

For: State and County Offices

Preparing for the October Payment Cycle

Approved by: Acting Administrator



1 Overview

A Background

Customer information must 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)
- Bureau of Indian Affairs (BIA) addresses and potential offsets
- researching farm program payments and receivables.

B Purpose

This notice provides instructions on the following:

- Customer Relationship Management (CRM) BP 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 2020 payment cycle timeline.

Disposal Date	Distribution
February 1, 2020	State Offices; State Offices relay to County Offices

Notice FI-3388

1 Overview (Continued)

C Contacts

Questions pertaining to this notice must be directed to the National Help Desk office as follows.

Issue	Contact
Software-related issues.	Contact the National Help Desk at 800-255-2434. Note: Select Option 3 for FSA hardware and software application.
CRM/BP Customer data concerns or inquiries.	State Security Officer according to 11-CM, Exhibit 7.
Policies for this Notice.	Questions must be directed to the FPAC Business Center, Financial Management Division by the ServiceNow (FPAC Intake Portal) at https://usdafpacbc.service-now.com/ServiceDesk/ .

Notice FI-3388

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 will follow 11-CM, Part 3:

- for guidance on maintaining Customer Business Partners Records
- Section 5 for guidance on 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. To run the IRS response code query to identify IRS response codes that require correction, please follow instructions according to 11-CM, paragraph 91.

C Mailing Address Used for Customers

Finance-related items are mailed to customers at the address stored in FSA-FS which are replicated from the customer’s associated county on their BP record. The customer’s associated county entry **must** contain the appropriate address to ensure payments and Disbursement Transaction Statements will be mailed to the correct customer address. See “Important Note” in 11-CM, subparagraph 74 E.

D Local BIA Agency Address

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

3 FSA-FS Customer Maintenance

A Customer Maintenance

Counties will review the following customer profile transactions in Financial Services 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. Customers 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.

Direct deposits for deceased individuals must be handled with the correct procedures to avoid ACH returns by the financial institution. County Offices shall follow applicable program procedures according to 1-CM. The creation of the Direct Deposit Waiver in Financial Service will allow a check to be issued from the National Payment System (NPS).

C Invalid Bank Routing Work List

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

Notice FI-3388

3 FSA-FS Customer Maintenance (Continued)

D Troubleshooting Conservation Reserve Payment (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 FY that the CRP contract was originally approved.

- State/County (3): If designated on Assignment Details Screen, then it must match State/County on Payment Details Screen.
- Reference code (4): If designated on Assignment Details Screen, then it 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 2020 payment year on the Assignment Details Screen.

3 FSA-FS Customer Maintenance (Continued)

D Troubleshooting CRP Assignments (Continued)

The 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 left sidebar contains a 'FSAFS Menu' with sections for 'Welcome', 'Assignments', 'Joint payments', 'Direct Deposit', and 'Customer Profile'. The main content area displays assignment information for 'MISSOURI (29) - Boone (019)' with customer 'ANY PRODUCER - xxxxx'. Key details include Assignment ID 2695327, Status 'Accepted', and Assignee 'APPLE FARM LLC. - xxxxx! E'. A table shows the 'Assignment Amount (\$)' and 'Remaining Amount (\$)' from 2016 to 2020. The total assignment amount is 45660.00, and the remaining amount is 38956.00. The page also shows the last change date as 12/09/2016 in MINNE SOTA (27) - Marshall (089). Five blue star-shaped callouts are placed over the following fields: 1. Work List, 2. Program Category, 3. Assignee Location, 4. Payments For, and 5. Assignment Amount table.

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. - xxxxx! E
 Assignee Location: MINNE SOTA (27) - SPRINGFIELD (089)
 Program Category: Conservation
 Payments For: All Counties
 Contract Number: 4000

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

The following is an example of the Payment Detail Screen with CRP assignment trouble shooting.

The screenshot shows a web application interface for "Payment Details". At the top right, there are links for "Printer Friendly" and "Help". The main content area displays various payment and assignment details. Four blue star-shaped callouts are placed over the screen: callout 1 points to the "ANY PRODUCER Tax ID:" field; callout 2 points to the "Payment ID: 52297246" field; callout 3 points to the "State / County: MN (27) - Marshall (089)" field; and callout 4 points to the "Primary Reference: CT - 4000" field. Below the main 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-WFB025" on the left and "Back To Top ^" on the right.

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		

Notice FI-3388

4 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 shall:

- 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 will:

- locate the BIA receivable in National Receipts and Receivables System (NRRS)
- select the “Open - Kansas City Review” option from the “Select New Receivable Status” drop-down list on the Change Receivable Status screen
- 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 in the NRRS Web-Based Application 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 Web-Based Application
- change the receivable status through the Change Receivable Status screen, by selecting the “Open – Kansas City Review” option located on the “Select New Receivable Status” drop-down list
- in NPS, select “**Reset Payment Processing**” and “Submit” to remove the offset amount according to 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 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 be displayed 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.

The screenshot shows the NPS interface with the following details:

- Header: USDA United States Department of Agriculture, Farm Service Agency, National Payment Service
- Navigation: NPS Home, About NPS, Help, Contact Us, Exit NPS, Logout of eAuth
- Left Menu: NPS Menu, Welcome, Go To, Financial Services, NRRS, eFMS, OLP, Financial Inquiries, E-Forms
- Main Content: Payments, Welcome to Payments. Use the left navigation to begin. Number of items on the following worklists.
- Payments Worklists:
 - Manual Handling Worklist - 5 (Some over 30 days)
 - Certification Worklist - 80 (Some over 30 days) ← Red arrow points here
 - Signing Worklist - 0
 - Reset Held Payments Worklist - 0
- Footer: NPS-WEB006, Last Modified on 10/20/2016, Back To Top ^

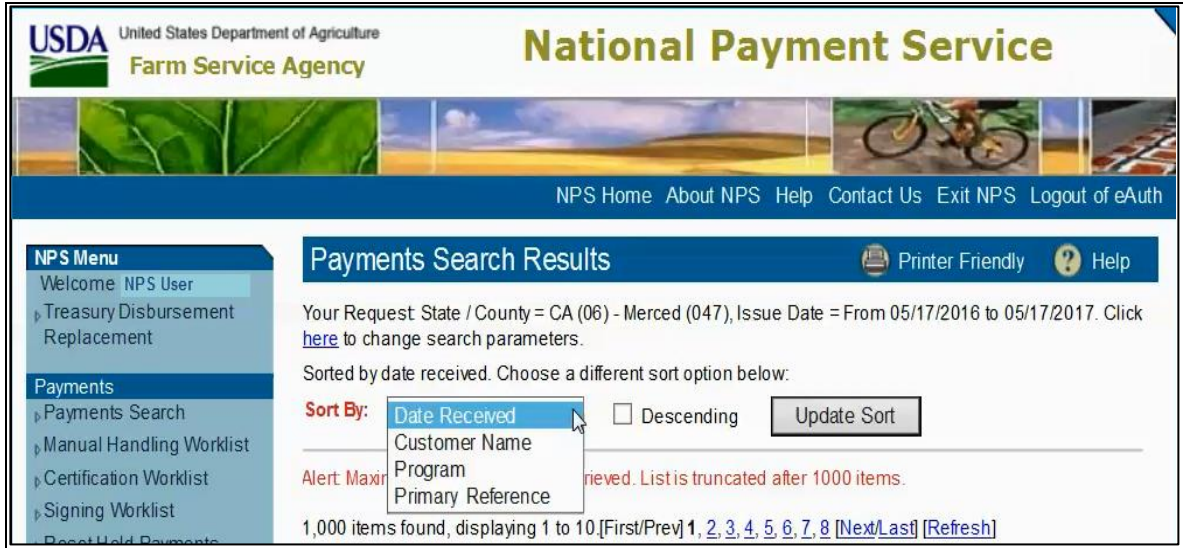
- If a payment request encounters an error, a warning message will be displayed in NPS providing a link “View/Print Unprocessed Payment in Error Report”. See 1-FI, paragraph 128 for additional information on resolving errors.
- If a program payment has been confirmed in the program application but cannot be located in NPS or FWADM payment reports, enter a problem report by the Remedy Self Service System or contact the ITS Service Desk at 1-800-457-3642.

5 **Researching Payments or Receivables (Continued)**

B Worklist Sort options in NPS

NPS Worklists displays payment requests based on the additional criteria on the worklist. The selected payment request will be sorted in the order they were received by NPS.

Note: This option is available on the manual handling, certification and signing worklist screens.



C More Payment Research Options

- **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 Web-Based Supply Chain Management (WBSCM) Payments
 - Payment Disbursement by Tax ID
 - Payment Disbursement Data by Assignee
 - Unsigned Payments
 - Other Agency Offset Report.
- **Common Payment Reports** provide users with a variety of program payment reports. See 9-CM, Section 2 for a list of available reports for each program.

Notice FI-3388

6 FY 2020 Payment Cycle

A Timeframe for the Payment Cycle

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

Date	Event
September 30, 2019	<ul style="list-style-type: none"> • Conservation systems will be taken off line at 2:00 p.m. CT to process remaining FY 19 activity. • 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 2019 transactions.
September 30, 2019	eFMS rollover process begins will be unavailable and the system will be available on October 01, 2019.
October 02, 2019	<ul style="list-style-type: none"> • Processing begins for Transition Incentives Program (TIP), Emergency Forestry CRP (EFCRP), and 1-Payment Limitation (PL) CRP annual rental payments. • Payments will begin flowing into NPS for County Offices to certify and sign.
October 03, 2019	<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 09, 2019	<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.