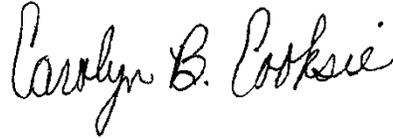


For: State and County Offices

National Receipts and Receivables System (NRRS) Failed Letter Report

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

As a result of the implementation of NRRS, printing and mailing receivable demand letters, which includes the initial notification letter, is centrally located in Kansas City, Missouri. FSC currently runs a nightly process, Sunday through Thursday, for printing and mailing demand letters. Letters can fail for various reasons and as a result they are not mailed. Incomplete or failed demand letters are displayed on the Failed Letter Report.

B Purpose

This notice informs State and County Offices:

- about the purpose of the Failed Letter Report
- that County Offices must review the Failed Letter Report daily
- about accessing the Failed Letter Report
- about using the Failed Letter Report.

Disposal Date	Distribution
November 1, 2010 4-15-10	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

C Contacts

If there are questions about this notice:

- County Offices shall contact the State Office
- State Offices shall contact the appropriate individual or office according to the following.

Issue	Contact
Policy	<ul style="list-style-type: none">• Tom Harris, FMD, by either of the following:<ul style="list-style-type: none">• e-mail to tom.harris@wdc.usda.gov• telephone at 703-305-1439.• Steven Huckaby, FMD, by either of the following:<ul style="list-style-type: none">• e-mail to stephen.huckaby@kcc.usda.gov• telephone at 816-926-2850.• Jeffrey O’Connell, FMD, by either of the following:<ul style="list-style-type: none">• e-mail to jeffrey.o'connell@kcc.usda.gov• telephone at 816-823-1447.
Software	The National Help Desk at 800-255-2434 or 816-926-1552. Note: Select option: <ul style="list-style-type: none">• “1” for problems with NRRS• “3” for hardware and other software.

2 The NRRS Failed Letter Report

A Purpose of the Report

This report provides a listing of demand letters that cannot be generated or printed because of errors. The errors include records that have incomplete information in the following customer or County Office fields:

- name
- city
- State
- ZIP Code
- telephone number.

Also listed on the report will be instances where a letter generates on a zero balance receivable because of system problems.

2 The NRRS Failed Letter Report (Continued)

B Using the Report

Letter generation errors will be displayed on the report until the letters have been generated successfully. The following is an example of the NRRS Letter Generation Errors Screen.

Type	Attempts	Initial Failure Date	Office	Cust Name	Recv Id
Notification	1	02/04/2010	COMANCHE COUNTY FARM SERVICE AGENCY		4536009
Reasons					
Customer had a null city					
Customer had a null state					
Customer had a null zip					
Second Demand	2	02/03/2010	MADISON COUNTY FARM SERVICE AGENCY		4496420
Reasons					
Customer had a null city					
Customer had a null state					
Customer had a null zip					
Customer had a null street					
Notification	3	02/02/2010	HAMILTON COUNTY FARM SERVICE AGENCY		71504
Reasons					
Recv is showing a zero balance.					
Notification	4	02/01/2010	DUNN COUNTY FARM SERVICE AGENCY		71765
Reasons					
Recv is showing a zero balance.					
Notification	5	01/31/2010	FORD COUNTY FARM SERVICE AGENCY		5006092
Reasons					
Customer had a null city					
Customer had a null state					
Customer had a null zip					

C Accessing the Report

The Failed Letter Report is located on the NRRS Main Menu under “Reports” on the left side of the NRRS Home Page. The following screen shows the report under the dark blue “Reports” section of the NRRS Home Page.

Home | About USDA | Help | Contact Us | Log Off

Current Office: FSA KANSAS CITY COMPLEX-FSA

Welcome to the NRRS Home Page

Welcome to the National Receipts & Receivables System. Please use the menu options at the left to select the appropriate function

2 debt collections were received in the previous business day and have not been added to a schedule of deposit. Please ensure that all deposits are made before COB.

Receivables
New Receivable Search

Receipts
Record New Receipt Search

Deposits
Prepare Deposit
Verify Deposit Search

Reports
Failed Letter Report

Home

The Failed Letter Report shows the reasons letters fail.

This information will need to be reviewed/corrected daily to ensure that customers receive their demand letters timely.

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2 The NRRS Failed Letter Report (Continued)

C Accessing the Report (Continued)

NRRS does not store the customer name and address or County Office information but rather accesses that information through the appropriate application. The incorrect information will need to be corrected in the appropriate application (that is, SCIMS) or by following 1-CM, Part 2 for correcting County Office address data.

For zero balance receivables, contact the Kansas City contacts in subparagraph 1 C with the documentation to clear these items.

Letters will drop off the report the same night that the corrections have been made and the letter was processed.

D State Office Action

State Offices shall review the report weekly to ensure that County Offices are making corrections timely.

E County Office Action

County Offices shall review the report daily and make corrections that will allow letters to generate to ensure that customers are given due process timely.