

For: State and County Offices

NRRS eCommerce Functionalities

Approved by: Acting Administrator



1 Overview

A Background

Providing eCommerce transactions is a goal of the Farm Production and Conservation Business Center that will allow our customers another collection option for making a payment on their farm loan, farm program debt, services, and fees. The implementation of an eCommerce payment option uses debit cards and direct ACH from the customer’s financial institution through Pay.gov. Pay.gov is the U.S. Treasury’s online payment hub that accepts electronic payment options. This implementation will be done in multiple phases. During Phase I, USDA users will be able to accept an eCommerce payment using the current NRRS process of creating a remittance and a receipt, and then accepting a collection through Pay.gov.

B Purpose

This notice provides step-by-step instructions to State and County Offices on how to accept an eCommerce payment through NRRS.

Note: See Exhibit 1 for questions and answers with additional information about this process.

C Contact Information

State or County Offices that require additional information shall contact either of the following.

Issue	Contact
Software-Related Problems	Contact the National Help Desk at 800-255-2434 or 816-926-1552. Note: Click option 3 for hardware and application software.
NRRS Procedures	Contact Rhonda Anthony by either of the following: <ul style="list-style-type: none"> • e-mail to rhonda.anthony@usda.gov • telephone at 816-926-6330.

Disposal Date	Distribution
December 1, 2019	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

D Logging Into NRRS

Users shall log into NRRS according to 64-FI, paragraph 17.

2 Overall Information

A Phase I

In Phase I of the eCommerce project, users will only be able to create internal receipts. External receipts from the following applications will not be accepted for an eCommerce transaction:

- FSFL
- Commodity Loan Processing System
- NAP
- Margin Protection Program/Dairy Margin Coverage.

B Protecting PII

Remember a customer's debit card and ACH debit information must be protected. Ensure that the information is directly entered into the NRRS application and not written down. If the information is taken over the telephone, be careful not to repeat the information out loud for other unauthorized individuals to hear.

C Definitions

ACH debit is an ACH transaction that pulls money out of a **checking or savings** account.

- This cannot be used if the customer's check has been completely filled out and signed. It will need to be processed as a check.
- This transaction type will not show up as settled in NRRS for approximately 2 workdays.
- This transaction type is subject to a \$25 service fee if the transaction is dishonored by the bank.
- If the NRRS application currently creates a receivable for a dishonored transaction, a \$25 automated receivable will be created.

2 Overall Information (Continued)

C Definitions (Continued)

Debit card is a payment card that deducts money directly from a customer’s checking account to pay for a purchase.

- This transaction type will tell the user if the transaction was accepted or declined upon returning from Pay.gov.
- If the transaction is declined, the user will have the opportunity to retry or change the remittance type by making an adjustment.

3 eCommerce Process Flow

A Create Remittance

From the NRRS Homepage, the user will CLICK “Create Remittance”. See 64-FI, paragraph 34 or 50, as applicable.

The user will enter the remittance amount, effective date, remitter name, and remittance type.

In the “Remittance Type” drop-down list, the user will have the option of selecting “ACH Debit” or “Debit Card” as a payment type.

The screenshot shows the 'Create Remittance' form in the NRRS system. At the top, there is a header for the USDA Farm Service Agency and the National Receipts & Receivables System. Below the header is a navigation bar with links for NRRS Home, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. The main form area has a title 'Create Remittance' and a note that all required fields are denoted by an asterisk (*). The form contains several input fields: '* Remittance Amount (\$):', 'Effective Date (mm/dd/yyyy):' (with the value 06/20/2019), '* Remitter Name:', '* Remittance Type:', and 'Check/Item Number:'. The 'Remittance Type' dropdown menu is open, showing a list of options: 'ACH Debit', 'Debit Card', 'Check', 'Cashiers Check', 'Wire Transfer', 'Money Order', 'Cash or Coin', 'Jointly Issued Check', and 'Centralized Cotton Redemption Payment'. A red arrow points to the 'Debit Card' option. Below the dropdown is a 'Select Remittance Owner' section with a '* Tax ID:' field and a '* Tax ID Type:' dropdown menu. A 'Search' button is located below the tax ID fields. At the bottom of the form, there is a table with columns 'Select', 'Acct Cust ID', 'Customer Name', and 'Producer Source'. The table currently shows 'No customers found.' Below the table are 'Submit', 'Reset', and 'Cancel' buttons. The footer of the page includes the text 'NRRS-Web-10.0.0-SNAPSHOT' and 'NRRS 96', along with a list of links: 'NRRS Home', 'FSA Internet', 'FSA Intranet', 'USDA.gov', 'Site Map', 'Policies and Links', 'FOIA', 'Accessibility Statement', 'Privacy', 'Non-Discrimination', 'Information Quality', 'USA.gov', and 'White House'.

3 eCommerce Process Flow (Continued)

A Create Remittance (Continued)

Once the user selects an eCommerce option (“ACH Debit” or “Debit Card”), the “Check/Item Number” field will not be displayed.

USDA United States Department of Agriculture
Farm Service Agency

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Create Remittance

All required fields are denoted by an asterisk (*).

* Remittance Amount (\$): ?

Effective Date (mm/dd/yyyy): ?

* Remitter Name: ?

* Remittance Type: ?

Select Remittance Owner

* Tax ID:

* Tax ID Type:

Search

Select	Acct Cust ID	Customer Name	Producer Source
No customers found.			

Submit **Reset** **Cancel**

NRRS-Web-10.0.0-SNAPSHOT NRRS 96

[NRRS Home](#) | [FSA Internet](#) | [FSA Intranet](#) | [USDA.gov](#)
[Site Map](#) | [Policies and Links](#) | [FOIA](#) | [Accessibility Statement](#) | [Privacy](#) | [Non-Discrimination](#) | [Information Quality](#) | [USA.gov](#) | [White House](#)

Enter the tax ID and type and CLICK “Search” to find the remittance owner, then select the remittance owner. The user will CLICK “Submit” to go to the Remittance Creation Confirmation Screen.

USDA United States Department of Agriculture
Farm Service Agency

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Remittance Creation Confirmation

Remittance Amount (\$): 100.00

Effective Date (mm/dd/yyyy): 06/20/2019

Remitter Name: eCommerce

Remittance Type: ACH Debit

Tax ID:

Tax ID Type: S

Confirm **Back** **Cancel**

NRRS-Web-10.0.0-SNAPSHOT NRRS 99

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3 eCommerce Process Flow (Continued)

A Create Remittance (Continued)

The user will CLICK “Confirm” if everything is correct after reviewing the remittance information.



The user will be directed back to the Remittance Details Screen. Since the remaining amount is not equal to zero (\$0.00), the user cannot go to Pay.gov.

The “Pay.gov” button is displayed but is disabled. The user can only navigate to Pay.gov once the remaining amount of the remittance is equal to zero (\$0.00).

Note: These fields are not displayed for an “ACH Debit” or “Debit Card” remittance type because they are not applicable:

- Refund
- Check/Item Number
- Schedule Number
- Schedule Date
- Dishonor Status
- External Receipts.

3 eCommerce Process Flow (Continued)

B Create Receipt

After the user creates a remittance, the user will need to create a receipt. The user will CLICK “Create Receipt” from the left navigational menu and then enter the receipt details. See 64-FI, paragraph 36 or 50, as applicable.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

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Create New Receipt

Remittance ID: 5571078 **Effective Date (mm/dd/yyyy):** 06/20/2019
Remittance Amount (\$): 100.00 **Remaining Amount (\$):** 100.00
Remitter Name: eCommerce **Receiving Office:** Crawford, KS
Remittance Type: ACH Debit **Financial Transaction Status:**
Tax ID: **Remittance Status:** In Process
Tax ID Type: S
Source System: NRRS

Enter Receipt Details

Collection Amount (\$): ?
Collection Type: ?
Tax ID:
Tax ID Type:

Search

Select	Acct Cust ID	Customer Name	Producer Source
No customers found.			

Submit **Reset** **Cancel**

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[NRRS Home](#) | [FSA Internet](#) | [FSA Intranet](#) | [USDA.gov](#)
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The user will CLICK “**Confirm**” to confirm the receipt and to be directed to the Receipt Successfully Recorded Screen. The collection type the user selects will determine the screens seen during the receipt creation. This process is the same for all collection types currently described in 64-FI.

3 eCommerce Process Flow (Continued)

B Create Receipt (Continued)

The following is an example of the Receipt Successfully Recorded Screen.



United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System





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Receipt Successfully Recorded

Receipt ID [5044024](#) was successfully created.

Remittance Information

Remittance ID: 5571078	Remittance Type: ACH Debit
Remittance Amount (\$): 100.00	Source System: NRRS
Effective Date (mm/dd/yyyy): 06/20/2019	
Remitter Name: eCommerce	
Tax ID:	
Tax ID Type: S	

Receipt Details

Collection Amount (\$): 100.00
 Borrower ID:
 Borrower ID Type: S
 Collection Type: Existing Receivable
 Receipt Print Date: 06/20/2019 03:52

Receivable Balance Details

Recv ID	Orig St	Orig Cnty	DCIA Status	Receivable Due Date
	20	037	Not Referred	01/08/2016

Program Information: 2016 - LOAN SETTLEMENT - WOOL

	Total	Fees	Interest	Principal
Previous Balance (\$)	\$ 68,441.35	\$ 0.00	\$ 2,684.32	\$ 65,757.03
Amount Applied (\$)	\$ 100.00	\$ 0.00	\$ 100.00	\$ 0.00
Resulting/Current Balance (\$)	\$ 68,341.35	\$ 0.00	\$ 2,584.32	\$ 65,757.03

[Print Receipt](#)

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3 eCommerce Process Flow (Continued)

B Create Receipt (Continued)

The user can do either of the following.

- The user can CLICK “Print Receipt” if needed. However, at this point in the process, the transaction has not been completed and it will not be a valid receipt. The receipt will indicate this for awareness. See the following example.



Receipt ID: 5044024

Remittance Details

Remitter Name: eCommerce **Remittance Effective Date:** 06/20/2019
Remittance Type: ACH Debit **Remittance Amount:** \$100.00
Remittance ID: 5571078

Receipt Details

Receipt Date: 06/20/2019 **Receipt Amount:** \$100.00
Customer Name: . **Customer TIN:**

Collection Type: Existing Receivable

Receivable Number: 4637016 **Receivable Date:** 01/08/2016
Originating State: KANSAS **Originating County:** Crawford
Program Year: 2016 **Program Name:** LOAN SETTLEMENT - WOOL

	Principal	Interest	Fees	Total
Previous Balance (\$)	\$ 65,757.03	\$ 2,684.32	\$ 0.00	\$ 68,441.35
Amount Applied (\$)	\$ 0.00	\$ 100.00	\$ 0.00	\$ 100.00
Resulting Balance (\$)	\$ 65,757.03	\$ 2,584.32	\$ 0.00	\$ 68,341.35

Current Balance as of 06/20/2019 is: \$68,341.35

This is not a final receipt. The transaction has not been processed. 

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3 eCommerce Process Flow (Continued)

B Create Receipt (Continued)

- The user can click the “Receipt ID” hyperlink to navigate to the Receipt Details Screen.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Receipts
Adjust Receipt
Delete Receipt
Change Funds Allocation
Add Remarks
View History
Print Receipt
Main Menu
Go To
NPS
OLP
eFMS
FSA-FS
FI

Receipt Details

Remittance Information
Remittance ID: [5571078](#) Effective Date (mm/dd/yyyy): 06/20/2019
Remittance Amount (\$): 100.00 Remaining Amount (\$): 0.00
Remitter Name: eCommerce Receiving Office: Crawford, KS
Remittance Type: ACH Debit Financial Transaction Status:
Tax ID: Remittance Status: In Process
Tax ID Type: S
Source System: NRRS

Receipt Information
Receipt ID: [5044024](#)
Collection Amount (\$): 100.00
Collection Type: Existing Receivable
Tax ID:
Tax ID Type: S
Customer Name: .

Affected Receivables			
Receivable ID	Amount Applied (\$)	Date Applied	Orig Cnty
-----	\$ 100.00	06/20/2019	037

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The user will need to return to the Remittance Details Screen to either create an additional receipt or go to Pay.gov.

4 Pay.gov

A Overview

The user will **not** be allowed to navigate to Pay.gov until the remaining amount of the remittance equals **zero dollars (\$0.00)**.

When the remaining amount is equal to zero, the “Pay.gov” button will turn blue and the user can click the button to go to Pay.gov. Once the user clicks the “Pay.gov” button, the user will be automatically sent to Pay.gov. The type of remittance the user selected in NRRS will determine the page the user will see when directed to Pay.gov.

B Pay.gov – ACH Debit

The following example demonstrates the remittance created in subparagraph 3 A and the Pay.gov process for an ACH debit.

The screenshot shows the NRRS Farm Service Agency interface. At the top, it says "USDA United States Department of Agriculture Farm Service Agency" and "National Receipts & Receivables System". A navigation bar includes "NRRS Home", "About NRRS", "Help", "Contact Us", "Exit NRRS", and "Logout of eAuth".

On the left is a "Remittances" menu with options: "Create Receipt", "Adjust Remittance", "Delete Remittance", "Add Remarks", "View History", "Print/View Details", "Main Menu", and "Go To" (with sub-links for NPS, OLP, eFMS, FSA-FS, FI).

The main area is titled "Remittance Details" and shows the following information:

- Remittance ID: [5571078](#)
- Remittance Amount (\$): 100.00
- Remitter Name: eCommerce
- Remittance Type: ACH Debit
- Tax ID:
- Tax ID Type: S
- Source System: NRRS
- Effective Date (mm/dd/yyyy): 06/20/2019
- Remaining Amount (\$): 0.00
- Receiving Office: Crawford, KS
- Financial Transaction Status:
- Remittance Status: In Process

Below this is a "Receipts" table:

ID	Collection Type	Amount (\$)	Status
5044024	Existing Receivable	\$ 100.00	Active

At the bottom, there are two buttons: "Pay.gov" (highlighted in blue) and "Back". A red arrow points from the "Pay.gov" button to the "Remaining Amount (\$): 0.00" field. A red box highlights the "Remaining Amount (\$): 0.00" field, and a callout box with a red border contains the text: "The Remaining Amount must be \$0.00 to be able to select Pay.gov".

Footer text includes "NRRS-Web-10.0.0-SNAPSHOT", "NRRS 100", and a list of links: "NRRS Home", "FSA Internet", "FSA Intranet", "USDA.gov", "Site Map", "Policies and Links", "FOIA", "Accessibility Statement", "Privacy", "Non-Discrimination", "Information Quality", "USA.gov", "White House".

4 Pay.gov (Continued)

B Pay.gov – ACH Debit (Continued)

When the user clicks the “Pay.gov” button (after it has been enabled) and the “ACH Debit” remittance type is selected, the user will be taken to the Pay.gov page for the USDA National Receipts & Receivables System Screen for ACH debit.

The payment amount will be the same as the amount on the remittance the user created. The user can only change this amount by clicking “Cancel”, returning to NRRS, and adjusting the remittance.

The screenshot shows the USDA National Receipts & Receivables System interface for ACH debit. The page header includes the USDA logo and the text "United States Department of Agriculture" on the left, and the "Pay.gov" logo on the right. The main heading is "National Receipts & Receivables System". Below this, the user is prompted to "Please enter checking or savings account information below." and a note states "* Indicates required fields".

Key information displayed includes:

- Agency Tracking ID: 13159
- Payment Amount: \$100.00
- * Account Holder Name: [Text Input Field]
- * Account Type: [Dropdown Menu: Select an Account Type]
- Routing Number: [Text Input Field: 026946763]
- Account Number: [Text Input Field: 9243767390]
- Check Number: [Text Input Field: 1234]
- * Routing Number: [Text Input Field]
- * Account Number: [Text Input Field]
- * Confirm Account Number: [Text Input Field]

At the bottom of the form, there are two buttons: a blue "Cancel" button and a red "Continue" button.

4 Pay.gov (Continued)

B Pay.gov – ACH Debit (Continued)

The user will then need to manually enter or click the following required information:

1. account holder name (name on the checking account)
2. account type (this is a drop-down list from which the user can select)
3. routing number
4. account number
5. confirm account number
6. “Continue”.

National Receipts & Receivables System

Please enter checking or savings account information below.

* indicates required fields

Agency Tracking ID: 13159
Payment Amount: \$100.00

1 * Account Holder Name:

2 * Account Type:
Business Checking
Business Savings
Personal Checking
Personal Savings

Routing Number:
Check Number:

3 * Routing Number:

4 * Account Number:

5 * Confirm Account Number:

[Cancel](#) 6

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4 Pay.gov (Continued)

B Pay.gov – ACH Debit (Continued)

Once the user clicks “Continue”, they will be directed to the Review and Submit Payment Screen at Pay.gov. The user will need to review the information and check the box indicating the customer is agreeing to this transaction. See the arrow in the following example.

USDA United States Department of Agriculture

Pay.gov

National Receipts & Receivables System

Review and submit payment
* indicates required fields

Agency Tracking ID: 13159
Payment Amount: \$100.00
Payment Method: ACH Debit
Account Holder Name: eCommerce
Account Type: Personal Checking
Routing Number:
Account Number: *****

Authorization and Disclosure Statement:

Authorization and Disclosure--Consumers and Businesses
The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.

I, Consumers

* I agree to the Pay.gov authorization and disclosure statement.

1 Previous 2 Cancel 3 Continue

From this screen, the user can CLICK:

1. “Previous” to go back to the previous Pay.gov screen and make a correction
2. “Cancel” to go back to NRRS and not complete the Pay.gov transaction
3. “Continue” to process the Pay.gov transaction and return to NRRS.

Note: If the user fails to check the agreement box, the user will see this message on the Pay.gov screen.

* I agree to the Pay.gov authorization and disclosure statement.

To complete this transaction, please indicate your acceptance of the Authorization and Disclosure agreement by selecting the designated checkbox.

Previous Cancel Continue

4 Pay.gov (Continued)

B Pay.gov – ACH Debit (Continued)

The user will then be returned to NRRS and the Pay.gov Payment Successfully Processed Screen.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Pay.gov Payment Successfully Processed

Remittance ID: 5571078 Effective Date (mm/dd/yyyy): 06/20/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 0.00
 Remitter Name: eCommerce Receiving Office: Crawford, KS
 Remittance Type: ACH Debit **1** Financial Transaction Status: **ACCEPTED**
 Tax ID: **2** Remittance Status: Verified
 Tax ID Type: S **3** Pay.gov Transaction ID: 3FPFQUGO
 Source System: NRRS

Receipts

ID	Collection Type	Amount (\$)	Status
<u>5044024</u>	Existing Receivable	\$ 100.00	Active

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The user will notice the following:

1. financial transaction status is “ACCEPTED”
2. remittance status is “VERIFIED”
3. Pay.gov transaction ID is populated.

Note: This transaction ID will not be present if the transaction was not successfully completed.

At this point, the user has completed the transaction. There is nothing more that needs to be done. If the customer requests or the user needs to print a receipt, they can do so by selecting the “Print/View Details” option on the left navigational menu.

4 Pay.gov (Continued)

B Pay.gov – ACH Debit (Continued)

The user can click on the “Remittance ID” hyperlink to view the Remittance Details Screen.

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Farm Service Agency

National Receipts & Receivables System

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Remittances
 Activate
 Add Remarks
 View History
 Print/View Details
 Main Menu
Go To
 NPS
 OLP
 eFMS
 FSA-FS
 FI

Remittance Details

Remittance ID: [5571078](#) Effective Date (mm/dd/yyyy): 06/20/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 0.00
 Remitter Name: eCommerce Receiving Office: Crawford, KS
 Remittance Type: ACH Debit Financial Transaction Status: ACCEPTED
 Tax ID: Tax ID Type: S Remittance Status: Verified
 Source System: NRRS Pay.gov Transaction ID: 3FPFQUGO

Receipts

ID	Collection Type	Amount (\$)	Status
5044024	Existing Receivable	\$ 100.00	Active

[Back](#)

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From this screen, the user can:

- activate the remittance
- add remarks
- view history
- print/view details
- return to the Main Menu
- click the “Receipt ID” hyperlink(s) to go to the Receipt Details Screen.

Notes: The “Back” button will return the user to the Pay.gov Payment Successfully Processed Screen.

There is no schedule of deposit form to complete or anything else to do at this point. The payment has been sent to the U.S. Department of Treasury through Pay.gov.

4 Pay.gov (Continued)

B Pay.gov – ACH Debit (Continued)

The following is an example of the Print/View Details Screen.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

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Print/View Details

Remittance ID: 5571078	Effective Date (mm/dd/yyyy): 06/20/2019
Remittance Amount (\$): 100.00	Remaining Amount (\$): 0.00
Remitter Name: eCommerce	Receiving Office: Crawford, KS
Remittance Type: ACH Debit	Financial Transaction Status: ACCEPTED
Tax ID: *****9777	Remittance Status: Verified
Tax ID Type: S	Pay.gov Transaction ID: 3FPFQUGO
Source System: NRRS	

Associated Receipt Details

Click on Receipt ID to collapse/expand → User needs to click on the Receipt ID to expand for more details.

ID:5044024 Collection Type: Existing Receivable Collection Amount (\$): 100.00

Print

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4 Pay.gov (Continued)

C Pay.gov – Debit Card

This remittance has been created with “Debit Card” as the remittance type.

The screenshot displays the USDA National Receipts & Receivables System (NRRS) interface. At the top, the USDA logo and 'Farm Service Agency' are visible. The main content area is titled 'Remittance Details' and shows the following information:

- Remittance ID: 5573080
- Effective Date (mm/dd/yyyy): 06/21/2019
- Remittance Amount (\$): 100.00
- Remaining Amount (\$): 0.00 (highlighted in a red box)
- Remitter Name: eCommerce (highlighted in a red box)
- Receiving Office: Crawford, KS
- Remittance Type: Debit Card
- Financial Transaction Status:
- Tax ID:
- Remittance Status: In Process
- Tax ID Type: S
- Source System: NRRS

Below the details is a 'Receipts' table:

ID	Collection Type	Amount (\$)	Status
5046021	Existing Receivable	\$ 100.00	Active

A red box highlights the text: "The Remaining Amount must be \$0.00 to be able to go to Pay.gov". A red arrow points to the 'Pay.gov' button.

When the user clicks the “Pay.gov” button (after it has been enabled) and the “Debit Card” remittance type is selected, the user will be taken to the Pay.gov page for the USDA National Receipts & Receivables System Screen for debit card.

4 Pay.gov (Continued)

C Pay.gov – Debit Card (Continued)

The payment amount will be the same as the amount on the remittance the user created. The user can only change this amount by clicking “Cancel”, returning to NRRS, and adjusting the remittance.

The screenshot shows the Pay.gov interface for the National Receipts & Receivables System. At the top left is the USDA logo and the text "United States Department of Agriculture". At the top right is the "Pay.gov" logo. The main heading is "National Receipts & Receivables System". Below this, it says "Please provide the Debit Card Information below" and "* indicates required fields". The form displays the following information and fields:

- Agency Tracking ID: 13160
- Payment Amount: \$100.00
- * Country:
- * Billing Address:
- Billing Address 2:
- * City:
- State/Province:
- ZIP/Postal Code:
- * Account Holder Name:
- Below the name field are logos for MasterCard and VISA.
- * Card Number:
- * Expiration Date:
- * Card Security Code:

At the bottom of the form, there are two buttons: "Cancel" (a text link) and "Continue" (a red button).

The user will then need to manually enter the following required information:

1. country

Note: When the user starts typing the country name, a list will display for the user to choose. Most of the time, this will be “United States” for our customer base.

2. billing address

Note: The user can use the customer’s address information found in SCIMS, but must validate the address is the one connected to the card they are using for the transaction.

4 Pay.gov (Continued)

C Pay.gov – Debit Card (Continued)

3. city

4. State/Province

Note: When the user starts typing the State name, a list will display for the user to choose.

5. ZIP Code

6. name on the card

7. card number

8. expiration date

9. card security code. This is the 3-digit code found on the back of the card.

National Receipts & Receivables System

Please provide the Debit Card Information below
* indicates required fields

Agency Tracking ID: 13160
Payment Amount: \$100.00

1 * Country:

2 * Billing Address:

Billing Address 2:

3 * City:

4 State/Province:

5 ZIP/Postal Code:

6 * Account Holder Name:



7 * Card Number:

8 * Expiration Date:

9 * Card Security Code:

[Cancel](#) Continue

4 Pay.gov (Continued)

C Pay.gov – Debit Card (Continued)

Once the user clicks “Continue”, they will be directed to the Review and Submit Payment Screen at Pay.gov. The user will need to review the information and check the box indicating the customer is agreeing to this transaction. See the arrow in the following example.

National Receipts & Receivables System

Review and submit payment
* indicates required fields

Agency Tracking ID: 13174
Payment Amount: \$100.00
Payment Method: Plastic Card
Account Holder Name: eCommerce
Card Type: MASTERCARD
Card Number: *****
Billing Address: 123 eCommerce Lane
Billing Address 2:
City: Kansas City
Country: United States
State/Province: MO
ZIP/Postal Code: 64141

* I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

1 Previous 2 Cancel 3 Continue

From this screen, the user can CLICK:

1. “Previous” to go back to the previous Pay.gov screen and make a correction
2. “Cancel” to go back to NRRS and not complete the Pay.gov transaction
3. “Continue” to process the Pay.gov transaction and return to NRRS.

Note: If the user fails to check the agreement box, the user will see this message on the Pay.gov screen.

ZIP/Postal Code: 64141

* I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

To complete this transaction, please indicate your acceptance of the Authorization and Disclosure agreement by selecting the designated checkbox.

Previous Cancel Continue

4 Pay.gov (Continued)

D Pay.gov: Debit Card – Successfully Processed

The user will then be returned to NRRS and the Pay.gov Payment Successfully Processed Screen.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Pay.gov Payment Successfully Processed

Remittance ID: [5573080](#) Effective Date (mm/dd/yyyy): 06/21/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 0.00
 Remitter Name: eCommerce Receiving Office: Crawford, KS
 Remittance Type: Debit Card **1** Financial Transaction Status **ACCEPTED**
 Tax ID: **2** Remittance Status **Verified**
 Tax ID Type: S **3** Pay.gov Transaction ID **3FPFQK2**
 Source System: NRRS

Receipts

ID	Collection Type	Amount (\$)	Status
5046021	Existing Receivable	\$ 100.00	Active

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The user will notice the following:

1. financial transaction status is “ACCEPTED”
2. remittance status is “VERIFIED”
3. Pay.gov transaction ID is populated.

Note: This transaction ID will not be present if the transaction was not successfully completed.

At this point, the user has completed the transaction. There is nothing more that needs to be done. If the customer requests or the user needs to print a receipt, they can do so by selecting the “Print/View Details” option on the left navigational menu.

4 Pay.gov (Continued)

D Pay.gov: Debit Card – Successfully Processed (Continued)

The user can click on the “Remittance ID” hyperlink to view the Remittance Details Screen.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Remittance Details

Remittance ID: [5573080](#) Effective Date (mm/dd/yyyy): 06/21/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 0.00
 Remitter Name: eCommerce Receiving Office: Crawford, KS
 Remittance Type: Debit Card Financial Transaction Status: ACCEPTED
 Tax ID: Remittance Status: Verified
 Tax ID Type: S Pay.gov Transaction ID: 3FPFQUK2
 Source System: NRRS

Receipts

ID	Collection Type	Amount (\$)	Status
5046021	Existing Receivable	\$ 100.00	Active

[Back](#)

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From this screen, the user can:

- activate the remittance
- add remarks
- view history
- print/view details
- return to the Main Menu
- click the “Receipt ID” hyperlink(s) to go to the Receipt Details Screen.

Notes: The “Back” button will return the user to the Pay.gov Payment Successfully Processed Screen.

There is no schedule of deposit form to complete or anything else to do at this point. The payment has been sent to the U.S. Department of Treasury through Pay.gov.

Notice FI-3382

4 Pay.gov (Continued)

D Pay.gov: Debit Card – Successfully Processed (Continued)

The following is an example of the Print/View Details Screen.

USDA United States Department of Agriculture
Farm Service Agency National Receipts & Receivables System

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Print/View Details

Remittance ID: [5573080](#) Effective Date (mm/dd/yyyy): 06/21/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 0.00
 Remitter Name: eCommerce Receiving Office: Crawford, KS
 Remittance Type: Debit Card Financial Transaction Status: ACCEPTED
 Tax ID: **** Remittance Status: Verified
 Tax ID Type: S Pay.gov Transaction ID: 3FPFQUK2
 Source System: NRRS

Associated Receipt Details
 Click on Receipt ID to collapse/expand → User needs to click on the Receipt ID to expand for more details.
 ID:5046021 Collection Type: Existing Receivable Collection Amount (\$): 100.00

Print

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The following is an example of the Remittance History Screen.

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Remittances
 Activate
 Add Remarks
 Print/View Details

Main Menu
 Go To
 NPS
 OLP
 eFMS
 FSA-FS
 FI

Remittance History

Remittance Details
 Remittance ID: [5573080](#) Pay.gov Transaction ID: 3FPFQUK2
 Remitter Name: eCommerce
 Borrower ID:
 Borrower ID Type: S
 Remittance Type: Debit Card

Event Details
 Date: 06/21/2019 13:14:12 CDT User: GOLDEN, H CHARLES
 Type: Pay.gov Payment Successfully Processed
 Remarks: Pay.gov Agency Tracking ID 13174

Type	Previous	New
Existing Receivable - Receipt ID: 5046021		\$100.00

Date: 06/21/2019 12:59:05 CDT User: GOLDEN, H CHARLES
 Type: Add Receipt to Remittance
 Remarks: Testing

Type	Previous	New
Existing Receivable - Receipt ID: 5046021		\$100.00

Date: 06/21/2019 12:58:06 CDT User: GOLDEN, H CHARLES
 Type: Create Remittance
 Remarks:

Back

NRRS-Web-10.0.0 NRRS 111

Notice FI-3382

4 Pay.gov (Continued)

E Pay.gov: Debit Card – Declined

For this example, a new remittance has been created.

The screenshot displays the USDA Farm Service Agency National Receipts & Receivables System (NRRS) interface. At the top, the USDA logo and "United States Department of Agriculture" are on the left, and "National Receipts & Receivables System" is on the right. Below this is a banner with "Farm Service Agency" and a navigation bar with links: "NRRS Home", "About NRRS", "Help", "Contact Us", "Exit NRRS", and "Logout of eAuth".

The main content area is divided into two sections. On the left is a "Remittances" sidebar menu with options: "Create Receipt", "Adjust Remittance", "Delete Remittance", "Add Remarks", "View History", "Print/View Details", "Main Menu", "Go To", "NPS", "OLP", "eFMS", "FSA-FS", and "FI".

The "Remittance Details" section shows the following information:

- Remittance ID: [5573083](#)
- Effective Date (mm/dd/yyyy): 06/21/2019
- Remittance Amount (\$): 1,000.00
- Remaining Amount (\$): 0.00
- Remitter Name: eCommerce
- Receiving Office: Crawford, KS
- Remittance Type: Debit Card
- Financial Transaction Status:
- Tax ID:
- Remittance Status: In Process
- Tax ID Type: S
- Source System: NRRS

Below the details is a "Receipts" table:

ID	Collection Type	Amount (\$)	Status
5046026	Existing Receivable	\$ 500.00	Active
5046027	Direct Sales	\$ 300.00	Active
5046028	FSA Administrative Collection	\$ 200.00	Active

At the bottom of the main content area are two buttons: "Pay.gov" and "Back".

The footer contains the text "NRRS-Web-10.0.0" on the left and "NRRS 100" on the right. Below the footer is a navigation bar with links: "NRRS Home", "FSA Internet", "FSA Intranet", "USDA.gov", "Site Map", "Policies and Links", "FOIA", "Accessibility Statement", "Privacy", "Non-Discrimination", "Information Quality", "USA.gov", and "White House".

4 Pay.gov (Continued)

E Pay.gov: Debit Card – Declined (Continued)

The user has gone to Pay.gov and entered the information for the debit card transaction. However, this time the debit card is “Declined”. The user will be returned to NRRS to the following Pay.gov Payment Declined Screen.

- A message will be provided to the user indicating the card is declined. NRRS will provide additional instructions.
- The financial transaction status is updated to “DECLINED”.
- The remittance status is still “In Process”.

The screenshot displays the NRRS web interface for a declined Pay.gov transaction. The top navigation bar includes links for NRRS Home, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. The left sidebar contains a 'Remittances' menu with options like 'Create Receipt', 'Adjust Remittance', and 'Delete Remittance', along with a 'Main Menu' and 'Go To' section for NPS, OLP, eFMS, FSA-FS, and FI. The main content area is titled 'Pay.gov Payment Declined' and features a red-bordered warning box with a yellow triangle icon. The warning text states: 'The collection has been declined by Pay.gov. Reason: The card has been declined, the transaction will not be processed. Please press the Pay.gov button at the bottom of this screen to return to Pay.gov to retry the payment. The Remittance may also be adjusted to use a different form of payment or deleted using the options on the Left Navigation menu.' Below the warning, transaction details are listed: Remittance ID: 5573083, Effective Date (mm/dd/yyyy): 06/21/2019, Remittance Amount (\$): 1,000.00, Remaining Amount (\$): 0.00, Remitter Name: eCommerce, Receiving Office: Crawford, KS, Remittance Type: Debit Card, Financial Transaction Status: **DECLINED**, Tax ID, Tax ID Type: S, Remittance Status: In Process, and Source System: NRRS. A 'Receipts' table is shown at the bottom with columns for ID, Collection Type, Amount (\$), and Status. The table contains three rows of data. At the bottom center, there is a blue 'Pay.gov' button. The footer includes 'NRRS-Web-10.0.0' on the left and 'NRRS 149' on the right.

At this point, the user has 2 options:

- return to Pay.gov and enter the information again or try a different debit card for the customer
- adjust the remittance.
 - The user can change the remittance type without losing any of the information.
 - The user can change the remittance amount and adjust the receipts.
 - The user can delete the remittance and all associated receipts.

4 Pay.gov (Continued)

F Adjusting a Declined Remittance

The user will select “Adjust Remittance” from the left navigational menu to go to the Update eCommerce Remittance Screen. From this screen, the user can adjust anything related to the remittance.

The user at this point could:

- change the remittance type to “ACH Debit” and go back to Pay.gov
- select any other remittance type to take another instrument for the collection.

Note: If the customer wants to write a check, it must be processed as a “Check” remittance type and will need to be scanned and put on a schedule of deposit using the current process for checks.

Update eCommerce Remittance

Remittance ID: 5573083

Remittance Amount (\$): ?

Effective Date (mm/dd/yyyy): ?

Remitter Name:

Remittance Type: ?

Debit Card

Check

Cashiers Check

Wire Transfer

Money Order

Cash or Coin

Jointly Issued Check

Department of Justice Collection

Centralized Cotton Redemption Payment

Select Remittance Owner

Tax ID:

Tax ID Type:

Search

Select	Acct	Cust ID	Customer Name	Producer Source
<input checked="" type="radio"/>				SCIMS

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The User can adjust the:
Remittance Amount

- Effective Date
- Remitter Name
- Remittance Type
- Tax ID
- Tax ID Type

4 Pay.gov (Continued)

F Adjusting a Declined Remittance (Continued)

In this example, the user updated the remittance type to “Check” and now will follow the process for accepting a check after submitting the change and confirming.

Update eCommerce Remittance

Remittance ID: 5573083

Remittance Amount (\$): ?

Effective Date (mm/dd/yyyy): ?

Remitter Name: ?

Remittance Type: ?

Check/Item Number: ?

Select Remittance Owner

Tax ID:

Tax ID Type:

Search

Select	Acct Cust ID	Customer Name	Producer Source
<input checked="" type="radio"/>			SCIMS

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In this example, the User changed the Remittance Type to - **CHECK**. The Check/Item Number will now appear and must be populated.

If the user wants to accept the changes, they will need to CLICK “Confirm” to continue.

Remittance Adjust Confirmation

Remittance Amount (\$): 1,000.00
Effective Date (mm/dd/yyyy): 06/21/2019
Remitter Name: eCommerce

Remittance Type: Check
Check/Item Number: 123

Tax ID:
Tax ID Type: S

➔

NRRS-Web-10.0.0 NRRS 105

Upon clicking “Confirm”, the user is returned to the Remittance Details Screen and now has all information related to a check, including the schedule number, schedule date, and remittance status of “Unscheduled”.

4 Pay.gov (Continued)

F Adjusting a Declined Remittance (Continued)

The “Pay.gov” button is no longer available as the remittance is a non-eCommerce remittance type.

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Remittances

Create Receipt

Adjust Remittance

Add Remarks

View History

Print/View Details

Main Menu

Go To

NPS

OLP

eFMS

FSA-FS

FI

Remittance Details

• Remittance was successfully updated.

Remittance ID: [5573083](#) **Effective Date (mm/dd/yyyy):** 06/21/2019

Remittance Amount (\$): 1,000.00 **Remaining Amount (\$):** 0.00

Remitter Name: eCommerce

Remittance Type: Check

Check/Item Number: 123

Schedule Number: Not Deposited

Schedule Date (mm/dd/yyyy):

Tax ID: **Receiving Office:** Crawford, KS

Tax ID Type: S **Dishonor Status:** N

Source System: NRRS **Financial Transaction Status:**

Remittance Status: **Unscheduled**

Receipts

ID	Collection Type	Amount (\$)	Status
5046026	Existing Receivable	\$ 500.00	Active
5046027	Direct Sales	\$ 300.00	Active
5046028	FSA Administrative Collection	\$ 200.00	Active

External Receipts

ID	Source System	Amount (\$)	Status
No External Receipts exist.			

[Back](#)

NRRS-Web-10.0.0
NRRS 100

Note: At this point, the user should see **64-FI**, paragraph **63**.

4 Pay.gov (Continued)

G Deleting a Declined Remittance

If the remittance is declined, the user can select “Delete Remittance” from the left navigational menu. If the user chooses to delete the remittance for an eCommerce remittance, all receipts will be deleted at the same time as the remittance is deleted.

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Confirm Delete Remittance

 • Receipt(s) attached to remittance will be deleted.

<p>Remittance ID: 5573099</p> <p>Remittance Amount (\$): 100.00</p> <p>Remitter Name: eCommerce</p> <p>Remittance Type: Debit Card</p> <p>Tax ID: .</p> <p>Tax ID Type: S</p> <p>Source System: NRRS</p>	<p>Effective Date (mm/dd/yyyy): 06/23/2019</p> <p>Remaining Amount (\$): 0.00</p> <p>Receiving Office: Crawford, KS</p> <p>Financial Transaction Status:</p> <p>Remittance Status: In Process</p>
---	--

Receipts

ID	Collection Type	Amount (\$)
5046052	Direct Sales	\$ 100.00

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Remittances

Add Remarks

View History

Print/View Details

Main Menu

Go To

NPS

OLP

eFMS

FSA-FS

FI

Remittance Details

 • Remittance has been successfully deleted.

DELETED

<p>Remittance ID: 5573099</p> <p>Remittance Amount (\$): 100.00</p> <p>Remitter Name: eCommerce</p> <p>Remittance Type: Debit Card</p> <p>Tax ID: .</p> <p>Tax ID Type: S</p> <p>Source System: NRRS</p>	<p>Effective Date (mm/dd/yyyy): 06/23/2019</p> <p>Remaining Amount (\$): 100.00</p> <p>Receiving Office: Crawford, KS</p> <p>Financial Transaction Status:</p> <p>Remittance Status: Deleted</p>
---	---

Receipts

ID	Collection Type	Amount (\$)	Status
No Internal Receipts exist.			

No Receipts now exist related to this Remittance.

4 Pay.gov (Continued)

G Deleting a Declined Remittance (Continued)

If the user reviews the Remittance History Screen, they will see that the remittance and receipt were deleted.

Remittances
Add Remarks
Print/View Details
Main Menu
Go To
NPS
OLP
eFMS
FSA-FS
FI

Remittance History

Remittance Details
Remittance ID: [5573099](#)
Remitter Name: eCommerce
Borrower ID:
Borrower ID Type: S
Remittance Type: Debit Card

Event Details

Date: 06/23/2019 10:34:27 CDT User: GOLDEN, H CHARLES
Type: Delete Remittance
Remarks:

Date: 06/23/2019 10:34:27 CDT User: GOLDEN, H CHARLES
Type: Delete Receipt From Remittance
Remarks:

Type	Previous	New
Direct Collection - Receipt ID: 5046052		\$100.00

Date: 06/23/2019 10:30:06 CDT User: GOLDEN, H CHARLES
Type: Add Receipt to Remittance
Remarks:

Type	Previous	New
Direct Collection - Receipt ID: 5046052		\$100.00

Date: 06/23/2019 10:29:20 CDT User: GOLDEN, H CHARLES
Type: Create Remittance
Remarks:

[Back](#)

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Both Remittance and Receipt have been deleted.

H Automatic System Deletion of Remittance

The NRRS application will automatically place a remittance in a “Deleted” status at 9 p.m. CST if, at the end of the workday, the status is:

- In Process
- Dishonored.

4 Pay.gov (Continued)

H Automatic System Deletion of Remittance (Continued)

When the application automatically changes the status to “Deleted”, it will also delete any receipts attached to the remittance. At this time, the Remittance History Screen will reflect the system automatically performed this activity because of inactivity.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

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Remittances
Add Remarks
View History
Print/View Details
Main Menu
Go To
NPS
OLP
eFMS
FSA-FS
FI

Remittance Details

DELETED

Remittance ID: [5571079](#) Effective Date (mm/dd/yyyy): 06/21/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 100.00
 Remitter Name: eCommerce Receiving Office: Crawford, KS
 Remittance Type: Debit Card Financial Transaction Status:
 Tax ID:
 Tax ID Type: S Remittance Status: Deleted
 Source System: NRRS

Receipts

ID	Collection Type	Amount (\$)	Status
No Internal Receipts exist.			

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National Receipts & Receivables System

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Remittances
Add Remarks
Print/View Details
Main Menu
Go To
NPS
OLP
eFMS
FSA-FS
FI

Remittance History

Remittance Details

Remittance ID: [5571079](#)
 Remitter Name: eCommerce
 Borrower ID:
 Borrower ID Type: S
 Remittance Type: Debit Card

Event Details

Date: 06/21/2019 11:54:47 CDT User: *****vice
 Type: Delete Remittance
 Remarks: The Remittance has been systematically deleted due to inactivity.

Date: 06/21/2019 11:54:47 CDT User: *****vice
 Type: Delete Receipt From Remittance
 Remarks:

Type	Previous	New
Existing Receivable - Receipt ID: 5044025		\$100.00

4 Pay.gov (Continued)

I Disputed Debit Card Transaction

If a customer contacts the State or County Office indicating they did not authorize someone to use their card, the following steps will need to be taken to provide the cardholder a refund. Note that all receipts associated with the dispute will be reversed.

Step	Action
1	The State or County Office must request support by creating a ServiceNow ticket at https://usdafpacbc.servicenow.com/fpac?id=fm_intake&sys_id=0d3a72a0dba4ab00b34efb0e0f961988 .
2	Route the ticket by using the Financial Management Intake Form: <ul style="list-style-type: none"> • Request Type: Billings and Collections • Description of Request: Disputed Debit Card Transaction. <p>Note: Include the following:</p> <ul style="list-style-type: none"> • remittance ID • remittance amount • dispute reason.
3	A member of the Collection Processing Team will promptly work this ticket.

4 Pay.gov (Continued)

J Farm Loan Collection Type

The user will create a remittance or add a receipt to a current remittance where the remittance type is “ACH Debit” or “Debit Card”.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

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Create Remittance

All required fields are denoted by an asterisk (*).

* Remittance Amount (\$): 100 ?
 Effective Date (mm/dd/yyyy): 06/22/2019 ?
 * Remitter Name: test1234 ?
 * Remittance Type: ACH Debit v ?

Select Remittance Owner

* Tax ID:
 * Tax ID Type: S-SSN v
 DUNS Number:

Search

Acct Cust ID	Customer Name	Producer Source
<input type="radio"/>	:	SCIMS

Submit **Reset** **Cancel**

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The user will CLICK “Confirm” on the Remittance Creation Confirmation Screen.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS | Logout of eAuth

Remittance Creation Confirmation

Remittance Amount (\$): 100.00
Effective Date (mm/dd/yyyy): 06/22/2019
Remitter Name: test1234
Remittance Type: ACH Debit
Tax ID:
Tax ID Type: S

Confirm **Back** **Cancel**

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4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

The user will be taken to the Remittance Details Screen where they can CLICK “Create Receipt” from the left navigational menu.

USDA United States Department of Agriculture
Farm Service Agency

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Remittances
 Create Receipt
 Adjust Remittance
 Delete Remittance
 Add Remarks
 View History
 Print/View Details

Remittance Details

Remittance was successfully created.

Remittance ID: 5573098 Effective Date (mm/dd/yyyy): 06/22/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 100.00
 Remitter Name: test1234 Receiving Office: District of Columbia, DC
 Remittance Type: ACH Debit Financial Transaction Status:
 Tax ID: Remittance Status: In Process
 Tax ID Type: S
 Source System: NRRS

Receipts

ID	Collection Type	Amount (\$)	Status
No Internal Receipts exist.			

Pay.gov Back

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The user will create a receipt with the “Farm Loan” collection type.

USDA United States Department of Agriculture
Farm Service Agency

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Create New Receipt

Remittance ID: 5573098 Effective Date (mm/dd/yyyy): 06/22/2019
 Remittance Amount (\$): 100.00 Remaining Amount (\$): 100.00
 Remitter Name: test1234 Receiving Office: District of Columbia, DC
 Remittance Type: ACH Debit Financial Transaction Status:
 Tax ID: Remittance Status: In Process
 Tax ID Type: S
 Source System: NRRS

Enter Receipt Details

Collection Amount (\$): ?
 Collection Type: ?

Submit Reset Cancel

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4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

The user will CLICK “Add Borrower” and “View Selected Borrower’s Loans”.

The screenshot shows the NRRS Farm Loan Collection web application. At the top, there is a navigation bar with links: NRRS Home, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. Below this is a blue header with the text "Farm Loan Collection".

The main content area is titled "Receipt Information" and displays the following details:

- Collection Amount (\$): 100.00
- Remitter Name: test1234
- Remittance Type: ACH Debit
- Effective Date (mm/dd/yyyy): 06/22/2019

 An "Edit Receipt" button is located below this information.

Below the receipt information, there are two input fields:

- Date of Credit (mm/dd/yyyy): 06/22/2019
- Program Code: FCP

The "Add/Remove Borrowers" section includes radio buttons for "Enter Value" (selected) and "None". It also has input fields for "Tax ID:" and a dropdown for "Tax ID Type:" set to "S-SSN". An "Add Borrower" button is positioned below these fields.

A table below shows the current state of borrowers:

Select	Tax ID	Borrower Name	Target to Apply	Total Applied
No borrowers have been added to list.				

At the bottom of this section, a "Recalculate" button is shown next to a summary: "Amount Remaining: \$ 100.00 \$ 100.00".

Two buttons are located below the table: "View Selected Borrower's Loans" and "Remove Selected Borrower".

At the very bottom of the form, there are four buttons: "Submit", "Back", "Validate", and "Cancel".

Page information includes "NRRS-Web-10.0.0" on the left and "NRRS 69" on the right. A footer contains various links: NRRS Home, FSA Internet, FSA Intranet, USDA.gov, Site Map, Policies and Links, FOIA, Accessibility Statement, Privacy, Non-Discrimination, Information Quality, USA.gov, and White House.

Notice FI-3382

4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

On the Borrower Farm Loans Screen, the user will:

- select the loan the collection will apply to
- CLICK “Continue With Selected Loan”.

Borrower Farm Loans

Borrower Name: _____ Available for Borrower: \$ 50.00

Tax ID: _____

FLP State Code: 46 : SOUTH CAROLINA

FLP County Code: 001

Date of Credit: 05/22/2019

Program Code: FCP

Borrower's Loans [?](#)

Direct Loan Collections

Select	Fund Code	Loan Number	Application Code	Amount Applied
There are no Direct loans available for this borrower. I do not see my loan...				

Guaranteed Loan Collections

Select	Fund Code	Loan Number	Application Code	Amount Applied
<input checked="" type="radio"/>	44 : OL Operating Loan	50	N/A	\$ 0.00
<input type="radio"/>	41 : FO Farm Ownership	51	N/A	\$ 0.00
<input type="radio"/>	41 : FO Farm Ownership	52	N/A	\$ 0.00
<input type="radio"/>	44 : OL Operating Loan	53	N/A	\$ 0.00
<input type="radio"/>	44 : OL Operating Loan	54	N/A	\$ 0.00
<input type="radio"/>	41 : FO Farm Ownership	55	N/A	\$ 0.00
<input type="radio"/>	44 : OL Operating Loan	56	N/A	\$ 0.00
I do not see my loan...				

Fees

Select	Description	Amount Applied
No fees have been recorded for this borrower.		

Borrower Total: \$ 0.00

Continue With Selected Loan
Continue Without Loan

Add New Payment for Selected Loan
Clear Selected Loan Amount

Notice FI-3382

4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

On the Enter Farm Loan Collection Information Screen, the user will:

- fill in the “Collection Code”, “Credit Amount”, and “Special Data” fields
- CLICK “Continue”.

The screenshot shows the 'Enter Farm Loan Collection Information' screen within the USDA Farm Service Agency's National Receipts & Receivables System. The page header includes the USDA logo and navigation links: NRRS Home, About NRRS, Help, Contact Us, Exit NRRS, and Logout of eAuth. The main title is 'Enter Farm Loan Collection Information'. The form contains the following fields and values:

- Borrower Name:** (empty)
- Tax ID:** (empty)
- FLP State Code:** 46 : SOUTH CAROLINA
- FLP County Code:** 001
- Date of Credit:** 05/22/2019
- Program Code:** FCP
- Fund Code:** 44 : OL Operating Loan
- Guaranteed Loan Number:** 50
- Available for Borrower:** (\$ 40.00)
- Collection Code:** 00 : Normal Collection (dropdown menu)
- Credit Amount:** 10 (text input)
- Special Data:** test (text input)

Below the form, there are three buttons: **Continue**, **Reset**, and **Return to Borrower**. At the bottom left, the text 'NRRS-Web-10.0.0-SNAPSHOT' is visible, and at the bottom right, 'NRRS 82' is displayed. A cursor is positioned over the 'Continue' button.

4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

The user will navigate to the Enter Farm Loan Additional Data Screen where the user will:

- update the “Application Code” and “Final Code” fields
- CLICK “Save & Return to Borrower Worklist”.

USDA United States Department of Agriculture
National Rec Receivables
Farm Service Agency

NRRS Home | About NRRS | Help | Contact Us | Exit NRRS

Enter Farm Loan Additional Data

Borrower Name: Available for Borrower
Tax ID:
FLP State Code: 46 : SOUTH CAROLINA
FLP County Code: 001
Date of Credit: 05/22/2019 Fund Code: 44 : OL Op
Program Code: FCP Guaranteed Loan Number: 50
Special Data: test
Collection Code: 00 : Normal Collection
Credit Amount: \$ 10.00

Additional Loan Codes

Application Code: R : Regular Payment ?
Final Code: I : Income ?

Save **Save & Return to Borrower Worklist** **Reset**

Back **Return to Borrower**

NRRS-Web-10.0.0-SNAPSHOT

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4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

The user will be sent to the Farm Loan Collection Screen where the user will:

- select the borrower and amount
- CLICK “Submit”.

Farm Loan Collection

Receipt Information ?

Collection Amount (\$): 100.00
 Remitter Name: test1234
 Remittance Type: ACH Debit
 Effective Date (mm/dd/yyyy): 06/22/2019

Edit Receipt

Date of Credit (mm/dd/yyyy): 06/22/2019 ?
 Program Code: FCP ?

Add/Remove Borrowers ?

Enter Value None

Tax ID:
 Tax ID Type: S-SSN ?

Add Borrower

Select	Tax ID	Borrower Name	Target to Apply	Total Applied
No borrowers have been added to list.				

Recalculate Amount Remaining: \$ 100.00 \$ 100.00

View Selected Borrower's Loans **Remove Selected Borrower**

Submit **Back** **Validate** **Cancel**

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4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

On the Confirm Farm Loan Receipt Creation Screen, the user will CLICK “Confirm”.

The screenshot shows the 'Confirm Farm Loan Receipt Creation' screen. At the top, there is a header with the USDA logo and 'United States Department of Agriculture' on the left, and 'National Receipts & Receivables System' on the right. Below this is a banner image with a blue navigation bar containing links: 'NRRS Home', 'About NRRS', 'Help', 'Contact Us', 'Exit NRRS', and 'Logout of eAuth'. The main content area has a blue title bar 'Confirm Farm Loan Receipt Creation'. Below the title bar, the 'Receipt Details' section lists: 'Collection Amount (\$) : \$ 50.00', 'Remitter Name: QMTtest123', 'Remittance Type: ACH Debit', 'Collection Type: Farm Loan', and 'Effective Date (mm/dd/yyyy): 05/23/2019'. The 'Farm Loan Collection' section lists: 'Date of Credit: 05/23/2019' and 'Program Code: FCP-FARM LOAN'. The 'Borrower -' section lists: 'Borrower ID Number:', 'Borrower ID Type: S', 'FLP State Code: 46 : SOUTH CAROLINA', 'FLP County Code: 001', 'Total Credit Amount: \$ 50.00', 'Guaranteed Loan Number 50', 'Fund Code: 44 : OL Operating Loan', 'Collection Code: 00 : Normal Collection', 'Credit Amount: \$ 50.00', 'Application Code: R : Regular Payment', 'Final Code: I : Income', and 'Special Data: test'. At the bottom left, there are two buttons: 'Confirm' and 'Back'. At the bottom right, the text 'NRRS 70' is displayed. The footer of the page contains 'NRRS-Web-10.0.0-SNAPSHOT' on the left and 'NRRS 70' on the right.

USDA United States Department of Agriculture
Farm Service Agency

National Receipts & Receivables System

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Confirm Farm Loan Receipt Creation

Receipt Details

Collection Amount (\$): \$ 50.00
Remitter Name: QMTtest123
Remittance Type: ACH Debit
Collection Type: Farm Loan
Effective Date (mm/dd/yyyy): 05/23/2019

Farm Loan Collection

Date of Credit: 05/23/2019
Program Code: FCP-FARM LOAN

Borrower -

Borrower ID Number:
Borrower ID Type: S
FLP State Code: 46 : SOUTH CAROLINA
FLP County Code: 001
Total Credit Amount: \$ 50.00
Guaranteed Loan Number 50
Fund Code: 44 : OL Operating Loan
Collection Code: 00 : Normal Collection
Credit Amount: \$ 50.00
Application Code: R : Regular Payment
Final Code: I : Income
Special Data: test

Confirm **Back**

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4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

The Farm Loan Receipt Successfully Recorded Screen will be displayed. From this screen, the user can do either of the following:

- print the receipt

Note: This will not be a final receipt as the transaction has not been processed at Pay.gov.

- return to the remittance.

 United States Department of Agriculture Farm Service Agency	National Receipts & Receivables System
	
NRRS Home About NRRS Help Contact Us Exit NRRS Logout of eAuth	
Farm Loan Receipt Successfully Recorded	
Receipt ID <u>5014015</u> was successfully created.	
Receipt Details	
Collection Amount (\$): \$ 50.00 Remitter Name: QMTtest123 Remittance Type: ACH Debit Collection Type: Farm Loan Effective Date (mm/dd/yyyy): 05/23/2019	
Farm Loan Collection	
Date of Credit: 05/23/2019 Program Code: FCP-FARM LOAN	
Borrower -	
Borrower ID Number: Borrower ID Type: S FLP State Code: 46 : SOUTH CAROLINA FLP County Code: 001 Total Credit Amount: \$ 50.00 Guaranteed Loan Number 50 Fund Code: 44 : OL Operating Loan Collection Code: 00 : Normal Collection Credit Amount: \$ 50.00 Application Code: R : Regular Payment Final Code: I : Income Special Data: test	
Print Receipt Return to Remittance	
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4 Pay.gov (Continued)

J Farm Loan Collection Type (Continued)

The Remittance Details Screen will display an active Pay.gov link available for the user to go to Pay.gov and finish the transaction. See subparagraph B or C depending on the remittance type chosen.

The screenshot shows the 'Remittance Details' page in the NRRS system. The page header includes the USDA logo and 'National Receipts & Receivables System'. A navigation menu on the left lists options like 'Create Receipt', 'Adjust Remittance', and 'Main Menu'. The main content area displays remittance information for ID 5541072, including the amount (\$50.00), effective date (05/23/2019), and status (In Process). Below this is a 'Receipts' table with one entry for a Farm Loan of \$50.00. At the bottom, a 'Pay.gov' button is highlighted with a red box, next to a 'Back' button.

ID	Collection Type	Amount (\$)
5014015	Farm Loan	\$ 50.00

K Other Messages

If a connection is not made to Pay.gov, the user will receive the following message. The user can do 1 of the following:

- try again
- adjust the remittance to a different remittance type
- delete the remittance.

The screenshot shows an error message box on the 'Remittance Details' page. It features a yellow warning triangle icon and red text that reads: 'An application error has occurred. Please press the Pay.gov button at the bottom of this screen to return to Pay.gov to retry the payment. The Remittance may also be adjusted to use a different form of payment or deleted using the options on the Left Navigation menu.'

Questions and Answers

1. What is the advantage of an eCommerce transaction?

It costs approximately 8 times more to process a paper check transaction versus an eCommerce transaction. In addition, the user will not have to scan a check, create a schedule of deposit, and verify the schedule. This will reduce the time it takes to process a collection.

2. Is there a processing fee charged to the customer for a debit card or ACH debit transaction?

There is not a processing fee charged to the customer for using this service.

3. Can I take an eCommerce collection over the phone?

Yes, if the customer is willing to provide the necessary information to complete the transaction.

4. Can a person pay for another customer's debt?

Yes, this would be the same process if a person wanted to write a check for another customer's debt. The remitter name on the remittance would be the person whose account will be used to make the payment. The receipt will contain the customer name for the debt being collected.

5. Can I create a refund receipt for an eCommerce remittance?

No, the amount of the remittance must match the receipts being created. There is no reason to collect more from a customer in this scenario.

6. What do I do if a customer indicates they did not authorize a debit card transaction?

Submit a ServiceNow ticket to the Billing and Collections Section. Provide the remittance ID and the reason for the dispute.

- The Collection Processing Team will review and manually dispute the transaction in Pay.gov. Pay.gov will provide a refund to the customer's account.
- NRRS will be updated to show a disputed transaction status for this remittance ID.
- All receipts associated will be deleted and balances will be restored.
- If the customer had previously received a refund for the debit card transaction that was processed in NPS, the NRRS application will automatically create a new receivable for the refund amount.

7. Do I need to complete the 603 Ledger?

There is not a need to complete the 603 Ledger as these transactions are happening at the time the customer is present, and the user is processing the collection. However, if you decide to record the transaction in the ledger, it is recommended to capture the remittance ID and the Pay.gov transaction ID.

Questions and Answers (Continued)**8. Can I still take a paper check?**

Yes. A paper check can still be processed through the NRRS application. Follow the instructions in 64-FI, paragraph 34 or 50, as applicable, for processing a remittance type of check.

9. Can a debit card be processed as a credit card?

No. The NRRS application will not allow a credit card transaction. The transaction will be declined if a credit card is inadvertently processed. However, a PIN number is not required when processing the debit card at Pay.gov.