UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

Notice FI-3002

For: State and County Offices

Ability to Research Program Payments

Approved by: Acting Associate Administrator for Operations and Management

1 Overview

A Background

FSA has been modernizing business functionality with new program and financial web applications. With the upcoming FY 2011 program payment cycle, there is additional guidance related to the following:

- customer's mailing address
- researching farm program payments and receivables
- BIA offsets
- financial web application training.

B Purpose

This notice provides clarifications about the following:

- customers' mailing addresses
- researching farm program payments and receivables
- BIA offsets when working in the financial web applications.

C Contact

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

Issue	Contact
Software-related problems	Contact the National Help Desk at 800-255-2434 or 816-926-1552. **Note:** Select option 3 for hardware and application software.

Disposal Date	**Distribution**
April 1, 2011	State Offices; State Offices relay to County Offices

1 Overview (Continued)

C Contact (Continued)

Issue	Contact

Policies in this notice	Contact either of the following:
	
	• Debbie Simmons by either of the following:
	
	  • e-mail at **debbie.simmons@wdc.usda.gov**
	  • telephone at 703-305-1309
	
	• Christine Claussen by either of the following:
	
	  • e-mail at **christine.claussen@kcc.usda.gov**
	  • telephone at 816-926-1949.

Request Financial Web Application Data Mart (FWADM) access	Contact Connie Saulka by either of the following: • e-mail at **connie.saulka@kcc.usda.gov** • telephone at 816-926-2852.

2 Customer's Mailing Address

A Mailing Address Used for a Customer

To ensure that payments and Disbursement Transaction Statements are mailed to the requested customer's address, modifications were recently made to use the address associated with the customer's active legacy link for the State or County Office making the payment request.

State and County Offices need to be aware that financial-related items mailed to customers are based upon updates performed in SCIMS.

B Local BIA Agency Address

When a customer represented by BIA is paid, system logic inserts BIA's TIN and the BIA address stored with the legacy link from the customer's physical location (FSA State or county). The local BIA address is used to mail the customer's Disbursement Transaction Statement and Treasury check.

County Offices with customers represented by BIA must verify the following:

- BIA has an active legacy link for the County Office
- local BIA address is correctly recorded.

2 Customer's Mailing Address (Continued)

C Correctly Updating Customer Records in SCIMS

When customers are established in SCIMS without the correct TIN or customer records are **not** properly maintained, the following are potential financial-related ramifications:

- improper payments
- reporting income for the wrong TIN
- **not** properly honoring the customer's direct deposit or hardship wavier
- **not** properly honoring an assignment, joint payment, bankruptcy trustee, or other agency offset
- misdirected Disbursement Transaction Statements and Treasury checks.

Note: County Offices:

- should follow 1-CM instructions
- are reminded to review Notice CM-671.

3 Researching Farm Program Payment or Receivable

A Farm Program Payment Requests in NPS

Knowing if a farm program payment request is available for certification and signing in NPS is a common question. Farm program payment requests submitted to NPS should be available for the user to view within 1 hour. To research a farm program payment request, do the following.

- Verify that the farm program payment has successfully loaded by searching NPS using instructions provided in 1-FI, paragraphs 136 through 138. Payments will be present in 1 of the following NPS worklists:
  - Manual Handling
  - Certification
  - Signing, if payment was certified by the County Office.

3 Researching Farm Program Payment or Receivable (Continued)

A Farm Program Payment Requests in NPS (Continued)

- If the farm program payment is **not** present in NPS, check the NPS Payment Queue Detail Report available in FWADM.

  - The NPS Payment Queue Detail Report provides users the ability to research payments sent to NPS, but have **not** posted to a worklist for various reasons. The NPS Payment Queue is a holding place for payment transaction requests with errors preventing NPS from successfully processing the payment request. The NPS Payment Queue Detail Report provides payment information and an error message as to why the payment was **not** updated to a worklist.

  - The NPS Payment Queue Detail Report can be found in FWADM on the web by selecting the "FWADM" folder and then selecting the "Payments" folder. After logging on within the report, the user selects the State and county on the NPS Payment Queue Detail Report Screen. The payment transactions having the State and county legacy link requested in the query selection will be retrieved. CLICK "Process Query" to continue. After the message, "Processing Complete", is displayed, CLICK "OK".

    Note: If the State and county is **not** displayed in the drop-down lists on the NPS Payment Queue Detail Report Screen, there are no payment transactions on the queue for that State and county location.

The following is an example of the NPS Payment Queue Detail Report.

State Fsa Code	County Fsa Code	Accounting Program Code	Accounting Program Description	Business Party Identification	Common Customer Name	System	Status	Payable Identifier	Payment Received Date	Balance
99	091	6742	2010 DIRECT PAYMENTS	5130355	ALEX JONES	(MV) eDCP	(NPS Staging) Customer Not Found	17650195	07/18/2010	$1,969.00
	093	6742	2010 DIRECT PAYMENTS	10523897	AMANDA SMITH	(MV) eDCP	(NPS Staging) Customer Not Found	17717962	08/04/2010	$62.00
								17720101	08/04/2010	$413.00
								17853375	09/13/2010	$50.00
		6745	COUNTER CYCLICAL PAYMENT - UPLAND COTTON	3306986	BOB SMITH	MZ	(NPS Staging) Customer Inactive	17738132	08/10/2010	$2,705.00
	121	6742	2010 DIRECT PAYMENTS	6425458	JANE DOUGH	(MV) eDCP	(NPS Staging) Assignee Address Issue	17636120	07/15/2010	$132.00
								17637050	07/15/2010	$306.00
								17800808	08/29/2010	$816.00
	147	3305	CRP PAYMENT - COST SHARE, AUTO	1989198	JON DOUGH	EA	(NPS Staging) Customer Not Found	17855525	09/14/2010	$74.00

3 Researching Farm Program Payment or Receivable (Continued)

A Farm Program Payment Requests in NPS (Continued)

The columns on the NPS Payment Queue Detail Report are as follows:

- **State FSA Code**, which is the State associated with the payment request
- **County FSA Code**, which is the county associated with the payment request
- **Accounting Program Code**, which is a numeric code assigned to identify a specific program that often represents multiple years or commodities
- **Accounting Program Description**, which provides an English description of the accounting program code
- **Business Party Identification**, which is a customer identifier in SCIMS
- **Common Customer Name**, which is the name of the producer associated with the payment contract
- **System**, which is a code identifying the system were the payment contract initiated
- **Status**, which provides details about why the payment contract is on the payment queue
- **Payable Identifier**, which is a sequential number assigned by NPS uniquely identifying a payment request
- **Payment Received Date**, which is the date the payment was received in NPS
- **Balance**, which is the amount of the original payment request.

Signed or canceled farm program payments older than 30 calendar days are archived and will have limited viewable results from NPS. Archived payment requests are supported by the payment reports in FWADM. See Notice FI-2993 for further details.

When a farm program payment cannot be located in either NPS or in FWADM payment reports, contact the National Help Desk at 800-255-2434.

3 Researching Farm Program Payment or Receivable (Continued)

B Additional Research Options for Farm Program Payments

The ability to locate the current status of a given program payment is a common inquiry received by State and County Offices. The following are research options available from financial web applications.

- **NPS** provides the user with search capabilities for all farm program payments awaiting certification or signing. Canceled and signed farm program payments have limited viewable results after 30 calendar days within NPS. See 1-FI, Part 5 and Notice FI-2993 for recent NPS modifications.

- **Financial Inquires** provides the user with summary and detailed farm program payments, offsets/receivables, and collections for customers, including the disbursement-related details now available in NPS. Financial Inquires is a public facing application. See 1-FI, Part 6.

- **FWADM** provides the user with the ability to query a variety of reports. FWADM is updated nightly with the previous day’s financial transactions. Some key reports are as follows.

  - **Unsigned Payments Report** provides the ability to search by county (or State) the unsigned payments for a given location. State and County Offices should be monitoring this report regularly, especially during the large payment cycles.

  - **NPS Payment Queue Detail Report** provides the ability to search by county (or State) the payment requests **not** loaded into NPS for a validation issue. State and County Offices should be monitoring this report regularly, especially during the large payment cycles.

  - **Payment and Disbursement Data by Assignment Report** provides the ability to search by the assignee tax ID, which displays disbursement information for assignments by programs, tax ID or tax ID type, or dates.

  - **Payment and Disbursement by Tax ID Report** provides the ability to search by a producer’s TIN or TIN type, which displays payment, prompt payment, foreign withholding, offset, and disbursement amounts by payee type, such as producer, receivable, other agency offsets, assignee, or joint payee.

3 Researching Farm Program Payment or Receivable (Continued)

C System 36 Created Farm Program Receivables

Receivables established from farm program applications residing on the System 36 require an AE7 file be transmitted to Kansas City. The AE7 file is automatically queued for transmission when the county runs the end-of-day process required nightly. Allow 3 workdays for the System 36 receivables to be available in the National Receipts and Receivables System (NRRS).

If a System 36 receivable fails to appear in NRRS after 3 workdays, contact the National Help Desk at 800-255-2434.

4 BIA Offsets

A Agreement for BIA on Receivables or Offset Handling

Receivables established for customers represented by BIA are problematic with all activity tied to a single TIN. During FY 2010, FSA implemented automatic offset for all customer debt based solely on TIN, creating major difficulties for either FSA or BIA in trying to research or communicate the actions taken to customers represented by BIA.

FSA and BIA have agreed to the following approach for any receivables or offsets for customers represented by BIA.

- FSA County Offices will continue partnering with BIA on FSA program practices that could create receivables, such as taking only a DCP final payment versus taking a DCP advance and final payment.

- FSA shall:

  - prevent taking automatic offsets for BIA receivables unless attributable to the same SCIMS customer record

  - contact the local BIA agency to place a hold (restriction) for the individuals associated with this receivable 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. NPS will:

- automatically receive notification of any outstanding debt for BIA
- offset the amount from the next BIA payment request received.

4 BIA Offsets (Continued)

B Preventing Offset for BIA (Continued)

County Offices aware that a new receivable was established for BIA shall:

- use the NRRS link to search for and locate the BIA receivable
- change the receivable status within the receivable through the Change Receivable Status Screen, by selecting the "Open – Kansas City Review" option located in 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 demand payment for this debt 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, the user shall:

- use the NRRS link to search for and locate BIA receivables
- change the receivable status within the receivable through the Change Receivable Status Screen, by selecting the "Open – Kansas City Review" option located in the "Select New Receivable Status" drop-down list
- close the NRRS window by clicking the red "X" at the top right of the screen to return to NPS
- CLICK "Reset Payment Processing" in NPS, which removes the offset amount and any manual handling steps

  Note: See 1-FI, paragraph 138.

- notify the County Office where the debt was created of this action.

C Using the "Other Agency Offset" Flag

Do **not** set the "Other Agency Offset" flag to "Yes" for BIA. The "Other Agency Offset" flag is a national indicator being set inappropriately causing 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 Financial Services and update the "Other Agency Offset" indicator for BIA to "No". Then go to the payment in NPS and CLICK "Reset Payment Processing". NPS will read the new flag settings in Financial Services and handle the payment correctly.

5 Financial Web Applications Training

A Training Posted on DAFO Training Web Site

Training materials were developed using the actual web applications to better illustrate and familiarize Service Centers with software deployed. Updates to the training are loaded as required under the “Financial Web Application Data Mart” link.

The DAFO Training web site is at **http://fsaintranet.sc.egov.usda.gov/fsatraining/2010%20Financial%20Web%20Applications/Financial%20Web%20Applications.htm**.