U.S. DEPARTMENT OF AGRICULTURE
Farm Production and Conservation Mission Area
Business Center
Washington, DC 20250

FPAC NOTICE	**FPAC-N FMD-038**
Subject: Preparing for FY 2024 October Payment Cycle	**Effective Date:** August 23, 2023
Approved By: Sherry Laws /s/ *for* Chief Financial Officer Farm Production and Conservation Business Center	**Expiration Date:** October 31, 2023

1.   PURPOSE

a. This notice is applicable only to FSA.

b. This notice provides instructions and information on actions required to prepare for the upcoming FY2024 October Payment Cycle:

  (1)   CRM Business Partner (CRM/BP) customer record maintenance for tax identification numbers (TINs) and addresses;

  (2)   FSA-Financial Services (FSA-FS) customer maintenance for assignments;

  (3)   Managing receivables and offsets for customers represented by Bureau of Indian Affairs (BIA);

  (4)   Research tools for farm program payments and receivables; and

  (5)   FY 2024 payment cycle timeline.

2.   RELATED POLICY

a. 9-CM, Common Payment System

b. 11-CM, Customer Data Management

c. 1-FI, Processing Payments Initiated Through NPS

d. 58-FI, Managing FSA and CCC Debts, Receivables, and Claims

e. 1-PL, Payment Limitations

f. 4-PL, Payment Eligibility, Payment Limitation, and Average Adjusted Gross Income

g. 5-PL, Payment Eligibility, Payment Limitation, and Average Adjusted Gross Income – Agricultural Act of 2014

3.   END OF FY 2023 YEAR DEADLINES AMD ACTIVITIES

Deadline	Activity
Friday, September 29, 2023	Conservation systems taken down at 5:00 p.m. CT to process remaining FY 2023 activity.
Friday, September 29, 2023	All remaining farm program applications (Commodity Loan Processing System, electronic loan deficiency payment, etc.) will be unavailable after 5:00 p.m. CT.
Friday, September 29, 2023	Online Payments (OLP) will be unavailable after 5:00 p.m. CT.
Saturday, September 30, 2023	National Payment Service (NPS), electronic Funds Management System (eFMS), and Common Obligation Framework (COF) will be unavailable shortly after 1 p.m. CT. **Notes:** OLP, NPS, and COF will be available the morning of Sunday, October 1, 2023. The National Receipts and Receivables System (NRRS) will **not** be taken offline.
Saturday, September 30, 2023	eFMS rollover process begins, and the system will be unavailable on September 30, 2023.
Tuesday, October 3, 2023	Transition Incentives Program (TIP) payments and Conservation Reserve Program (CRP) annual rental payments. Refer to FSA Handbook 1-PL for additional information. **Note:** Payments will begin flowing into NPS for County Offices to certify and sign.
Thursday, October 5, 2023	Agriculture Risk Coverage County Option, Agriculture Risk Coverage-Individual Coverage Option, and Price Loss Coverage payments. **Note:** Payments will begin flowing into NPS for County Offices to certify and sign.
Tuesday, October 10, 2023	Payment Eligibility, Payment Limitation, and Average Adjusted Income - Agricultural Act of 2014, CRP annual rental payments processed and corrected. Refer to FSA Handbooks 1-PL, 4-PL, and 5-PL for additional information. **Note:** Payments will begin flowing into NPS for County Offices to certify and sign.

4.   CRM/BP RECORDS MAINTENANCE

a. Customer Maintenance

   (1)   County Offices **must** properly maintain CRM/BP records before the FY 2024 October payment runs to avoid the following financial-related ramifications:

   (a) Improper payments;

   (b) Incorrect Internal Revenue Service (IRS) reporting; and

   (c) Disbursement transaction statements and Treasury checks mailed to incorrect addresses.

   (2)   County Offices will follow FSA Handbook 11-CM:

   (a) Part 3, Customer Business Partner Records, for guidance on maintaining CRM/BP records; and

   (b) Part 3, Section 5, SSN Family, for guidance on maintaining the designated paying entity (DPE) for an SSN family.

b. TIN Verification

The IRS TIN validation in CRM/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, follow instructions according to FSA Handbook 11-CM.

c. Customer Mailing Address

Financial-related items are mailed to customers at the address stored in FSA-FS, which are replicated from the customer's associated county on their CRM/BP record. The customer's associated county entry **must** contain the appropriate address to ensure payments and disbursement transaction statements are mailed to the location. See "Important Note" in FSA Handbook 11-CM, subparagraph 74 E, for guidance on maintaining CRM/BP Records.

d. Local BIA Agency Address

County Offices with customers represented by BIA **must** verify that:

   (a) BIA has an associated county in CRM/BP; and

   (b) The local BIA address is correctly recorded.

5. FSA-FS CUSTOMER MAINTENANCE

a. Troubleshooting CRP Assignments

(1) If CRP payments from NPS are missing an expected assignment, County Offices should cross-check between the NPS Payment Details screen and the FSA-FS Assignment Details screen. The numbers listed correspond to the numbers in the screen examples.

(2) The following fields should be cross-checked.

(a) Tax Identifier Number **(1)**: Assignor TIN in FSAFS must match the TIN of the payee on the NPS payment;

(b) Program Code/Category and Contract Year **(2)**: Program year next to program category on the 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.

(c) State/County **(3)**: If designated on the Assignment Details screen, then it **must** match the State/county on the Payment Details screen;

(d) Reference Code **(4)**: If designated on the Assignment Details screen, then it **must** match the primary reference on the Payment Details screen; and

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

(e) Payment Year **(5)**: Multi-year CRP contracts **must** have an assignment amount for the 2022 payment year on the Assignment Details screen.

b. Screen Examples

(1)   Assignment Details screen with CRP assignment troubleshooting.

(2)   Payment Details screen with CRP assignment troubleshooting.

6.   BIA RECEIVABLES AND OFFSETS

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

   (1)   County Offices that are aware of a new BIA receivable will:

   (a) Locate the BIA receivable in NRRS;

   (b) Select the "Open – Kansas City Review" option from the "Select New Receivable Status" drop-down list on the Change Receivable Status screen;

   (c) Contact the local BIA to place a hold (restriction) within the BIA system;

   (d) Manually prepare required demand letters to the local BIA office according to FSA Handbook 58-FI, Part 4, Demanding Payment; and

   (e) Enter the dates of manually prepared demand letters in the NRRS using the "Record New Letter" function.

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

   (a) Locate the BIA receivable in NRRS;

   (b) Change the receivable status by selecting the "Open – Kansas City Review" option from the "Select New Receivable Status" drop-down list on the Change Receivable Status screen;

   (c) In NPS, select "**Reset Payment Processing**" and "**Submit**" to remove the offset amount according to FSA Handbook 1-FI, paragraph 99; and

   (d) Notify the County Office where the debt originated that this action has been taken.

b. "Other Agency Offset" Flag

   (1)   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.

   (2)   If a payment for a customer represented by BIA displays as "Offset Agency Offset":

   (a) In FSA-FS, update the "Other Agency Offset" indicator for BIA to "No"; and

   (b) Return to the payment in NPS and select "**Reset Payment Processing**" and "**Submit**".

   (3)   NPS will read the new settings in FSA-FS and handle the payment correctly.

7. RESEARCHING PAYMENTS OR RECEIVABLES

a. Payment Request in NPS

(1)   During the October payment runs, NPS will run in "batch mode". Users should expect up to a 15-minute delay between submitting a payment request and the payment being available in NPS.

(2)   Payment counts on the NPS Welcome Screen indicate how many payments are waiting to be processed on each worklist. The following is an example of payments on the NPS Welcome screen.
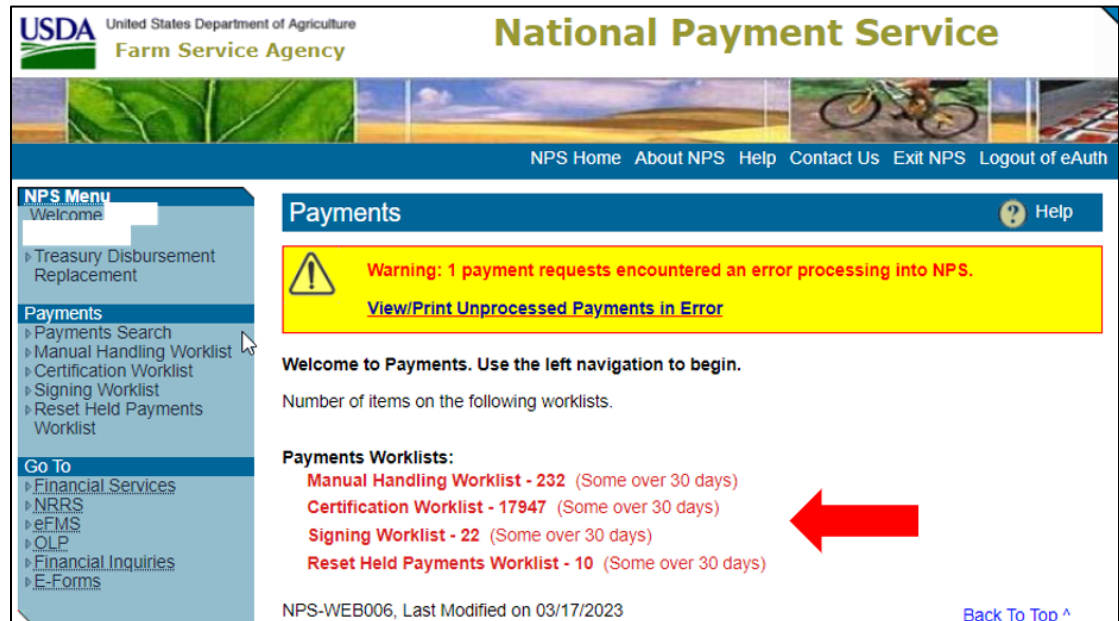
Notes: If a payment encounters an error, a warning message will be displayed in NPS providing a link, "View/Print Unprocessed Payment in Error Report". See FSA Handbook 1-FI, paragraph 128, for additional information on resolving errors.

If a program payment has been confirmed in the program application but cannot be located in NPS or Financial Web Application Data Mart (FWADM) payment reports, enter a problem report by the Remedy Self Service System or contact the Information Technology Service Help Desk at 1-800-457-3642.

b. Worklist Sort Options in NPS

NPS worklists display 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. The following is an example of the Payments Search Results Screen.

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

c. More Payment Research Options

(1) **Financial Inquiries** provide users with summary and detailed farm program payments, offsets, receivables, and collections for customers, including disbursement-related details. Financial Inquiries also provide electronic disbursement truncation statements for payments signed in NPS since May 4, 2023. The Financial Inquires data is updated 2 days after the activity occurs.

(2) **FWADM** is updated nightly with the previous day's financial transactions and provides users with the following reports:

(a) Search by Payable ID;

(b) Signed Payments;

(c) Signed Web-Based Supply Chain Management (WBSCM) Payments;

(d) Payment Disbursement by Tax ID;

(e) Unsigned Payments; and

(f) Other Agency Offset Report.

(3)   **Common Payment Reports** provide users with a variety of program payment reports. See FSA Handbook 9-CM, Part 5, Common Reports System, Section 2, Common Payment Reports, for a list of available reports for each program.

8.   CONTACT

Submit questions about this notice to:

(1)   FMD, Financial Operations Branch, Payment Operations Section, through FPACNow according to the following instructions:

(a) From the FPACNow homepage, select the "Financial Management" tile;

(b) Select "Financial Management";

(c) In the "Request Type" field, select "Payment Operations" from the drop-down menu;

(d) In the "Request Type Subcategory" field, select "FSA Service Center Status of Payment Assistance" from the drop-down menu;

(e) In the optional "Requesting On Behalf of" field, enter the name or email address if this request is being entered for someone else;

(f) In the optional "Watch List" field, enter the email addresses of anyone who needs to receive status updates regarding the request;

(g) In the "Request Description" field provide a summary of the request;

(h) Use "Add attachments" to add any relevant attachments; and

(i) Click "Submit" to complete the request.

(2)   Direct questions about software-related problems to the FPAC Information Technology Service Desk at 800-255-2434 and select option 2 for hardware and software issues.

(3)   Direct CRM/BP customer data concerns or inquiries to the State Security Officer according to FSA Handbook 11-CM, Exhibit 7, BP Security Officers.