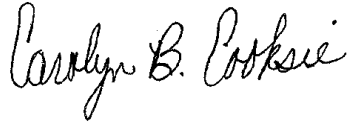


**For:** State and County Offices

**Processing Promissory Notes (CCC-279's) in the  
National Receipts and Receivables System (NRRS)**

**Approved by:** Associate Administrator for Operations and Management



**1 Overview**

**A Background**

As a result of implementing NRRS, the intended method for identifying receivables being resolved by a promissory note (CCC-279) in the system was to change the status of the receivables to "Open-Promissory Note". State and County Offices would then be able to service promissory notes by recording installment payments in NRRS. However, this functionality has caused problems with the accounting for receivables and NRRS is **not** fully capable of recording installment payments accurately or servicing promissory notes.

**B Purpose**

This notice notifies State and County Offices of the following:

- changes in handling signed CCC-279's
- recording receivable settlements in NRRS for receivables being settled by CCC-279
- instructions for handling signed CCC-279's and supporting documentation after the settlement has been recorded in NRRS.

<b>Disposal Date</b>	<b>Distribution</b>
December 1, 2010	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 office as follows.

Issue	Contact
Policy	<ul style="list-style-type: none"><li>• Thom Harris by either of the following:<ul style="list-style-type: none"><li>• e-mail to <b>tom.harris@wdc.usda.gov</b></li><li>• telephone at 703-305-1439</li></ul></li><li>• Steve Huckaby by either of the following:<ul style="list-style-type: none"><li>• e-mail to <b>stephen.huckaby@kcc.usda.gov</b></li><li>• telephone at 816-926-2850.</li></ul></li></ul>
Software	Contact the National Help Desk at 800-255-2434 or 816-926-1552. Select option: <ul style="list-style-type: none"><li>• “1”, for problems with NRRS</li><li>• “3”, for hardware and other software.</li></ul>

### 2 NRRS Promissory Note Process

#### A Changes in Handling Signed CCC-279's

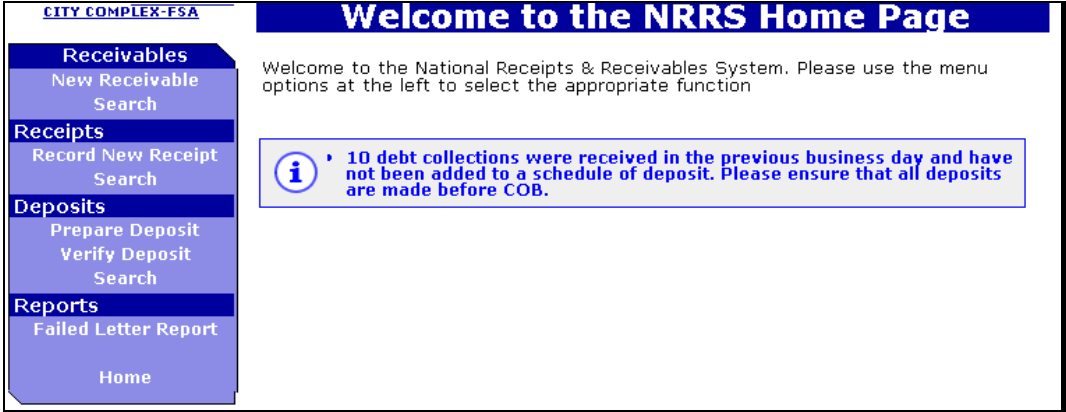

Currently, the method for setting up CCC-279's for receivables in NRRS is to change the status of the receivable to “Open-Promissory Note”. Because NRRS does **not** have the ability to accurately account for or service CCC-279's, this method will no longer be used.

The promissory note process on receivables in NRRS will now be handled similar to the prior process in the System 36 environment. Receivables that are being settled through the promissory note process will be closed (settled in-full) in NRRS when the State or County Office enters into a repayment agreement with a customer. The signed CCC-279 will then be sent to the Kansas City, Financial Services Center, Receivable Servicing Group (RSG) for servicing. All customer installment payments and offsets should be sent to RSG to be applied in the promissory note software. This will enable proper accounting and servicing for all CCC-279's.

2 NRRS Promissory Note Process (Continued)

B Recording Receivable Settlements in NRRS for Signed CCC-279's

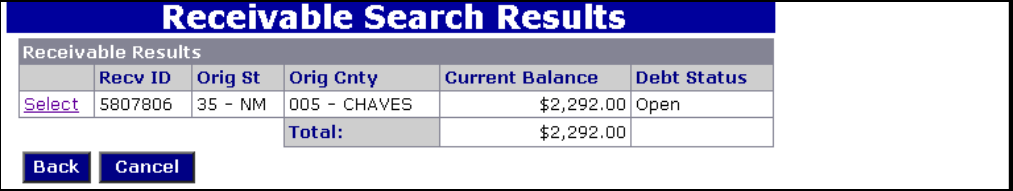
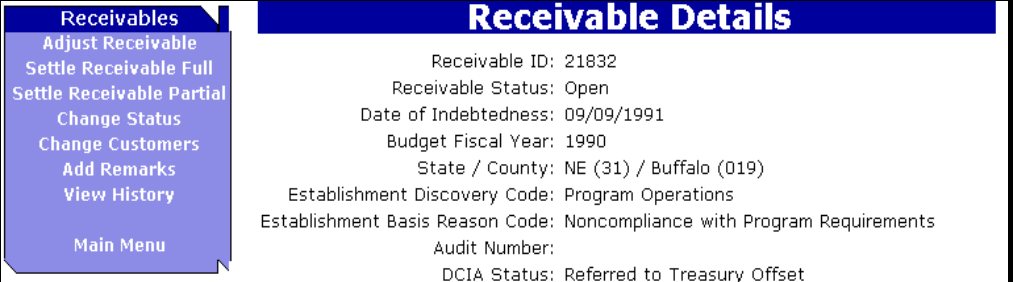
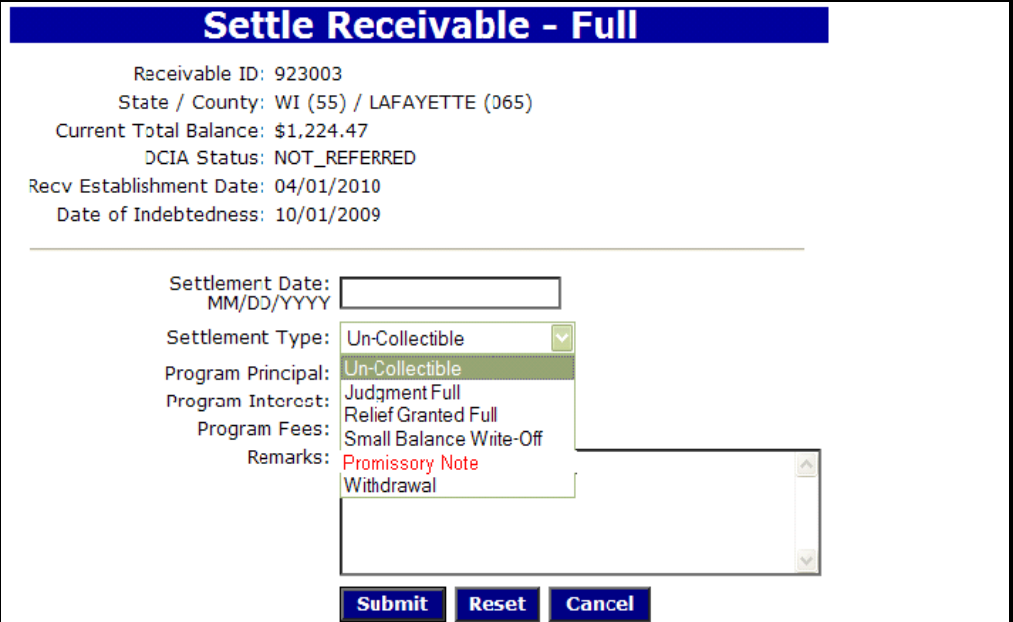
When a State or County Office receives a signed CCC-279 from a customer, take the following steps in NRRS to settle the receivables being resolved through the promissory note process.

Step	Action
1	<p>On the Welcome to the NRRS Home Page, under Receivables Menu, CLICK “Search”.</p> 
2	<p>On the Search for a Receivable Screen that will be displayed, enter either of the following for the receivable being resolved by the signed CCC-279, and CLICK “Search”:</p> <ul style="list-style-type: none"> <li>• receivable number to “Search By Receivable”</li> <li>• TIN to “Search By Customer”.</li> </ul> 

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2 NRRS Promissory Note Process (Continued)

B Recording Receivable Settlements in NRRS for Signed CCC-279's (Continued)

Step	Action
3	<p>On the Receivable Search Results Screen that will be displayed, CLICK “Select” link to view the receivable.</p> 
4	<p>This is an example of the Receivable Details Screen that will be displayed. Under Receivables Menu, CLICK “Settle Receivable Full”.</p> 
5	<p>The Settle Receivable - Full Screen will be displayed. In the “Settlement Date” field, enter the date of the signed CCC-279; from the “Settlement Type” drop-down menu, select “Promissory Note”; enter remarks and CLICK “Submit”. User will then be prompted to confirm the settlement.</p> 

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### 2 NRRS Promissory Note Process (Continued)

#### C Handling Signed CCC-279's and Supporting Documentation After Settlement Has Been Recorded in NRRS

After signed CCC-279's have been recorded through the NRRS promissory note process:

- State or County Office will send the original signed CCC-279 to the following address for servicing:

USDA, FSC, RSG, P.O. Box 419205, Mail Stop 8528, Kansas City MO 64141-6205

- State or County Office will FAX all supporting documentation for the receivable covered by CCC-279 to the Receivable Imaging System at 816-823-4240
- CCC-279 will be maintained and serviced by RSG in the Kansas City Promissory Notes System
- RSG will notify the customer when a signed CCC-279 is received and mail payment coupons to the customer
- RSG will notify State and County Offices if CCC-279 becomes delinquent and can be offset or if the customer has chosen to pay installments by offset
- RSG will notify the County Office when CCC-279 has been paid in-full.