

For: State and County Offices

Change to Receivable Settlements in NRRS

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

Currently, when receivables are closed by selecting the settlement type “Relief Granted in Full” from the Settle Receivable-Full Menu, the balance is reduced to zero but any collections made on the receivable are not reversed and refunded. Refunds are being generated manually.

B Purpose

This notice informs County Offices that:

- NRRS now has the functionality to reverse the collections and generate receivable refunds
- if the settlement type “Relief Granted in Full” is selected from the Settle Receivable-Full Menu, any collections will be reversed and the refunds will be generated.

Note: These refunds will be subject to offset if the payee has any eligible open debt.

Disposal Date	Distribution
August 1, 2012	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

C Contact

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

Issue	Contact
Software-related problems	Report the issue in Remedy Self Service or notify your local ITS Technical Services Division representative.
Questions about policies or procedures	Contact either of the following: <ul style="list-style-type: none">• Cari Pack by:<ul style="list-style-type: none">• e-mail at cari.pack@kcc.usda.gov• telephone at 816-926-6790• Jeffrey O'Connell by:<ul style="list-style-type: none">• e-mail at jeffrey.o'connell@kcc.usda.gov• telephone at 816-823-1447.

2 County Office Action

A Settling Receivables in NRRS

When a receivable needs to be closed for reasons other than being paid in full, County Offices shall see 64-FI, subparagraph 23 B for instructions on settling receivables in full in NRRS.

B Refunds

County Offices shall follow the listed procedures from the NRRS Counties Procedures Menu when receivables are settled in-full. Counties Procedures:

- CLICK "Search" under Receivables
- enter the applicable criteria on the "Search for a Receivable" Screen
- select the applicable customer from the "Customer Search Results" Screen
- select the applicable receivable from the "Receivable Search Results" Screen
- CLICK "Settle Receivable Full"
- ENTER "Settlement Date"

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2 County Office Action (Continued)

B Refunds (Continued)

- select the applicable "Settlement Type" from the drop-down menu

Note: Settlement types are defined in 64-FI, paragraph 23 B

- enter the appropriate remarks
- CLICK "Submit".

If the settlement type is "Relief Granted in Full" users will no longer need to contact Kansas City to request authority to create a receivable refund according to 64-FI, subparagraph 65 G. NRRS will automatically generate a receivable refund to pass to NPS and County Offices will need to check the NPS work lists for certification and signing.