

For: State and County Offices

Processing Prompt Pay Failed Payments and Assignments for Bankruptcy Customers

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

National Payment Services (NPS) is a centralized, web-based payment processing application that interfaces with a web-based program application to complete the payment process for the program.

NPS now has a warning message that will alert users when a payment fails because of prompt pay.

A software error previously prevented a customer in bankruptcy status from having an assignment applied to a payment. NPS will now allow assignments to be applied to bankruptcy customers that are in Financial Services.

B Purpose

This notice provides instructions for:

- the warning message in NPS for Prompt Pay Failed Payments
- assignments for bankruptcy customers in Financial Services

Disposal Date	Distribution
November 1, 2011 10-27-10	State Offices; State Offices relay to County Offices

Notice FI-3006

1 Overview (Continued)

C Contact

If there are questions about this notice, State Offices shall contact the appropriate office as follows.

Issue	Contact
Software-related problems	Contact the National Help Desk at 800-255-2434 or 816-926-1552. Note: Select option 3 for hardware and application software.
NPS policies in this notice	Contact 1 of the following: <ul style="list-style-type: none">• Jackie Pickens by:<ul style="list-style-type: none">• e-mail to jackie.pickens@wdc.usda.gov• telephone at 703-305-1310• Nancy Chapman by:<ul style="list-style-type: none">• e-mail to nancy.chapman@kcc.usda.gov• telephone at 816-926-6971.
Financial Services policies in this notice	Contact 1 of the following: <ul style="list-style-type: none">• Yanira Sanabria by:<ul style="list-style-type: none">• e-mail to yanira.sanabria@wdc.usda.gov• telephone at 703-305-0969• Sue Tolle by:<ul style="list-style-type: none">• e-mail to marysue.tolle@kcc.usda.gov• telephone at 816-926-5965.

Notice FI-3006

2 Using NPS in County Offices

A Login to Web Site

County Office employees **must** have a valid eAuthentication user ID and password to login and established role by FSA Security to access the NPS web site. To login to the web site from the FSA Intranet Home Page, under “Resources”, CLICK “FSA Applications”. Under “Financial Services”, CLICK “Financial Applications”. The FSA Intranet Financial Applications Home Page will be displayed.

CLICK “National Payment Services”. The following screen will be displayed.



CLICK “I Agree” and the eAuthentication Login Screen will be displayed.

Notice FI-3006

2 Using NPS in County Offices (Continued)

A Login to Web Site (Continued)

This is an example of the eAuthentication Login Screen to enter the user ID and password.

USDA United States Department of Agriculture
USDA eAuthentication

login :
password :

Home About eAuthentication Help Contact Us Find an LRA

Quick Links

- What is an account?
- Create an account
- Update your account

Administrator Links

- Local Registration Authority Login

eAuthentication Login

User ID:
[Forgot your User ID?](#)

Password:
[Forgot your Password?](#)
[Change My Password](#)

What's New

NEW! Improvements to USDA Employee Registration

- The new registration process provides a faster method of obtaining an eAuthentication Employee account. Click [here](#) for more information!

Self-Service Enhancements

- Improvements to Forgotten Password Reset and Forgotten User ID are now available. Click [here](#) for more information!

Important! Employees and Contractors:

- Please update your business email and phone in your profile. Click [here](#) for additional details.

eAuthentication Home | USDA.gov | Site Map
Accessibility Statement | Privacy Policy | Non-Discrimination Statement | www.FirstGov.gov

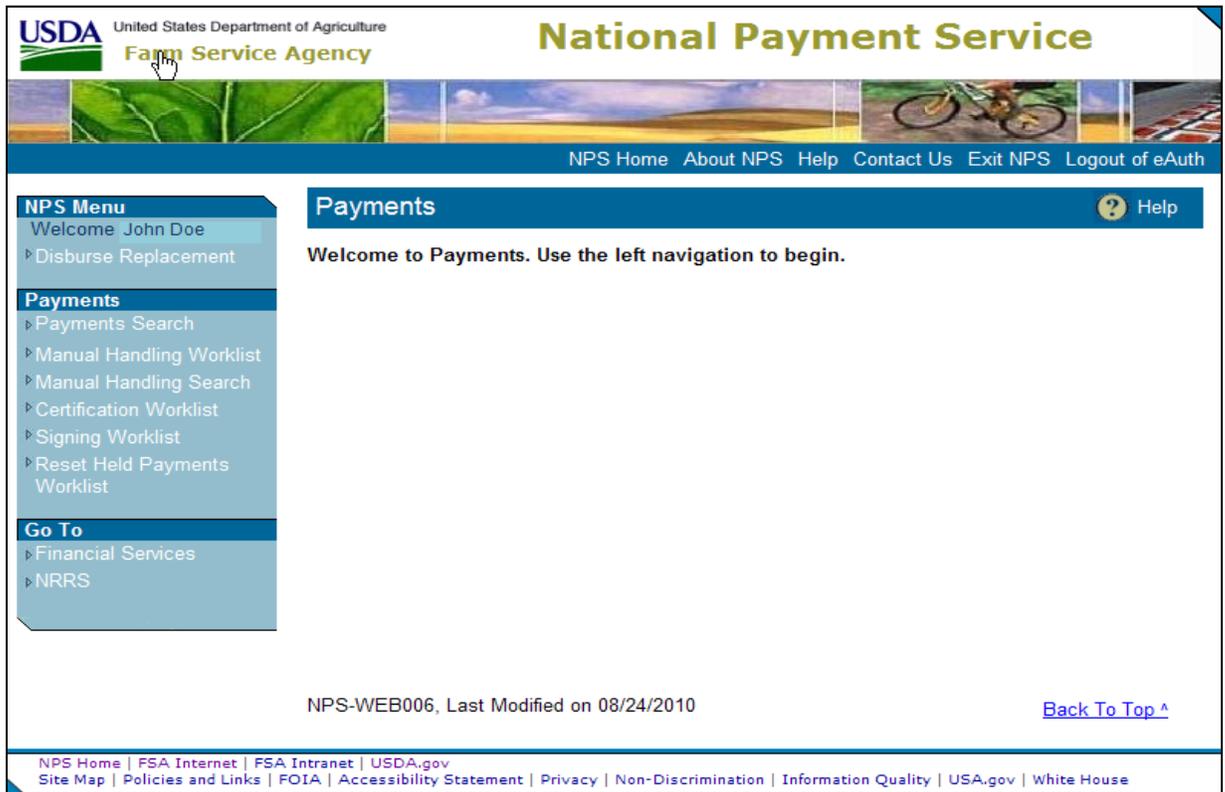
Enter a valid eAuthentication user ID and password and CLICK “Login”.

Notice FI-3006

2 Using NPS in County Offices (Continued)

A Login to Web Site (Continued)

The following NPS Welcome Screen will be displayed.



3 Prompt Pay Fail

A Prompt Pay Failed Warning Message

When a user logs into NPS and payments have failed because of prompt pay, the following message will be displayed, "Please check Manual Handling worklist for payments in Prompt Pay Fail Status for state/county office(s)".

The Prompt Pay Fail message will occur after a payment has been signed. Payments will be placed on the Manual Handling Worklist, if 1 or both of the following validations do not occur:

- allocation/allotment was inactivated/suspended
- insufficient funds.

Note: Payments will also fail because of prompt pay if a payment was **not** certified and signed timely and prompt pay has become due.

Following is an example of the payments screen with the prompt pay failed warning message displayed.

The screenshot displays the National Payment Service (NPS) web application interface. At the top, the USDA United States Department of Agriculture Farm Service Agency logo is on the left, and the title "National Payment Service" is on the right. Below the logo is a navigation bar with links: "NPS Home", "About NPS", "Help", "Contact Us", "Exit NPS", and "Logout of eAuth".

The main content area is titled "Payments" and includes a "Help" icon. A prominent warning message is displayed in a red-bordered box with a yellow warning icon: "Warning: Please check Manual Handling worklist for payments in Prompt Pay Fail Status for state/county office(s) CA(06) - Merced(047), CA(06) - Mariposa(043)." A red arrow points to this warning message.

Below the warning message, the text reads: "Welcome to Payments. Use the left navigation to begin." The left navigation menu includes sections for "NPS Menu" (Welcome John Doe, Disburse Replacement), "Payments" (Payments Search, Manual Handling Worklist, Manual Handling Search, Certification Worklist, Signing Worklist, Reset Held Payments Worklist), and "Go To" (Financial Services, NRRS).

At the bottom of the page, the text "NPS-WEB006, Last Modified on 10/09/2010" is on the left, and a "Back To Top" link is on the right.

Notice FI-3006

3 Prompt Pay Fail (Continued)

B Correcting Prompt Pay Failed Payments

County Office should ensure that funds have been allocated to cover the amount of interest of the payment. Payments that were not certified and signed should be certified and signed. Select the Manual Handling Worklist and enter applicable search criteria for State and counties shown in message. Select the applicable reason code for the failed prompt pay interest and CLICK "Submit".

When funding has been allocated to cover prompt payment interest (PPI) and the applicable PPI reason code has been selected, no other special processing is required; payment will then process with no additional certifying or signing.

The screenshot displays the National Payment Service interface. At the top, the USDA United States Department of Agriculture Farm Service Agency logo is on the left, and the title 'National Payment Service' is on the right. Below the header is a navigation bar with links: NPS Home, About NPS, Help, Contact Us, Exit NPS, and Logout of eAuth. The main content area is titled 'Payment Processing - Prompt Pay Failed' and includes a 'Help' icon. A prominent red warning box contains the following text: 'Warning: Failed to apply prompt pay interest because of either insufficient funds or allocation/allotment was inactivated/suspended. Please, re-submit when funds are corrected.' Below the warning, the following payment details are listed: 'Deer Park Tax ID: 111111111 S', 'Program: 05LAPE Reference: AP - 37709', 'Payment ID: 156514 Issue Date: 12/20/2005 PPI Start Date: 08/25/2005', 'State / County: CA (06) - Mariposa (043)', 'Prompt Pay Reason Code: MD', 'Last Updated by: MC055679 on 09/30/2010', 'Original Payment Amount (\$): 5,198.00', and 'Remaining Payment Amount (\$): 5,273.78'. A list of radio button options for the reason code is provided: 'High number of payments being processed (HV)', 'Program documentation delay (DD)', 'Local office misplacement/mishandling (MD)', and 'Computer system failure (CF)'. At the bottom of the form are 'Submit' and 'Exit' buttons. On the left side of the screen, there is a sidebar menu with sections: 'NPS Menu' (Welcome John Doe, Disburse Replacement), 'Payments' (Payments Search, Manual Handling Worklist, Manual Handling Search, Certification Worklist, Signing Worklist, Reset Held Payments Worklist), and 'Go To' (Financial Services, NRRS).

Notice FI-3006

4 Bankruptcy Customer With Assignments

A Assignments for Customers in Bankruptcy

Notice FI-2991, subparagraph 4 A states NPS did not have the capability to apply assignments to customers flagged for bankruptcy in Financial Services.

If a customer is now flagged for bankruptcy in Financial Services and has active assignments, payments applied to the assignment will be placed on the Certification Worklist for certifying, displaying any assignments that will be applied to the payment.

If the assignment is not needed, user should go into Financial Services and delete the assignment associated with the payment from the customer's profile.

If the payment was submitted to NPS before deleting an assignment in Financial Services, select the action, "Reset Payment Processing", in NPS to remove an assignment from the payment.

USDA United States Department of Agriculture
Farm Service Agency

National Payment Service

NPS Home About NPS Help Contact Us Exit NPS Logout of eAuth

Payment Certification Approval

Printer Friendly Help

Deer Park Tax ID: 111111111 S
Program: 10CRPRBI Reference: CT - 7777777
Payment ID: 8601032 Issue Date: 07/23/2010 PPI Start Date: 08/22/2010
State / County: TX (48) - REEVES (389)

Transaction Summary:

	Amount (\$)
Original Payment	150.00
Assignments	
1. Tennessee Farm 23211112 S	(-) 150.00
Disbursement Payee Information	
Deer Park	0.00

Action :

Defer
 Approve
 Reset Payment Processing
 Hold for Cancel by Program
(this selection forces the program application to cancel the payment)

Submit Submit and Continue Exit

Notice FI-3006

4 Bankruptcy Customer With Assignments (Continued)

B Deleting Assignments

All assignments should not be deleted. County Offices must follow the court rulings that have been established for each individual customer. Some assignments should be applied to payments, such as FLP assignments.