

For: State and County Offices

**FSA Financial Service (FSAFS) Notification Enhancement for Invalid
Bank Routing Numbers (BRN's)**

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

Web Release No. 343, contains an FSAFS enhancement that will provide the new “Invalid Bank Routing List”. The electronic Invalid Bank Routing List will eliminate the costs for printing and mailing reports to County Offices, provide automated tracking of the unresolved invalid BRN’s, and prevent future payments being sent with an invalid BRN. The FSAFS Web application prevents users from establishing direct deposit elections with invalid BRN’s. Monthly, FSAFS receives an updated list of BRN’s from Treasury that is used to validate BRN’s in FSAFS. Currently, “Correction and Verification Report MAA790R1” is generated and mailed to County Offices, identifying any previously established direct deposit elections where BRN is no longer valid. County Offices must contact the customer before applying the proper modification to BRN.

B Purpose

This notice provides:

- instructions for the new Invalid Bank Routing List
- establishes new policy when canceling inactive accounts because of invalid BRN’s.

| | |
|-------------------------|--|
| Disposal Date | Distribution |
| June 1, 2014 1-27-14 | State Offices; State Offices relay to County Offices |

Notice FI-3188

1 Overview (Continued)

C Contacts

This table provides contacts if there are questions about this notice.

| IF the issue is... | THEN... |
|--|--|
| <p>technical software-related problems</p> | <ul style="list-style-type: none"> • County Offices contact the State Office information technology specialist • State Offices shall do any of the following: <ul style="list-style-type: none"> • enter a problem report through Remedy Self-Service • call ITSD Service Desk at 1-800-457-3642 or 1-877-873-0783 • e-mail the ITSD Service Desk at helpdesk@dlnto4.fsa.usda.gov. <p>Notes: Provide the following information in the voice or e-mail message:</p> <ul style="list-style-type: none"> • user's name • State and county • telephone number, including area code and extension • brief description of the problem • best time to contact user. <p style="text-align: center;">Service Desk hours of operation are 6 a.m. to midnight e.t., Monday through Friday.</p> |
| <p>FSAFS policies or procedures</p> | <ul style="list-style-type: none"> • County Offices contact the State Office • State Offices shall contact either of the following: <ul style="list-style-type: none"> • Yanira Sanabria by either of the following: <ul style="list-style-type: none"> • e-mail at yanira.sanabria@wdc.usda.gov • telephone at 202-772-6032 • MarySue Tolle by either of the following: <ul style="list-style-type: none"> • e-mail at marysue.tolle@kcc.usda.gov • telephone at 816-926-5965. |

Notice FI-3188

2 Updating Customer Records in FSAFS for Invalid Direct Deposit BRN's

A Processing Updating BRN's for Direct Deposits in FSAFS

The new FSAFS Invalid Bank Routing List will be updated at the beginning of each month. County Offices are **required** to check the Invalid Bank Routing List and update the customer's direct deposit profile with the new BRN. Invalid BRN's will not be available for ACH payments. Payments will be made by check and will resume by ACH after BRN is modified.

The Invalid Bank Routing List will be:

- displayed with the customers associated with the State and county selected in the "Action Work List" settings
- sorted by the invalid BRN along with TIN and customer name.

The producer or financial institution's ACH department will need to be contacted to provide the new BRN. Attach the Notification of Change letter to the customer's file with SF-3881 and retain the written Notification of Change letter indefinitely.

B Modifying BRN's

After verifying with the producer or the financial institution that BRN has been changed, State and County Office employees will have direct access to the direct deposit detail from the Invalid Bank Routing List to modify BRN.

C Canceling Direct Deposits With Invalid BRN's

Direct deposits with invalid BRN's can be canceled from the Work List by State and County Office employee **after** receiving written documentation, if 1 of the following is applicable:

- producer stopped farming
- producer cannot be located
- inactive or deceased producer.

If the customer has more than 1 election of direct deposit and the default main account is cancelled, then all sub-accounts will be deleted. To avoid deleting all sub-accounts, the main account may be over-written with new account information. See 63-FI, subparagraph 45 A.

The canceled records will no longer be displayed on the Invalid Bank Routing List after the second person verification.

Notice FI-3188

3 Canceling Producer Direct Deposits With Invalid BRN's in FSAFS

A Canceling Producer SF-3881's

If FSA records indicate that a producer has either stopped farming or is deceased, the County Office shall verify the information is correct and cancel SF-3881.

If for any reason there is no written documentation, the County Office employee shall notify the producer to obtain SF-3881 with corrected BRN. The producer is responsible for notifying the County Office in writing of the following:

- closed bank account
- change in account number
- change in BRN
- if producer stopped farming
- producer change of mail address.

B Invalid BRN's Older Than 90 Calendar Days

If the invalid BRN is more than 90 calendar days old, and the producer is unable to be located, the County Office shall cancel SF-3881 and cancel the account through the FSAFS Invalid Bank Routing List, Accounts Details Screen (subparagraph 5 B).

4 Modifying Direct Deposits and Adding Direct Deposit Hardship Waivers

A Direct Deposit View

Current functionality in FSAFS for modifying a customer's active direct deposit through the Direct Deposit View has **not** changed. This option can also be used for the invalid direct deposits. See 63-FI, paragraph 44 for procedure.

B Direct Deposit Waiver

Current functionality in FSAFS for adding a Direct Deposit Hardship Waiver has not changed. See 63-FI, paragraph 45 for procedure.

5 Accessing FSAFS to Update Invalid BRN's

A Logging Into FSAFS

County Office employees:

- shall log into FSAFS to update invalid BRN's for direct deposit participants when Treasury notifies FSA of existing new valid BRN's
- **must** have a valid eAuthentication user ID and password or LincPass to log into the FSAFS web site at <http://fsaintranet.sc.gov.usda.gov/fsa/>.

Notice FI-3188

5 Accessing FSAFS to Update Invalid BRN's (Continued)

A Logging Into FSAFS (Continued)

Employees may log into the FSAFS web site from the FSA Intranet Home Page according to the following:

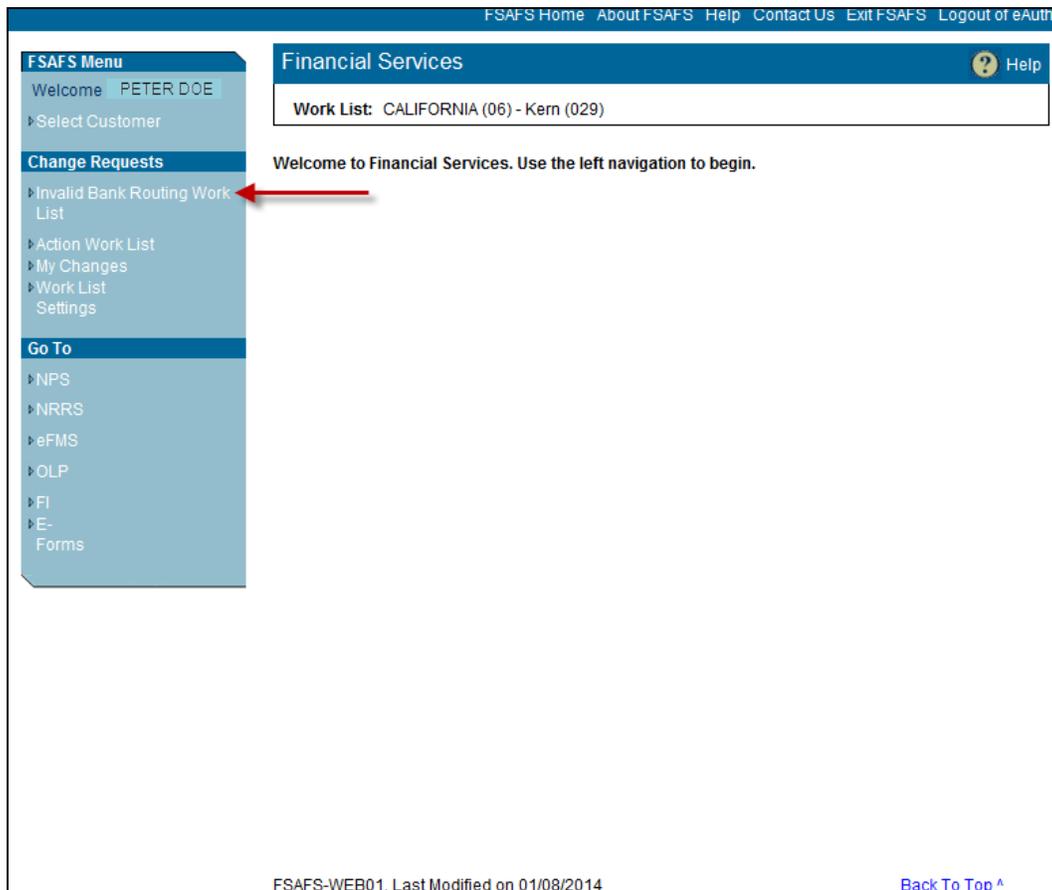
- under “Resources”, CLICK “**FSA Applications**”
- under “Financial Services”, CLICK “**Financial Applications**”.

The FSA Intranet Financial Applications Page will be displayed. CLICK “**FSA Financial Services**” and the USDA eAuthentication Warning Screen will be displayed.

On the eAuthentication Login Screen, do either of the following:

- enter user ID and password, and CLICK “**Login**”
- CLICK “**Login with my LincPass**” and follow the prompts.

The following Financial Services Screen will be displayed. After selecting the State and county, as applicable, under “FSAFS Menu”, “Change Requests”, CLICK “**Invalid Bank Routing Work List**”. This allows authorized FSA County Office employees to view the list of customers with rejected BRN's and to modify the invalid BRN with the new BRN.



Notice FI-3188

5 Accessing FSAFS to Update Invalid BRN's (Continued)

B Updating Invalid BRN's in FSAFS

This following Invalid Bank Routing List Screen will be displayed with the number of customers with invalid BRN's to be updated in FSAFS. The work list is sorted by BRN. Under "ID" column, CLICK "ID" link to view the Account Details Screen.

The screenshot displays the 'Invalid Bank Routing List' interface. At the top, there is a navigation bar with links: FSAFS Home, About FSAFS, Help, Contact Us, Exit FSAFS, and Logout of eAuth. Below this is a 'FSAFS Menu' sidebar with options like 'Welcome PETER DOE', 'Select Customer', 'Change Requests' (including 'Invalid Bank Routing Work List'), and 'Go To' (including 'NPS', 'NRRS', 'eFMS', 'OLP', 'FI', 'E-Forms'). The main content area shows a table of 28 items. The table has the following columns: ID, Tax ID, Customer Name, Routing Number, and Last Changed Date. A red arrow points to the ID '106416' in the fourth row. Below the table are 'Refresh' and 'Exit' buttons. The page footer contains 'FSAFS-WEB85' and a 'Back To Top' link.

| ID | Tax ID | Customer Name | Routing Number | Last Changed Date |
|-------------------------|----------|-------------------|-----------------|-------------------|
| 1500688 | xxxx0000 | Any Farm | 111308219(Main) | 12/05/2013 |
| 373253 | xxxx0000 | Global Ranch Inc. | 122234372(Main) | 12/05/2013 |
| 106605 | xxxx0001 | Holy Farm | 122239652(Main) | 12/05/2013 |
| 106416 | xxxx0000 | John Doe | 122239652(Main) | 12/05/2013 |
| 1768159 | xxxx0000 | Louise Davis | 122239652(Main) | 12/05/2013 |
| 11456 | xxxx0000 | Moose Ranch | 122239652(Main) | 12/05/2013 |
| 106731 | xxxx0000 | Moon Farm | 123204550(Main) | 12/05/2013 |
| 120539 | xxxx0000 | Rose Garden Inc | 321180780(Main) | 12/05/2013 |
| 119923 | xxxx0000 | Rodulph Rednose | 321180780(Main) | 12/05/2013 |
| 106361 | xxxx0000 | Wheeler Farm | 322070006(Main) | 12/05/2013 |

Notice FI-3188

5 Accessing FSAFS to Update Invalid BRN's (Continued)

B Updating Invalid BRN's in FSAFS (Continued)

The following Account Details Screen will be displayed with the invalid BRN with the following options:

- CLICK “**Modify Account**” and the Modify Direct Deposit Account Screen will be displayed
- CLICK “**Cancel Account**” and the account will be canceled, removing the invalid BRN from the Invalid Bank Routing List
- CLICK “**Exit**” to return to FSAFS Homepage.

Note: The “**Modify Account**” and “**Cancel Account**” options **require** secondary approval, if selected.

The screenshot displays the FSAFS Account Details interface. At the top, a navigation bar includes links for FSAFS Home, About FSAFS, Help, Contact Us, Exit FSAFS, and Logout of eAuth. The main content area is divided into a left sidebar and a right main panel. The sidebar, titled 'FSAFS Menu', contains sections for 'Welcome PETER DOE', 'Change Requests' (with sub-items like 'Invalid Bank Routing Work List', 'Action Work List', 'My Changes', 'Work List', and 'Settings'), and 'Go To' (with sub-items like 'NPS', 'NRRS', 'eFMS', 'OLP', 'FI', 'E-Forms'). The main panel, titled 'Account Details', shows the 'Work List: CALIFORNIA (06) - Kern (029)'. Below this, account information is displayed: 'Customer: JOHN DOE - xxxxx0000S', 'Financial Institution: BANK OF THE SIERRA (SIERRA NB) PO BOX 1930 PORTERVILLE, CA 932580000', 'Rejected Routing Number: 122239652', 'Account Number: X0000000X', 'Account Type: Checking', and 'Owner Type: Personal'. A note indicates 'Last changed 12/05/2013 by Self Certified'. At the bottom of the main panel, three buttons are visible: 'Modify Account', 'Cancel Account', and 'Exit'. Red arrows point from the 'Work List' menu item in the sidebar to the 'Rejected Routing Number' field, and from the 'Work List' menu item to the 'Modify Account' button. The footer of the page includes 'FSAFS-WEB12' and a 'Back To Top ^' link.

5 Accessing FSAFS to Update Invalid BRN's (Continued)

B Updating Invalid BRN's in FSAFS (Continued)

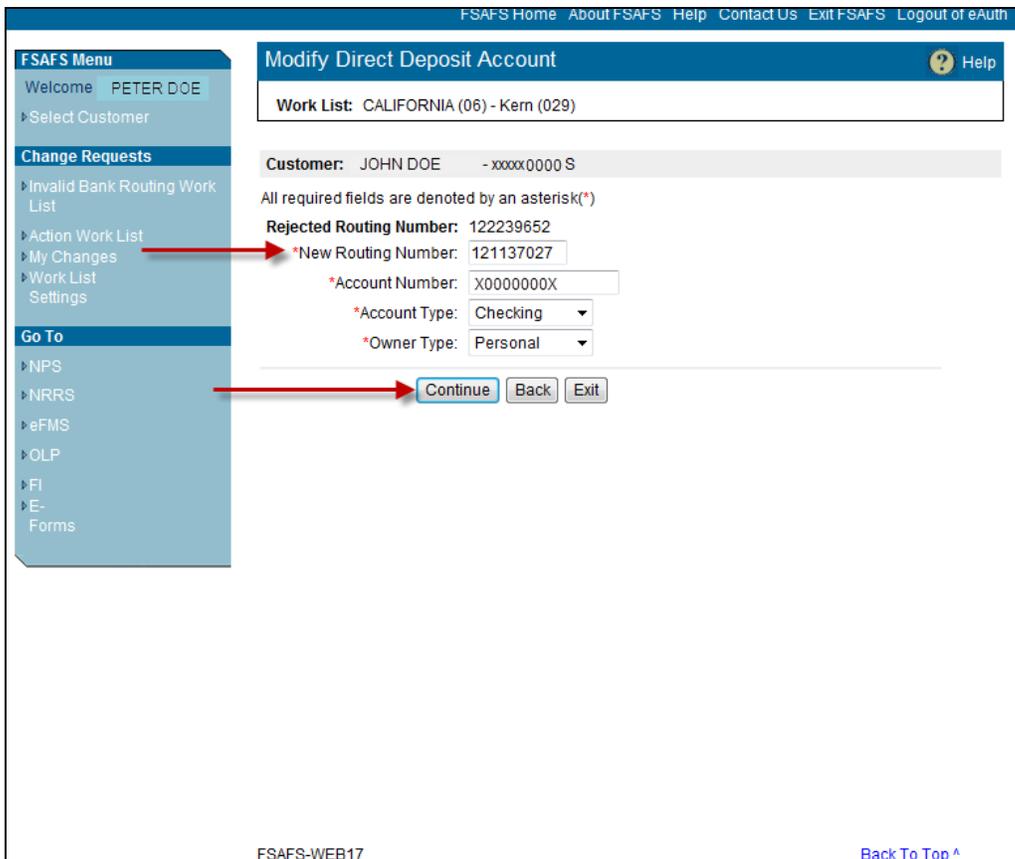
If on the Account Details Screen users click “Modify Account”, the following Modify Direct Deposit Account Screen will be displayed with the rejected BRN. The “New Routing Number” field may be blank or populated with BRN provided by Treasury. Users can edit or modify the followings fields as applicable:

- “New Routing Number”
- “Account Number”
- “Account Type”
- “Owner Type”.

Notes: Any other fields on the direct deposit that need to be modified, such as the State, county, reference number, or program category will need to be performed through the FSAFS “Direct Deposit View” option.

Users can click:

- “Continue” to pre-finalize updating the BRN
- “Back” to return to the Account Details Screen to make changes
- “Exit” to return to the FSAFS Homepage.



Notice FI-3188

5 Accessing FSAFS to Update Invalid BRN's (Continued)

B Updating Invalid BRN's in FSAFS (Continued)

If on the Modify Direct Deposit Account Screen users click “Continue”, the Modify Direct Deposit Account Screen will be redisplayed for verification. Users **must** verify that the information is accurate **before** submitting the changes for secondary approval.

After user verification, CLICK “**Modify Account**”.

The screenshot displays the 'Modify Direct Deposit Account' interface. At the top, there is a navigation bar with links: FSAFS Home, About FSAFS, Help, Contact Us, Exit FSAFS, and Logout of eAuth. On the left, a 'FSAFS Menu' sidebar contains sections for 'Welcome PETER DOE', 'Change Requests' (with sub-items like 'Invalid Bank Routing Work List'), and 'Go To' (with sub-items like 'NPS', 'NRRS', 'eFMS', 'OLP', 'FI', 'E-Forms'). The main content area shows the account details for 'Work List: CALIFORNIA (06) - Kern (029)'. The customer is 'JOHN DOE - xxxxx0000S'. The financial institution is 'BANK OF THE SIERRA, 86 NORTH MAIN ST, PORTERVILLE, CA 932570000'. The routing number is '121137027', the account number is 'X0000000X', the account type is 'Checking', and the owner type is 'Personal'. At the bottom of the main area, there are three buttons: 'Modify Account', 'Back', and 'Exit'. A red arrow points to the 'Modify Account' button. The footer contains 'FSAFS-WEB19' and a 'Back To Top ^' link.

Notice FI-3188

5 Accessing FSAFS to Update Invalid BRN's (Continued)

B Updating Invalid BRN's in FSAFS (Continued)

When users click “Modify Account” the following Pending Changes Screen will displayed with the message, “Informational: Change request #xxxxx to update Direct Deposit Account with ID=xxxxx was submitted. It requires secondary approval to complete.”

Any County Office employee, other than the originating employee, may approve the direct deposit account change request. For secondary approval procedures see 63-FI, subparagraph 43 E.

FSAFS Home About FSAFS Help Contact Us Exit FSAFS Logout of eAuth

FSAFS Menu
Welcome PETER DOE
Select Customer
Change Requests
Invalid Bank Routing Work List
Action Work List
My Changes
Work List Settings
Go To
NPS
NRRS
eFMS
OLP
FI
E-Forms

Pending Changes Help

Work List: CALIFORNIA (06) - Kern (029)

i Informational: Change request #98440 to update Direct Deposit Account with ID=106416 was submitted. It requires secondary approval to complete.

1,015 items found, displaying 1 to 10. [First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next/Last]

| # | Action | Details | Submitted |
|-----------------------|----------------|--|------------|
| 98440 | Update Dir Dep | RTN=121137027 | 01/17/2014 |
| 98437 | Update Dir Dep | RTN=121137027 | 01/17/2014 |
| 98436 | Update Dir Dep | RTN=121137027 | 01/17/2014 |
| 98433 | Create Dir Dep | RTN=011001742, Loan number=123, MISSISSIPPI (28) - Coahoma (027) | 01/16/2014 |
| 98432 | Create Dir Dep | RTN=011001742, Loan number=123, MISSISSIPPI (28) - Coahoma (027) | 01/16/2014 |
| 98431 | Create Dir Dep | RTN=011001742, Loan number=123, MISSISSIPPI (28) - Coahoma (027) | 01/16/2014 |
| 98428 | Create Jnt Pay | Loan Deficiency Payment | 01/16/2014 |
| 98408 | Create Asgn | \$ 200.00, 09T2480WHT | 01/16/2014 |
| 98407 | Create Asgn | \$ 300.00, 09T2480WHT | 01/16/2014 |
| 98406 | Create Asgn | \$ 300.00, Grazing Payments, NEW YORK (36) - Seneca (099) | 01/16/2014 |

1,015 items found, displaying 1 to 10. [First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next/Last]

Refresh Exit

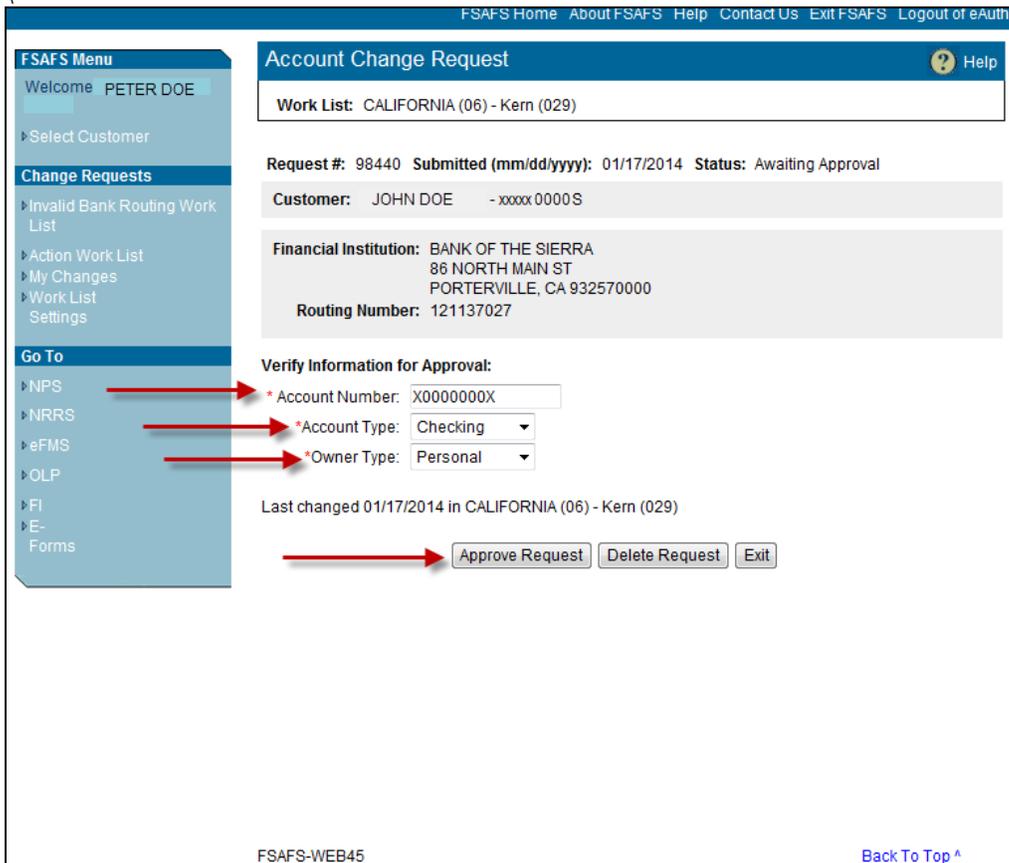
FSAFS-WEB41 [Back To Top ^](#)

6 Second Party Verification for Approving Corrected BRN's

A Second Party Verification of Corrected BRN's

Second party verification is **required** by County Office employees. To perform second party verification, access FSAFS and from the Financial Services Screen, under “FSAFS Menu”, “Change Requests”, CLICK “**Action Work List**”. The Change Request Screen will be displayed with transactions sorted by request ID in ascending order to give higher priority to aging transactions. After selecting the applicable transaction the following Account Change Request Screen will be displayed. The second party verification **requires** users to enter the customer’s account number, select the account type and owner type, and click 1 of the following options:

- “**Approve Request**”, to approve and save request
- “**Delete Request**”, to remove the request
- “**Exit**”, to end without saving the changes.



B Confirmation Message of Second Party Verification Change Request

If users click “**Approve Request**”, the following message will be displayed.

