

For: State and County Offices

**National Payment Service (NPS) Manual Handling Worklist
for Deceased Producer Payments-Date of Death**

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

Currently, FSA policy requires County Offices to verify a deceased customer’s Tax Identification Number (TIN) after payments are issued. With the release of FMFI-R 5.4, payments issued to a deceased customer’s TIN will be placed on the NPS Manual Handling Worklist, for visibility and determination if issuance is proper.

With the MIDAS Release 2, Financial Services (FSA-FS) will receive the customer’s Date of Death (DOD) from Business Partner. When a payment request is submitted to NPS and the customer has a Date of Death present and the DOD indicator is:

- unconfirmed, NPS will display an error message “Please confirm death date in Business Partner. Once action is taken, then Refresh Customer Info.”

Note: The user also has the option to “Hold for Cancel by Program”.

- confirmed, NPS will determine if the payment was earned for the deceased customer.

Note: If deemed proper, the user will enter the applicable payment reason code identified in 1-CM. See Exhibit 1.

The FMFI-R 5.4 release will remove the current NPS functionality which required the verification of a producer’s name on the Deceased Producer Manual Handling Worklist which contained specific words or forms of words as part of the producer’s name and will no longer be part of the deceased producer Manual Handling Worklist.

Disposal Date	Distribution
June 1, 2015	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

B Purpose

This notice provides instructions for verifying payments placed on the Manual Handling Worklist for Deceased Producer Payments due to a Date of Death prior to the issuing of payment.

This notice also obsoletes policy and procedure to verify and/or change the producer's name when placed on the Manual Handling Worklist for Deceased Producers. This functionality is no longer available, effective as of the posting of this notice.

C Contacts

If there are questions about this notice, contact the appropriate person according to the following.

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.
Financial 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 at jackie.pickens@wdc.usda.gov• telephone at 202-772-6027• MarySue Tolle by:<ul style="list-style-type: none">• e-mail at marysue.tolle@kcc.usda.gov• telephone at 816-926-5965• Jennifer Nagler by:<ul style="list-style-type: none">• e-mail at Jennifer.nagler@kcc.usda.gov• telephone at 816-823-2166.
Business Partner Date of Death Questions	Contact Kerry Sefton by: <ul style="list-style-type: none">• e-mail at kerry.sefton@wdc.usda.gov• telephone at 202-720-6120.

2 NPS Login

A Logging into NPS

To login to NPS, perform the following:

- go to FSA's Intranet Home Page at <http://fsaintranet.sc.egov.usda.gov/fsa>
- under "Applications Directory", CLICK "G-O"
- scroll down and under Applications Directory, from G to O, CLICK "**National Payment Service**"
- "Security Alert" dialog box may be displayed, CLICK "**OK**"
- eAuthentication Warning Screen will be displayed, CLICK "**I Agree**"
- eAuthentication Login Screen will be displayed, enter valid eAuthentication user ID and password and CLICK "**Login**" or CLICK "**Login with my LincPass**" to login with Lincpass Certificate.

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2 NPS Login (Continued)

B NPS Welcome Screen

The following is an example of the National Payment Service Welcome Screen. Under “Payments” on the left, CLICK “Manual Handling Search”.

USDA United States Department of Agriculture
Farm Service Agency

National Payment Service

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

NPS Menu
Welcome John Doe
▸ Treasury Disbursement Replacement

Payments
▸ Payments Search
▸ Manual Handling Worklist
▸ Manual Handling Search
▸ Certification Worklist
▸ Signing Worklist
▸ Reset Held Payments Worklist

Sampling
▸ Search
▸ Sample Tasks
▸ Certification
▸ Outside Sample
▸ Disputed Payments

Go To
▸ Payments Admin
▸ Financial Services
▸ NRRS
▸ eFMS
▸ OLP
▸ Financial Inquiries
▸ E-Forms
▸ eLDP
▸ State Office Reporting System

Payments ? Help

Welcome to Payments. Use the left navigation to begin.

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2 NPS Login (Continued)

C Manual Handling Worklist Search

On the Manual Handling Worklist Search Screen, enter the applicable search criteria. The user may also select “Deceased Producer” from the “Payment Status” drop-down list.

USDA United States Department of Agriculture
Farm Service Agency

National Payment Service

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

Manual Handling Worklist Search

Search by County:
All required fields are denoted by an asterisk (*).
* County: DC (11) - District of Columbia (001)
* Issue Date: From (mm/dd/yyyy): 10/31/2014 To (mm/dd/yyyy): 10/31/2014
Payment Status: Deceased Producer
Additional Criteria: None
 Exclude Packaged Payments
 Package ID:

 Tax ID:
 SSN (S)
 DUNS Number:

 Program Alpha Code:

 Program Area:
Select Program Area
 Reference:
Select Code
 Reference Number:
 Reference Number Range: To

Search by ID:
All required fields are denoted by an asterisk (*).
* Payment ID:

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Click 1 of the following:

- “Search”, to receive payment results
- “Reset”, to clear data entered in fields
- “Exit”, to return to NPS Main Screen.

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2 NPS Login (Continued)

C Manual Handling Worklist Search (Continued)

The following is an example of the Manual Handling Worklist displaying the search results for a producer identified as being a deceased producer. CLICK the “Deceased Producer” link for the applicable payment.

The screenshot shows the NPS Manual Handling Worklist interface. At the top, there is a navigation bar with links for NPS Home, About NPS, Help, Contact Us, Exit NPS, and Logout of eAuth. Below this is a blue header for the 'Manual Handling WorkList' section, which includes 'Printer Friendly' and 'Help' options. The main content area displays search results for a producer identified as 'BOB SMITH'. The search criteria are: State / County = KS (20) - Sheridan (179), Issue Date = From 10/31/2014 to 10/31/2014. Two items are found, both with a tax ID of 'E' and a payment amount of \$1.00. The first item is for Program 11ELDPERICE, and the second is for Program 05NAP. Both items have a 'Deceased Producer' link and a 'Reset Payment Processing' link. A 'Back' button is located at the bottom left of the results area. The footer contains the text 'NPS-WEB009' and a 'Back To Top' link.

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

NPS Menu
Welcome **John Doe**
▶ [Treasury Disbursement Replacement](#)

Payments
▶ Payments Search
▶ Manual Handling Worklist
▶ Manual Handling Search
▶ Certification Worklist
▶ Signing Worklist
▶ Reset Held Payments Worklist

Go To
▶ Payments Admin
▶ Financial Services
▶ NRRS
▶ eFMS
▶ OLP
▶ Financial Inquiries
▶ E-Forms

Manual Handling WorkList [Printer Friendly](#) [Help](#)

Your Request: State / County = KS (20) - Sheridan (179), Issue Date = From 10/31/2014 to 10/31/2014. Click [here](#) to change search parameters.

2 items found, displaying all items.1 [\[Refresh\]](#)

1. **BOB SMITH Tax ID:** E
Payment ID: 34995049 **Amount (\$):** 1.00 **State / County:** KS (20) - Sheridan (179)
Program: 11ELDPERICE **Issue Date:** 10/31/2014
Primary Reference: CE - 012345678901 **Secondary Reference:** TC - 012345678888
[Deceased Producer](#) [Reset Payment Processing](#)

2. **BOB SMITH Tax ID:** E
Payment ID: 34996061 **Amount (\$):** 1.00 **State / County:** KS (20) - Sheridan (179)
Program: 05NAP **Issue Date:** 10/31/2014
Primary Reference: CE - 012345678901
[Deceased Producer](#) [Reset Payment Processing](#)

2 items found, displaying all items.1 [\[Refresh\]](#)

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3 Payment Processing

A Payment Process-Deceased Producer

The following is an example of the Payment Processing – Deceased Producer Screen displaying the producer payment information:

The “Date of Death” field shall display the date as “XX/XX/XXXX”
The “Date of Death Confirmed” field shall be displayed as “Yes or No”.

If the “Date of Death Confirmed” field is displayed as “Yes” and the producer is eligible to receive the payment, the user shall select the applicable “Date of Death Payment Reason”; see Exhibit 1. Users shall follow applicable program policy and procedure to determine whether deceased producers are eligible to participate in the program. If the producer is not eligible to participate in the program, follow program procedure to initiate changes on the program side which will result in the payment being cancelled in NPS. Do **not** select a “Date of Death Payment Reason” for producers who are determined not eligible for payment.

Click 1 of the following:

- **“Save”** to move the payment request to the next processing step if the Date of Death information is correct as shown
- **“Refresh Customer Info”** to update producers Date of Death information from Business Partner after the Date of Death information has been updated

Note: Before clicking “Refresh Customer Info”, user shall log out of NPS and make changes to Business Partner. Once changes to Date of Death are made, Business Partner data will be replicated to Financial Services, the user shall then log back in to NPS and CLICK “Refresh Customer Info”.

- **“Hold for Cancel by Program”** to place the payment in an “HP” status until further research can be completed and issue is resolved
- **“Exit”** to return user to the Manual Handling Worklist with no changes saved.

3 Payment Processing (Continued)

A Payment Process-Deceased Producer (Continued)

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NPS Menu
Welcome John Doe
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Payments
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▶ Certification Worklist
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▶ Reset Held Payments Worklist
Go To
▶ Payments Admin
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▶ NRRS
▶ eFMS
▶ OLP
▶ Financial Inquiries
▶ E-Forms

Payment Processing - Deceased Producer ? Help

Bob Smith Tax ID: E
Payment ID: 35004046 State / County: KS (20) - Sheridan (179)
Program: 05NAP Issue Date: 11/03/2014
Primary Reference: CE - 012345678901
Last Updated by: NPSToolTest on 11/03/2014
Original Payment Amount (\$): 120.00
Remaining Payment Amount (\$): 120.00
Date of Death: 11/03/2014
Date of Death Confirmed: Yes

Please choose appropriate date of death payment reason :

Payment earned by individual before death (30)
 TIN used to identify revocable trust (32)

Save Refresh Customer Info Hold for Cancel by Program Exit

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3 Payment Processing (Continued)

B Date of Death Confirmation

Once “Save” is selected on the Payment Processing-Deceased Producer Screen, the user will be returned to the Manual Handling Worklist Search Screen that will be displayed with the confirmation message, “**Informational: Date of death information has been saved successfully. There currently are no active payments that match the criteria provided**”.

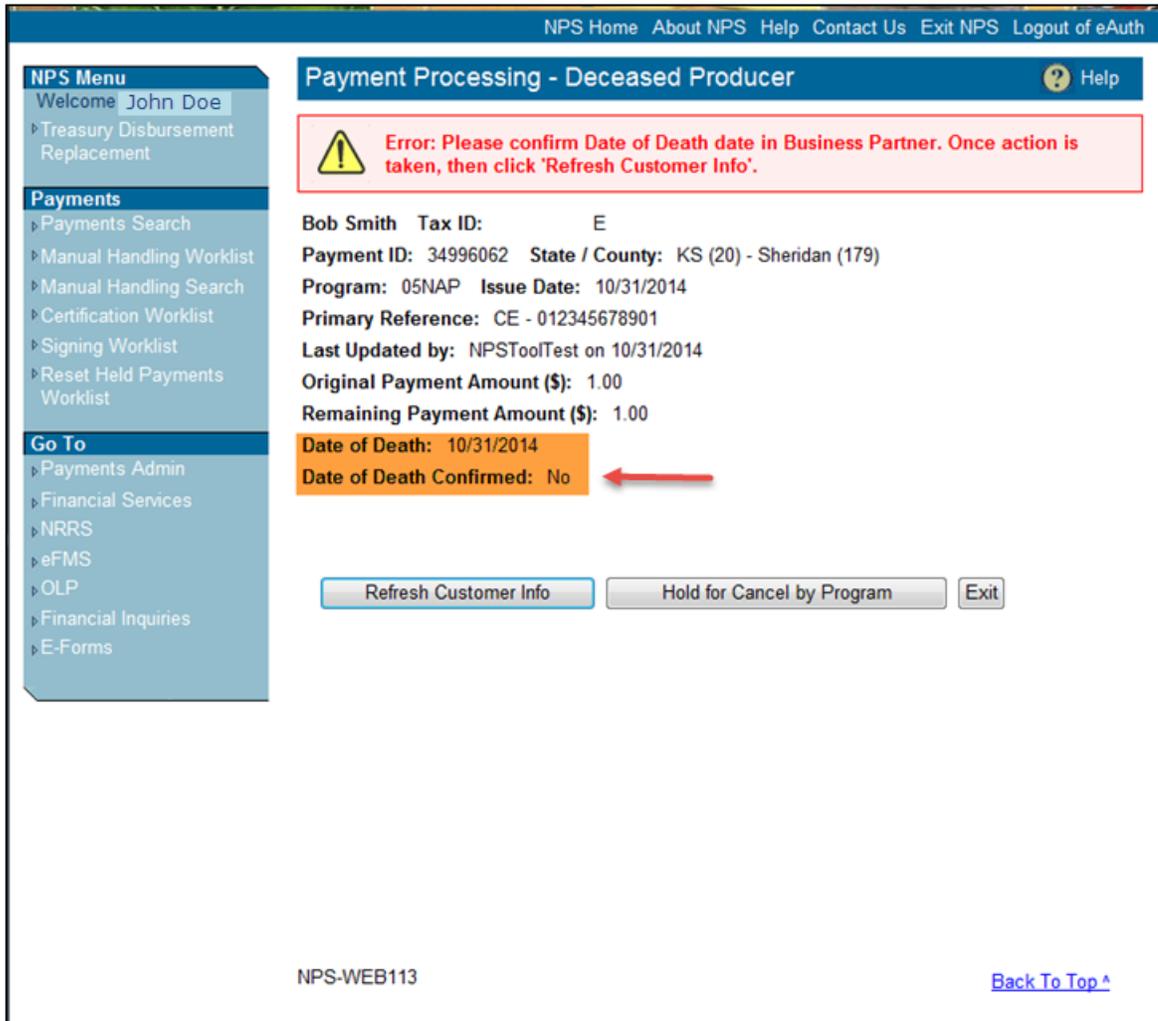
The screenshot displays the 'Manual Handling Worklist Search' interface. At the top, there is a navigation bar with links for 'NPS Home', 'About NPS', 'Help', 'Contact Us', 'Exit NPS', and 'Logout of eAuth'. On the left, a sidebar menu includes 'NPS Menu' (Welcome John Doe, Treasury Disbursement Replacement), 'Payments' (Payments Search, Manual Handling Worklist, Manual Handling Search, Certification Worklist, Signing Worklist, Reset Held Payments Worklist), and 'Go To' (Payments Admin, Financial Services, NRRS, eFMS, OLP, Financial Inquiries, E-Forms). The main content area features a blue header with the title 'Manual Handling Worklist Search' and a 'Help' icon. Below the header, a blue informational message box states: 'Informational: Date of death information has been saved successfully. There currently are no active payments that match the criteria provided.' The search criteria section, titled 'Search by County:', includes a note that 'All required fields are denoted by an asterisk (*)'. The criteria are: '* County: KS (20) - Sheridan (179)', '* Issue Date: From (mm/dd/yyyy): 11/03/2014 To (mm/dd/yyyy): 11/03/2014', and 'Payment Status: Select Status'. Under 'Additional Criteria', there are radio buttons for 'None' (selected), 'Exclude Packaged Payments', 'Package ID', 'Tax ID' (with an 'SSN (S)' dropdown), 'Program Alpha Code', 'Program Area' (with a 'Select Program Area' dropdown), and 'Reference' (with a 'Select Code' dropdown). Below the 'Reference' section are fields for 'Reference Number' and 'Reference Number Range' (with 'To' and a range field). At the bottom, there are 'Search', 'Reset', and 'Exit' buttons.

3 Payment Processing (Continued)

C Payment Process-Deceased Producer/Date of Death Not Confirmed

If “Date of Death Confirmed” field is displayed as “No”, the screen will be displayed with the following error message: **“Error: Please confirm Date of Death date in Business Partner. Once action is taken, then click “Refresh Customer Info”.**

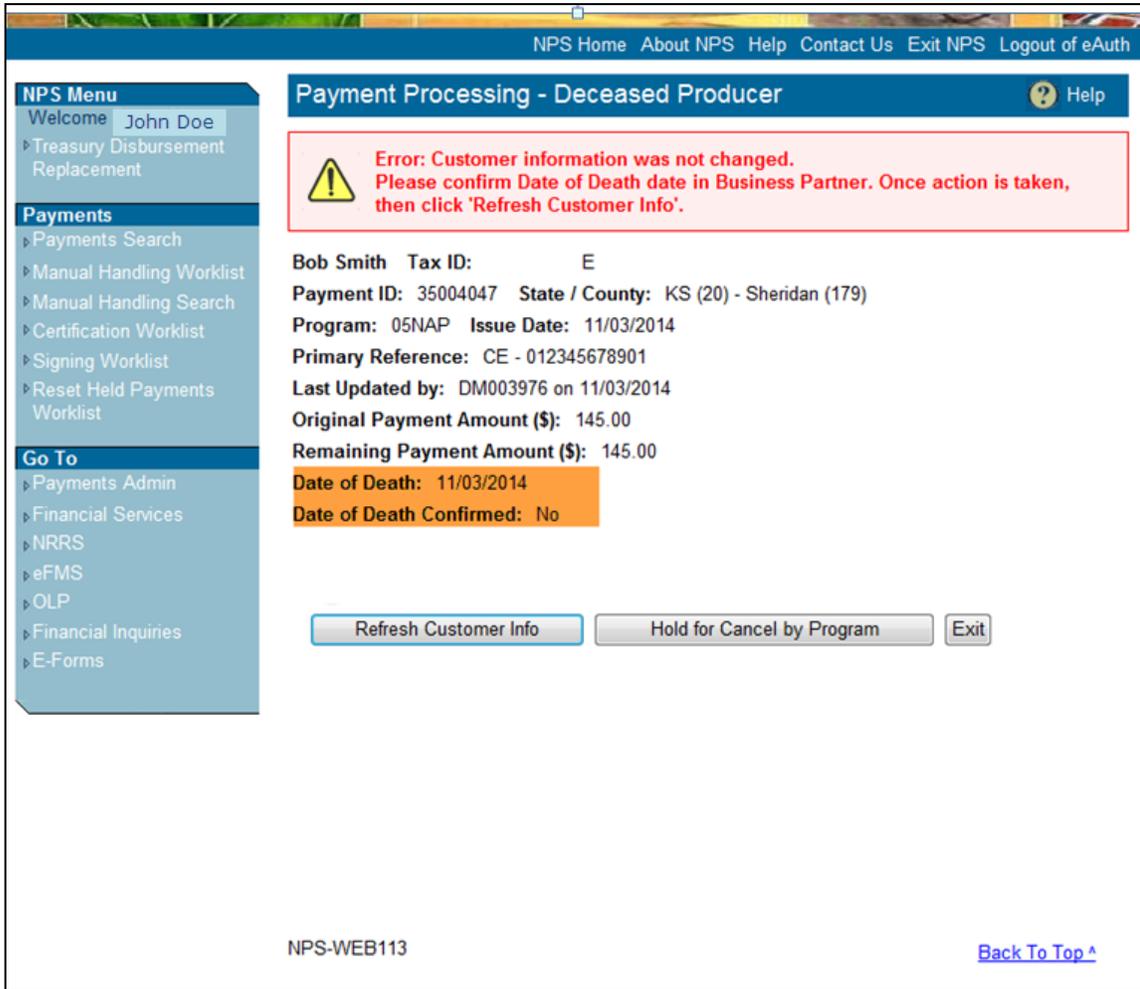
The options to select the payment reason code and “Save” will not be displayed until action is taken.



3 Payment Processing (Continued)

C Payment Process-Deceased Producer/Date of Death Not Confirmed (Continued)

If the user selects “Refresh Customer Info” and changes have not been updated, the following error message will be displayed, “**Error: Customer information was not changed. Please confirm Date of Death date in Business Partner. Once action is taken, then click Refresh Customer Info**”.



Note: Date of Death Payment Reason and Save options will be available once Financial Services is updated, “Refresh Customer Info” is selected, and “Date of Death Confirmed” field has been updated to “Yes”.

3 Payment Processing (Continued)

D Payment Certification Approval

Once all special processing by the Service Center representative has been saved, the payment will be displayed on the Certification Worklist.

Payments with Date of Death processing will display the “Date of Death Payment Reason” field on the Payment Certification Approval Screen.

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

NPS Menu
Welcome John Doe
Treasury Disbursement Replacement
Payments
Payments Search
Manual Handling Worklist
Manual Handling Search
Certification Worklist
Signing Worklist
Reset Held Payments Worklist
Go To
Payments Admin
Financial Services
NRRS
eFMS
OLP
Financial Inquiries
E-Forms

Payment Certification Approval Printer Friendly Help

Bob Smith Tax ID: E
Payment ID: 35004047 State / County: KS (20) - Sheridan (179)
Program: 05NAP Issue Date: 11/03/2014
Primary Reference: CE - 012345678901
Date of Death Payment Reason: Payment earned by individual before death (30)

Transaction Summary:

	Amount (\$)
Original Payment	145.00

Disbursement Payee Information
Bob Smith 145.00
3169 N ROAD 120 W
REXFORD, KS 67753-5322

Action :
 Defer
 Approve
 Reset Payment Processing
 Reset Address
 Hold for Cancel by Program

Submit Submit and Continue Exit

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3 Payment Processing (Continued)

E Payment Signing Worklist

The following is an example of a Payment Signing Worklist Screen.

Payments with Date of Death processing will display the “Date of Death Payment Reason” field.

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

NPS Menu
Welcome John Doe
▸ Treasury Disbursement Replacement
Payments
▸ Payments Search
▸ Signing Worklist
Go To
▸ Payments Admin
▸ Financial Services
▸ NRRS
▸ eFMS
▸ OLP
▸ Financial Inquiries
▸ E-Forms

Payment Signing WorkList

Your Request: State / County = KS (20) - Sheridan (179), Tax ID = E. Click [here](#) to change search parameters.

- 1. BOB SMITH Tax ID:** [E Detail](#)
Payment ID: 35001046 **Amount (\$):** 1.00 **State / County:** KS (20) - Sheridan (179)
Program: 05NAP **Issue Date:** 11/02/2014
Primary Reference: CE - 012345678901
Certified By: DM003976 - 11/04/2014
Date of Death Payment Reason: TIN used to identify revocable trust (32)
 Receivables: (N) Other Agency Offset: (N) Alternate Payee: (N)
 Approve
 Dispute
 Defer
- 2. BOB SMITH Tax ID:** [E Detail](#)
Payment ID: 35004047 **Amount (\$):** 145.00 **State / County:** KS (20) - Sheridan (179)
Program: 05NAP **Issue Date:** 11/03/2014
Primary Reference: CE - 012345678901
Certified By: DM003976 - 11/04/2014
Date of Death Payment Reason: Payment earned by individual before death (30)
 Receivables: (N) Other Agency Offset: (N) Alternate Payee: (N)
 Approve
 Dispute
 Defer

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3 Payment Processing (Continued)

F Payment Details

The following is an example of the Payment Details Screen.

Payments with Date of Death processing will display the “Date of Death Payment Reason” field.

The screenshot displays the 'Payment Details' screen in the NPS system. The top navigation bar includes links for 'NPS Home', 'About NPS', 'Help', 'Contact Us', 'Exit NPS', and 'Logout of eAuth'. The left sidebar contains an 'NPS Menu' with sections for 'Welcome John Doe', 'Treasury Disbursement Replacement', 'Payments' (with sub-links for 'Payments Search' and 'Signing Worklist'), and 'Go To' (with sub-links for 'Payments Admin', 'Financial Services', 'NRRS', 'eFMS', 'OLP', 'Financial Inquiries', and 'E-Forms'). The main content area is titled 'Payment Details' and includes a 'Printer Friendly' icon and a 'Help' icon. The payment information for BOB SMITH (Tax ID: E) is shown, with a Payment ID of 35004047, Amount of \$145.00, and State/County of KS (20) - Sheridan (179). The Program is 05NAP, Issue Date is 11/03/2014, and Primary Reference is CE - 012345678901. The Payment Status is Signing Approval, Certified By: DM003976 - 11/04/2014. A highlighted field shows the Date of Death Payment Reason: Payment earned by individual before death (30). A Transaction Summary table shows an Original Payment of 145.00. Disbursement Payee Information for Bob Smith (3169 N ROAD 120 W, REXFORD, KS 67753-5322) is listed with an amount of 145.00. An 'Exit' button is located below the payee information. The footer contains 'NPS-WEB111' and a 'Back To Top' link.

Transaction Summary:	
	Amount (\$)
Original Payment	145.00
<hr/>	
Disbursement Payee Information	
Bob Smith	145.00
3169 N ROAD 120 W	
REXFORD, KS 67753-5322	

4 Treasury Disbursement Replacement

A ACH/Treasury Check Replacement-Date of Death

The following is an example of the ACH/Treasury Check Replacement Certification Approval Screen. When an ACH/Treasury Replacement displays a deceased producer, the Original Disbursement Information will display the “Date of Death Payment Reason” field.

NPS Menu

Welcome John Doe

- Payments

Treasury Disbursement Replacement

- Search

ACH/Treasury Check Replacement

- Certification Worklist
- Signing Worklist
- Reset Held Worklist

Expired Treasury Check Replacement

- Certification Worklist
- Signing Worklist
- Reset Held Worklist

Go To

- Payments Admin
- Financial Services
- NRRS
- eFMS
- OLP
- Financial Inquiries
- E-Forms

ACH/Treasury Check Replacement Certification Approval

Printer Friendly Help

Informational: Please verify the current customer information below and perform reset payment processing if customer information has been changed in Financial Services.

Original Disbursement Information:

TOM C BLISS & TOM C BLISS

Tax ID:	S	Check #:	50025807
Return Reason:	Bad Address	Processing Date:	05/24/2013
Returned Date:	05/24/2013	Amount (\$):	93.66
State/County:	KS (20)-Sheridan (179)	Request ID:	915
Rollup Indicator:	No		
Foreign Address Line Indicator:	No		
Address Line 1:	403 N 2ND ST		
City:	ATWOOD	State:	KS
		Zip:	67730-1602
Disbursement Payee Type Description:	Joint Payment		
Date of Death Payment Reason:	Payment earned by individual before death (30)		

Current Replacement Disbursement Information:

RANDY KAY/TRI-STATES MILWRIGHT

Disbursement Type: Check **Foreign Address Line Indicator:** No

Address Line 1: 403 N 2ND ST

City: Olathe **State:** KS **Zip:** 67730-1602

Explanation of Change: Removed joint payee name

Replacement Status: Edited

Action:

- Defer
- Reset Payment Processing
- Edit
 - CCC Return Check
- Hold for Write-off
- Approve

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4 Treasury Disbursement Replacement (Continued)

B Expired Treasury Check Replacement-Date of Death

The following is an example of an Expired Check Replacement Certification Approval Screen. When an Expired Check Replacement displays a deceased borrower, the Original Disbursement Information will display the “Date of Death Payment Reason” field.

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

NPS Menu
Welcome John Doe
Payments
Treasury Disbursement Replacement
Search
ACH/Treasury Check Replacement
Certification Worklist
Signing Worklist
Reset Held Worklist
Expired Treasury Check Replacement
Certification Worklist
Signing Worklist
Reset Held Worklist
Go To
Payments Admin
Financial Services
NRRS
eFMS
OLP
Financial Inquiries
E-Forms

Expired Check Replacement Certification Approval

Informational: Please verify the current customer information below and perform reset payment processing if customer information has been changed in Financial Services.

Original Disbursement Information:

RODNEY JENNINGS & RODNEY JENNINGS
Tax ID: S Check #: 60000235
Expiration Date: 04/30/2014 Processing Date: 10/31/2013
State/County: KS (20)-Sheridan (179) Amount (\$): 92.66
Rollup Indicator: No Request ID: 1322
Foreign Address Line Indicator: No
Address Line 1: 9481 COUNTY ROAD 262
City: CLYDE State: TX Zip: 79510-5417
Disbursement Payee Type Description: Joint Payment
Date of Death Payment Reason: TIN used to identify revocable trust (32)

Current Replacement Disbursement Information:

RODNEY JENNINGS & RODNEY SMITH
Disbursement Type: Check Foreign Address Line Indicator: No
Address Line 1: 9481 COUNTY ROAD 262
City: CLYDE State: TX Zip: 79510-5417
Explanation of Change:
Replacement Status: Initial

Action:

Defer
 Reset Payment Processing
 Edit
 CCC Return Check
 Hold for Write-off
 Approve

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Date of Death Payment Reason Code List

The following exhibit lists the date of death payment reason codes and reasons.

Code	Payment Reasons
30	Eligible; payment earned by individual before death. Example: Counter-cyclical payment received by the individual identified as deceased in the year following the individual’s date of death.
32	Eligible; TIN used to identify revocable trust. Example: Wife is co-grantor of a revocable trust carried under the husband’s SSN. The trust is the landowner and the husband is identified as deceased. Surviving spouse has authority to sign for the trust.