offices employees must have a valid eAuthentication level II user ID and password to log into the Financial Services web site. To log into the web site from the FSA Intranet Home Page, CLICK "FSA Applications located under "Links". The FSA Applications Home Page will be displayed. On the FSA Applications Home Page, CLICK "Financial Applications". On the FSA Financial Applications Home Page Screen shown below, CLICK "FSA Financial Services".

3 Using Financial Services Web Application in State or County Offices (Continued)

D Financial Services Web Site

After clicking "FSA Financial Services", the following screen will be displayed.

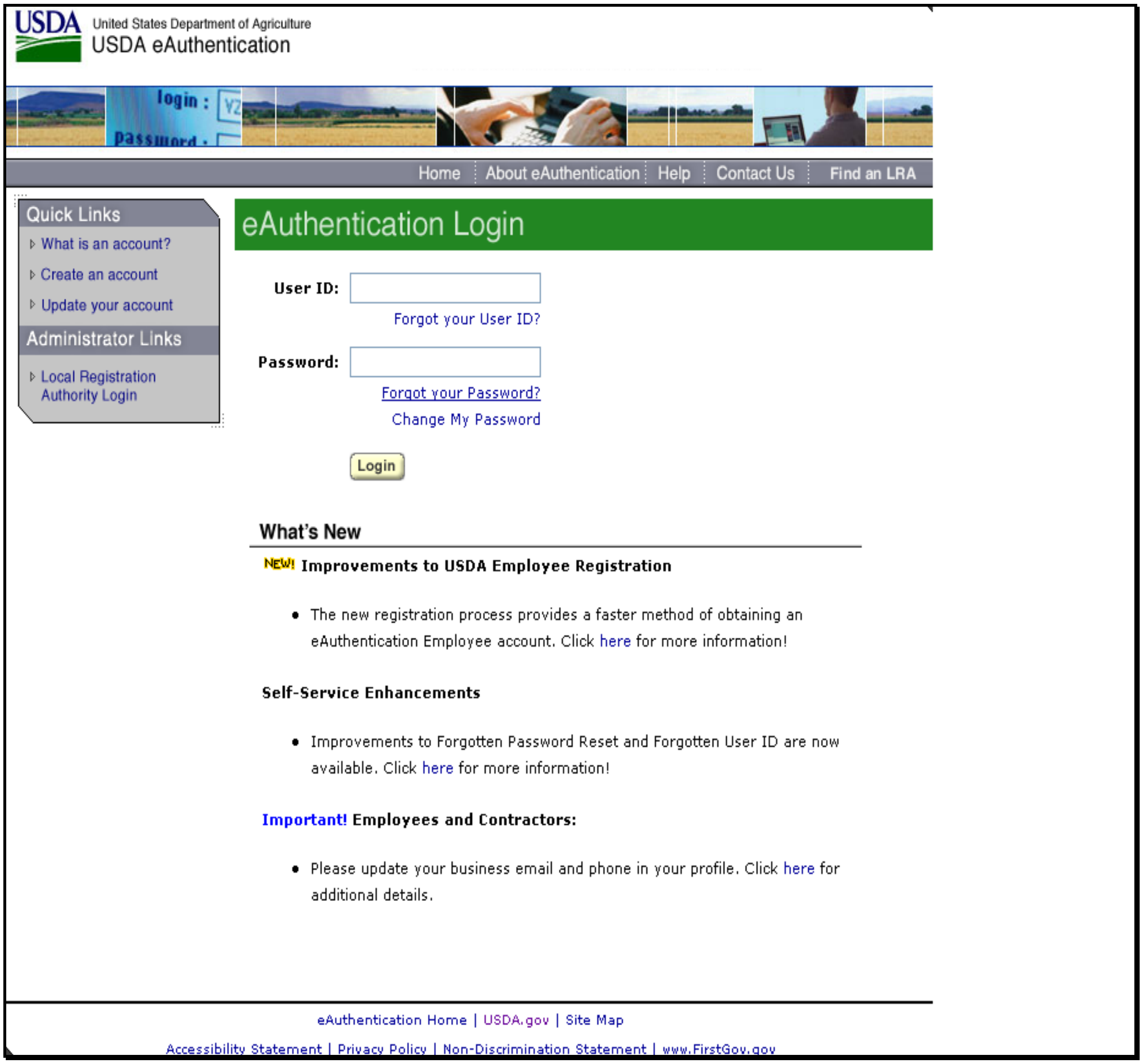


CLICK "Continue" and the eAuthentication Login Screen will be displayed.

3 Using Financial Services Web Application in State or County Offices (Continued)

D Financial Services Web Site (Continued)

The following is an example of the eAuthentication Login Screen.

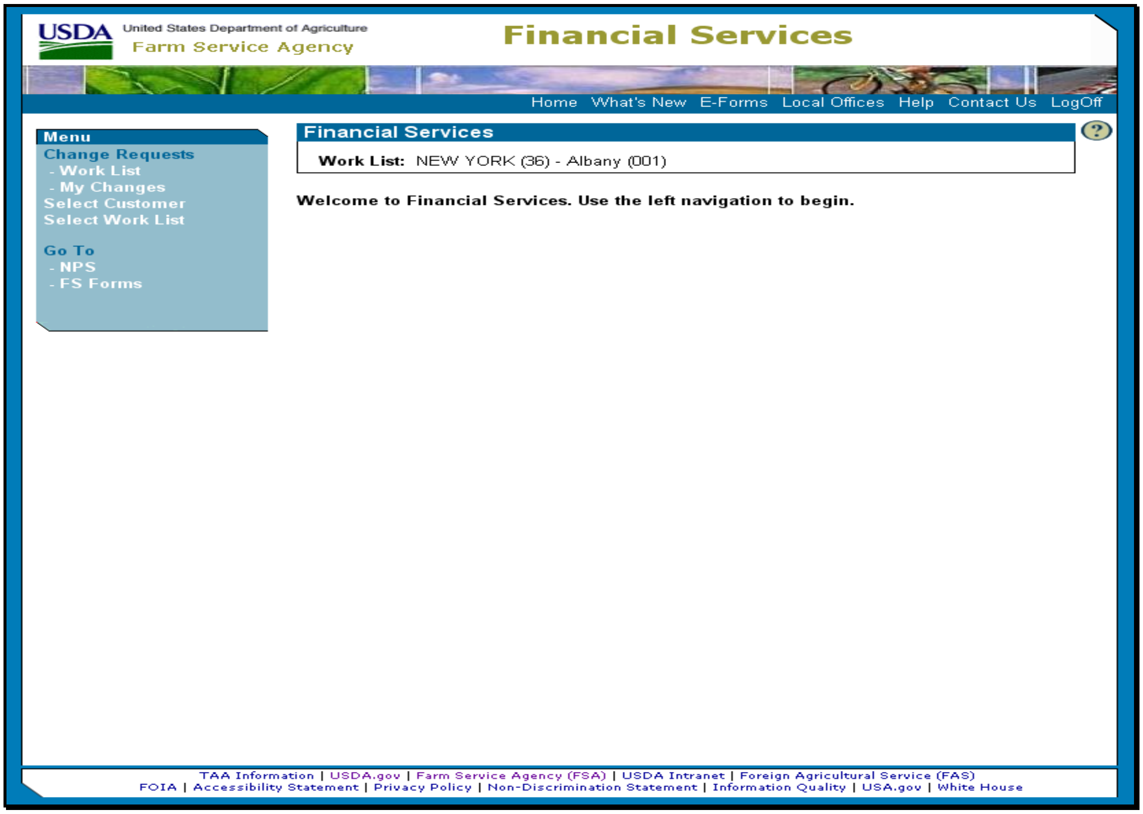


Enter a valid eAuthentication level II user ID and password, and CLICK "Login". The Financial Services Select Work List Screen will be displayed.

3 Using Financial Services Web Application in State or County Offices (Continued)

E Example of Financial Services Entry Page

The following is an example of the Welcome to Financial Services Screen and is the initial Financial Services entry page.



The Welcome to Financial Services Screen provides links on the left navigational bar to perform the following functionality:

- Select a Work List
- Select a Customer
- “Change Request – Work List”
- “Change Request – My Changes”.

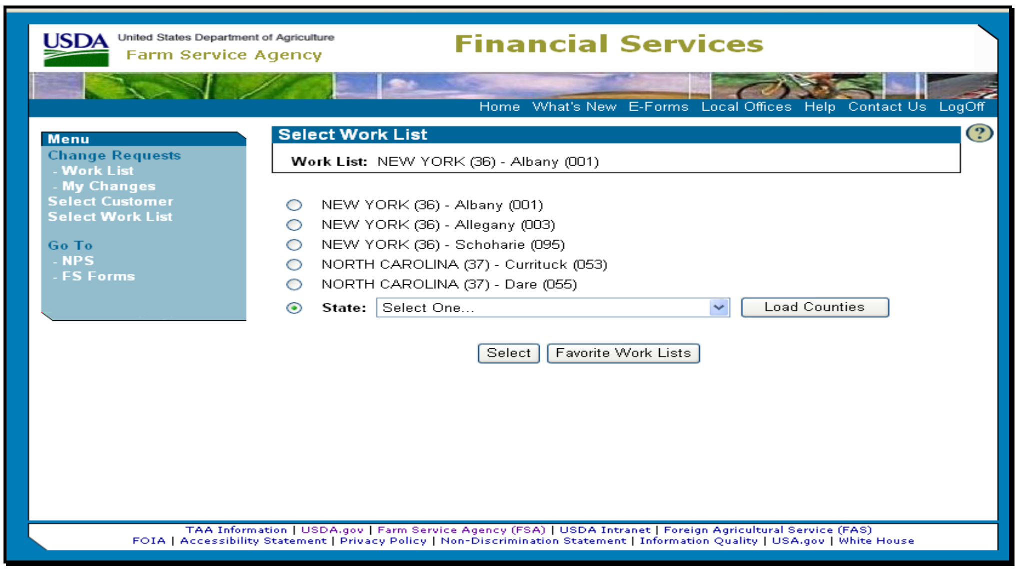
3 Using Financial Services Web Application in State or County Offices (Continued)

F Select Work List

When users enter the Financial Services web application, the application will require that a State and county (county of employment) be selected. Users will select the State and county from the Work List Screen that will be used to update and track transactions.

G Example of Select Work List Screen

The following is an example of the Select Work List Screen.



To select a State or county not included on the Select Work List Screen:

- use the State drop-down menu to select the applicable State
- CLICK "Load Counties"
- use the County drop-down menu to select the applicable county
- CLICK "Select" to access State or county environment.

User may want to set up a favorite work list for the States and counties of frequent or default use.

3 Using Financial Services Web Application in State or County Offices (Continued)

H Favorite Work Lists

The Organize Favorites Screen allows users to manage and establish a State/county for frequent use (that is, the county of employment). Users may establish a favorites work list according to the following options:

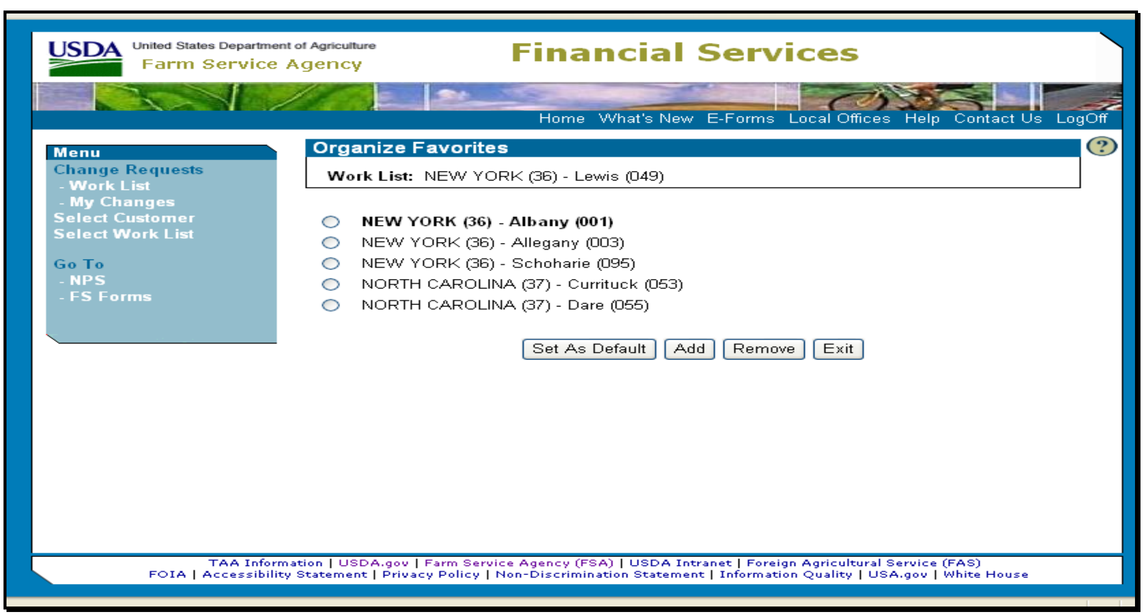
- "Set As Default" to set the State/county that will be displayed when accessing the Financial Services application
- "Add" allows users to add additional State/county combinations to their favorites list
- "Remove" allows users to remove State/county combinations no longer needed in their favorites list
- "Exit" returns users to the initial Select County Screen.

Notes: Up to 10 favorites may be added to the "Organize Favorites" work list.

Users **must** select a default State/county. If users do not select a default, the system will automatically set the default to the first State/county combination on the list. Each time users enter the Financial Services application, the session will start in the default State/county.

I Example of Organize Favorites Screen

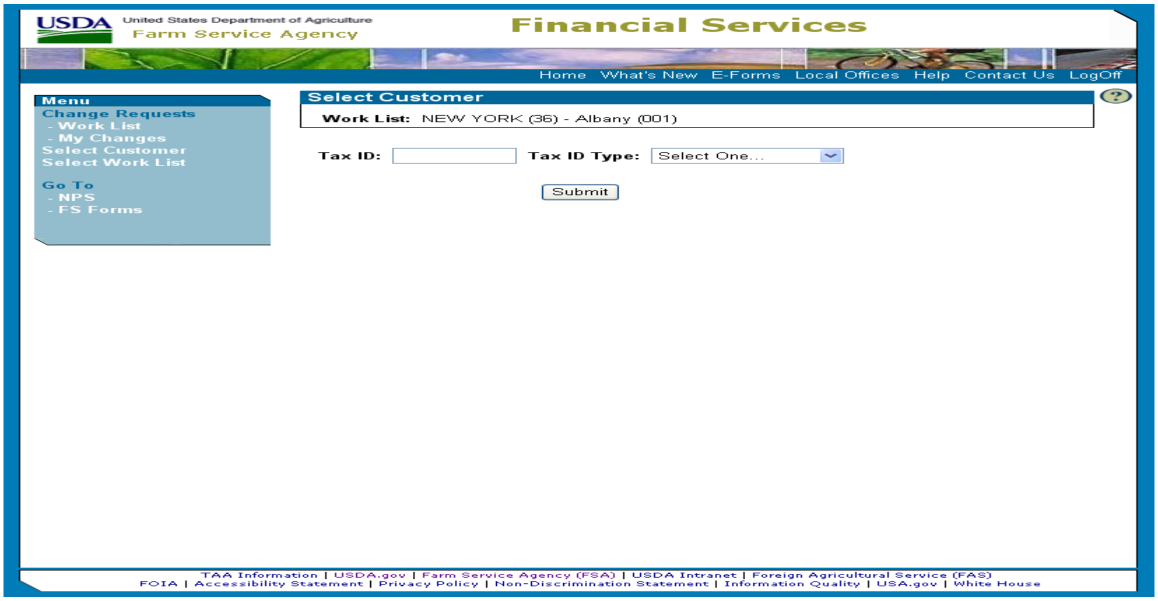
The following is an example of the Organize Favorites Screen that allows users to establish a favorite work list for a frequently used State/county.



3 Using Financial Services Web Application in State or County Offices (Continued)

J Selecting a Customer

The Select Customer Screen will be displayed when users click “Select Customer”.

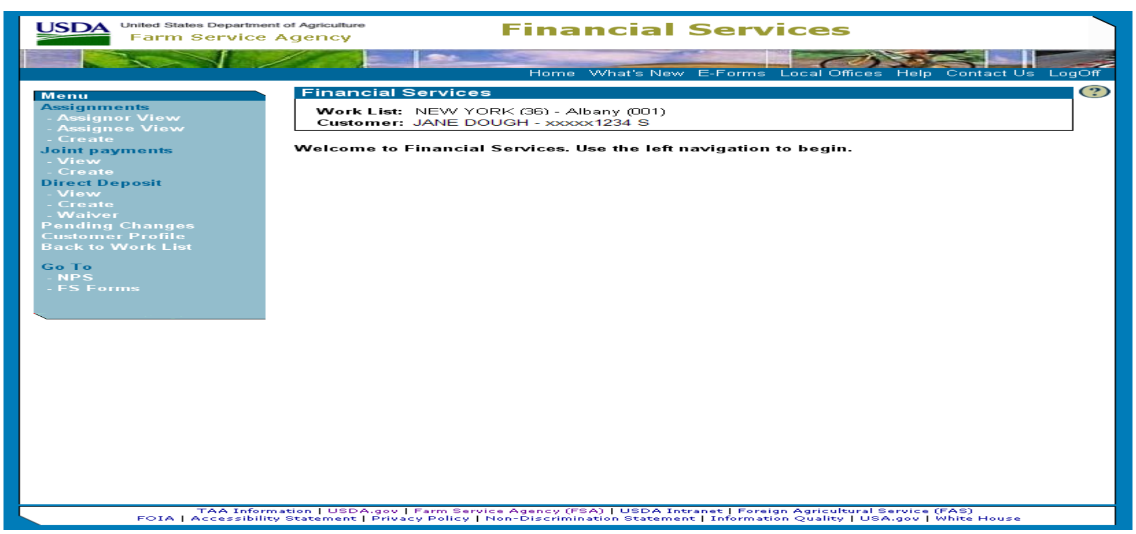


To select a customer:

- enter the appropriate TIN number in the “Tax ID” field
- select TIN Type from the drop-down menu
- CLICK “Submit”.

K Example of Select Customer Page

The following screen will be displayed to show the customer selected.



3 Using Financial Services Web Application in State or County Offices (Continued)

L Selected Customer Actions

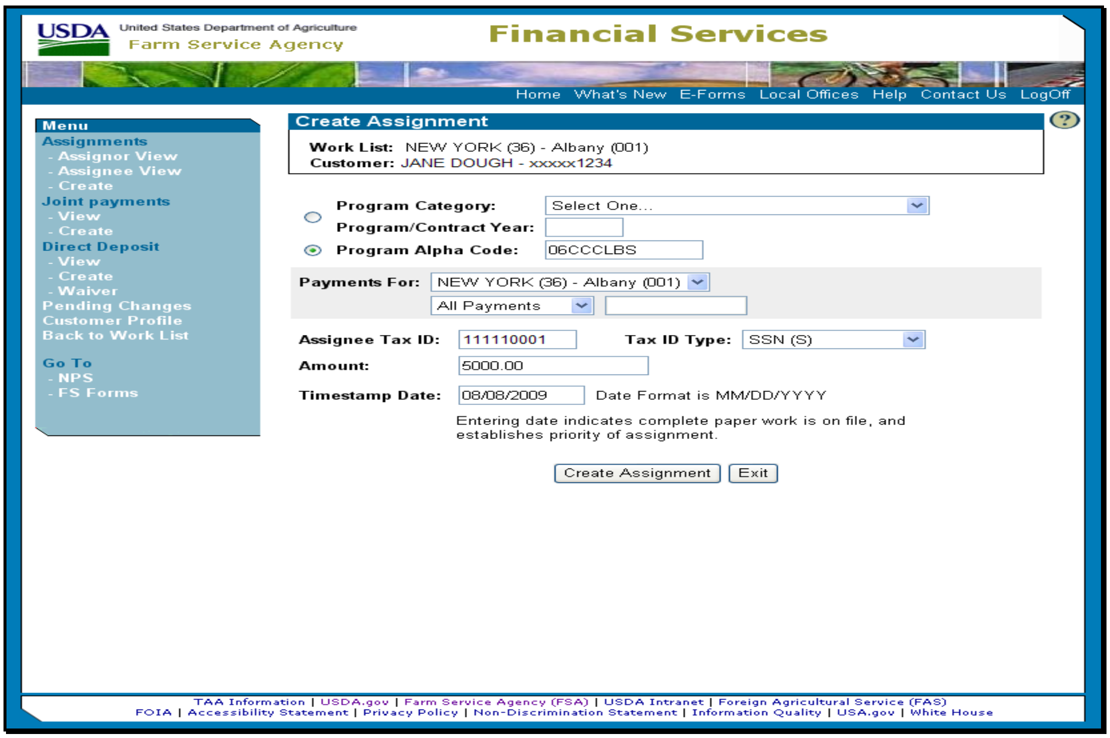
The following actions may be performed for a selected customer:

- create an assignment, see subparagraph 4A
- access and view assignor, see subparagraph 4 C
- access and view assignee, see subparagraph 4 E
- create joint payments, see subparagraph 5 A
- view joint payments, see subparagraph 5 B
- create direct deposits, see subparagraph 6 A
- create direct deposit sub-accounts, see subparagraph 6 B
- create direct deposit waivers, see subparagraph 6 C
- view direct deposits, see subparagraph 6 D
- see pending changes, see paragraph 7
- see customer profiles, see paragraph 8.

4 Assignments

A Create Assignment Request

The Create Assignment Screen will be displayed once the user selects the customer and clicks "Create" located under "Assignments".



4 Assignments (Continued)

A Create Assignment Request (Continued)

The Create Assignment Screen requires that the following selections and fields are completed.

- "Program Category" and "Program/Contract Year - The selection for the program category appears in the drop-down list.

  Note: Select the appropriate program from the drop-down menu and enter the program or contract year.

- "Program Alpha Code" - If the program is **not** selected in the "Program Category" drop-down list, CLICK "Program Alpha Code" and enter the alpha program code used for the program.

  Note: For programs with multi-year contracts, such as CRP, enter the contract year. For the Tobacco Transition Payment Program (TTPP), ENTER "05" in the "Program/Contract Year" field.

- "Payments For" allows assignment payments for:

  - all State and counties or to a specific State and county

    Note: Assignments can only be applied to all State and counties when the customer participates in more than 1 State/county location.

  - the selected program code or to apply payments for a specific reference type; for example, farm number or contract number, and the applicable reference number.

- Enter the assignee TIN in the "Assignee Tax ID" field.

  Note: The assignee must be in SCIMS.

- Enter the assignee TIN Type in the "Tax ID Type" field; see 1-CM for tax ID types.
- Enter the amount of the assignment in the "Amount" field.

  Note: For programs with multi-year contracts, enter the total amount of the assignment. The yearly amounts will be broken down later.

- Enter the date the assignee signed CCC-36 in the "Timestamp Date" field. This date field can be updated later while the assignment is in the pending status.

4 Assignments (Continued)

A Create Assignment Request (Continued)

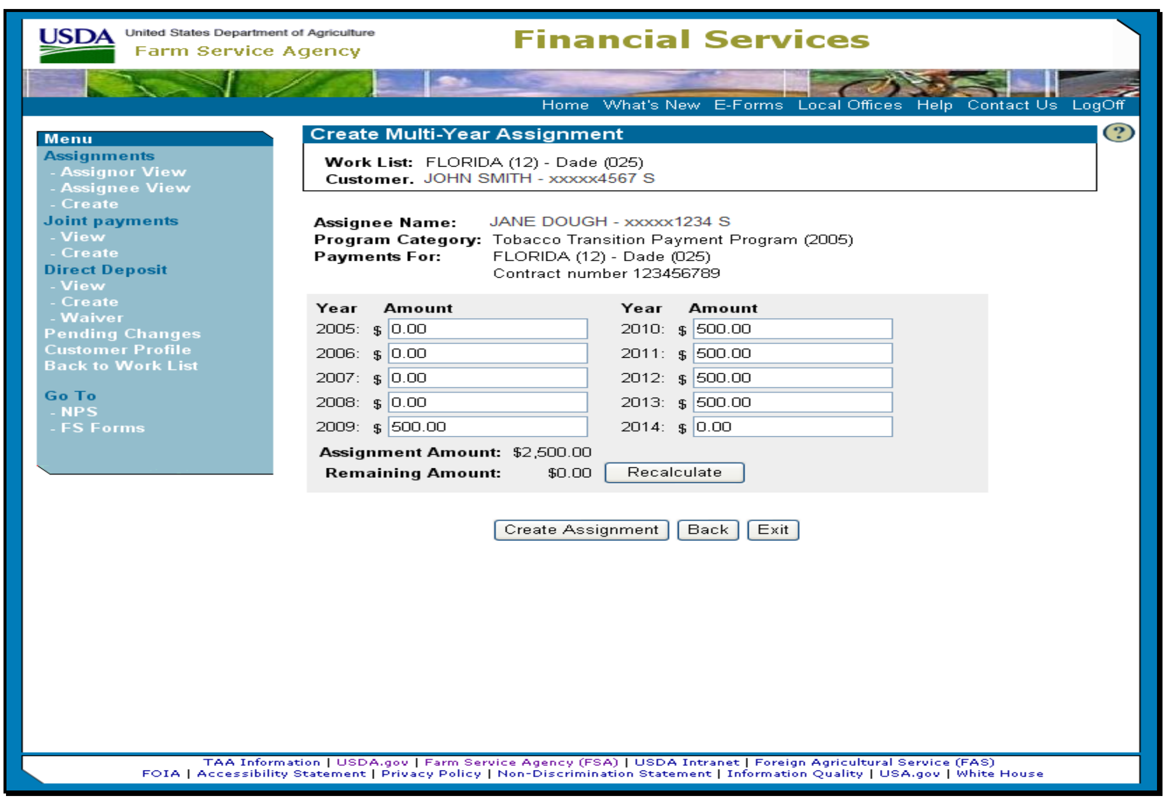
Users shall CLICK:

- "Create Assignment" to:
  - access the Multi-Year Assignment Screen, if the program is eligible for multiple year assignments (CRP Annual Rental or TTPP)
  - update all applicable work lists and place the assignment transaction request in pending status

    Note: The Financial Services application will display an informational message that the assignment request was submitted and requires secondary approval for completion.
- "Exit" to return to the My Changes Screen where the option to select a new customer may be found.

B Create Multi-Year Assignment Request

The Create Multi-Year Assignment Screen will be displayed when the assignment request is for a program eligible for multiple year assignment.



4 Assignments (Continued)

B Create Multi-Year Assignment Request (Continued)

To complete an assignment request:

- enter the dollar amounts for each applicable years

  Note: CLICK "Recalculate" to calculate the amount remaining to be assigned. The remaining amount must be zero before creating the assignment.

- CLICK "Create Assignment" to update all applicable work lists and place the assignment transaction request in pending status

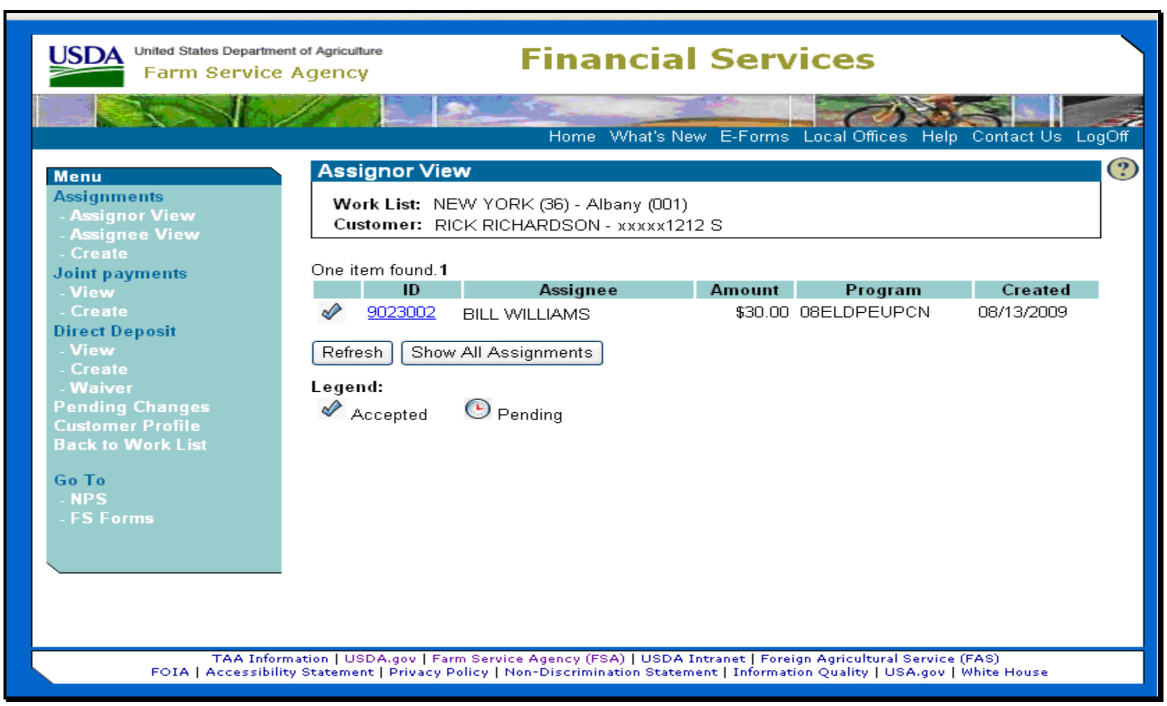
  Note: The Financial Services application will display an informational message that the assignment request was submitted and requires secondary approval for completion.

- CLICK "Back" to redisplay the Create Assignment Screen that allows users to make modifications to the original entry information

- CLICK "Exit" to return to the My Changes Screen without making any changes.

C Assignor View

The following Assignor View Screen will be displayed when users click "Assignor View" from the Assignments Screen.



4 Assignments (Continued)

C Assignor View (Continued)

The Assignor View Screen provides Service Center employees the ability to view a list of assignments and assignment statuses associated with a producer and the following information:

- pending assignments awaiting approval or acceptance
- accepted assignments for all active assignments
- "Show All Assignments" to display canceled and completed assignments
- "Refresh" to synchronize transaction statuses with actions performed by other users.

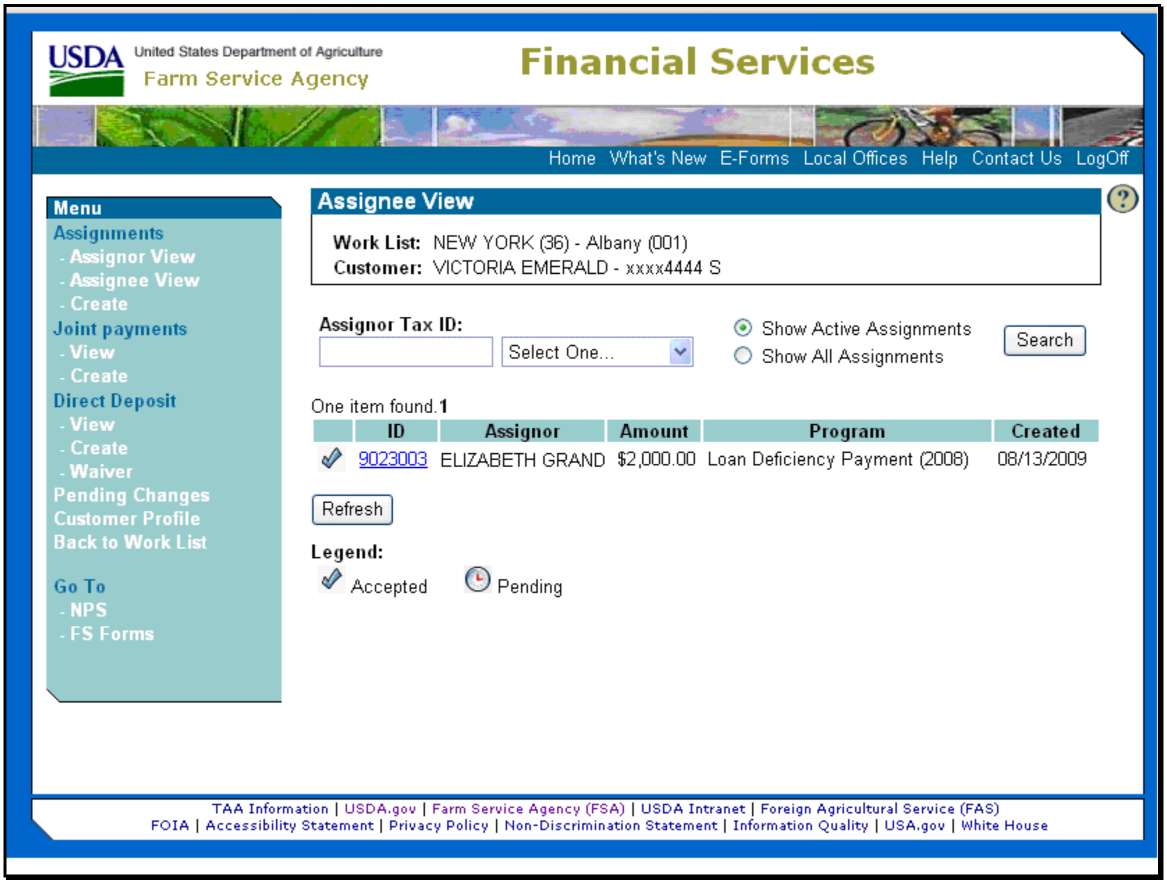
D Assignment Detail

The item found/displayed on the Assignor View Screen will link to the following Assignment Details Screen. The Assignment Details Screen is a view only option.

4 Assignments (Continued)

E Assignee View

The Assignee View Screen will be displayed when users click “Assignee View” from the Assignments Menu on the Assignment Detail Screen.



The Assignee View Screen provides Service Center employees the ability to view a list of assignments and assignment statuses associated with an assignee and the following information:

- all assignors or search for assignor by a specific TIN
- active pending assignments awaiting approval or acceptance process

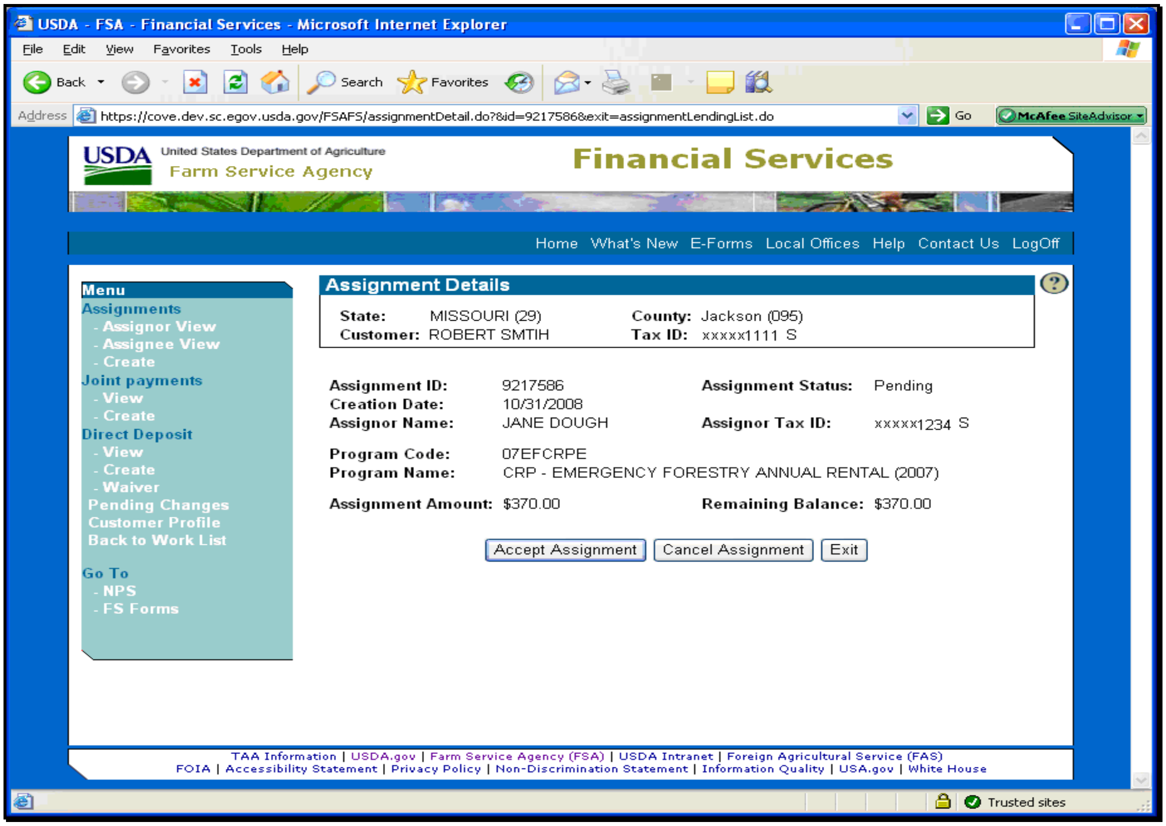
  Note: A user may accept or cancel an assignment in a pending status.

- active accepted assignments for all active assignments
- “Show All Assignments” to display canceled and completed assignments
- “Refresh” to synchronize transaction statuses with actions performed by other users.

4 Assignments (Continued)

F Assignment Details for Assignee

The following Assignment Details Screen will be displayed when user selects a pending transaction from the Assignee View Screen.



User shall CLICK:

- "Accept Assignment" to accept the assignment
- "Cancel Assignment" to cancel the assignment
- "Exit" to return to the Assignee View Screen.

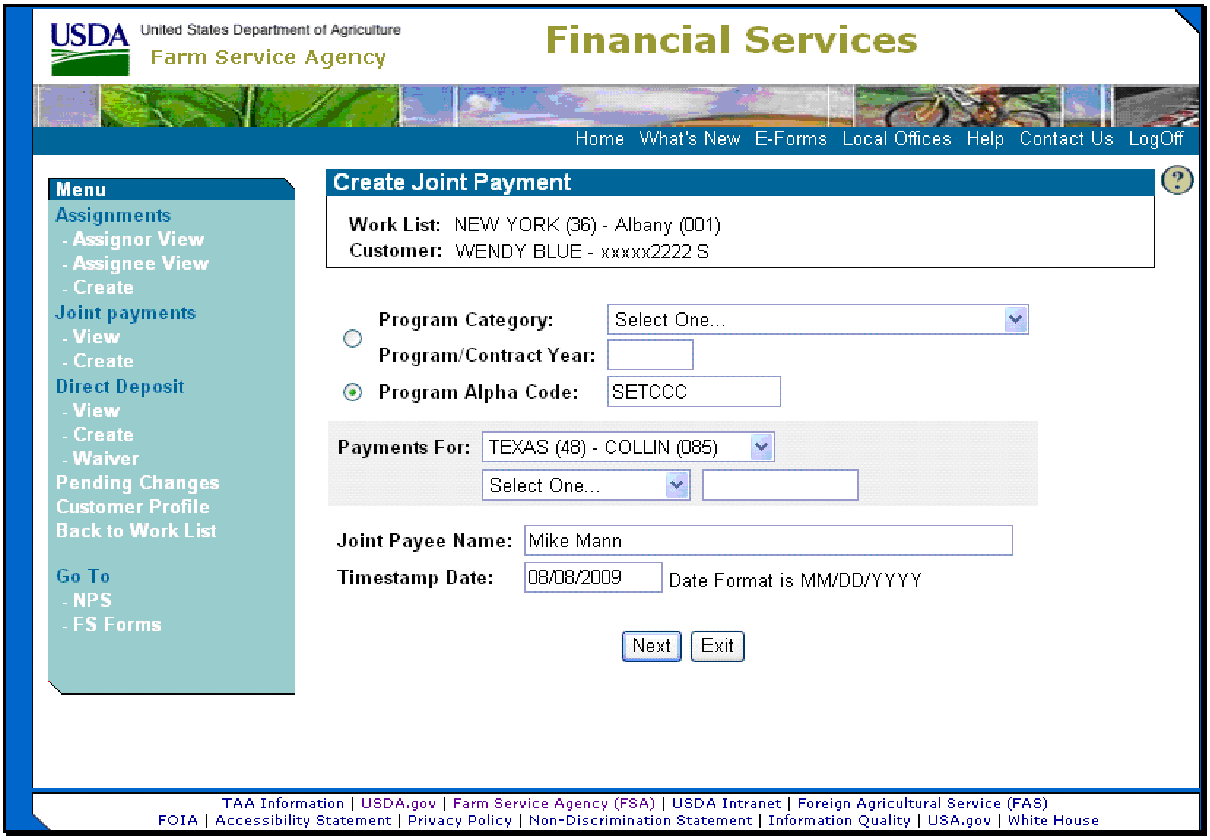
Notes: Service Center employees may accept an assignment, on behalf of an assignee, provided the appropriate documentation is on file in the County Office.

The assignment can only be canceled from the Assignee View Screen. Cancelations may only be performed by a Service Center employee when written consent is on file in the performing County Office authorizing the assignment cancelation. The cancelation option is not available in the Assignor View Screen.

5 Joint Payments

A Create Joint Payment Request

Clicking "Create" under the joint payment option allows users to create a new joint payment election. The following is an example of the Create Joint Payment Screen.



Create a joint payment by selecting and completing the following fields.

- "Program Category" and Program/Contract Year - The selection for the program category appears in the drop-down list.

  Note: Select the appropriate program from the drop-down menu and enter the program or contract year.

- "Program Alpha Code" - If the program is **not selected** in the "Program Category" drop-down list, CLICK "Program Alpha Code" and enter the alpha program code used for the program.

  Note: For programs with multi-year contracts, such as CRP, enter the contract year. For the Tobacco Transition Payment Program (TTPP), ENTER "05" in the "Program/Contract Year" field.

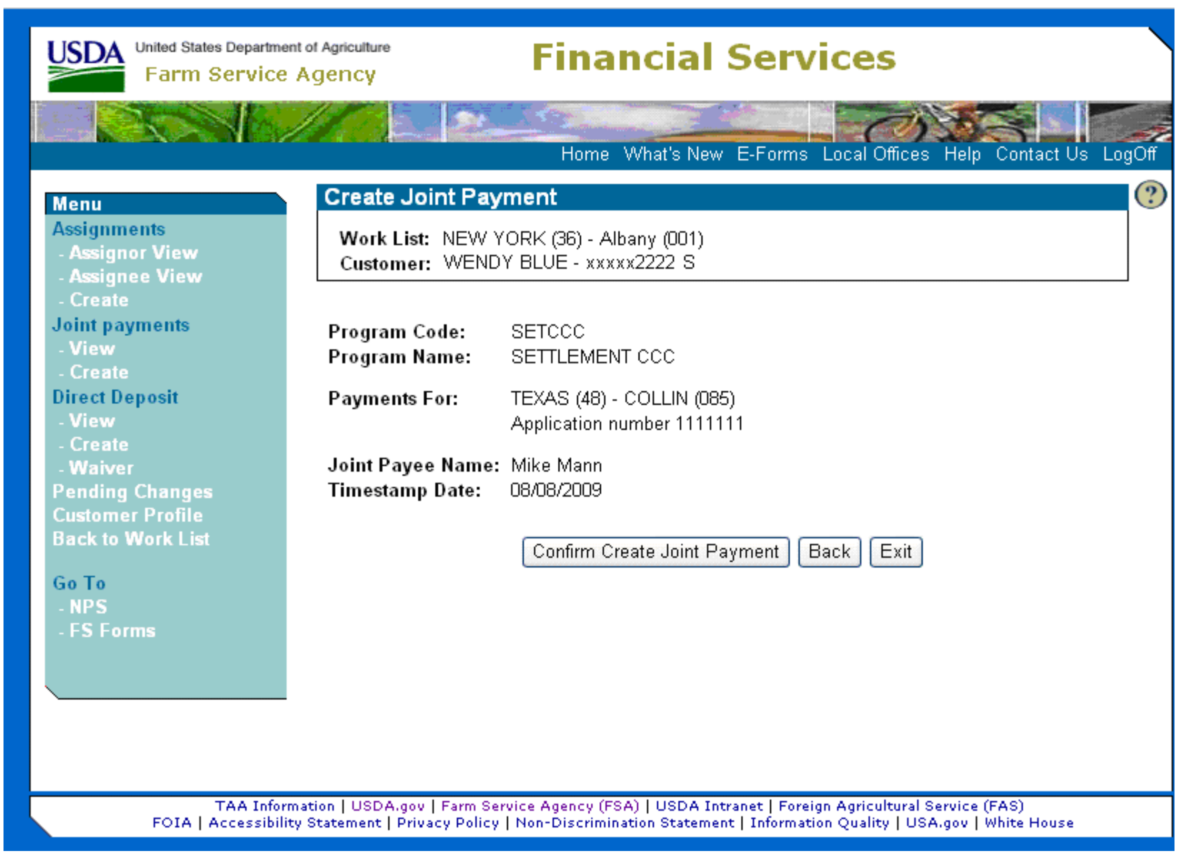
5 Joint Payments (continued)

A Create Joint Payment Request (continued)

- "Payments For" option allows the following functionality:
  - joint payments for all State and counties or to a specific state and county
  - joint payments for all payments for the selected program code or for applying payments to a specific reference type; for example, farm number or contract number, and the applicable reference number.
- Enter the Joint Payee Name.
- Enter the date the joint payee signed CCC-37 in the "Timestamp Date" field.

  Note: This date field may be updated later while the joint payment is in the pending status.

Users shall CLICK "Next" to access the following new screen that will be displayed with the entered information for review.



5 Joint Payments (continued)

A Create Joint Payment Request (continued)

Users shall CLICK:

- "Confirm Create Joint Payment" to update all applicable work lists and place the joint payment transaction request in pending status

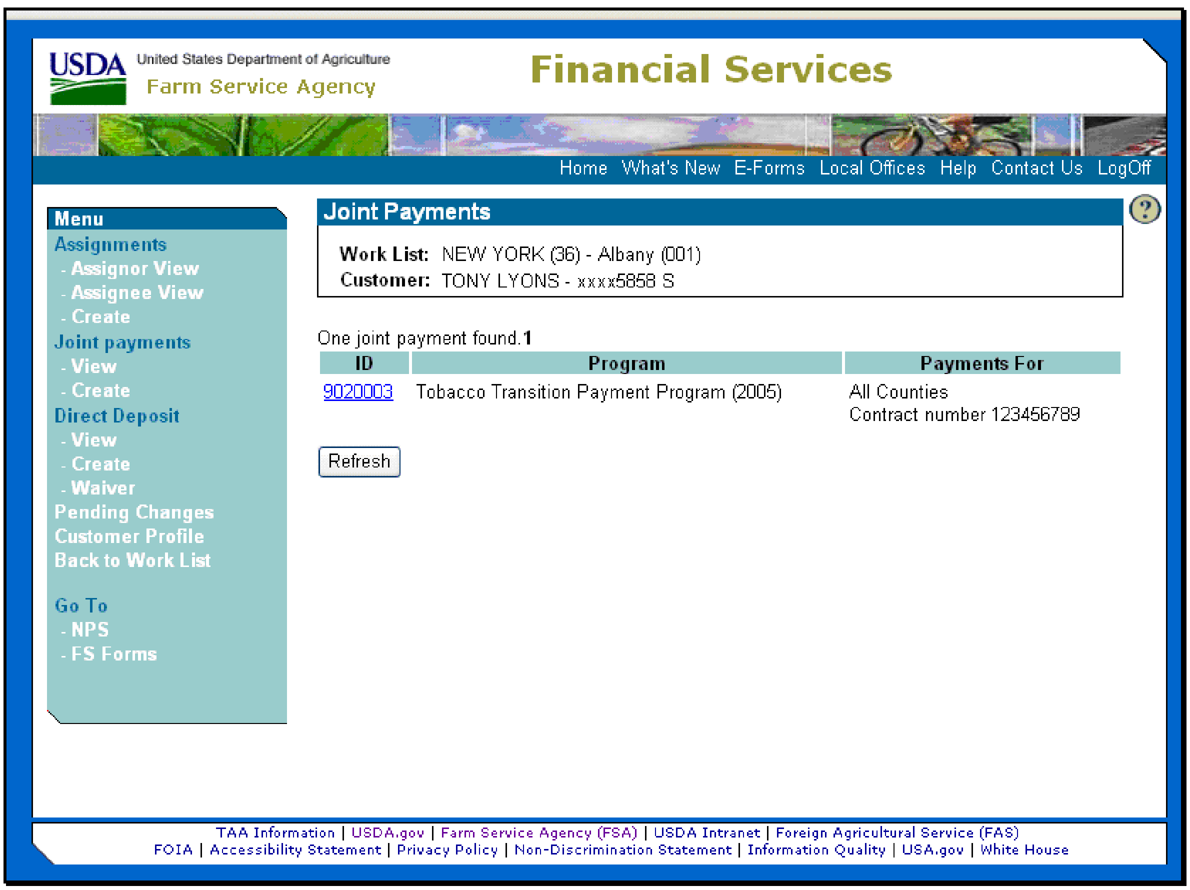
  Nate: The Financial Services application will display an informational message that the joint payment request was submitted and requires secondary approval for completion.

- "Back" to return to the Create Joint Payment Screen for any updates

- "Exit" to return to the My Changes Screen where they will have the option to select a new customer.

B View Joint Payments

The following Joint Payments Screen will be displayed when users click "View" located under the Joint Payment Menu.



5 Joint Payments (continued)

B View Joint Payments (Continued)

The Joint Payments Screen provides Service Center employees the ability to view a list of joint payments associated with a producer. The Joint Payment Screen provides accepted joint payments for all active joint payments. Users may click “Refresh” to synchronize transaction statuses with actions performed by other users.

C Joint Payment Detail

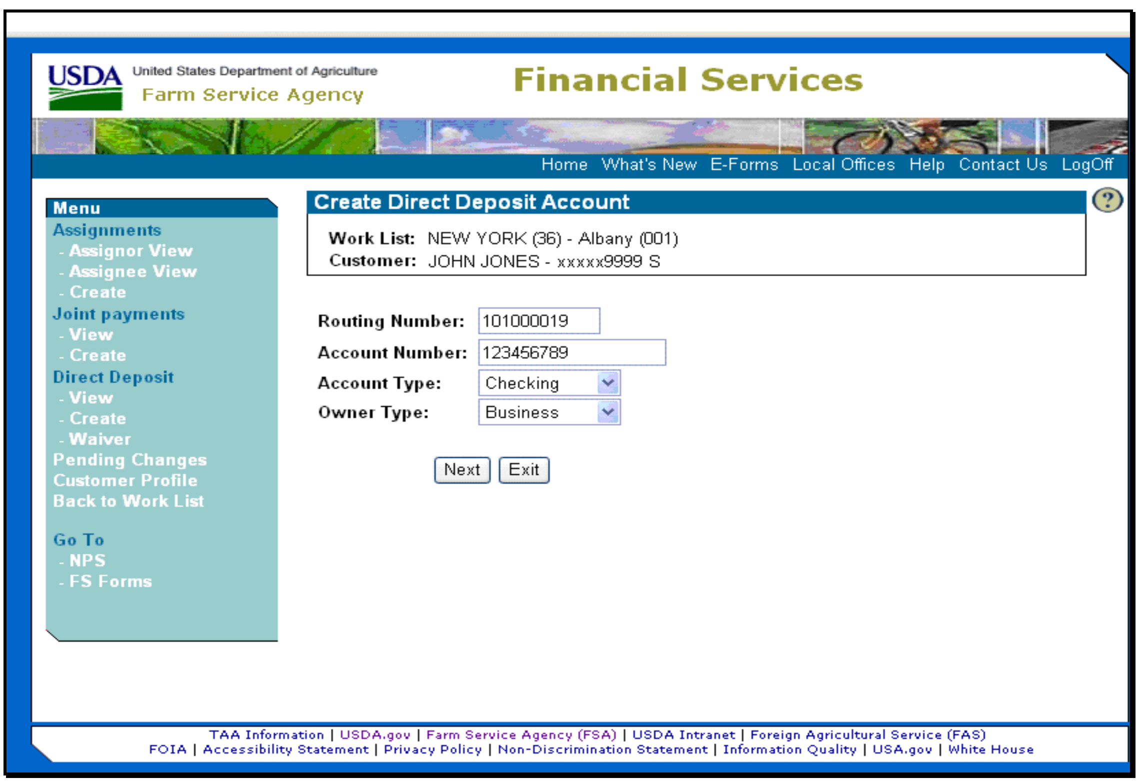
The item found/displayed on the Joint Payment View Screen will link to the Joint Payment Detail Screen. The joint payment may be updated or canceled.

Note: Cancelations may only be performed by a Service Center employee when written consent is on file in the performing County Office authorizing the joint payee cancellation.

6 Direct Deposit

A Create Direct Deposit Request

Selecting “Create”, located under the Direct Deposit Menu options, allows users to create a new direct deposit account. The direct deposit main account is applied to all payments nationwide. The following is an example of the Create Direct Deposit Account Screen.



6 Direct Deposit (Continued)

A Create Direct Deposit Request (Continued)

Users may create direct deposit accounts by entering the following information from SF-1199A or SF-3381.

- Routing Number – Shown on SF-1199A, Section 3, or on SF-3881, in the block labeled "Nine-Digit Routing Transit Number".

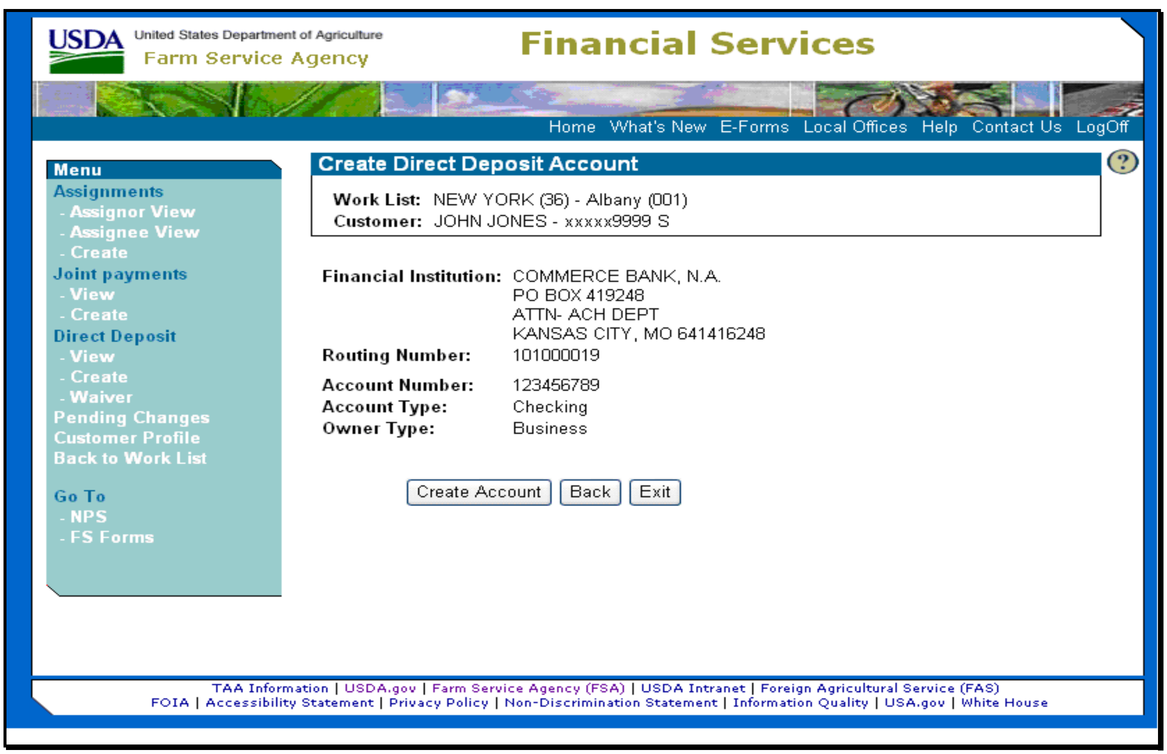
- Account Number – Shown on SF-1199A, Section 1, item E, or on SF-3881 in the block labeled "Depositor Account Number".

- Account Type - Select either the "Checking" or "Savings" option on SF-1199A, item D, or on SF-3881 in the block labeled "Type of Account".

- Owner Type - Select either "Personal" or "Business/Corporate".

  Note: This entry is not shown on SF-1199A or SF-3881 but can be determined "Personal" if the ID type is a SSN, or "Business/Corporate" if the ID type is not a SSN.

"Exit" will return users to the My Changes Screen without saving data. Users shall click "Next" to be directed to the following new Create Direct Deposit Account Screen that will be displayed showing the entered information for review.



6 Direct Deposit (Continued)

A Create Direct Deposit Request (Continued)

The Create Direct Deposit Account Screen provides the following options:

- "Create Account" to update all applicable work lists and place the direct deposit transaction request in pending status

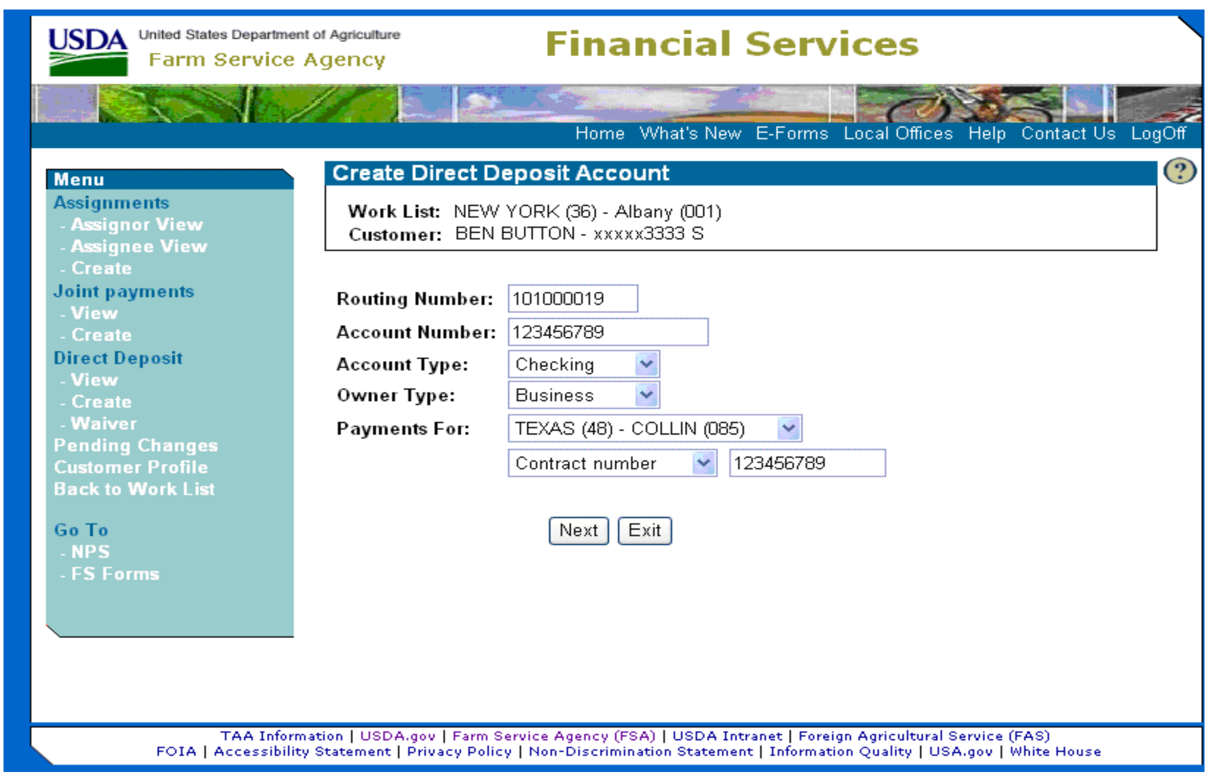
  Note: The Financial Services application will display an informational message that the direct deposit request was submitted and requires secondary approval for completion.

- "Back" directs users to the Create Direct Deposit Account Screen for any updates

- "Exit" returns users to the My Changes Screen where they will have the option to select a new customer.

B Create Direct Deposit Sub-Accounts

Selecting "Create" located under the Direct Deposit Menu options allows users to create a direct deposit sub-account after the main direct deposit account is created. The direct deposit sub-account allows payments to be directed to the sub-account designated to a specific location, program, and/or reference type. The following is an example of the Create Direct Deposit Account Screen for creating sub-accounts.



6 Direct Deposit (Continued)

B Create Direct Deposit Sub-Accounts (Continued)

Users may create direct deposit sub-accounts by entering the following information from SF-1199A or SF-3881.

- Routing Number – Shown on SF-1199A, Section 3, or on SF-3881, in the block labeled “Nine-Digit Routing Transit Number”.

- Account Number – Shown on SF-1199A, Section 1, item E, or on SF-3881 in the block labeled “Depositor Account Number”.

- Account Type - Select either the “Checking” or “Savings” option shown on SF-1199A, item D, or on SF-3881 in the block labeled “Type of Account”.

- Owner Type - Select either “Personal” or “Business/Corporate”.

  Note: This entry is not shown on SF-1199A or SF-3881 but can be determined as “Personal” if the ID type is a SSN, or as “Business/Corporate” if the ID type is not a SSN.

The “Payments For” option allows direct deposit payments:

- to be made to specific State and counties (only allowed for multi-county producers)

- for specific State and counties for specific reference types; for example, farm number or contract number, and the applicable reference number.

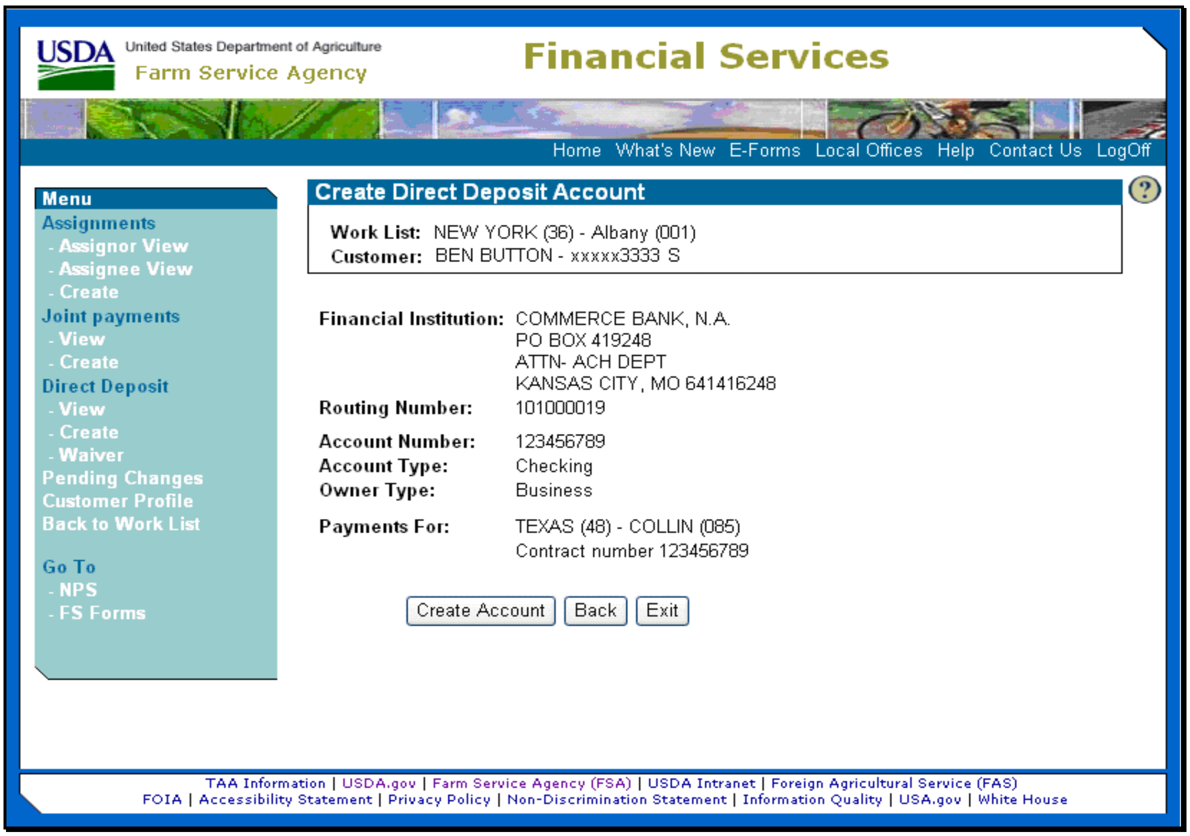
  Note: If a customer has a direct deposit sub-account on file for a specific State/county, and tries to enter another account for the same State/county, the system will require that the second sub-account have a reference type and applicable reference number.

6 Direct Deposit (Continued)

B Create Direct Deposit Sub-Account (Continued)

Users shall click:

- "Exit" to return to the My Changes Screen without saving data
- "Next" to be directed to the following Create Direct Deposit Screen that will be displayed showing the entered information for review.



The Create Direct Deposit Account Screen provides the following options:

- "Create Account" allows users to update all applicable work lists and place the Direct Deposit transaction request in pending status

  Note: The Financial Services application will display an informational message that the direct deposit request was submitted and requires secondary approval for completion.

- "Back" directs users back to the Create Direct Deposit Account Screen for any updates
- "Exit" returns users to the My Changes Screen where they will have the option to select a new customer.

6 Direct Deposit (Continued)

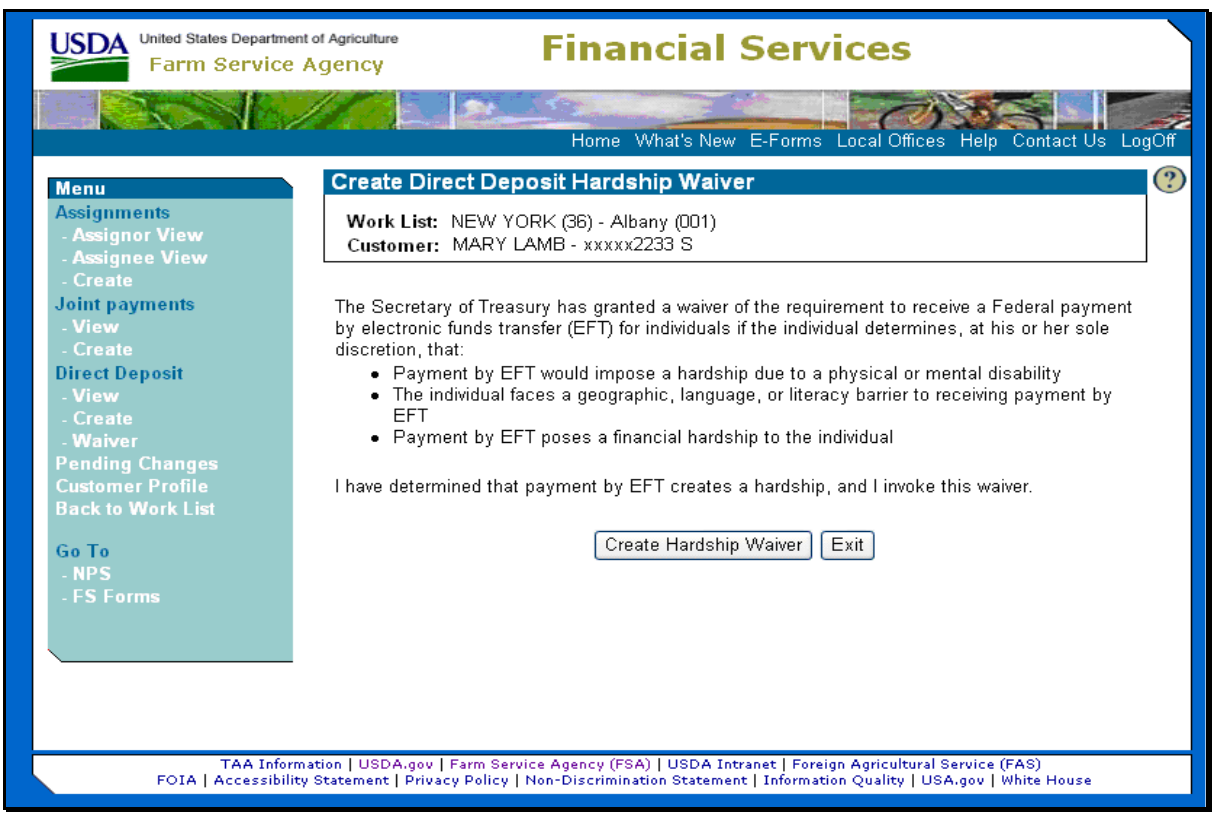
C Create Direct Deposit Waivers

The Debt Collection Improvement Act of 1996 mandates that Federal payments other than payments under the Internal Revenue Code of 1986, must be made by EFT unless the Secretary of the Treasury grants a waiver. The Secretary of Treasury granted a waiver of the requirement if the individual determines, at his or her sole discretion, that 1 of the following conditions exists:

- payment by EFT would impose a hardship because of a physical or mental disability
- the individual faces a geographic, language, or literacy barrier to receiving payment by EFT
- payment by EFT would impose a financial hardship.

A payment recipient may submit FFAS-12 to invoke a waiver or contact the County Office to request that the waiver be invoked.

Users shall click "Waiver" located under the Direct Deposit Menu options to update the Direct Deposit Hardship Waiver Screen to create a waiver. The EFT waiver will be applied nationwide and all existing direct deposit accounts/sub-accounts will be deleted. The following is an example of the Create Direct Deposit Hardship Waiver Screen.



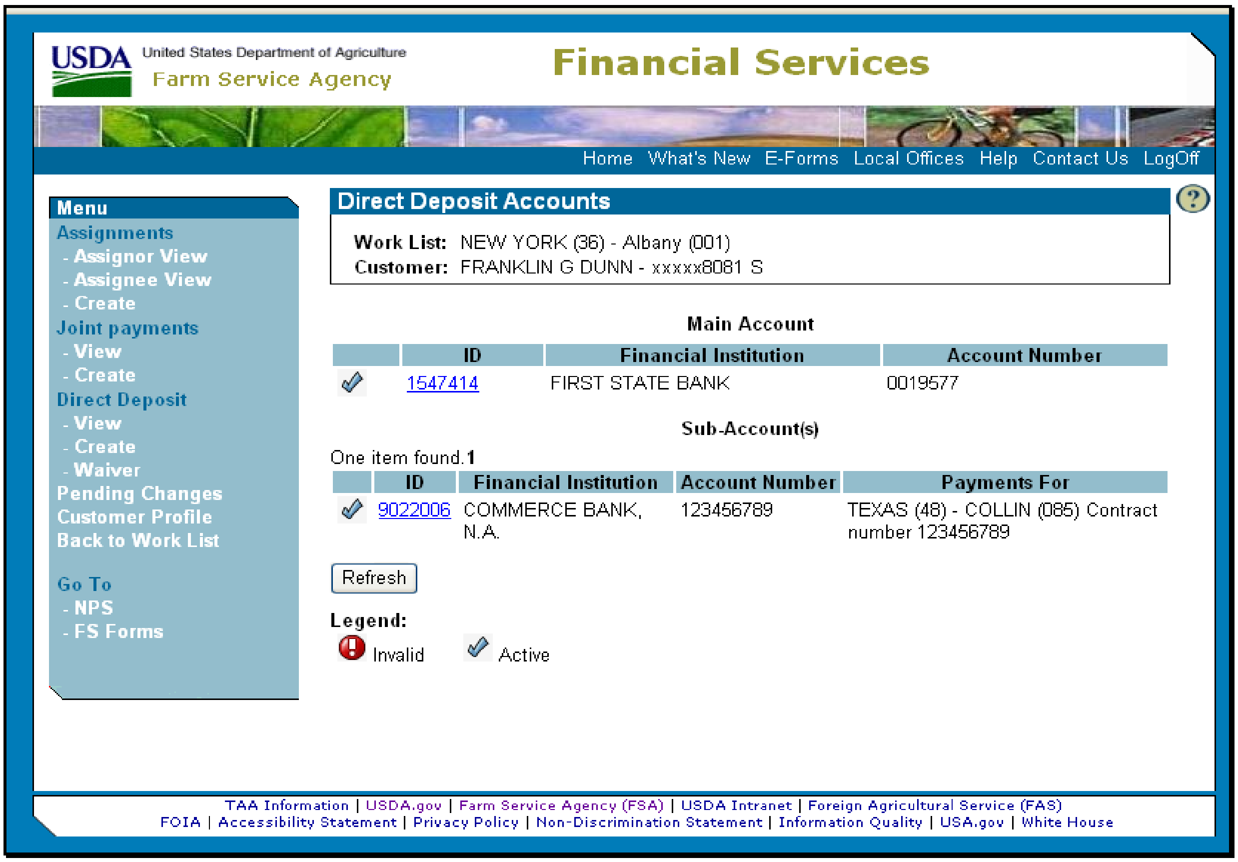
6 Direct Deposit (Continued)

C Create Direct Deposit Waivers (Continued)

Clicking on the "Create Hardship Waiver" button will update all applicable work lists and place the waiver transaction request in pending status. The Financial Services application will display an informational message that the waiver request was submitted and require secondary approval for completion.

D View Direct Deposit

The following Direct Deposit Accounts View Screen will be displayed when users click "View" located under the Direct Deposit Menu options.



The Direct Deposit Accounts View Screen provides Service Center employees the ability to view:

- a list of direct deposit main accounts and sub-accounts associated with a producer
- active or invalid direct deposit accounts.

Note: Users may update or cancel a direct deposit payment.

CLICK "Refresh" to synchronize transaction statuses with actions being performed by other users.

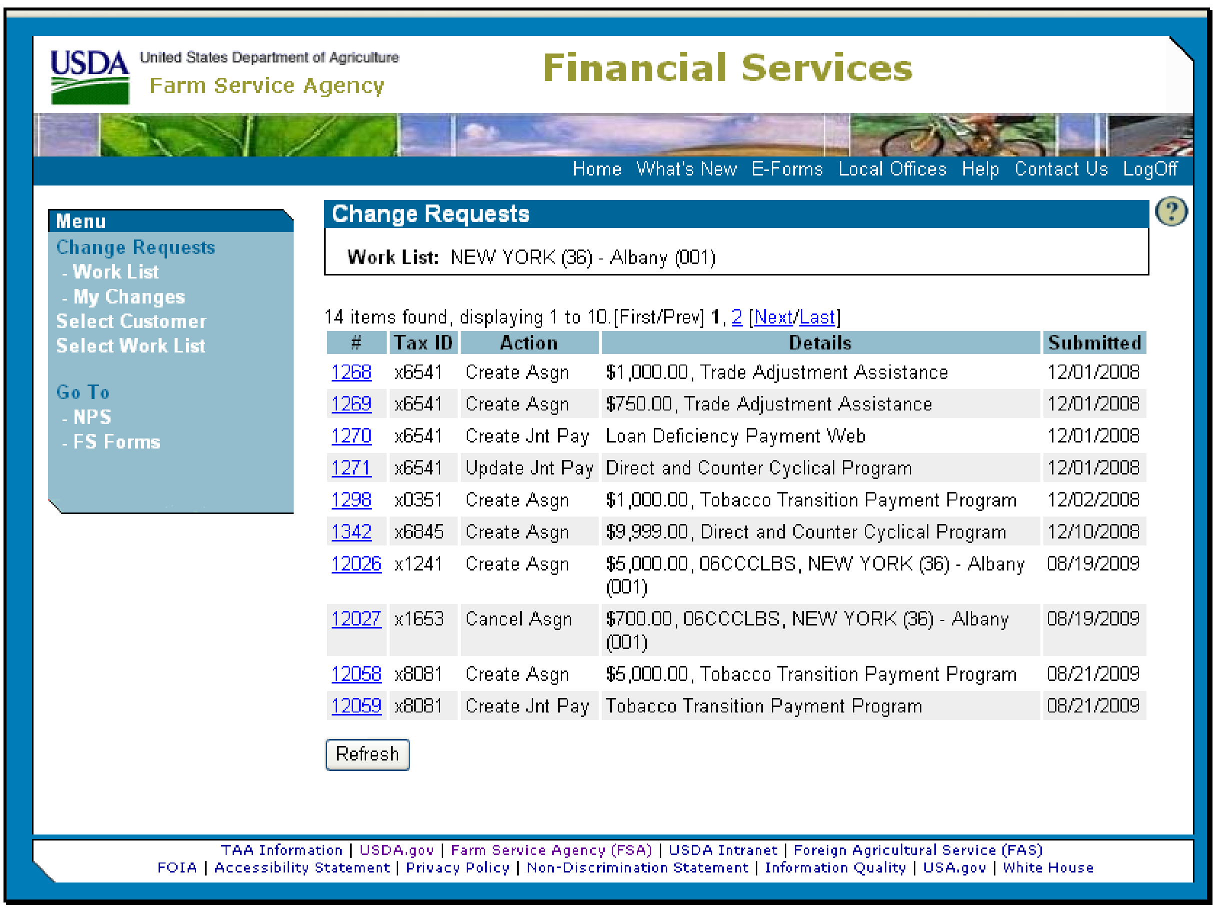
7 Approving Pending Transaction Requests

A Approving Pending Transaction Requests Using Financial Services Work List Screen

Updates made in the Financial Services web application, unless producer initiated, must have a second part verification/approval to comply with segregation of duties. Service Center employees shall click "Work List", located under the Change Requests Menu options, to see pending change transactions entered by other employees within their own Service Center and require second verification approval. The transaction may be viewed, accepted, or canceled by the Service Center employee. The requested transactions are sorted by Request ID in ascending order to give higher priority to aging transactions.

Select a transaction number on the work list to display the secondary approval screen for the associated transaction. On the approval screen for assignments, joint payments, direct deposits, and direct deposit waivers, the Verify Information for Approval section will be displayed for users to enter information. Please see the applicable transaction approval screen for the required entries for the approving employee.

The following is an example of the Change Requests Screen for viewing work lists.

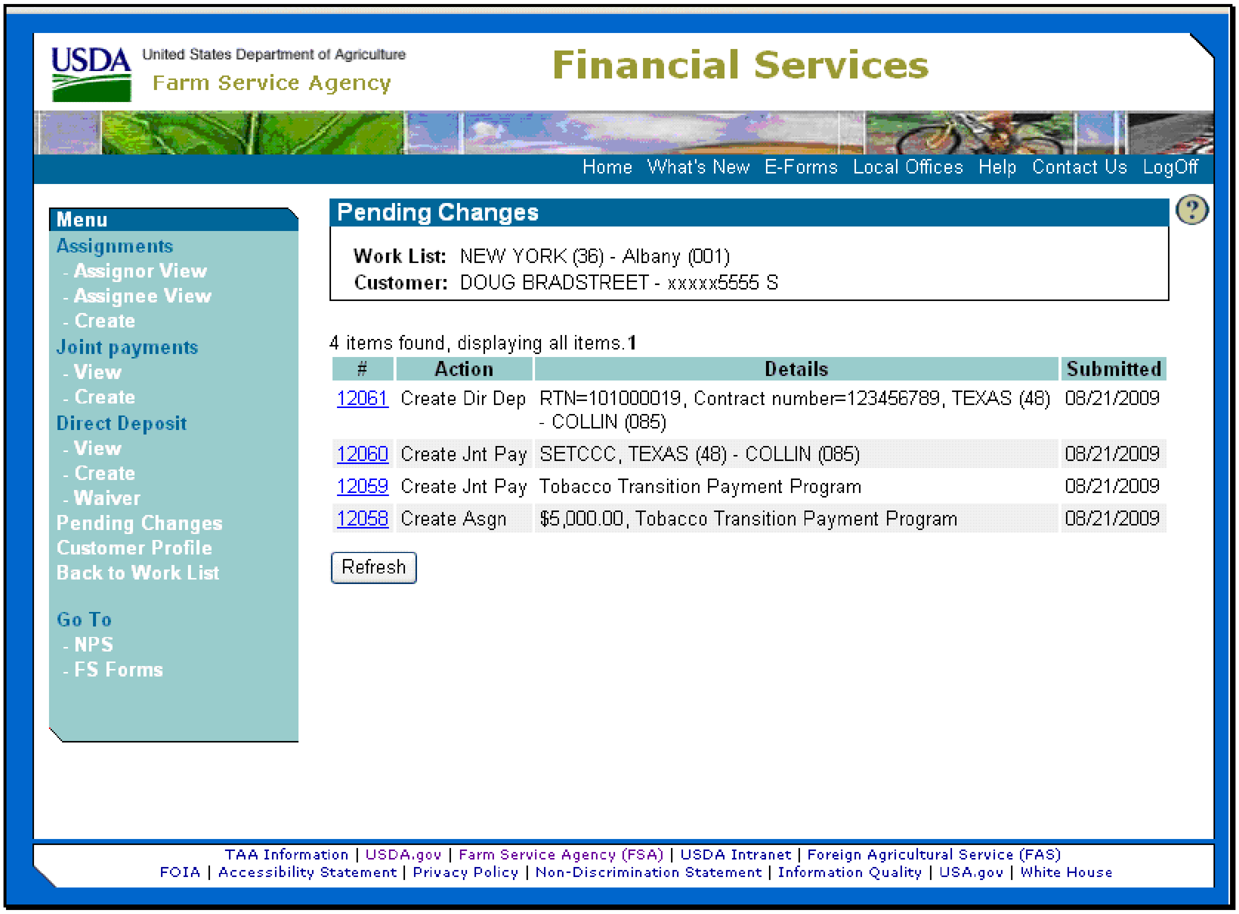


#	Tax ID	Action	Details	Submitted
1268	x6541	Create Asgn	$1,000.00, Trade Adjustment Assistance	12/01/2008
1269	x6541	Create Asgn	$750.00, Trade Adjustment Assistance	12/01/2008
1270	x6541	Create Jnt Pay	Loan Deficiency Payment Web	12/01/2008
1271	x6541	Update Jnt Pay	Direct and Counter Cyclical Program	12/01/2008
1298	x0351	Create Asgn	$1,000.00, Tobacco Transition Payment Program	12/02/2008
1342	x6845	Create Asgn	$9,999.00, Direct and Counter Cyclical Program	12/10/2008
12026	x1241	Create Asgn	$5,000.00, 06CCCLBS, NEW YORK (36) - Albany (001)	08/19/2009
12027	x1653	Cancel Asgn	$700.00, 06CCCLBS, NEW YORK (36) - Albany (001)	08/19/2009
12058	x8081	Create Asgn	$5,000.00, Tobacco Transition Payment Program	08/21/2009
12059	x8081	Create Jnt Pay	Tobacco Transition Payment Program	08/21/2009

7 Approving Pending Transaction Requests (Continued)

B Approve Pending Transaction Requests on the Pending Changes Screen

The following Pending Changes Screen provides Service Center employees an overview of pending transactions related to a specific customer's account. The transaction may only be updated by the originating Service Center employee. Any Service Center employees other than the originating employee may accept and cancel transactions. Updates made in Financial Services, unless producer initiated, must have a second part verification/approval to comply with segregation of duties.



Pending Changes for customers may be accessed by the following method:

- select a customer using the "Select Customer" option within the Financial Services application
- Select the "Pending Changes" option from the left navigation menu.

Note: All pending transactions and statuses will be displayed. Details related to transactions may be viewed, updated, accepted, or canceled from the detail screen, as applicable, by selecting the appropriate transaction ID number.

7 Approving Pending Transaction Requests (Continued)

C Assignment Approval

Service Center employees may approve assignments on behalf of an assignee. The approving employee must verify the assignment details against CCC-36.

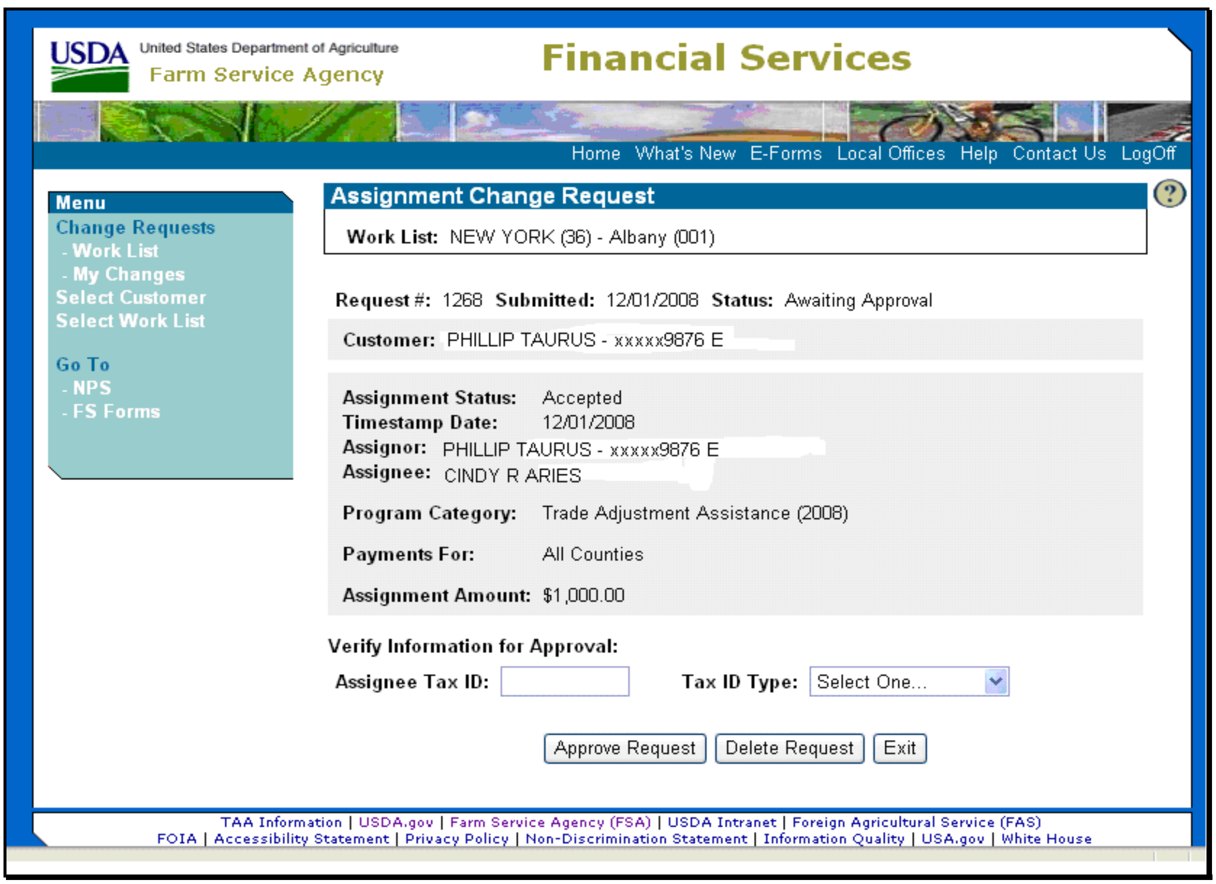
The following Assignment Change Request Screen allows users to:

- verify information for approval by entering the assignee TIN and TIN Type
- approve requests, which may be performed by the assignee or a Service Center employee who was not the individual that created the assignment

  Note: This action will place the assignment in an accepted status. Assignments will remain on the Active Assignment list on Assignee and Assignor View Screens.

- delete request, which will permanently inactivate assignment transactions and remove assignments from the active assignments list.

Note: The assignment may be canceled by the assignee, Service Center employee, or an assignor when in pending status.



7 Approving Pending Transaction Requests (Continued)

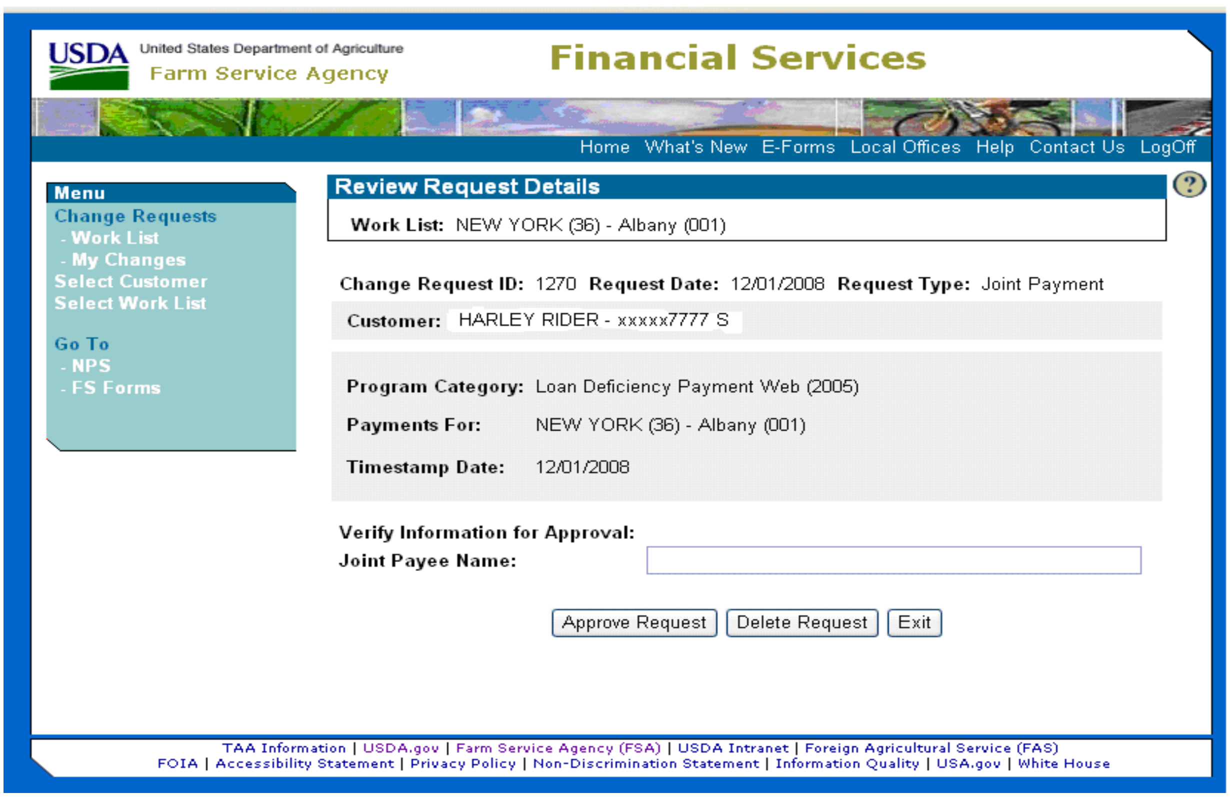
D Joint Payment Approval

Any Service Center employee other than the originating requestor may approve joint payment requests. The approving employee must verify the assignment details against the CCC-37.

The following joint payment Review Request Details Screen allows users to:

- verify information for approval by entering the joint payee name
- approve requests and place joint payment in an accepted status
- delete requests and permanently inactivate joint payment transactions and remove joint payments from the active joint payment list.

Note: Joint payments may be canceled when in pending status.



7 Approving Pending Transaction Requests (Continued)

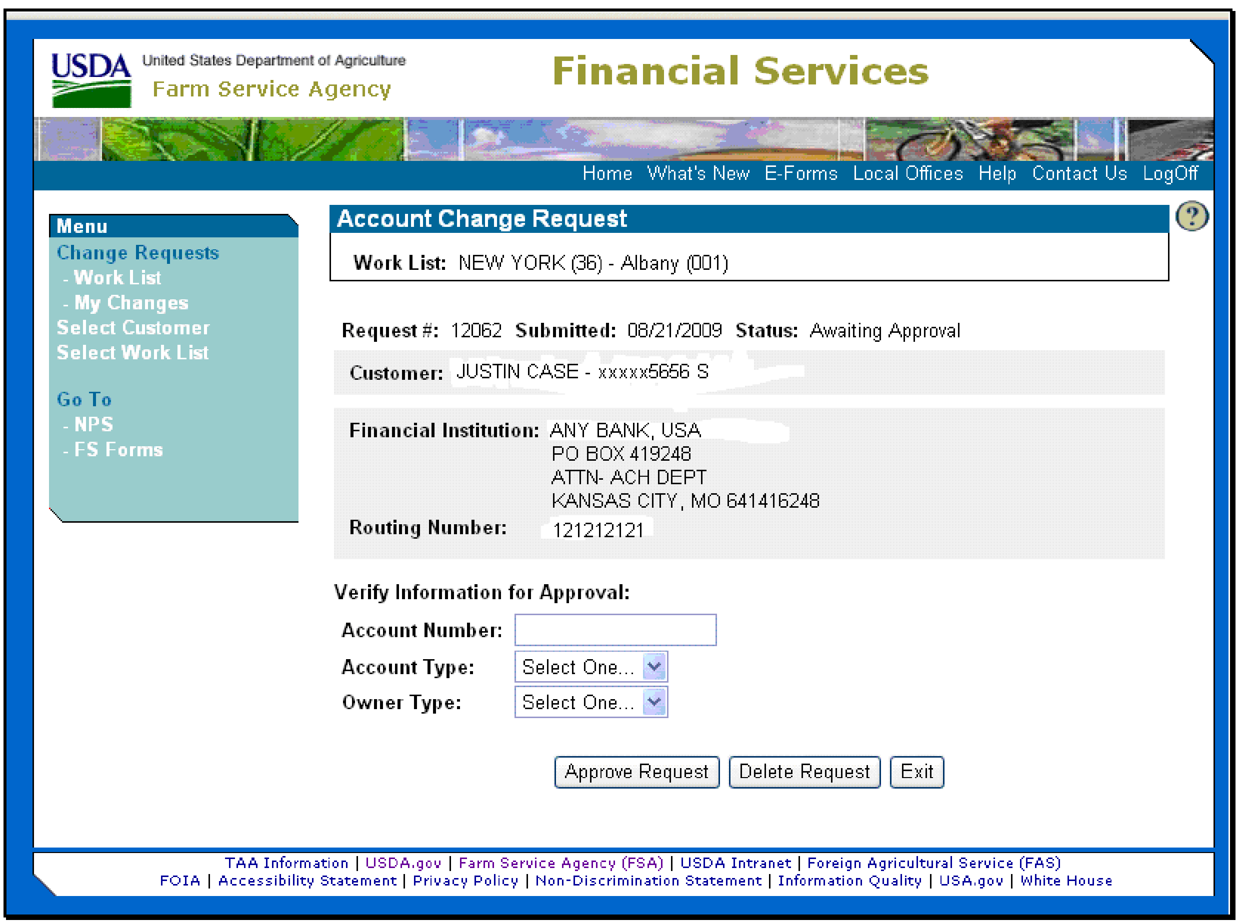
E Direct Deposit Approval

Any Service Center employee other than the originating requestor may approve a direct deposit account change request. The approving employee must verify the direct deposit details against SF-1199A or SF-3881.

The following direct deposit Account Change Request Screen allows users to:

- verify information for approval by entering account numbers, account type, and owner type
- approve requests and place direct deposits in an accepted status
- delete requests and permanently inactivate direct deposits.

Note: The Direct Deposit may be canceled when in pending status.



7 Approving Pending Transaction Requests (Continued)

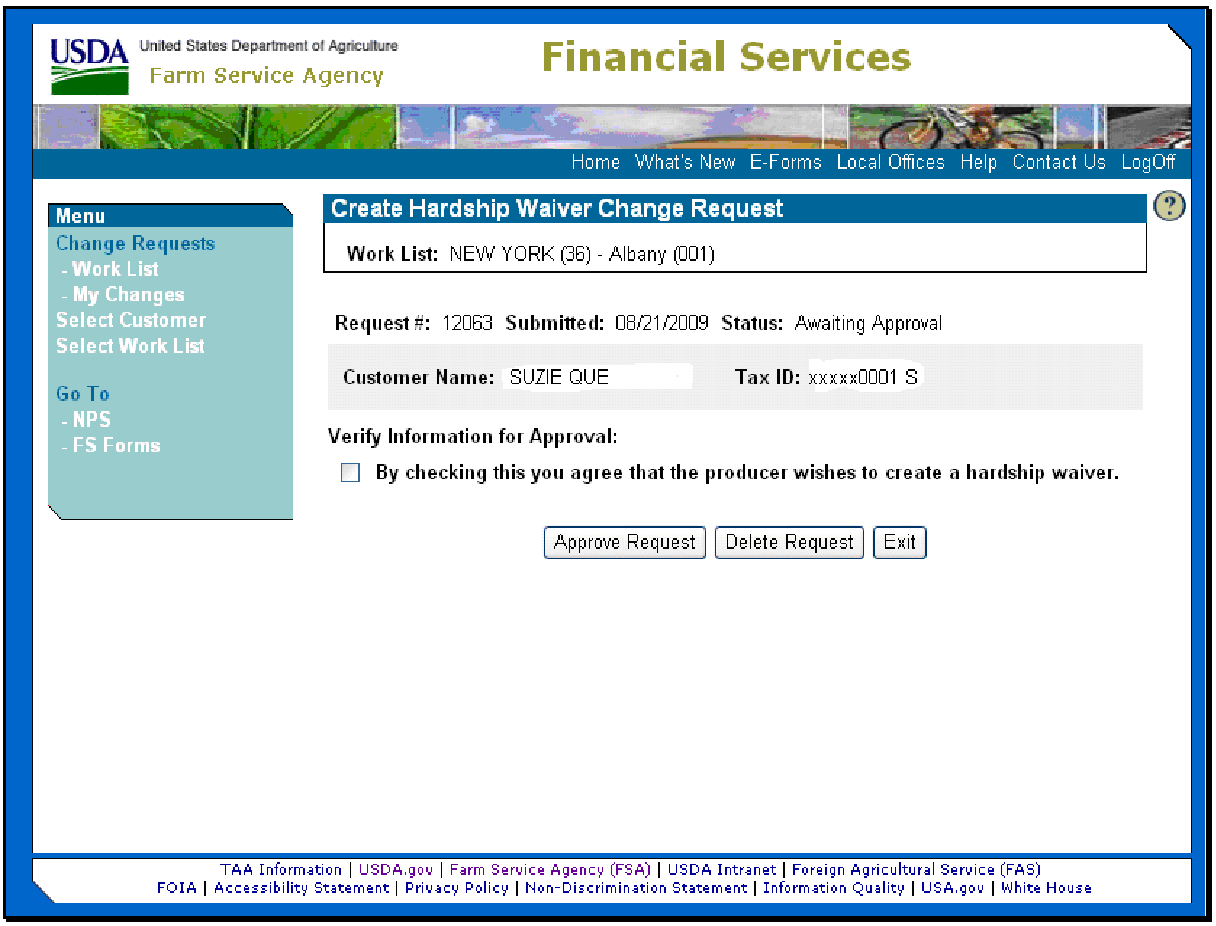
F Direct Deposit Waiver Approval

Any Service Center employee other than the originating requestor may approve a hardship waiver change request.

The following direct deposit account Create Hardship Waiver Change Request Screen allows users to:

- verify information for approval that includes the customer name and TIN
- approve requests that will place the direct deposit in an accepted status
- delete requests that will permanently inactivate direct deposit.

Note: Direct deposits may be canceled when in pending status.

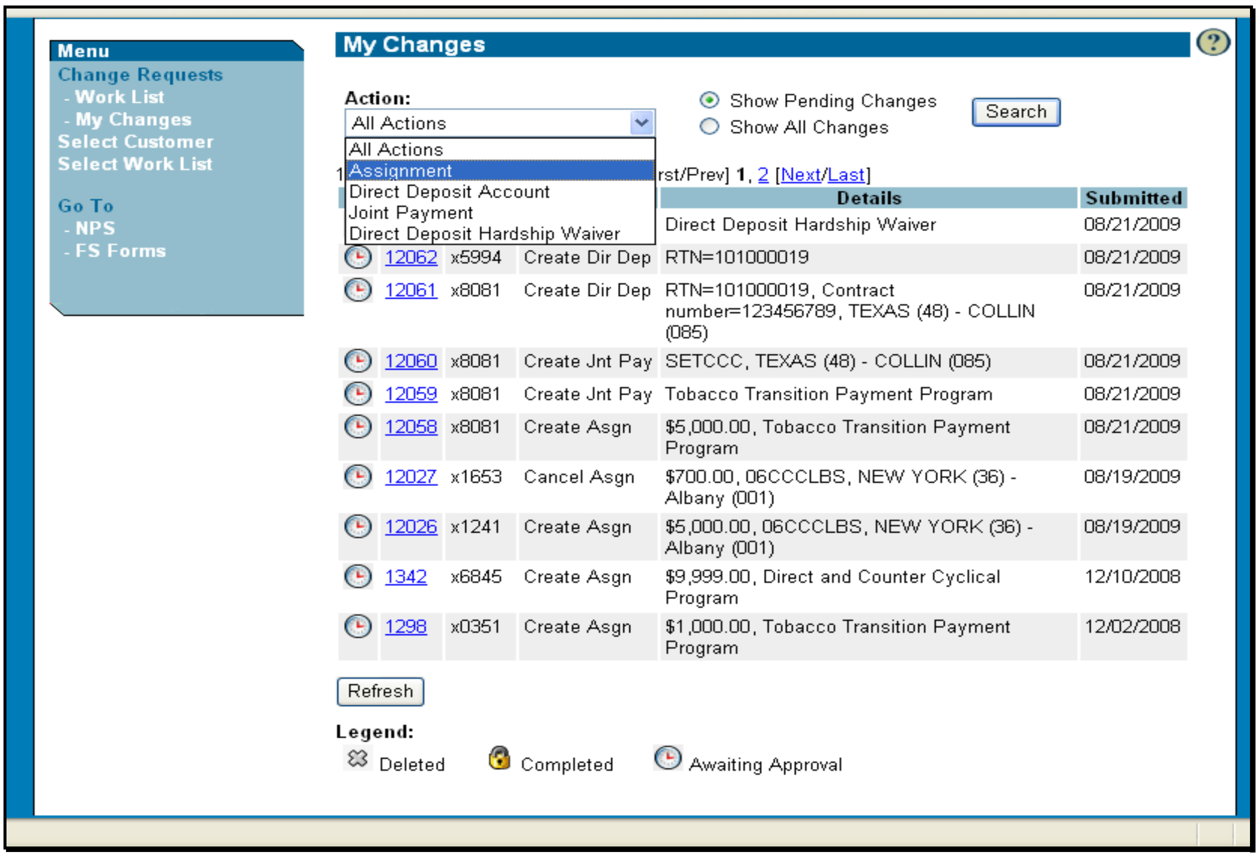


8 Change Request - My Changes

A My Changes Screen

The following My Changes Screen provides Service Center employees the ability to see their own initiated transaction requests. The requested transactions are sorted by Request ID in ascending order. This screen provides the following search options:

- State and county
- Pending or All changes
- Type of Action (All actions, Assignments, Joint Payments, or Direct Deposit).



B Transaction Status

Transactions on the My Changes work list may be in 1 of the following statuses.

- Deleted, which is displayed when a transaction request is deleted by the originating user or a Service Center employee who is not the original transaction requestor.

Note: Selecting a transaction number on the My Changes Screen work list that is in a deleted status will allow users to acknowledge deletion (only displays when transaction is deleted by someone other than the original requestor) and will permanently remove the transaction from the My Changes Screen work list.

8 Change Request - My Changes (Continued)

B Transaction Status (Continued)

- Completed is displayed upon successful completion of the secondary approval process.

- Awaiting Approval will be displayed from time of initial request submission and until an action performed renders the transaction completed or deleted.

9 Customer Profile

A Financial Flags in Financial Services Web Application

The Customer Profile Screen provides an option that allows Service Center employees to set the financial support flags necessary to maintain other agency offsets and bankruptcy profiles.

B Setting Bankruptcy Flags

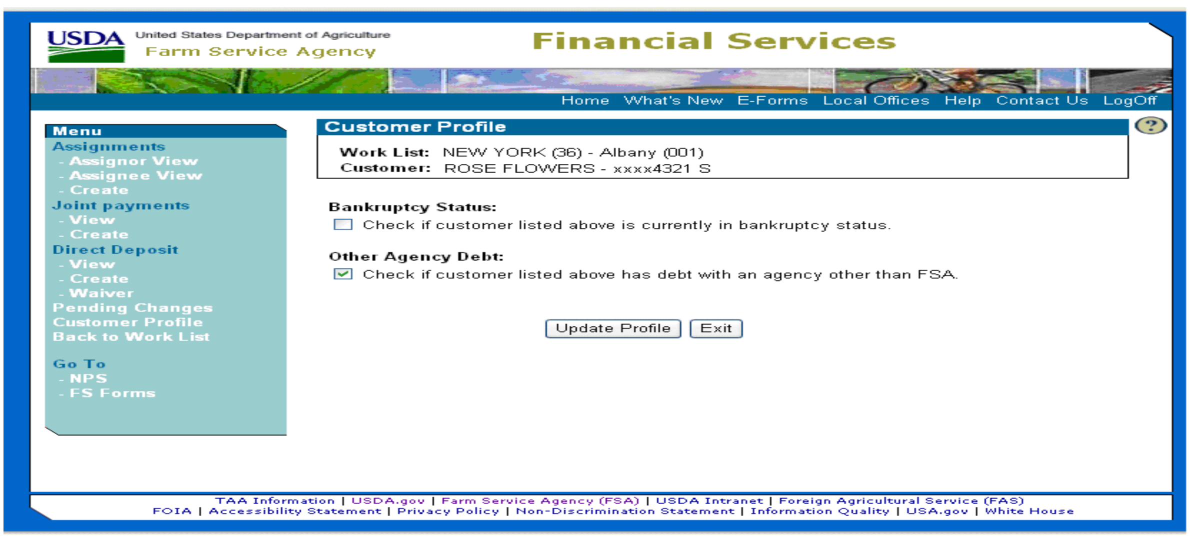
Employees shall set the:

- bankruptcy flag only when customers have notified the Service Center of a bankruptcy or when appropriate paperwork is on file and remove the flag when notified by the customer or by the appropriate documentation that the bankruptcy is no longer active/valid

- other agency offset flag when customer payment(s) will be disbursed to resolve debt to another agency and remove this flag once the debt owed is satisfied.

Note: The Bankruptcy Status and Other Agency Debt flag status will be applied to all States and counties where the customer does business.

The following is an example of the Customer Profile Screen for setting bankruptcy flags.



Financial Services Producer/Customer Actions

The following actions may be performed by Financial Services customers using the Financial Services public facing application. Customers **must** have a valid eAuthentication user ID and password to log into the web site from the FSA Internet Home Page. CLICK "Online Services" located in the top banner, and then CLICK "Financial Services" located under "Related Topics". See subparagraph 2 B.

Menu Option	Function
Create Assignment	Customers may create an assignment from this link. The assignment may be accepted by: • assignee with level II eAuthentication • Service Center employee with appropriate documentation on file.
Assignor View	Customers (Assignor) may: • update or cancel assignments from this link before completing acceptance process • view accepted, completed, deleted, and pending assignments.
Assignee View	Customers (Assignee) may: • accept pending or cancel pending and accepted assignments from this link before completing acceptance process • view accepted, completed, and pending assignments.
Create Joint Payment	Customers may create a joint payment from this link. No approval/acceptance process needed.
Joint Payment View	Customers may cancel, update, or view a joint payment from this link.
Create Direct Deposit	Customers may create a direct deposit from this link. No approval/acceptance process needed.
Direct Deposit Waiver	Customers may create a waiver from this link. No approval/acceptance process needed.
Direct Deposit View	Customers may: • update or view a main direct deposit from this link • cancel, update, or view a sub-account from this link.
Pending Changes	Customer may view any pending transaction from this link. No action may be performed by producer from the pending transaction list.