

For: State and County Offices

Entering Manual Demand Letter Dates in National Receipts and Receivables System (NRRS)

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, MO.

NRRS automatically generates an initial notification letter 3 business days from the date a receivable is established. NRRS will automatically generate the first demand letter 30 calendar days after the initial notification letter and then proceed with generating the second demand letter 30 calendar days after the first demand letter. The letter process will continue with the generation of an annual reminder letter when the receivable is 365-calendar-days old and 1 annually from that time forward.

In some situations, County Offices send manually prepared initial notification letters and other demand letters to producers because of program determinations. In other situations, the program software may automatically generate demand letters. These letters are often sent before the receivable is established in NRRS. Currently, NRRS does not allow the user to enter the dates of locally generated letters. If the manual letter dates are not entered, NRRS duplicates the letter process, which confuses the debtor and provides additional unwarranted appeal options.

B Purpose

This notice informs State and County Offices about the following:

- preventing duplicate letters from being issued
- entering locally issued demand letter dates into NRRS.

Disposal Date	Distribution
November 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 individual or office according to the following.

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

2 Manual Demand Letters

A Notifying Producers of New Debt

Many receivables are established because of an action taken by the producer on a contract, application, or loan. Because of these actions, an adverse program determination is made and the County Office must notify the producer in writing of the determination and require refunds of payments received and provide reconsideration and/or appeal rights. These program determination letters are usually prepared manually and mailed by the County Office.

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2 Manual Demand Letters (Continued)

B County Office Demand Letters

County Office demand letter dates should be recorded in NRRS when:

- the receivable is established in NRRS, and the initial notification and/or first demand letter has already been issued by the County Office
- receivables resulting from commodity loans are manually established in NRRS and the initial notification and/or first demand letters have been issued by the County Office.

Note: If manual demand letters have been issued before the receivable is established, the demand letter dates must be entered into NRRS within 3 business days from the date of receivable establishment. If dates are not entered, NRRS will automatically generate an initial notification letter.

C Reasons for Sending Manual Demand Letters

County Offices may send manual letters because of, but not limited to the following:

- program determination because of:
 - violation
 - contract share changes
 - payment limitations
 - receivables established as a result of audit
- commodity loans which received demand letters before establishment in NRRS
- letters generated from program applications rather than NRRS
- appeals determinations
- judgments
- bankruptcy.

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2 Manual Demand Letters (Continued)

D State and County Office Action

State and County Offices shall:

- Establish the receivable in NRRS as program application requires.
- Ensure that the receivable is established as soon as the manual letters are mailed.
- Immediately enter the letter dates within 3 business days of receivable establishment for letters that were issued by the County Office to prevent NRRS from generating duplicate letters.
- FAX a copy of all letters issued by the State or County Offices to the Receivable Imaging System (RIS) at 816-823-4240, according to Notice FI-2908, within 1 day after letters are mailed.

Note: Users **cannot** change the date for letters generated through NRRS.

3 Recording Demand Letter Dates in NRRS

A Letters Issued by State and County Office

State and County Offices shall record manual demand letters dates in NRRS for letters issued within 3 business days from the date of establishment.

B Steps to Record Manual Demand Letter Dates

The following steps are to be taken by State and County Offices to record demand letter dates in NRRS.

On the Welcome to the NRRS Home Page, under the Receivables Menu on the left, CLICK “Search”.

The screenshot shows the NRRS Home Page. At the top left is the USDA logo and text: "United States Department of Agriculture Farm Service Agency". At the top right is "National Receipts & Receivables System". A navigation bar contains links: "Home | About USDA | Help | Contact Us | Log Off". Below this, it says "Current Office: FSA KANSAS CITY COMPLEX-FSA". The main heading is "Welcome to the NRRS Home Page". A welcome message reads: "Welcome to the National Receipts & Receivables System. Please use the menu options at the left to select the appropriate function". A blue information box states: "10 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." On the left is a menu with categories: "Receivables" (New Receivable, Search), "Receipts" (Record New Receipt, Search), "Deposits" (Prepare Deposit, Verify Deposit, Search), "Reports" (Failed Letter Report), and "Home". At the bottom, there is a footer with links: "Home | USDA Internet | USDA Intranet | FSA Internet | FSA Intranet | FOIA | Accessibility Statement | Privacy Policy | Non-Discrimination Statement | Information Quality | FirstGov | White House |".

3 Recording Demand Letter Dates in NRRS (Continued)

B Steps to Record Manual Demand Letter Dates (Continued)

On the Search for a Receivable Screen, enter either of the following to retrieve the receivable and CLICK “Search”:

- receivable number to “Search By Receivable”
- TIN to “Search By Customer”.

On the Receivable Search Results Screen, CLICK “Select” to view the receivable.

Receivable Results					
	Recv ID	Orig St	Orig Cnty	Current Balance	Debt Status
Select	5807806	35 - NM	005 - CHAVES	\$2,292.00	Open
			Total:	\$2,292.00	

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3 Recording Demand Letter Dates in NRRS (Continued)

B Steps to Record Manual Demand Letter Dates (Continued)

The Receivable Details Screen will be displayed. CLICK “**Record New Letter**” located under the Receivables Menu on the left”.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

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Receivable Details

Receivable ID: 971040
Receivable Status: Open
Date of Indebtedness: 04/07/2010
Budget Fiscal Year: 2008
State / County: CA (06) / Kern (029)
Establishment Discovery Code: Program Operations
Establishment Basis Reason Code: Producer payment received for a receivable previously determined uncollectible
Audit Number:
DCIA Status: Not Referred

In the “Letter Sent Date” field, enter the date of the manual demand letter for the type of demand letter listed. If no letters have been entered on the receivable, the letter type will show Notification Letter. If the initial notification letter date has been entered, the demand letter type will show First Demand. If a first demand letter date is entered, NRRS will assign the applicable late payment interest rate associated with the date of the letter. Enter remarks in the “Remarks” box to state the reason for issuing a manual demand letter and CLICK “**Submit**”.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

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Record New Letter Information

Receivable ID: 971040
State / County: CA (06) / Kern (029)
Receivable Status: OPEN
Current Total Balance: \$225.00

Tax ID	Tax ID Type	Customer Name	Producer Source
S		LENWOOD SLEGGERS	SCIMS

Letter Sent Date: 04/23/2010
Demand Letter Type: First Demand

Remarks: Typed it myself on a Smith Cornoa portable.

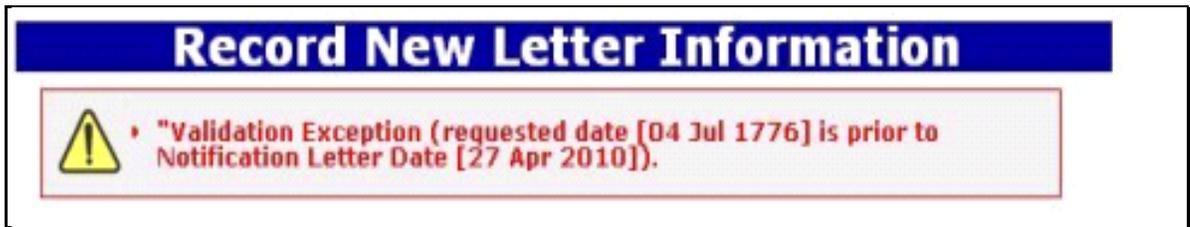
Submit Cancel

3 Recording Demand Letter Dates in NRRS (Continued)

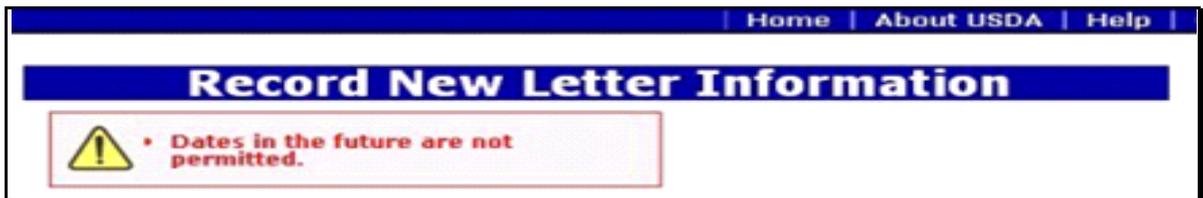
B Steps to Record Manual Demand Letter Dates (Continued)

When entering demand letter dates, NRRS will validate the dates entered and validate that remarks have been entered once the user clicks “Submit.” The following are error messages that will be displayed when future dates are entered, first demand dates are prior to notification letter dates or receivable establishment date, the Letter Sent Date field or the “Remarks” box are left blank, and when remarks exceed 255 characters.

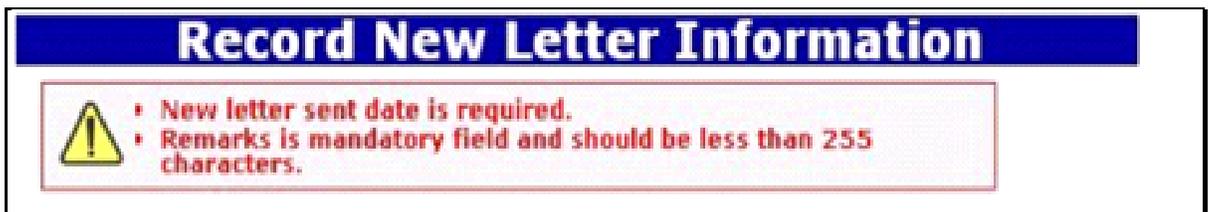
The Error message that will be displayed if the “Date” field pre-dates the prior letter date or the date of receivable establishment, depending on the letter type.



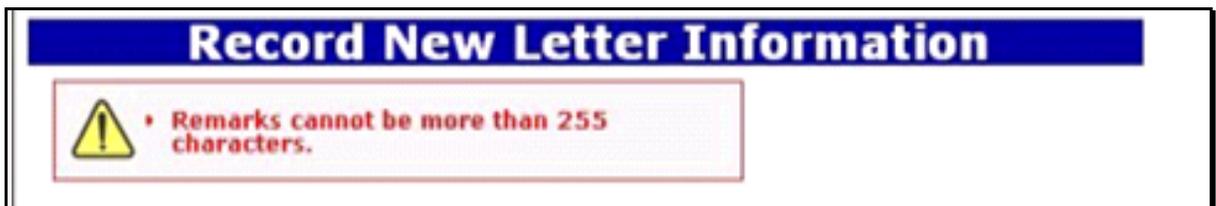
The Error message that will be displayed if a future date is entered.



The Error message that will be displayed if the “Letter Sent Date” field is blank or remarks were not entered.



The Error message that will be displayed if the user enters more than 255 characters in the “Remarks” field.



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3 Recording Demand Letter Dates in NRRS (Continued)

B Steps to Record Manual Demand Letter Dates (Continued)

After the user Clicks “Submit”, the user will then be prompted on the Confirm New Letter Information Screen to confirm the information if no errors have been displayed. CLICK “Confirm”.

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Confirm New Letter Information

Receivable ID: 1006077
State / County: KS (20) / Crawford (037)
Receivable Status: OPEN
Current Total Balance: \$68.04

Receivable Customers			
Tax ID	Tax ID Type	Customer Name	Producer Source
	S	ROBERT M HALE	SCIMS

Added First Demand Letter		First Demand: Apr 28, 2010
Related Activities	Previous Value	New Value
Established Late Interest Rate	none	3.25000%

Letter Sent Date: 04/28/2010
Demand Letter Type: First Demand

Remarks:
The swallow may fly south with the sun or the house martin or the plover may seek warmer climes in winter, yet these are not strangers to our land.

Confirm Back Cancel

After “Confirm” is clicked, the New Letter Information Successfully Recorded Screen will be displayed.

USDA United States Department of Agriculture
Farm Service Agency

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New Letter Information Successfully Recorded

Success, New letter for customers for Receivable ID [971040](#) was successfully created.

NRRS-Web-3.8-SNAPSHOT

The NRRS History record will be created for the receivable showing action taken, user, and remarks.

The NRRS Receivable Detail screen will be displayed showing the new letter information.