

For: State and County Offices

Preparing for the October Payment Cycle

Approved by: Administrator



1 Overview

A Background

Customer information should be reviewed and updated to ensure accuracy before the October payment cycles. This includes:

- customer maintenance in Business Partner (BP) and FSA-Financial Services (FSA-FS)
- BIA addresses and potential offsets
- researching farm program payments and receivables.

B Purpose

This notice provides instructions on the following:

- Customer Relationship Management (CRM) Business Partner customer maintenance for TIN's and addresses
- FSA-FS customer maintenance for direct deposits, and assignments
- procedures for BIA receivables and offsets
- research tools for farm program payments and receivables
- FY 2019 payment cycle timeline.

Disposal Date	Distribution
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1 Overview (Continued)

C Contacts

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

Issue	Contact
FSA-FS software.	National Help Desk at 800-255-2434 or 816-926-1552. Note: Select option 3 for hardware and application software.
Policies or procedures for FSA-FS.	Contact either of the following: <ul style="list-style-type: none">• Yanira Sanabria by either of the following:<ul style="list-style-type: none">• e-mail to yanira.sanabria@wdc.usda.gov• telephone at 202-772-6032• MarySue Tolle by either of the following:<ul style="list-style-type: none">• e-mail to marysue.tolle@kcc.usda.gov• telephone at 816-926-5965.
Policies or procedures for NPS.	Contact either of the following: <ul style="list-style-type: none">• Jackie Pickens by either of the following:<ul style="list-style-type: none">• e-mail to jackie.pickens@wdc.usda.gov• telephone at 615-277-2613• Darla Noah by either of the following:<ul style="list-style-type: none">• e-mail to darla.noah@kcc.usda.gov• telephone at 816-926-2516.
Requests for Financial Web Application Data Mart (FWADM) access.	Connie Saulka by either of the following: <ul style="list-style-type: none">• e-mail to connie.saulka@kcc.usda.gov• telephone at 816-926-6971.

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2 CRM BP Customer Maintenance

A Customer Maintenance

Properly maintained customers can avoid the following financial-related ramifications:

- improper payments
- incorrect IRS reporting
- Disbursement Transaction Statements and Treasury checks mailed to incorrect addresses.

Notes: County Offices shall follow:

- 11-CM, Part 3 for maintaining Customer Business Partners Records.
- 11-CM, Paragraph 72 for maintaining the Designated Paying Entity (DPE) for an SSN Family.

B TIN Verification

The IRS TIN validation in BP **must** have a response code of “TIN and Name Match” or “Manually Validated code” to ensure proper IRS reporting. Follow 11-CM, paragraph 91 to run the IRS response code query to identify IRS response codes that require correction.

C Mailing Address Used for Customers

Finance-related items are mailed to customers at the address stored in FSA-FS which was replicated from the customer’s associated county on their BP record. The customers’ associated county entry **must** contain the appropriate address to ensure payments and Disbursement Transaction Statements will be mailed to the correct customer address.

D Local BIA Agency Address

County Offices with customers represented by BIA **must** verify BIA has an associated county in BP and the local BIA address is correctly recorded.

3 FSA-FS Customer Maintenance

A Customer Maintenance

Counties should review the following customer profile transactions in Financial Service that could impact payments:

- direct deposits
- assignments
- joint payments
- bankruptcy
- other agency debt
- tax withholdings.

Oracle Business Intelligence Enterprise Edition Financial Web Applications Data Mart (FWADM) reports are still in development to make easy verification, please verify the customers who may have been impacted by the following changes in Business Partner:

- merging BP/customers with different TIN's
- producers deceased in the past year
- TIN corrections.

B Direct Deposit Elections Verification

County Offices are encouraged to run the FWADM Direct Deposit/Waiver Verification Report to verify direct deposit election. The FWADM report is anticipated to be available mid-September.

Direct deposits for deceased individuals should be handled with the correct procedures to avoid ACH returns by the financial institution. County Offices should follow applicable program procedures according to 1-CM, for issuing payments to deceased producers. The creation of the Direct Deposit Waiver in FS will allow a check to be issued from NPS.

C Invalid Bank Routing Work List

Each County Office should follow procedures in 63-FI, paragraph 47 to update direct deposit information for all customers on the Invalid Bank Routing Work List in FS.

3 FSA-FS Customer Maintenance (Continued)

D Troubleshooting CRP Assignments

If CRP payments on the NPS Certification Worklist are missing an expected assignment, County Offices are encouraged to cross-check between the NPS Payment Details Screen and FSA-FS Assignment Details View Screen. The numbers listed correspond with the numbers in the screen examples. The following fields should be cross-checked:

- Tax Identifier Number (1): Assignor TIN matches the payee on payment.
- Program Code/Category and Contract Year (2): Program Year next to Program Category on Assignment Details Screen must match the first two digits of the Program on the Payment Details Screen.

Note: Contract/program year is the fiscal year that the CRP contract was originally approved.

- State/County (3) if designated on Assignment Details Screen, must match State/County on Payment Details Screen.
- Reference code (4) if designated on Assignment Details Screen must match the Primary Reference on the Payment Details Screen.

Note: This is an **optional** field to be used on assignments in rare circumstances.

- Payment Year (5): The Multi-year CRP contracts must have an Assignment Amount for the 2018 payment year on the Assignment Details Screen.

3 FSA-FS Customer Maintenance (Continued)

D Troubleshooting CRP Assignments (Continued)

Following is an example of the Assignment Details Screen with CRP assignment troubleshooting.

The screenshot shows the 'Assignment Details' page in the FSAFS system. The page includes a navigation menu on the left and a main content area with assignment information and a payment table. Five blue star callouts are placed over the following elements:

- 1:** Work List: MISSOURI (29) - Boone (019)
- 2:** Assignee Location: MINNE SOTA (27) - SPRINGFIELD (089)
- 3:** Program Category: Conservation
- 4:** Payments For: All Counties
- 5:** The table showing Assignment Amount (\$) and Remaining Amount (\$) for years 2016 through 2020.

Assignment Details

Work List: MISSOURI (29) - Boone (019)
 Customer: ANY PRODUCER - xxxxx

Assignment ID: 2695327
 Creation Date (mm/dd/yyyy): 07/25/2016
 Assignee: APPLE FARM LLC.
 Assignee Location: MINNE SOTA (27) - SPRINGFIELD (089)
 Program Category: Conservation
 Payments For: All Counties
 Contract Number: 4000

Assignment Status: Accepted
 Timestamp Date (mm/dd/yyyy): 02/23/2016

Assignment Amount (\$):	Remaining Amount (\$):
2016: 9132.00	2016: 2428.00
2017: 9132.00	2017: 9132.00
2018: 9132.00	2018: 9132.00
2019: 9132.00	2019: 9132.00
2020: 9132.00	2020: 9132.00
TOTAL: 45660.00	TOTAL: 38956.00

Last changed 12/09/2016 in MINNE SOTA (27) - Marshall (089)

Exit

3 FSA-FS Customer Maintenance (Continued)

D Troubleshooting CRP Assignments (Continued)

Following is an example of the Payment Details Screen with CRP assignment trouble shooting.

The screenshot shows a web interface titled "Payment Details" with a blue header bar containing "Printer Friendly" and "Help" icons. The main content area displays payment information for "ANY PRODUCER". Four blue star-shaped callouts are placed over the screen: callout 1 points to the "Tax ID:" field, callout 2 points to the "Payment ID:" field, callout 3 points to the "State / County:" field, and callout 4 points to the "Primary Reference:" field. Below the payment details is a "Transaction Summary" table with columns for description and "Amount (\$)". The table shows an "Original Payment" of 6,704.00 and an "Assignment" for "APPLE FARM LLC." of (-) 6,704.00. Below the table is "Disbursement Payee Information" for "ANY PRODUCER" with an amount of 0.00. At the bottom left is an "Exit" button, and at the bottom right is a "Back To Top" link. The footer contains "NPS-WEB025".

Transaction Summary:		Amount (\$)
Original Payment		6,704.00
Assignments		
APPLE FARM LLC. 1001 ANY STREET SPRINGFIELD, MN 000	XXXXXXXX E	(-) 6,704.00
Disbursement Payee Information		0.00
ANY PRODUCER 1111 COMMODITY ST SUNSHINE , CT 00000		

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4 Bureau of Indian Affairs (BIA) Receivables and Offsets

A Agreement for BIA on Receivables or Offset Handling

FSA and BIA agreed to the following approach for any receivables or offsets for customers represented by BIA. FSA County Offices will:

- prevent taking automatic offsets for BIA receivables unless attributable to the same BP customer record
- contact the local BIA agency to place a hold (restriction) for the individuals associated with any receivable generated to collect the outstanding debt.

B Preventing Offset for BIA

Farm program applications may generate an overpayment or receivable for a customer represented by BIA.

County Offices that are aware of a new BIA receivable shall:

- locate the BIA receivable in NRRS
- on the Change Receivable Status screen, select the “Open - Kansas City Review” option from the “Select New Receivable Status” drop-down list
- contact the local BIA agency to place a hold (restriction) within BIA’s system
- manually prepare required demand letters to the local BIA office, according to 58-FI, Part 4
- enter the dates of manually prepared demand letters into NRRS using the “Record New Letter” function.

When a payment request for a customer represented by BIA displays on the NPS Certification Worklist with an amount to be offset, users shall:

- locate the BIA receivable in NRRS
- change the receivable status through the Change Receivable Status screen, by selecting the “Open – Kansas City Review” option located in the “Select New Receivable Status” drop-down list
- go back into NPS, select “**Reset Payment Processing**” and SUBMIT to remove the offset amount. See 1-FI, paragraph 139.
- notify the County Office where the debt originated that this action has been taken.

4 BIA Receivables and Offsets (Continued)

C Do Not Use the “Other Agency Offset” Flag

Do **not** set the “Other Agency Offset” flag to “Yes” for BIA. This will cause every customer represented by BIA to display on the NPS Manual Handling Worklist.

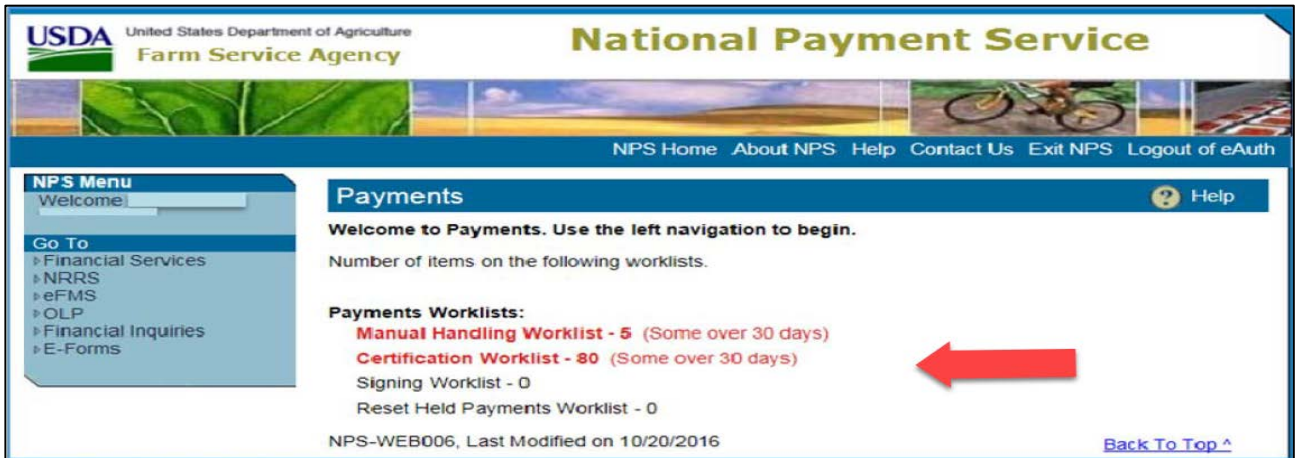
If a payment for a customer represented by BIA displays as “Other Agency Offset”, go into FSA-FS and update the “Other Agency Offset” indicator for BIA to “No”. Go back to the payment in NPS and select “**Reset Payment Processing**” and SUBMIT. NPS will read the new flag settings in FSA-FS and handle the payment correctly.

5 Researching Payments or Receivables

A Payment Requests in NPS

During the October payment runs, NPS will be running in “batch mode”. Users should expect up to a 15-minute delay before a payment request is available in NPS.

Payment counts on the NPS Welcome Screen indicate how many payments are waiting to be processed on each worklist.



If a payment request encounters an error, a warning message will display in NPS providing a link “View/Print Unprocessed Payment in Error Report”. See 1-FI, paragraph 128 for additional information on resolving errors.

If a program payment has been confirmed in the program application but cannot be located in either NPS or FWADM payment reports, enter a problem report via Remedy Self Service System or contact the ITS Service Desk at 1-800-457-3642.

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5 Researching Payments or Receivables (Continued)

B Worklist Sort options in NPS

All NPS Worklists may be sorted by “Producer Name” (first name first), “Date Received”, “Program”, or “Primary Reference Field”. See obsolete Notice FI-3320 for more information.



The screenshot displays the National Payment Service (NPS) interface. At the top, it features the USDA logo and the text "United States Department of Agriculture Farm Service Agency" and "National Payment Service". Below this is a navigation bar with links for "NPS Home", "About NPS", "Help", "Contact Us", "Exit NPS", and "Logout of eAuth". The main content area is titled "Payments Search Results" and includes a "Printer Friendly" and "Help" link. The search parameters are: "Your Request State / County = CA (06) - Merced (047), Issue Date = From 05/17/2016 to 05/17/2017. Click [here](#) to change search parameters." The results are sorted by "date received". A dropdown menu is open, showing options: "Date Received", "Customer Name", "Program", and "Primary Reference". There is a checkbox for "Descending" and an "Update Sort" button. Below the dropdown, it says "Alert: Maximum items retrieved. List is truncated after 1000 items." At the bottom, it states "1,000 items found, displaying 1 to 10." and includes navigation links: "[First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next/Last] [Refresh]".

C More Payment Research Options

The following additional payment research options are available:

- **Financial Inquiries** provides users with summary and detailed farm program payments, offsets and/or receivables, and collections for customers, including disbursement-related details. Financial Inquiries data is updated two days after the activity occurs.
- **FWADM** provides users with the following reports. FWADM is updated nightly with the previous day’s financial transactions:
 - Search by Payable ID
 - Signed Payments
 - Signed WBSM Payments
 - Payment Disbursement by Tax ID
 - Payment Disbursement Data by Assignee
 - Unsigned Payments
 - Other Agency Offset Report
- **Common Payment Reports** provides users with a variety of program payment reports. Refer to 9-CM, Section 2 for a list of available reports for each program.

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6 FY 2019 Payment Cycle

A Timeframe for the Payment Cycle

The following table provides the schedule for the upcoming payment cycle:

Date	Event
September 27, 2018	ARC/PLC will be shut down at 7:00 p.m.
September 28, 2018	<ul style="list-style-type: none"> • All remaining systems and payment processing will be shut down at 7:00 p.m.CT • Financial Web applications will be taken offline at 10:00 p.m. CT to establish a clean cut-off for FY 2018 transactions.
September 29, 2018	eFMS rollover process begins will be unavailable and will be available on October 2, 2018.
October 02, 2018	<ul style="list-style-type: none"> • Processing begins for Transition Incentives Program (TIP), Emergency Forestry CRP (EFCRP), and 1-PL CRP annual rental payments. • Payments will begin flowing into NPS for County Offices to certify and sign.
October 03 2018	<ul style="list-style-type: none"> • Processing begins for Agriculture Risk Coverage (ARC) and Price Loss Coverage (PLC) payments. • Payments will begin flowing into NPS for County Offices to certify and sign.
October 11, 2018	<ul style="list-style-type: none"> • 4-PL and 5-PL CRP annual rental payments processed and corrected 1-PL CRP annual rental payments. • Payments will begin flowing into NPS for County Offices to certify and sign.