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

Notice FI-3006

For: State and County Offices

Processing Prompt Pay Failed Payments and Assignments for Bankruptcy Customers

Approved by: Associate Administrator for Operations and Management

1 Overview

A Background

National Payment Services (NPS) is a centralized, web-based payment processing application that interfaces with a web-based program application to complete the payment process for the program.

NPS now has a warning message that will alert users when a payment fails because of prompt pay.

A software error previously prevented a customer in bankruptcy status from having an assignment applied to a payment. NPS will now allow assignments to be applied to bankruptcy customers that are in Financial Services.

B Purpose

This notice provides instructions for:

- the warning message in NPS for Prompt Pay Failed Payments
- assignments for bankruptcy customers in Financial Services

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

1 Overview (Continued)

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.

NPS policies in this notice	Contact 1 of the following:
	
	• Jackie Pickens by:
	  • e-mail to **jackie.pickens@wdc.usda.gov**
	  • telephone at 703-305-1310
	
	• Nancy Chapman by:
	  • e-mail to **nancy.chapman@kcc.usda.gov**
	  • telephone at 816-926-6971.

Financial Services policies in this notice	Contact 1 of the following:
	
	• Yanira Sanabria by:
	  • e-mail to **yanira.sanabria@wdc.usda.gov**
	  • telephone at 703-305-0969
	
	• Sue Tolle by:
	  • e-mail to **marysue.tolle@kcc.usda.gov**
	  • telephone at 816-926-5965.

2 Using NPS in County Offices

A Login to Web Site

County Office employees **must** have a valid eAuthentication user ID and password to login and established role by FSA Security to access the NPS web site. To login to the web site from the FSA Intranet Home Page, under “Resources”, CLICK “FSA Applications”. Under “Financial Services”, CLICK “Financial Applications”. The FSA Intranet Financial Applications Home Page will be displayed.

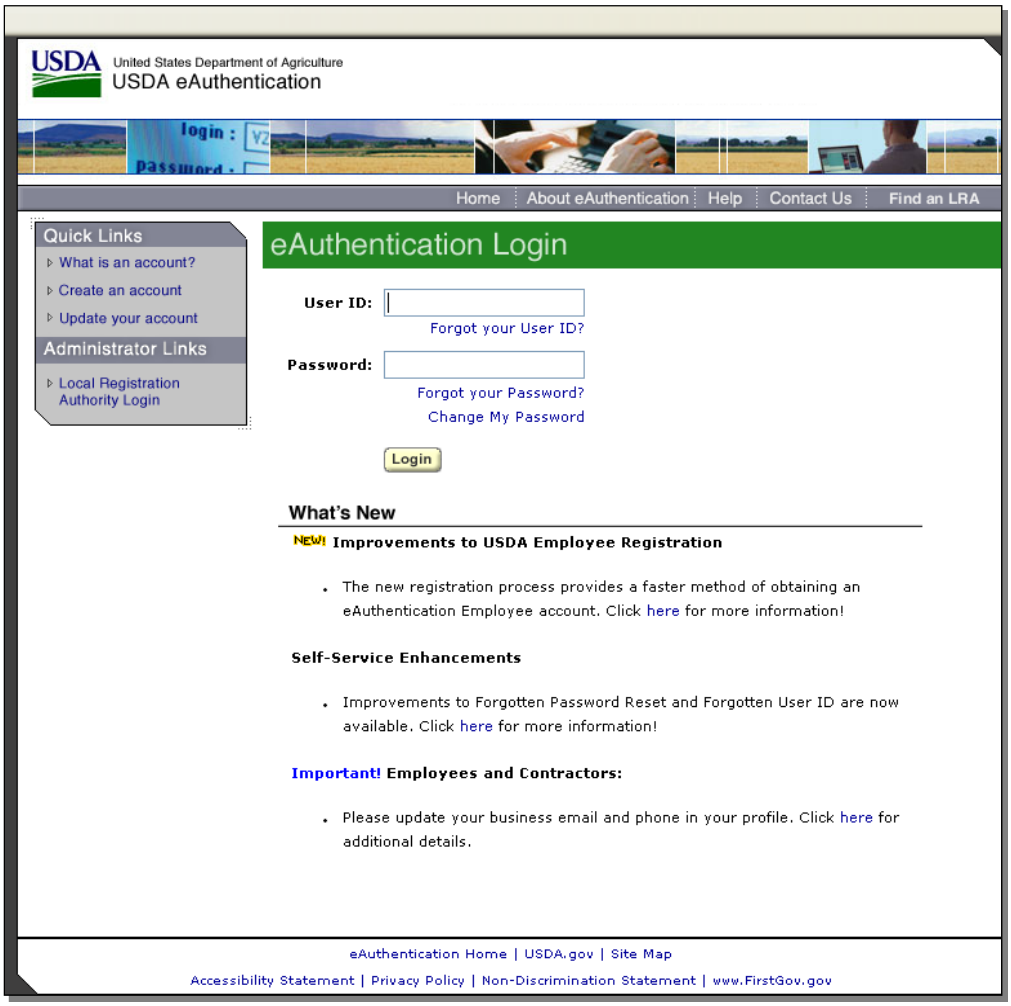
CLICK “National Payment Services”. The following screen will be displayed.

CLICK “I Agree” and the eAuthentication Login Screen will be displayed.

2 Using NPS in County Offices (Continued)

A Login to Web Site (Continued)

This is an example of the eAuthentication Login Screen to enter the user ID and password.

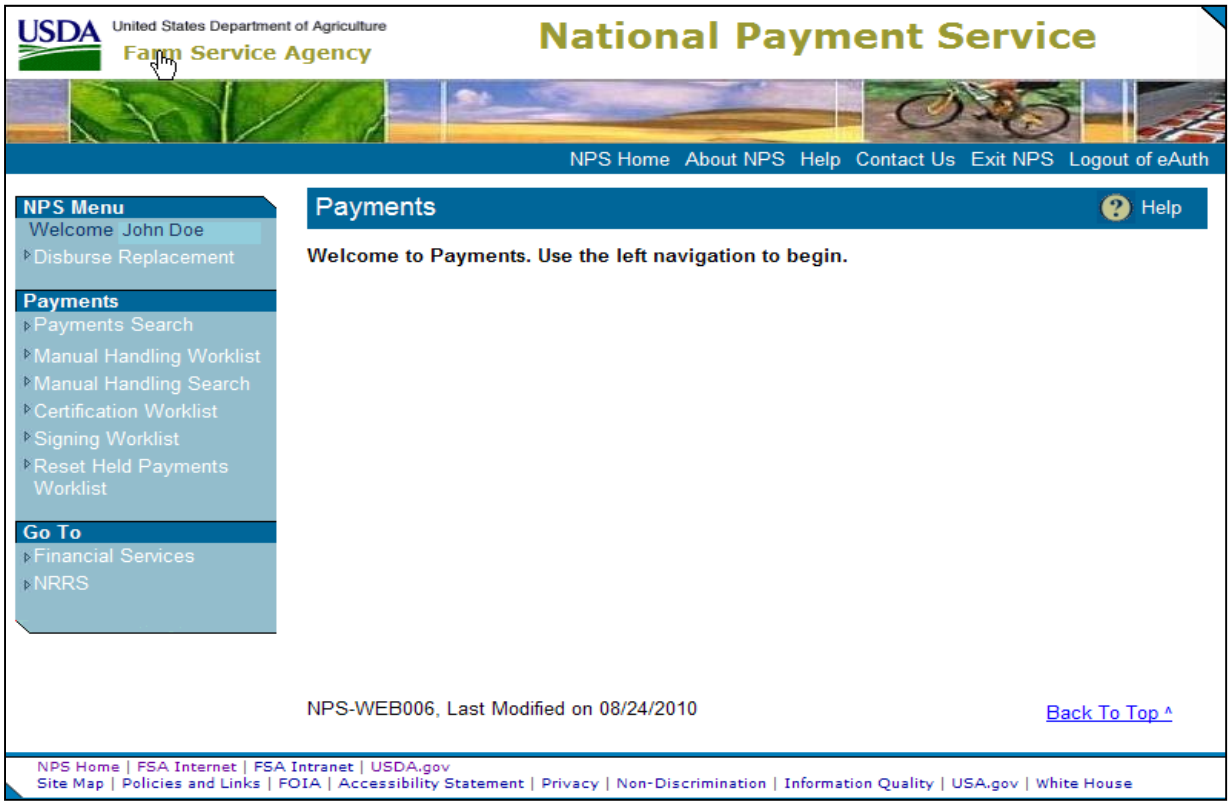


Enter a valid eAuthentication user ID and password and CLICK “Login”.

2 Using NPS in County Offices (Continued)

A Login to Web Site (Continued)

The following NPS Welcome Screen will be displayed.



3 Prompt Pay Fail

A Prompt Pay Failed Warning Message

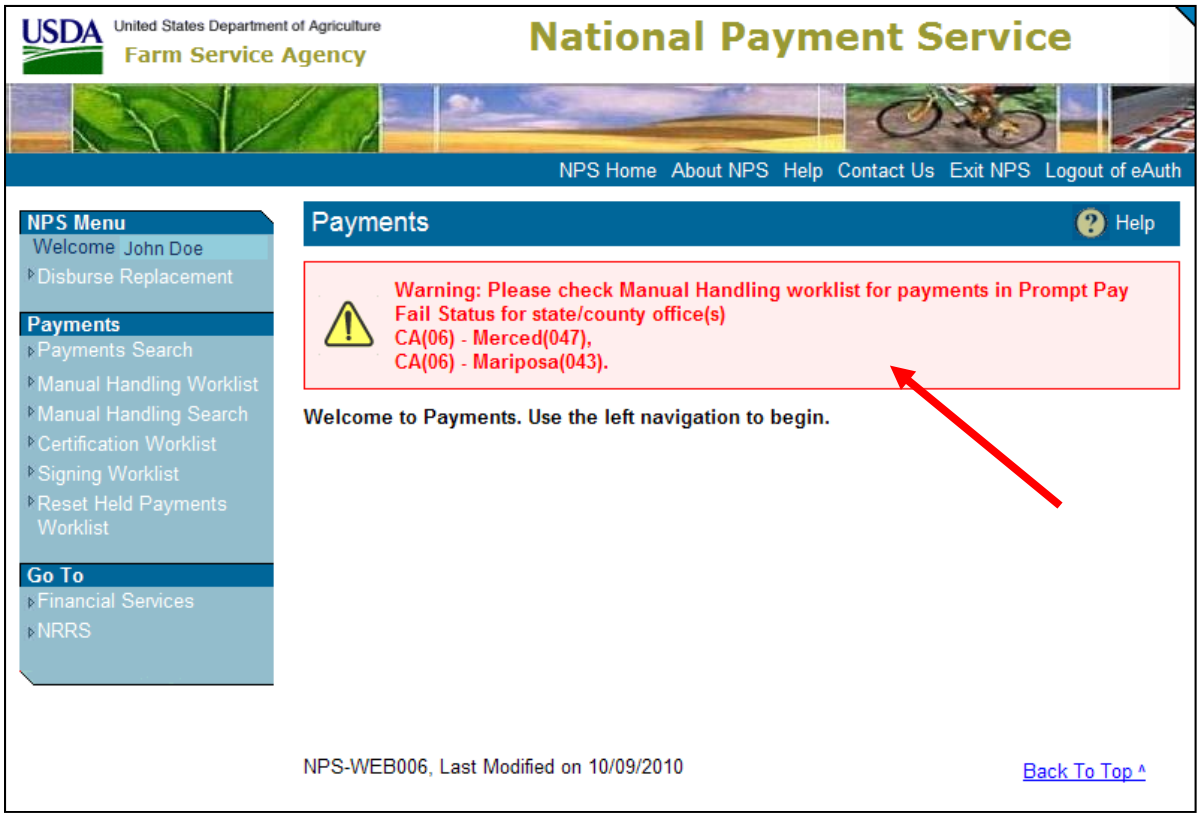
When a user logs into NPS and payments have failed because of prompt pay, the following message will be displayed, "Please check Manual Handling worklist for payments in Prompt Pay Fail Status for state/county office(s)".

The Prompt Pay Fail message will occur after a payment has been signed. Payments will be placed on the Manual Handling Worklist, if 1 or both of the following validations do not occur:

- allocation/allotment was inactivated/suspended
- insufficient funds.

Note: Payments will also fail because of prompt pay if a payment was **not** certified and signed timely and prompt pay has become due.

Following is an example of the payments screen with the prompt pay failed warning message displayed.

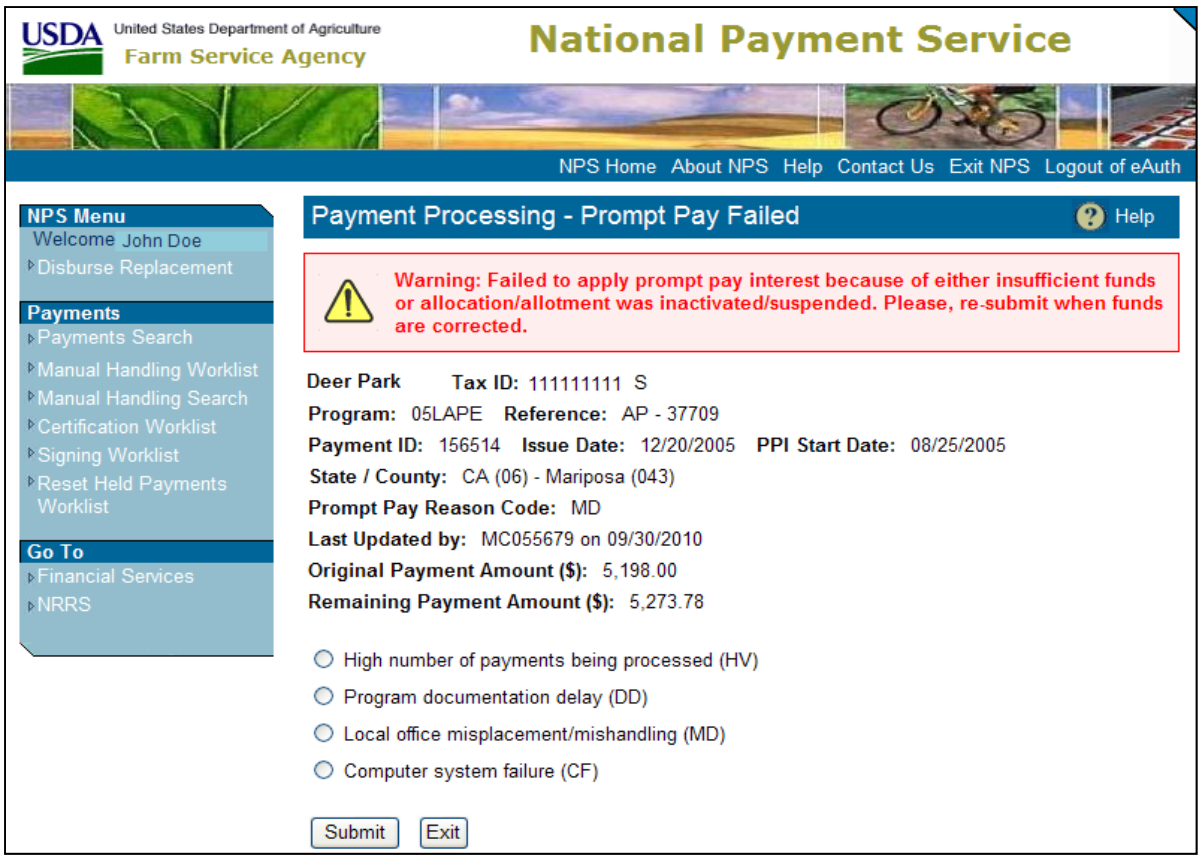


3 Prompt Pay Fail (Continued)

B Correcting Prompt Pay Failed Payments

County Office should ensure that funds have been allocated to cover the amount of interest of the payment. Payments that were not certified and signed should be certified and signed. Select the Manual Handling Worklist and enter applicable search criteria for State and counties shown in message. Select the applicable reason code for the failed prompt pay interest and CLICK "Submit".

When funding has been allocated to cover prompt payment interest (PPI) and the applicable PPI reason code has been selected, no other special processing is required; payment will then process with no additional certifying or signing.



4 Bankruptcy Customer With Assignments

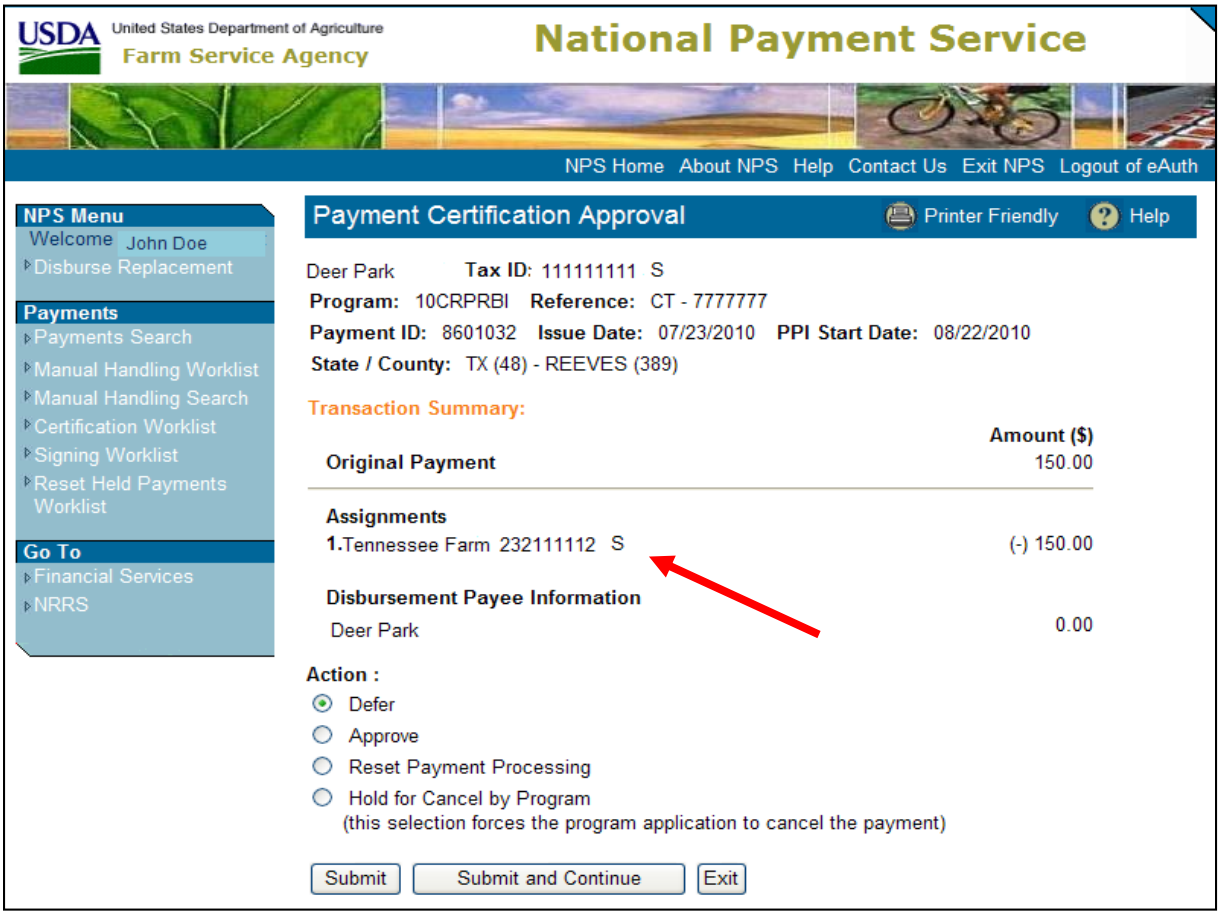
A Assignments for Customers in Bankruptcy

Notice FI-2991, subparagraph 4 A states NPS did not have the capability to apply assignments to customers flagged for bankruptcy in Financial Services.

If a customer is now flagged for bankruptcy in Financial Services and has active assignments, payments applied to the assignment will be placed on the Certification Worklist for certifying, displaying any assignments that will be applied to the payment.

If the assignment is not needed, user should go into Financial Services and delete the assignment associated with the payment from the customer's profile.

If the payment was submitted to NPS before deleting an assignment in Financial Services, select the action, “Reset Payment Processing”, in NPS to remove an assignment from the payment.



4 Bankruptcy Customer With Assignments (Continued)

B Deleting Assignments

All assignments should not be deleted. County Offices must follow the court rulings that have been established for each individual customer. Some assignments should be applied to payments, such as FLP assignments.