UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington DC 20250

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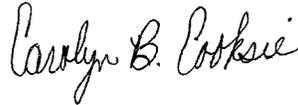
Notice FI-2948

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For: State and County Offices

National Receipts and Receivables System (NRRS) Web-Based Application for Establishing and Managing Receivables for Farm Programs

Approved by: Associate Administrator for Operations and Management

Carolyn B. Cooksie

1 Overview

A Background

NRRS was developed to replace the System 36 Automated Claims System, Common Receivables System, and Cash Receipts System. All collections and all claim/receivable functions are handled in NRRS.

The following are several important changes in receivable handling with NRRS for Farm Programs.

- Demand letters (DLS) are generated from a central location based on date and status. A file containing copies of DLS is loaded for viewing on the Receivable Imaging System (RIS). Copies of the letters can be viewed in RIS.

- Receivable status is changed by menu option without the referral process.

- Bankruptcy information resides in Financial Services. NRRS accesses Financial Services for bankruptcy status.

- Debts are no longer transferred to Kansas City.

- Collections for existing receivables are entered using the NRRS receipts option. See Notice FI-2924 for instructions on using the cash collection function of NRRS.

- Activity recorded in NRRS is in real time. Reports using this NRRS data will be displayed in the Financial Web Application Data Mart (FWADM) in 1 workday, i.e. data on the FWADM reports are 1 workday behind.

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

1   Overview (Continued)

B   Purpose

This notice:

- provides instructions for establishing and maintaining receivables in NRRS
- describes functions that are **not** yet working with appropriate workarounds
- discusses future enhancements.

C   Contacts

If there are questions about this notice:

- County Offices shall contact the State Office
- State Offices shall contact the appropriate office as follows.

Issues	Contact
Software	National Help Desk at 800-255-2434 or 816-926-1552. **Note:** Select option: • "**1**", for problems with NRRS • "**3**", for hardware and other software.
Policy	Either of the following: • Robin Jones by either of the following: • e-mail to **robin.jones@kcc.usda.gov** • telephone at 816-926-1613 • Tom Harris by either of the following: • e-mail to **tom.harris@kcc.usda.gov** • telephone at 703-305-1439.

2   Using NRRS in State and County Offices

A   When to Use NRRS

NRRS **must** be used for **all** receivable establishment and subsequent handling. See 58-FI for policy issues.

2   Using NRRS in State and County Offices (Continued)
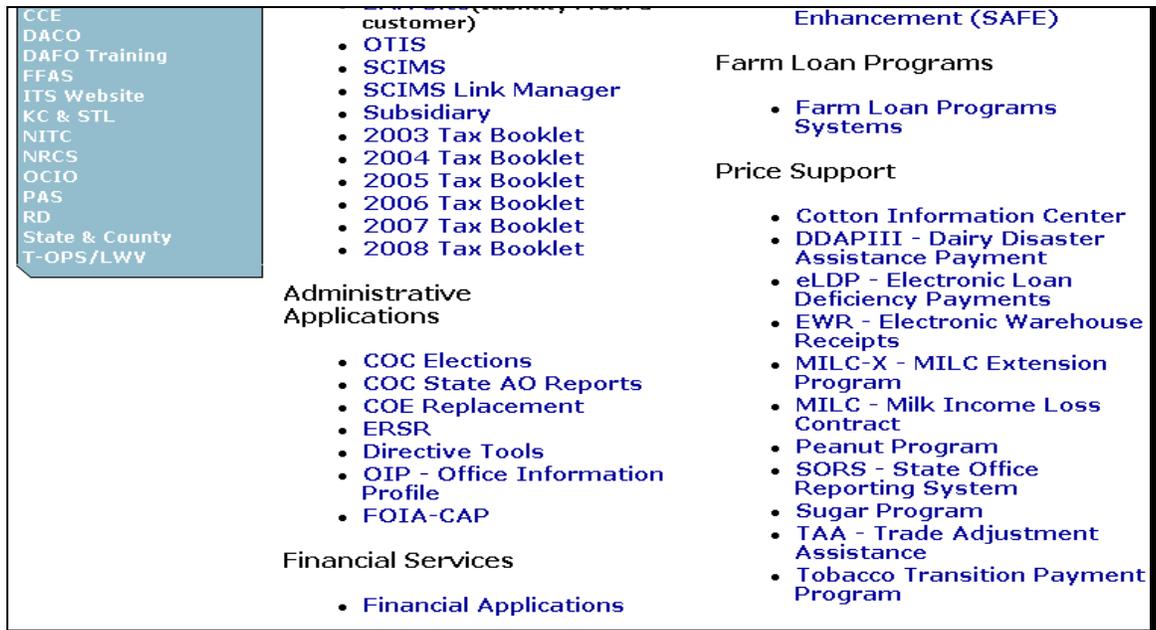
B   Logging Into NRRS

State or County Office employees **must** have a valid eAuthentication user ID and password with Level II access to login.

To login to NRRS, do the following:

- go to FSA's Intranet Home Page at **http://fsaintranet.sc.egov.usda.gov/fsa** and under "Links", CLICK "**FSA Applications**"

- Under "Financial Services", CLICK "**Financial Applications**"

2   Using NRRS in State and County Offices (Continued)

    B   Logging Into NRRS (Continued)

- on the FSA Intranet Financial Applications Screen, CLICK "**National Receipts and Receivable System**"

- eAuthentication Warning Screen will be displayed, CLICK "**I Agree**"

- eAuthentication Login Screen will be displayed; enter a valid eAuthentication user ID and password, and CLICK "**Login**".

2   Using NRRS in State and County Offices (Continued)

C   Example of NRRS Home Page

The Welcome to the NRRS Home Page will be displayed.

The "i" box on the Home Page will list any collections that recorded in NRRS, but have not yet been added to the schedule of deposit.

For instructions for:

- establishing manual receivables, see subparagraph 3 A
- searching for receivables, see subparagraph 4 A
- adjusting receivables, see subparagraph 4 B
- settling receivables in-full, see subparagraph 5 A
- settling receivables partially, see subparagraph 5 B
- change receivable status, see subparagraph 6 A
- change customers, see subparagraph 6 B
- adding remarks, see subparagraph 7 A
- viewing history, see subparagraph 7 B.

2   Using NRRS in State and County Offices (Continued)

D   NRRS Standard Links

The following links are standard throughout NRRS's top banner to assist users with common functions.

NRRS Menu Link	Functions
Home	Returns to NRRS Home Page.
About USDA	Opens a web session at the FSA Internet Home Page.
Help	Opens a web session at the FSA Intranet Help Desk.
Contact Us	Allows users to send an e-mail to the National Help Desk
Logoff	Allows users to logoff Financial Services.
Receivables	
New Receivables	Establishes a new manual receivable.
Search	Searches for an existing receivable.
Receipts	
Record New Receipt	Creates and allocates a new receipt.
Search	Searches for a receipt.
Admin	
Prepare Deposit	Prepares a schedule of deposit.
Verify Deposit	Verifies deposits have been made.
Reprint Deposit	Reprints a verified deposit.
Home	Returns to the NRRS Home Page.

3   Establishing Receivables

A   Manually Establishing Receivables

A receivable must be established manually if the applicable payment program year is closed; that is, there will be no additional disbursements or activity against that program and year. These programs are considered to be nonautomated. In addition, debts that did not arise from a payment will be established manually. A program code will always be either automated or nonautomated, but **cannot** be both. These receivables are available immediately.

This is an example of the NRRS Home Page.
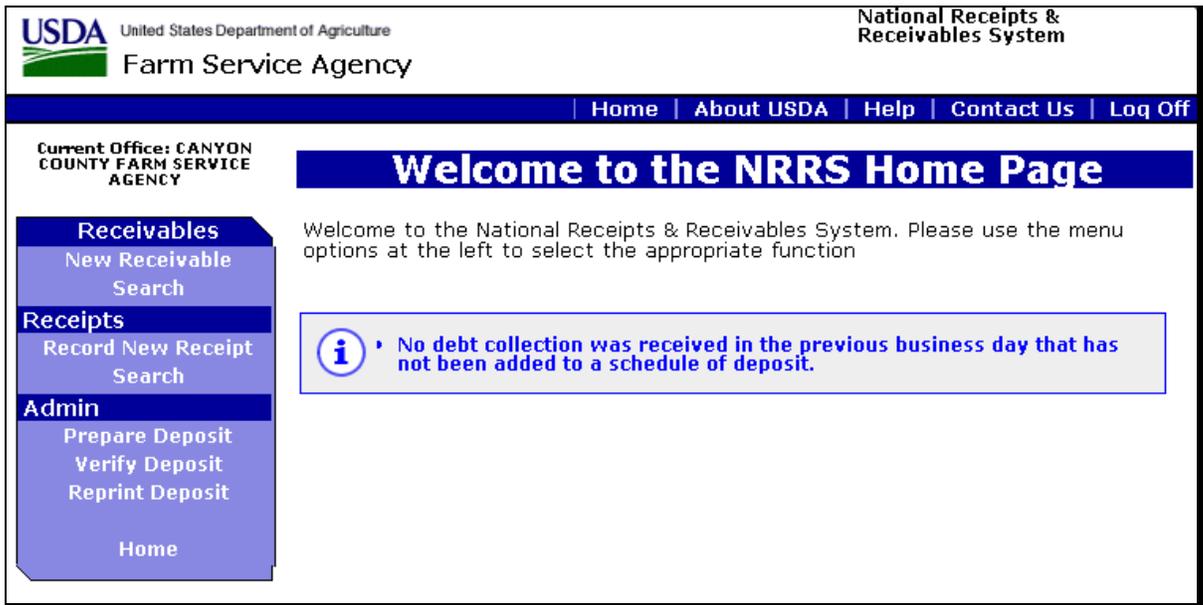
To establish a new manual receivable, CLICK "**New Receivable**". The Search for a Program Screen will be displayed.

3   Establishing Receivables (Continued)

A   Manually Establishing Receivables (Continued)

This is an example of the Search for a Program Screen. In the "Program Name" field, enter the alphanumeric program code or type the first few characters of the program code and CLICK "**Search**"; a list of program codes will be displayed.

Note: If the receivable is for liquidated damages, enter the program the charges arose from. The amount will be entered in the "Program Charges" field. For example, if the receivable is for CRP liquidated damages on a 2006 contract, ENTER "06CRP". The amount of liquidated damages will be entered in the "Program Charges" field.

3   Establishing Receivables (Continued)

A   Manually Establishing Receivables (Continued)

This is an example of the Program Code Search Results Screen. Click the radio button next to the Accounting Program Code Name and CLICK "**Select**". The Create New Receivable Screen will be displayed.

Note: Program codes ending in MR indicate that the remittance is for more than the receivable balance and will be refunded to the producer. For instance, Price Support commodity loan receivables with refunds use code, "XXCOMMLNMR".

CLICK "Reset" to deselect program codes. CLICK "Back" to go to the previous page. CLICK "Cancel" to start over.

3   Establishing Receivables (Continued)

A   Manually Establishing Receivables (Continued)

This is an example of the Create New Receivable Screen.

3 Establishing Receivables (Continued)

A Manually Establishing Receivables (Continued)

Use the following definitions to assist in filling in the receivable information.

Date of indebtedness generally means the date the payment was disbursed; however, it can also be the date of the initial notification letter or the date of discovery. See 58-FI and the program handbooks to determine the date of indebtedness.

Budget fiscal year means the program year for the payment issued.

Select State/county, displayed as a drop-down menu for combined offices or if user works in multiple offices, means the office from which the original disbursement was made.

Note: If a single County Office, enter State/county code with no dash; for example, "40119".

Program amount means the program amount that was overpaid or fee for services rendered.

Program interest rate; see 50-FI for the appropriate interest rate and the program handbook to determine if program interest applies.

Program charges mean liquidated damages or other penalties.

Debt management fees mean court costs.

Interest information (currently prefilled) means late payment interest that will accrue after all due process is given.

Note: Interest information will be changed to remain blank until the first demand letter is generated.

Discovery code identifies how it is initiated.

Basis reason code means the reason the receivable was established. If there is not a specific reason that fits, use "Non-Compliance with Program Requirements".

Audit number means the audit number, if the receivable was established because of an audit. Ensure that "Discovery Code" indicates "Office of Inspector General Audit".

Reference type code and number means additional information to uniquely identify the debt by farm number, loan number, contract number, or other.

Remarks mean additional information needed to explain the reason for establishment.

After completing the fields, CLICK "**Save**" and "**Add Customers**". The Search for Customer Screen will be displayed to identify the customer. CLICK "Reset" to deselect the radio button. CLICK "Cancel" to start over.

3   Establishing Receivables (Continued)

A   Manually Establishing Receivables (Continued)

This is an example of the Search for a Customer Screen.

Enter "Tax ID" and "Tax ID Type" for the first customer and CLICK "**Search**". CLICK "Back" to go to the previous page. CLICK "Cancel" to return to NRRS Main Menu.

This is an example of the Add More Customers Screen.

If additional customers should be added, add more customers 1 at a time by clicking "**Add More Customers**". Before creating a receivable, check (✓) 1 customer as the "Parent Entity" and then CLICK "**Create Receivable**".

Note: Even if only 1 customer exists, user **must** check (✓) "Parent Entity".

3   Establishing Receivables (Continued)

A   Manually Establishing Receivables (Continued)

This is an example of the Receivable Creation Confirmation Screen.

After all producers have been added, review and correct any errors, then CLICK "**Confirm**". CLICK "Back" to go back a page. CLICK "Cancel" to return to NRRS Main Menu.

3   Establishing Receivables (Continued)

A   Manually Establishing Receivables (Continued)

After the receivable has been confirmed, the following Receivable Creation Successful Screen will be displayed with the new receivable number. If users click the receivable number, the Receivable Details Screen will be displayed with an additional menu in the upper left corner to record additional activity. CLICK "**Home**" to return to NRRS Main Menu.

3   Establishing Receivables (Continued)

A   Manually Establishing Receivables (Continued)

This is an example of the Receivable Details Screen.

3   Establishing Receivables (Continued)

B   Receivables Created on System 36

Receivables established from System 36 program applications will be initiated through the overpayment process. When the process is run, the resulting receivables will be sent through the transmission process into Kansas City and then sent to NRRS. There may be a 2-workday delay until System 36 program application receivables are available in NRRS. Confirmation screens will **not** be displayed. The Open Receivable Report should be run from FWADM.

Note: This process relies on the County Office to transmit timely.

C   Receivables Created on the Web

Receivables established from web-based program applications will be sent to NRRS through an interface; there will be **no** delay. Web-based program application receivables should be available in NRRS within a few minutes. Confirmation screens will **not** be displayed. The Open Receivable Report should be run from FWADM.

4   Receivable Searches and Adjustments

A   Searching for Existing Receivables

Search for existing receivables by receivable ID number or TIN by clicking the "Search under Receivable" menu option on the left banner. If searching for a legacy debt migrated to NRRS, from "Reference Type" drop-down menu, select "Claim Number" or "Receivable Number" and enter the legacy claim or receivable number.

Note: The claim number format is "10STCTYXXXXX" and the receivable number format is "STCTYXXXXX".

The user can also search by other reference numbers, such as a CRP contract number or farm number.

The user must search for a receivable to:

- adjust the receivable
- settle a receivable in full
- settle a receivable, partial
- change status
- change customers
- add remarks
- view history.

4   Receivable Searches and Adjustments (Continued)

A   Searching for Existing Receivables (Continued)

This is an example of the Search for a Receivable Screen.

Enter search criteria and CLICK "**Search**", the Receivable Search Results Screen will be displayed with receivables that match the search criteria. CLICK "Reset Form" to clear the fields. CLICK "Cancel" to go back to NRRS Main Menu.

This is an example of the Receivable Search Results Screen.

CLICK "**Select**" for the desired receivable, the Receivable Details Screen will be displayed. CLICK "Back" to go to the previous page. CLICK "Cancel" to start over.

4   Receivable Searches and Adjustments (Continued)

A   Searching for Existing Receivables (Continued)

This is an example of the Receivable Details Screen. Select the appropriate option for the action necessary.

4 Receivable Searches and Adjustments (Continued)

B Adjusting Data for Manual Receivables

All data for manual receivables can be adjusted. At this time, **no** adjustments can be made for automated receivables, **except** to add or delete customers (subparagraph 6 B). On the Receivable Details Screen, under Receivables Menu, CLICK "**Adjust Receivable**" to access the Adjust Receivable Screen.

This is an example of the Adjust Receivable Screen.

Remarks are **required** for the adjustment action. Make applicable changes and CLICK "**Submit**" to verify the data. CLICK "Reset" to clear the fields. CLICK "Back" to previous screen. CLICK "Cancel" to return to the Main Menu.

4   Receivable Searches and Adjustments (Continued)

    B   Adjusting Data for Manual Receivables (Continued)

This is an example of the Confirm Receivable Adjustment Screen that will be displayed with changes made. If correct, CLICK "**Submit**".

    Note: Any collection previously applied will be recalculated and applied correctly by NRRS.

This is an example of the Receivable Update Successful Screen that will be displayed; CLICK "Home" to return to the NRRS Main Menu.

5   Settling Receivables

A   Settling Receivables In-Full

Receivables may be settled in-full in NRRS. See 58-FI, Part 2, Section 1 for specific monetary authorities. Contact the State Office for approval. Currently, receivables settled in-full **cannot** be reestablished. If receivable is settled in-full in error, send screen shots displaying receivable to Robin Jones at **robin.jones@kcc.usda.gov**.

Receivables may be settled in-full as:

- "Uncollectible", the producer owes the money, but is unable to repay the debt or FSA is unable to collect the debt

- "Judgment In-Full", DOJ has determined the producer will **not** have to repay the debt

- "Relief Granted In-Full", the producer appealed the debt and won the appeal

- "Small Balance Write-Off", the debt balance is less than $10

- "Withdrawn", the debt was created in error or FSA **cannot** legally enforce the debt

- "Promissory Note".

Note: If DCIA status is "Referred to Cross-Servicing", the receivable **cannot** be settled.

5   Settling Receivables (Continued)

A   Settling Receivables In-Full (Continued)

This is an example of the Settle Receivable – Full Screen.

On the Receivables Detail Screen, under Receivables Menu, CLICK "**Settle Receivable Full**". On the Settle Receivable - Full Screen, enter the date, choose the type of full settlement from the "Settlement Type" drop-down menu, enter remarks, and CLICK "**Submit**". CLICK "Reset" to clear data. CLICK "Cancel" to return to NRRS Main Menu.

5   Settling Receivables (Continued)

A   Settling Receivables In-Full (Continued)

This is an example of the Confirm Receivable Settlement – Full Screen that will be displayed. If correct, CLICK "**Submit**". CLICK "Back" to go to the previous page. CLICK "Cancel" to return to NRRS Main Menu.

This is an example of the Receivable Settlement Successful Screen; CLICK "Home" to return to the NRRS Main Menu.

5   Settling Receivables (Continued)

B   Settling Receivables Partially

Receivables may be partially settled in NRRS. See 58-FI, Part 2, Section 1 for specific monetary authorities. Contact the State Office for approval.

Note: If DCIA status is "Referred to Cross-Servicing", the receivable **cannot** be settled.

Receivables may be partially settled as follows:

- "Compromise", FSA agrees to write-off a portion of the debt
- "Judgment Partial", DOJ decides to write-off a portion of the debt
- "Partial Relief Granted", producer appealed the debt and was forgiven part of the debt.

This is an example of the Settle Receivable – Partial Screen.

5   Settling Receivables (Continued)

B   Settling Receivables Partially (Continued)

On the Receivables Detail Screen, under Receivables Menu, CLICK "**Settle Receivable Partial**". On the Settle Receivable - Partial Screen, enter the date, choose the type of partial settlement from the drop-down menu, and change the appropriate "Program Principal", "Program Interest", "Program Fees", and "Late Interest" fields to reflect the **new** amounts. Enter remarks and CLICK "**Submit**".

This is an example of the Confirm Receivable Settlement – Partial Screen that will be displayed. If correct, CLICK "**Submit**". CLICK "Back" to go to the previous page. CLICK "Cancel" to return to NRRS Main Menu.

This is an example of the Receivable Settlement Successful Screen that will be displayed; CLICK "Home" to return to the NRRS Main Menu.

6   Changes

A   Changing Receivable Status

The "Change Receivable Status" option replaces the "Referral" functionality from the legacy Automated Claim System. See 58-FI, Part 8 for further guidance. The "Receivable Status" indicates how the receivable will be managed. A receivable in "Open" status will generate the initial notification letter and subsequent demand letters. In addition, the receivable is eligible for referral to Treasury at 120 calendar day and is offsetable. When a receivable is paid in-full or settled in-full, NRRS will change the status to "Closed". The "Receivable Status" field should be changed **only** when an exception to normal debt management is warranted. NRRS uses the following table to determine what activity is allowed to manage the receivable.

Status Descriptions				
Description	**Collections Allowed**	**Offsets Allowed**	**Receive Demand Letters**	**DCIA Referral**
Open	Yes	Yes	Yes	All
Open – Kansas City Review **1/**	Yes	No	No	None
Open-Appeal	Yes	Yes	No	None
Open-Investigation	Yes	No	No	None
Open-Litigation	Yes	No	No	None
Open-Compromise or Termination	Yes	Yes	Yes	• Yes for TOP. • No for cross-servicing.
Closed – Paid In-Full – System-Generated	Yes	No	No	None
Closed – Write Off or Termination – System-Generated	Yes	No	No	None

1/ The "Open - Kansas City Review" status should **only** be used by Kansas City personnel.

6   Changes (Continued)

A   Changing Receivable Status (Continued)

This is an example of the Change Receivable Status Screen.

6   Changes (Continued)

A   Changing Receivable Status (Continued)

Select 1 of the following options from the Change Receivable Status Screen, "Select New Receivable Status" drop-down menu, located above the Remarks section and CLICK "Submit":

- Open
- Open – Appeal
- Open – Compromise/Termination
- Open – Investigation
- Open – Litigation
- Open - Kansas City Review.

Notes: Do **not** use the "Open – Promissory Note", "Open – Promissory Note - Offset", or "Open – Promissory Note - Delinquent" drop-down menu options at this time.

A debt settled by promissory note will be a full settlement option until promissory note processing is added to NRRS.

This is an example of the Confirm Receivable Status Adjustment Screen that will be displayed. If correct, CLICK "**Submit**". CLICK "Back" to go to the previous page. CLICK "Cancel" to return to NRRS Main Menu.

6   Changes (Continued)

   A   Changing Receivable Status (Continued)

   This is an example of the Receivable Update Successful Screen that will be displayed; CLICK "Home" to return to the NRRS Main Menu.

   B   Change Customer Option

   To add or delete customers from a receivable, under Receivables Menu, CLICK "**Change Customer**". There **must** always be at least 1 customer on a receivable. If the incorrect customer is the only customer on a receivable, the correct customer **must** be added **before** the incorrect customer is deleted.

   All receivables will default to a check (✓) in the "Allow Offsets" field. Remove the check (✓) and CLICK "**Update Waiver**" to prevent offsets for the first 30 calendar days.

6 Changes (Continued)

B Change Customer Option (Continued)

This is an example of the Change Receivable Customer Details Screen.

CLICK "**Add**" to add a customer or "**Delete Selected**" to remove a customer, but 1 customer **must** remain on the receivable. CLICK "**Update Allow Offset**" to deselect a customer from receivables being offset. CLICK "Cancel" to return to NRRS Main Menu.

6   Changes (Continued)

B   Change Customer Option (Continued)

This is an example of the Search for a Customer Screen.

The Search for a Customer Screen will be displayed. Enter the "Tax ID" and "Tax ID Type" and CLICK "**Search**". CLICK "Back" to go back to previous page. CLICK "Cancel" to return to NRRS Main Menu.

This is an example of the Customer Search Results Screen that will be displayed.

CHECK (✓) the applicable customer and CLICK "**Select**". CLICK "Back" to return to the previous screen. CLICK "Reset" to deselect a customer. CLICK "Cancel" to return to the NRRS Home Page.

6   Changes (Continued)

B   Change Customer Option (Continued)

This is an example of the Add More Customers Screen.

The Add More Customers Screen will be displayed, if more customers are to be added, CLICK "**Add More Customers**"; when finished, CLICK "**Update Receivable**". CLICK "Back" to return to the previous page. CLICK "Cancel" to return to the NRRS Main Menu.

This is an example of the Receivable Update Successful Screen that will be displayed; CLICK "Home" to return to the NRRS Main Menu.

6   Changes (Continued)

B   Change Customer Option (Continued)

This is an example of Change Receivable Customer Details Screen.

CHECK (✓) the appropriate customer and CLICK "**Delete Selected**". CLICK "**Add**" to add a new producer to the receivable.

6 Changes (Continued)

B Change Customer Option (Continued)

This is an example of the Confirm Receivable Customers Deletion Screen. CLICK "**Submit**" to confirm. CLICK "Back" to go back a page. CLICK "Cancel" to return to NRRS Main Menu.

This is an example of the Receivable Update Successful Screen that will be displayed; CLICK "Home" to return to the NRRS Main Menu.

7 Adding Remarks and Viewing History

A Adding Remarks

If on the Receivable Detail Screen, under Receivables Menu, users CLICK "**Add Remarks**", remarks can be added at any time. The remarks will be displayed in Receivable History.

7   Adding Remarks and Viewing History (Continued)

A   Adding Remarks (Continued)

This is an example of the Add Remarks to Receivable Screen. Enter desired remarks and CLICK "**Submit**".

7 Adding Remarks and Viewing History (Continued)

A Adding Remarks (Continued)

This is an example of the Confirm Receivable Remarks Adjustment Screen that will be displayed. If correct, CLICK "**Submit**". CLICK "Back" to go to the previous page. CLICK "Cancel" to return to NRRS Main Menu.

This is an example of the Receivable Update Successful Screen that will be displayed; CLICK "Home" to return to the NRRS Main Menu.

7   Adding Remarks and Viewing History (Continued)

B   Viewing History

If on the Receivable Detail Screen, under Receivables Menu, CLICK "**View History**" and the following Receivable History Screen will be displayed.

The following information will be displayed on the Receivable History Screen:

- receivable establishment details, for both manual and automated receivable establishments

- any adjustments, collections, status changes, or settlements.

8   NRRS Changes, Problems, and Workarounds

A   Migration of Debt From Legacy Systems

All debts that resided in the legacy Common Receivables System or Automated Claims System have been migrated to NRRS. The remaining 150 are expected to migrate before December 31, 2009.

The debt migration included open receivables and claims and claims that were closed with a zero balance within 16 months of NRRS going into production. Currently, the closed migrated debts **cannot** be reestablished. Software is being developed to allow the debts to be opened to reestablish a balance on the debt. These debts **cannot** be adjusted until they are reestablished.

B   Demand Letters

Initial notification, first and second demand letters, and annual reminder letters are generated in NRRS and printed from a central location. Currently, initial notification letters for eligible debts are produced at the end of the day. Certain programs will **not** be eligible for letters based on the program and debt basis code used to establish the debt. See program notices for specific rules.

Subsequent letters (first demand, second demand, and annual reminder letters) are produced from NRRS based on the eligibility of the debt and the amount of time passed since the last letter. See 58-FI for due process policy.

An enhancement is planned to provide 48 hours notice before the printing and mailing of initial notification letters so that the eligible list can be reviewed for accuracy and any action necessary can be taken.

C   DCIA Status

The DCIA status indicates whether the receivable is in active referral for TOP or cross-servicing. If a receivable is referred to TOP, the receivable can be offset from program payments, settled partially or in-full, to generate demand letters and accept collections from the customer. If a receivable is referred for cross-servicing, producer payments may **not** be applied, and debts may **not** be settled until the debts have been recalled from cross-servicing. Administrative offsets are permitted and will be automatically offset by NRRS.

Checks for receivables that have been referred for cross-servicing should be mailed to the Department of the Treasury at the following address:

U.S. Department of the Treasury
Financial Management Service
PO BOX 830794
BIRMINGHAM AL 35283-0794

Note: FSA personnel are strictly **prohibited** from working/negotiating with a debtor that has been referred to cross-servicing. Debtors **must** contact Department of the Treasury at 1-888-826-3127.

8   NRRS Changes, Problems, and Workarounds (Continued)

D Promissory Notes

At this time, promissory notes will be handled as they were in the legacy systems. When a promissory note is signed, the receivable will be settled in-full in NRRS by selecting, from the Settle Receivable - Full Screen, "Settlement Type" drop-down menu, "Promissory Note". The promissory note plus supporting documentation should be FAXed to Jacky Martin at 816-926-7546.

A future enhancement to NRRS will allow managing promissory notes within NRRS, with "Open - Promissory Note" being a status.

E Small Amount Rule

NRRS was programmed under the Small Amount Rule for terminating receivables less than $10. A future enhancement will change this to comply with the current Small Amount Rule of terminating receivables less than $25. In the interim, in NRRS select, from the Settle Receivable - Full Screen, "Settlement Type" drop-down menu, "Uncollectible" to terminate eligible debts between $10 and $25.

F Adjustments to Receivables

Adjustments are allowed to correct all data entered for a manually established receivable with an open balance. NRRS currently is allowing nonmonetary adjustments to closed receivables. This is an error that will be fixed. In the future, receivables must be reopened before an adjustment is made. In the interim, **do not** adjust closed receivables.

Some adjustments have already been made in error on closed receivables resulting in receivables being in a closed status but with an open balance. These will be corrected soon to remove the incorrect accounting transactions.

G Administrative Offsets

Future enhancements to NPS and NRRS will allow users to **view** receivables that **will** be offset as follows:

- open receivables will be offset with the first payment issued, regardless of the county, program, etc.

  Example: DCP overpayment receivable will be paid by CRP payment, if CRP payment is issued **before** DCP payment. NRRS applies offsets to the oldest eligible debt first. NPS applies debt when the debt is received from the program application.

- if the program involves an initial or advance payment that was made, canceled, and setup as a receivable, and then a final payment issued; there is **no** method to force NRRS to offset against that specific payment or program

8   NRRS Changes, Problems, and Workarounds (Continued)

G   Administrative Offsets (Continued)

- payments are being processed through Treasury and are subject to TOP offset; if a customer has debts associated with other Federal and State agencies, TOP processing may further reduce the payment from the amount shown on the transaction statement; the customer will be notified by Treasury when this occurs

- "Reset special processing" in NPS should be used when the user is aware that a customer may have additional debts that were established after the payment record was passed to NPS.

  Notes: "Reset special processing" may **not** identify all open debt. The customer may be bankrupt, or pending offsets may be tied to other payments; for example CRP payment that is currently in "hold for program cancel" status.

  The "Offset Waiver" flag may be set to prevent offsets; this flag can be changed to allow offsets. (The customer may have been in bankruptcy when the debt was created and the flag was automatically set.)

H   Incorrect Data on Receivable History Screen

An NRRS software glitch allowed incorrect data to display on the Receivable History Screen. The software has been corrected so this should not happen again, but the **incorrect data is still displaying in the Receivable History. The incorrect data is confusing, but does not** affect the receivable balance or status. This data will be removed at a later date. Send screen shots displaying the incorrect data to Robin Jones at **robin.jones@kcc.usda.gov** to expedite removing the incorrect data.

I   Corrections and Refunds

NRRS does **not** allow modifications to prepared schedules at this time. If a collection is recorded in error and should be refunded, the refund will be handled manually.

Example: A producer paid for his NAP coverage twice; the second time, the fee was added to the schedule of deposit that was later prepared and verified. A receivable was generated to match the collection. When it was discovered the producer had already paid the fee, the county withdrew the second receivable, but was unable to modify the schedule to remove the receipt and refund the collection because the schedule had been prepared.

Note: If a schedule has **only** been prepared, leave it until the delete software is available.

NRRS software will be modified to allow a receipt to be deleted or adjusted after preparation, but before verification. In addition, software is being developed to allow reversing a collection from the receivable after preparation. Again, if the schedule has been verified there will be **no** way to correct the schedule or delete the incorrect entries.

8   NRRS Changes, Problems, and Workarounds (Continued)

I   Corrections and Refunds (Continued)

In the interim, refunds will be made from the Receivable Management Office. Documentation for refunds should include the State, county, producer ID, name, address, producer's phone number, original schedule number, date, original program, original amount, and amount of the refund. Send explanation and supporting documentation to Stephen Yulich by either of the following:

- e-mal to **stephen.yulich@kcc.usda.gov**
- FAX at 816-926-7546.

J   Full Refunds

When a collection or offset is received that is for more than the balance of an open receivable, NRRS will apply the surplus to any other open debt. If there is money remaining, NRRS will send a request to NPS to refund the money to the producer. However, if a collection or offset is received and there is no debt to which to apply any of the money, NRRS does **not** currently recognize the collection, since the money is not tied to a receivable, and does not send a request to NPS for a full refund. If the producer is in the County Office, it would be better to hand the producer their check back if there is no debt. Return the check to the producer if there is not debt to apply it to.

Software is being developed to handle full refunds, but in the interim the refund will be made from the Receivable Management Office. Send explanation and supporting documentation to Stephen Yulich according to subparagraph I.

K   Refunds for Collections Before the Inception of NRRS

There is no method for refunding money collected through System 36. All refunds will be made through the manual process. E-mail or FAX all documentation and a brief explanation for the refund to Stephen Yulich according to subparagraph I.

L   Price Support Loan Receivables

Previously, a defaulted loan was maintained in the Price Support System until delinquent and then transferred to claims. The user established the debt on the Automated Claims System and recorded the dates of the initial notification letter (INL) and first demand letter sent by APSS. This established the correct interest start date. NRRS does **not** currently allow for "old dates" to be entered on a new receivable. A new NRRS receivable for Price Support will send an initial notification letter and **not** charge interest correctly. The dates can be entered through programming, but very close coordination is needed between the County Office and Kansas City so the dates are corrected the same day that the receivable is established.

Software is being developed to establish receivables in NRRS through an interface with APSS.

8   NRRS Changes, Problems, and Workarounds (Continued)

M Commodity Loan Repayments

NRRS records the remittance portion of the loan repayment. Detail on the repayment is handled through APSS. The remittance is entered in NRRS with a "Collection Type" of "Price Support".   See Notice FI-2924 for instructions on using the NRRS cash collection function.

N Price Support Collections with Refund Due Producer

Record a new receivable, selecting program code "XXCOMMLNMR" for the amount of the Price Support loan collection to be applied. This code should **only** be used when the amount of the collection is **greater** than the amount applied to the loan. The new receivable will be established for the amount applied to the loan. When the collection is applied to the receivable, a refund record will be created and passed to NPS.

To record the receipt, select "Collection Type" of "Existing Receivable". This will pay off the new receivable and pass a payment request to NPS. See Notice FI-2924 for instructions on using the NRRS cash collection function.