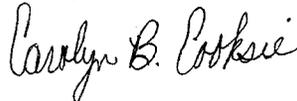


For: State and County Offices

**Financial Web Applications Frequently Asked Questions and Answers (Q&A's)**

Approved by: Associate Administrator for Operations and Management



**1 Overview**

**A Background**

USDA's Financial Management Modernization Initiative (FMMI) will standardize accounting practices across USDA agencies. FSA is making modifications to legacy financial applications in preparation for FMMI. County Release No. 675 implemented many changes to the existing financial web applications while deploying a new web-based application to replace the remaining accounting applications resident on the System 36, as follows:

- Financial Services used to record and maintain a customer's accounting profile information, such as direct deposit elections, assignments, joint payments, or to flag customers with other agency debt or bankruptcy status
- Online Payment application (OLP) used to record any nonautomated program payment requests
- National Receipts and Receivables System (NRRS) replaces the functionality previously performed by the System 36 cash receipts system, automated receivables system, and automated claims system.
- NPS is the application all payment requests interface with to complete the payment process. NPS captures a customer's accounting profile from Financial Services and checks NRRS for debt each time a payment request is processed.

**B Purpose**

This notice provides answers to the most frequently asked questions by State and County Offices about the financial web applications.

| Disposal Date | Distribution   |
|---------------|--|
| April 1, 2010 | State Offices; State Offices relay to County Offices |

## Notice FI-2933

### 2 Frequently Asked Q&A's

#### A Financial Services Q&A's

County Release No. 675 converted the FSA Financial Services web application's existing data to implement 1 national view for any customer. Customers are now identified in the Financial Services by taxpayer ID number and ID type without regard to physical location. The Financial Services application was enhanced to support customers establishing assignments, joint payment, and direct deposit elections for use:

- nationwide
- county specific
- county specific for a specific reference (for instance, by farm number or loan number).

County Release No. 675 also applied a national setting to a customer's "Other Agency Debt" and "Bankruptcy" indicators.

The following provides Q&A's about Financial Services.

**Q1.** How did the customer record change?

**A1.** The Financial Services reorganized the customer data. The customer is now represented nationally based on taxpayer ID and ID type. The single Financial Services record applies to every county that the customer is linked to currently, and in the future.

**Q2.** What direct deposit changes were made for the single county customer?

**A2.** There were no changes required to the direct deposit record for a single county customer, as a primary account was already established. A single county producer may continue to have a primary account, and elect sub-accounts for a specific reference, such as farm number or loan number.

**Q3.** What direct deposit changes were made for the multi-county customer?

**A3.** Financial Services no longer supports a taxpayer ID and ID type having a direct deposit election in some counties and a waiver or no election in other counties. The customer must receive all payments by ACH or all payments by check.

Once the primary account is established, the customer may elect any number of sub-accounts controlled by location (county) or by a location (county) and specific reference, such as farm number or loan number.

## Notice FI-2933

### 2 Frequently Asked Q&A's (Continued)

#### A Financial Services Q&A's (Continued)

**Q4.** How did the Financial Services conversion impact the multi-county customer's direct deposit account?

**A4.** Counties should verify the direct deposit records for their multi-county customers. During the Financial Services conversion process, if the customer:

- had elected a direct deposit primary account in any State/county location, and there was not a direct deposit election or a waiver recorded in other State/county locations, then the direct deposit account was made the primary account for the customer in all locations
- elected a direct deposit account in more than 1 county, then 1 of the accounts was established as the national primary account. All other direct deposit elections were converted as sub-accounts by location (county) as originally elected

**Note:** If a location (county) did have a direct deposit election or a waiver, the national primary account will be used for any future payment issued in those locations.

- had a combination of direct deposit accounts, and a waiver recorded, the waiver was established for all locations. State and County Offices were notified by Kansas City of those customers who were impacted by this conversion. The customer also received notification by letter from Kansas City that the direct deposit election was removed.

**Q5.** How can we view the direct deposit information for a customer in Financial Services?

**A5.** After selecting the customer in Financial Services, CLICK "Direct Deposit View" and the primary account designation and any sub-accounts will be displayed.

The primary account is the bank and account information being used for payments nationally.

The sub-accounts displayed will be used for any payment where a segregation in bank or account information is recorded, for instance for a specific county, or a specific farm.

**Q6.** How can the direct deposit primary and sub-accounts be modified by the County Office?

**A6.** On the Direct Deposit View Screen, select the primary or sub-account detail screen. All fields can be edited and updated.

**Note:** SF-3881 or SF-1199A must be present before modifying any account. If the change affects the primary account, all of the counties that the customer does business with must be FAXed a copy of the form documenting the change.

## Notice FI-2933

### 2 Frequently Asked Q&A's (Continued)

#### A Financial Services Q&A's (Continued)

**Q7.** How can the primary direct deposit account be canceled to have a check issued?

**A7.** Once the primary direct deposit is entered, it can only be canceled by creating a waiver upon receiving FFAS-12.

**Note:** If a waiver is recorded, all sub-accounts will also be automatically canceled.

**Q8.** How can the direct deposit sub-account be canceled?

**A8.** The sub-account can be canceled without impacting the primary direct deposit. On the Direct Deposit View Screen, select the sub-account detail screen, which will allow the user to "Cancel Account".

**Q9.** How can a deceased customer's direct deposit account be deleted?

**A9.** In the current software, an account can only be deleted by creating a waiver. Place a note in the direct deposit file that the waiver was entered because the producer is deceased and the account needed to be terminated.

**Q10.** The customer's sub-account appeared correctly in Financial Services, but the payment went to the primary account. Why did the payment not go to the sub-account?

**A10.** A software error did not recognize all sub-accounts. This error has been corrected as of October 16, 2009. The sub-account should operate correctly now.

**Q11.** What action is needed when the County Office receives a Correction and Verification Report MAA790R1 from Kansas City?

**A11.** After researching Correction and Verification Report MAA790R1, take 1 of the following corrective actions:

- correct the identified bank routing number in Financial Services
- if the primary account is inactive, process a waiver
- if the sub-account is inactive, cancel the sub-account.

## Notice FI-2933

### 2 Frequently Asked Q&A's (Continued)

#### A Financial Services Q&A's (Continued)

**Q12.** The bankruptcy flag is set on a customer that is no longer in bankruptcy. How do I change the "Bankruptcy" flag so that the customer can be paid correctly?

**A12.** There have been incidents reported where the "Bankruptcy" flag did not update properly during the conversion. This could be because the flag was updated in the name and address file, and not in Financial Services at some point.

When debt was migrated to NRRS, if the customer was marked as being in bankruptcy, then the debt was flagged within NRRS as being in bankruptcy. When a payment was being processed and the County Office realized the customer should not be flagged as being in bankruptcy, the flag was changed in Financial Services. Because of how NRRS flagged this debt, the payment could no longer be processed and the County Office receives an error message in NPS. A fix has been identified to resolve this problem.

For a **temporary** workaround, leave the customer marked as in bankruptcy in Financial Services. If debt exists and the customer is marked in bankruptcy in NPS, then the receivable will be displayed on the "Receivable Manual Handling" worklist. See Notice FI-2918.

**Note:** The "Bankruptcy" flag is a national indicator. If it is a multi-county customer, contact the associated counties to ensure that the flag status is entered correctly and verify that there is no evidence bankruptcy in any of the associated counties.

**Q13.** The "Other Agency Offset" flag is set to "Yes" and it should be "No". How do I change this?

**A13.** The "Other Agency Offset" flag has been used incorrectly in many instances for a variety of reasons.

Do **not** cancel the payment. Go into Financial Services and update the "Other Agency Offset" indicator. Then go to the payment in NPS and CLICK "Reset Payment Processing". NPS will read the new flag settings in Financial Services and handle the payment correctly.

Notice PS-657 advises that APSS generated payments, including FSFL and MILC, have been made "nonoffsetable" until the CRP and DCP payments processing has been completed.

**Note:** The "Other Agency Offset" flag is a national indicator. If it is a multi-county customer, contact the associated counties to ensure that the flag status is entered correctly and verify that there is no evidence of other agency offset in any of the associated counties.

2 Frequently Asked Q&A's (Continued)

A Financial Services Q&A's (Continued)

- Q14.** A customer has an assignment for DCP, but has enrolled in ACRE. Will this assignment be honored for ACRE?
- A14.** DCP and ACRE are separate programs and require that an assignment be filed for ACRE. When CCC-36 is received for ACRE, enter the assignment using program code "XXACRE" for regular ACRE or "XXACREDP" for the ACRE direct payment, where "XX" is replaced with the program year.
- Q15.** Why was a CRP assignment not honored when the CRP annual rental payment was processed?
- A15.** The CRP annual rental payment assignment was not properly loaded, or was loaded by putting the program code in the "Program Code Alpha" field.

When using the "Program Category" drop down menu, select "CRP Annual Rental Payment", and enter the CRP contract year in the "Program/Contract Year" field. Do not enter the payment year on the initial Create Assignment Screen. The payment year will be entered on the Create Multi-Year Assignment Screen.

If the assignment was entered using the "Program Code Alpha" field, the code must be "XXECP" because CRP has become a web-based program application. Before conversion, the program code was "XXCRP". Therefore, the alpha program codes are not matching and the assignment will not be recognized.

If the payment has not been signed yet, the signing official can click on dispute to send the payment back to the certifying official worklist. Load the assignment correctly, and then CLICK "Reset Payment Processing" to apply the assignment.

- Q16.** If an assignment was not honored, do we contact the customer and ask for the payment back so that it can be reissued?
- A16.** No, we will not ask for the payment to be returned. As a courtesy, you may contact the customer to advise the customer of the situation. However, it is between the assignor and the assignee to settle their accounts. CCC-36 specifically states that FSA/CCC is not liable for payment of any amount if payment is inadvertently made to the assignor.

## Notice FI-2933

### 2 Frequently Asked Q&A's (Continued)

#### A Financial Services Q&A's (Continued)

- Q17.** Is there a way to get a list of assignments that have been loaded on the web in my county?
- A17.** Sign into the Financial Services with the assignee's tax ID, then select the "Assignee View" on the main menu. In addition, the following two FWADM reports have been developed to list the assignments.
- **Payment and Disbursement Data by Assignment Report** provides the ability to search by the assignee tax ID which displays disbursement information for assignment's, by program's, tax ID/tax ID type, or date's.
  - **Payment and Disbursement by Tax ID Report** provides the ability to search by a producer's TIN/TIN type which displays payment, prompt payment, foreign withholding, offset, and disbursement amounts by payee type (producer, receivable, Other Agency Offsets, assignee, joint payee).
- Q18.** What do we do if we receive a tax levy from IRS?
- A18.** FSA is enrolled at Treasury with the Federal Payment Levy Program. Treasury will offset FSA payments for IRS tax levies before any final disbursement for a customer. No action is required by the County Office.
- Q19.** There is not an option to cancel an assignment. How does the County Office cancel an assignment?
- A19.** The assignment can only be canceled by selecting the assignee's tax ID because only the assignee can authorize the cancellation. In Financial Services,
- select "worklist"
  - enter State and county information
  - CLICK "Select"
  - on left side of screen, CLICK "Select Customer"
  - enter assignee's tax ID number
  - CLICK "Enter"
  - select "Assignee View"
  - click on the appropriate assignment to be canceled
  - when detail record appears, CLICK "Cancel assignment".

**Note:** This action will require a secondary approval as instructed in Notice FI-2928.

## Notice FI-2933

### 2 Frequently Asked Q&A's (Continued)

#### A Financial Services Q&A's (Continued)

**Q20.** We had an assignment to FLP on a payment with FSA as the assignee, and the disbursement transaction statement came to the County Office address. However, the statement shows that the funds were deposited into an account somewhere. Where are the funds?

**A20.** Counties have used several different tax ID numbers to create FLP assignments. In many instances, the same tax ID has been used to route payments through ACH to a local depository for concentration banking fees. All County Offices must immediately check Financial Services to ensure that the tax ID used to create an FLP assignment does not have a direct deposit associated with that ID number.

If the ID number does have a direct deposit election, a waiver must be recorded to remove the direct deposit. The correct tax ID for CCC is "43-0951685".

#### B NPS Q&A's

The following provides Q&A's about NPS.

**Q1.** A foreign person tax withholding was applied to a customer. It was later determined that the customer was not subject to this withholding. How do I refund the tax withholding?

**A1.** Unfortunately, IRS does not permit FSA to refund the foreign person tax withholding. The customer should show this as a tax payment when the customer files a tax return with IRS.

**Q2.** The foreign person tax withholding rate defaults to 30 percent. When would I need to change this?

**A2.** If the customer is not subject to the foreign person tax withholding, the user should change this percentage to zero.

Currently, if the customer is subject to the tax withholding, the rate for all countries is 30 percent. If IRS were to announce various tax rates, County Office will be notified of the rate changes in 62-FI.

**Q3.** Notice FI-2918, subparagraph 9 B states that assignments may need to be modified on the System 36. When would this be necessary?

**A3.** Notice FI-2918, subparagraph 9 B is incorrect. The County Office will **never** modify an assignment, joint payment, direct deposit, bankruptcy flag, or other agency offset flag on the System 36.

## Notice FI-2933

### 2 Frequently Asked Q&A's (Continued)

#### B NPS Q&A's (Continued)

**Q4.** When entering a name for an alternate payee or other agency claim, sometimes the name is greater than 35 spaces. How should this be entered?

**A4.** Enter up to 33 characters in the name field. If additional space is needed, use the "Address1" line to continue the name. Abbreviate as necessary to fit the names on these 2 lines. The actual address must then be entered in the "Address2" field.

**Q5.** A customer returned a Treasury check because the producer is deceased, and the check needs to be made out to the heirs shown on FSA-325. How does a Treasury check get replaced?

**A5.** Deface the check by writing "Void" or Cancel" on it. Mail the defaced check to Treasury, with a memorandum explaining why the check is being returned, to:

Kansas City Financial Center  
PO Box 34668-1068  
Kansas City, MO 64116-1068

Also send an e-mail to FSA's Payment Management Office in Kansas City at **RA.mokansasc2-PMO-TreasuryPay@kcc.usda.gov** explaining the return of the check, and who the replacement should be made payable to. The toll free number for this area is 866-856-1448.

**Note:** TTPP does not use FSA-325. See 16-TB for tobacco.

**Q6.** When a loan is processed, how long should it take to be available in NPS?

**A6.** Normally, a System 36 initiated payment should be available within 10 to 20 minutes. However, if there are hardware issues with the System 36 or AS/400, the payment should be available the next business day. If the payment is not available the next business day, submit a magic ticket.

**Q7.** Should State Offices have access to all counties in Online Payments?

**A7.** No, State Office users will only have access to county "000".

**Q8.** There are "INTPEN" payments and program payments where the application is no longer available, sitting in NPS in the "Hold for program cancellation" status. How do we cancel these payments?

**A8.** Leave these payments in "Hold for program cancellation" status. If these are program payments, cancel the payment requests using the program application software, if still open and available. If software is unavailable or if these are INTPEN payments, a procedure is being developed to remove these from the payment list.

2 Frequently Asked Q&A's (Continued)

C NRRS Q&A's

The following provides Q&A's about NRRS.

- Q1.** We received 1 check from a customer for NAP coverage in 2 counties. How do I record this?
- A1.** The check can be recorded for any County Office. Use the same check number to record the applicable fees.
- Q2.** The system is showing that there is a schedule waiting to be verified, but it was already verified once. Should we verify it again?
- A2.** No, do not verify the duplicate schedules. FMD is working on providing the capability to delete the duplicates.
- Q3.** Is there a minimum payment amount that will not be issued as a refund with over collections entered through NRRS?
- A3.** No, if the payment is submitted, it will be paid. When it is known that the refund amount will be \$9.99 or less, record a receipt using "MISCINC" to account for the small balance and do **not** issue a refund. Select "Miscellaneous" from the Collection Type drop-down menu and "MISCINC" from the Program Code drop-down menu.
- Q4.** We have a shared management office, and there is only 1 PT in each office, and no CED currently. How can we verify a schedule of deposit?
- A4.** Complete FSA-13A to add the shared county to each profile. The State Office or DD should also be able to verify the schedule of deposit if necessary.
- Q5.** Can County Offices use NRRS to deposit administrative type collections?
- A5.** No, continue to send administrative deposits to Kansas City.
- Q6.** Many of the people that we sell photocopies to are not loaded in SCIMS. Do we have to get their PII information and load them in SCIMS?
- A6.** If they are paying with cash or a money order, you can use CCC's tax ID number to record the deposit.

However, if they are paying using a check, you must obtain their tax ID information and load them in SCIMS.

2 Frequently Asked Q&A's (Continued)

C NRRS Q&A's (Continued)

- Q7.** Why are receivables, such as DCP and CRP, being taken from any payment in other counties?
- A7.** Receivables are national to the tax ID number, and will be applied to the next payment made to the tax ID number, regardless of where the payment is disbursed.
- Q8.** We have deposits to make for the CMA or DMA, but they do not appear as a county. How do we deposit this money timely?
- A8.** Deposit the collection using your State and County Office. Send an e-mail to **ug-mokansasc2-NRRS-Production@kcc.usda.gov** to notify Kansas City of the collection so that it can be applied correctly.
- Q9.** When loans are repaid in cash and the County Office must purchase a money order to send to the lockbox, how does the County Office account for the money order fee in NRRS?
- A9.** Record a money order fee according to the following:
- select "Cash & Coin" as remittance type
  - prepare schedule of deposit for cash and coin
  - enter money order fee while preparing schedule of deposit .

Producer will get full credit for the loan repayment. The schedule of deposit total amount will be minus the money order fee.

**Note:** The Concentration Banking System counties will **not** have a separate schedule of deposit. County Offices should credit it as cash.