

For: State and County Offices

NPS New Processing Times Method

Approved by: Associate Administrator for Operations and Management



1 Change in Processing Methods

A Background

NPS is a centralized, web-based payment processing application allowing payment requests to be processed without regard to the program application's operating platform.

During high-volume payment cycles, NPS has not always been able to keep up with the pace of the incoming payment requests, which has delayed their availability for processing in State and County Offices.

B Purpose

This notice provides the new processing times in which payments are processed by NPS, which will improve the speed at which payments are received and prepared for processing in the NPS Web Application.

Disposal Date	Distribution
December 1, 2013	State Offices; State Offices relay to County Offices

Notice FI-3155

1 Change in Processing Methods (Continued)

C Contact Information

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 202-772-6027• Nancy Chapman by:<ul style="list-style-type: none">• e-mail to nancy.chapman@kcc.usda.gov• telephone at 816-926-6971.

D NPS Processing Times

Processing times for payments being processed by NPS are as follows:

- Monday through Friday between the hours of 5 am CST and 7 pm CST – payments will be processed in “real time” (as payments are submitted)
- other than the days and times listed above, payments shall be processed in batches with 15-minute intervals. Users can expect up to a 15 minute delay between submitting a payment request and the payment being available in NPS.