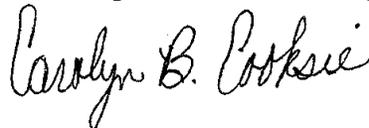


For: State and County Offices

Restarting Automated Refunds From National Receipts and Receivables System (NRRS) to NPS

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

In December 2009, NRRS suspended refund automated processing. Erroneous refunds were being generated by NRRS and, until the process could be corrected, a determination was made to prevent automated refunds from passing to NPS through the overnight process. Currently, refunds are reviewed by the Receivable Management Office (RMO) and are released weekly through a labor intensive process. This review process has delayed many refunds to producers. Many of the reasons for the erroneous refunds were identified and corrective actions have been implemented. For this reason, the decision has been made to restart automated refunds.

B Purpose

This document provides notification of the resumption of the automated refunds process from NRRS to NPS. State and County Office assistance in reviewing refunds is requested.

C Contacts

For questions about:

- this notice, contact Veronica Richardson by either of the following:
 - e-mail to veronica.richardson@wdc.usda.gov
 - telephone at 703-305-1416
- NRRS refund processing, contact either of the following:
 - Jeffrey O’Connell by either e-mail to jeffrey.o’connell@kcc.usda.gov or telephone at 816-823-1447
 - Cari Pack by either e-mail to cari.pack@kcc.usda.gov or telephone at 816-926-6790.

Disposal Date	Distribution
August 1, 2010 6-25-10	State Offices; State Offices relay to County Offices

Notice FI-2979

2 Action

A County Office Action

County Offices should take the following steps when reviewing and processing a refund.

Step	System	Action
1	NRRS	Before confirming receipt creation in NRRS, review the remittance information to ensure that all information is correct, especially the remittance amount and the collection type.
2	NRRS	Before verifying schedules, review the receipts and ensure that all the information contained is accurate.
3	NPS	When certifying and signing refunds in NPS, verify that the payments are accurate and that duplicate refunds have not been generated.
4	NPS	If the County Office determines a refund generated from NRRS is incorrect, the County Office should place the refund in “Hold for Cancel by Program” or “HP” status in NPS; then contact RMO to provide detailed information about the erroneous refund by e-mailing both of the following: <ul style="list-style-type: none">• Cari Pack at cari.pack@kcc.usda.gov• Jeffrey O’Connell at jeffrey.o’connell@kcc.usda.gov.

B State Office Action

State Offices shall ensure that the following actions are followed by County Offices and DD’s when dealing with refunds:

- County Offices are following proper procedures for reviewing remittance information, verifying schedules, and reviewing refunds before signing in NPS
- DD’s are reviewing the work of the County Offices and that proper procedures are being followed by the County Offices for processing refunds according to this paragraph.