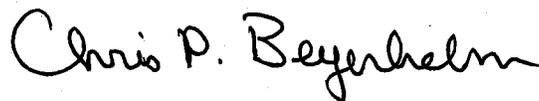


**For:** State and County Offices

**National Payment Services (NPS) Unprocessed Payments in Error**

**Approved by:** Associate Administrator for Operations and Management



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**1 Overview**

**A Background**

When payment requests are processed, but have failed validations, the payment request is held in the queue and is not viewable in NPS for certifying and signing until corrected.

Currently, the failed payment requests can be researched using the “FWADM NPS Payment Queue Detail Report” which is loaded overnight and available the following business day in FWADM.

An enhancement has been made to NPS to notify users of unprocessed payment requests in error and provide a printable report of payment requests including the type of payment error.

To assist in resolving errors, NPS has provided a link to “Troubleshoot Tips”, which includes possible reasons and actions to resolve errors.

<b>Disposal Date</b>	<b>Distribution</b>
March 1, 2017	State Offices; State Offices relay to County Offices

## Notice FI-3297

### 1 Overview (Continued)

#### B Purpose

This notice provides instructions for:

- warning messages displayed in NPS when payment requests are held in the payment queue and displayed on the unprocessed payments in error report
- printing the unprocessed payments in error report in NPS
- viewing the troubleshooting tips in NPS

#### C Contact

If there are questions about this notice, State Offices shall contact the appropriate office according to this table.

<b>Issue</b>	<b>Contact</b>
Software-related problems.	Contact the National Help Desk at 800-255-2434.  <b>Note:</b> Select option 3 for hardware and FSA application software.
Policies or procedures for NPS	Contact either of the following: <ul style="list-style-type: none"><li>• Jackie Pickens by either of the following:<ul style="list-style-type: none"><li>• e-mail <b>jackie.pickens@wdc.usda.gov</b></li><li>• telephone at 615-277-2613</li></ul></li><li>• Darla Noah by either of the following:<ul style="list-style-type: none"><li>• e-mail <b>darla.noah@kcc.usda.gov</b></li><li>• telephone at 816-926-2516.</li></ul></li></ul>

#### C Log into Website

County Office employees shall log into NPS according to 1-FI, paragraph 136.

## 2 NPS Unprocessed Payments in Error

### A Displaying NPS Warning Messages for Unprocessed Payment Requests

When payments encounter processing errors, the following warning message will be displayed, "Warning: XXX payment requests encountered an error processing into NPS".

The payment warning message will include the total number of payment requests that have received an error while processing in NPS and a link to view or print the report.

CLICK **“View/Print Unprocessed Payment in Error Report”** to view the Unprocessed Payments in Error Report Screen.

The following is an example of the NPS Payments Welcome Screen that will be displayed with the payment warning message for payment requests that have encountered an error while processing in NPS.

The screenshot displays the NPS National Payment Service interface. At the top, the USDA logo and "United States Department of Agriculture Farm Service Agency" are on the left, and "National Payment Service" is on the right. Below this is a navigation bar with links: "NPS Home", "About NPS", "Help", "Contact Us", "Exit NPS", and "Logout of eAuth".

The main content area is titled "Payments" and features a "Help" icon. Two prominent yellow warning boxes are displayed:

- Warning: 4 payment requests encountered an error processing into NPS.** Below this is a link: "View/Print Unprocessed Payments in Error Report".
- Warning: 48 payment requests remain unsigned in NPS after 30 days. Please issue or cancel as soon as possible.** Below this is a link: "View/Print Unsigned Payments Report".

Below the warnings, a message reads: "Welcome to Payments. Use the left navigation to begin." This is followed by the text: "Number of items on the following worklists." and a section titled "Payments Worklists:" containing the following data:

- Manual Handling Worklist - 1 (Some over 30 days)
- Certification Worklist - 83 (Some over 30 days)
- Signing Worklist - 0
- Reset Held Payments Worklist - 1 (Some over 30 days)

At the bottom left, it says "NPS-WEB006, Last Modified on 08/24/2016". At the bottom right, there is a "Back To Top" link with an upward arrow.

**Note:** The unprocessed payments in error warning message will only be displayed to State and county users, the message will not be displayed to national users.

2 NPS Unprocessed Payments in Error (Continued)

B Unprocessed Payments in Error Report

Once the “View/Print Unsigned Payments Report” option is selected, the Unprocessed Payments in Error Report will be displayed. The report will include the:

- NPS user’s name
- date of report.

The following is an example of the Unprocessed Payment in Error Report.

The screenshot displays the 'National Payment Service' interface. At the top, it features the USDA logo and 'Farm Service Agency' branding. The main heading is 'Unprocessed Payments in Error Report' for the date '08/08/2016'. A search filter is set to 'NPS User Name'. The report lists three items:

Item #	Name	Tax ID	Payment ID	Amount (\$)	State / County	Program	Issue Date	PPI Start Date	Primary Reference	Payment Error
1.	Jon Doe	[Redacted]	35227061	302.00	KS (20) - Sheridan (179)	05NAP	04/15/2015	04/15/2015	CE - 012345678901	Invalid Customer Address
2.	Jon Doe	[Redacted]	35561046	12.00	KS (20) - Sheridan (179)	05NAP	09/30/2015	09/30/2015	CE - 012345678901	Receivable Error
3.	Jon Doe	[Redacted]	35561048	1.00	KS (20) - Sheridan (179)	05NAP	09/30/2015	09/30/2015	CE - 012345678901	Receivable Error

At the bottom of the report, there is a 'Back' button and a 'Back To Top' link. The footer includes the text 'NPS-WEB173'.

CLICK “Back” to return to the Payments Welcome Screen.

## Notice FI-3297

### 2 NPS Unprocessed Payments in Error (Continued)

#### B Unprocessed Payments in Error Report (Continued)

Each unprocessed payment request will be displayed the following information:

- Customer Name
- Tax ID and Tax ID Type
- Payment ID
- Amount (\$)
- State/County
- Program
- Issue Date
- Primary Reference Code 1 and Reference Number 1, if applicable
- Payment Error
- Prompt Payment Interest (PPI) Start Date, if applicable
- Amount of Prompt Pay Interest (PPI) to date, if applicable.
- Package ID, if applicable
- Secondary Reference Code 2 and Reference Number 2, if applicable.

#### C Printing Unprocessed Payments in Error Report

Take the following steps to print or save the report:

- CLICK “ Printer Friendly” at the top of the Unprocessed Payments in Error Report Screen
- The following dialog box will open, CLICK 1 of the following:
  - “Open”, to display the Unprocessed Payments in Error Report (in PDF format)
  - “Save”, to save the report to the computer drive of choice
  - “Cancel”, to end process without displaying report.



## Notice FI-3297

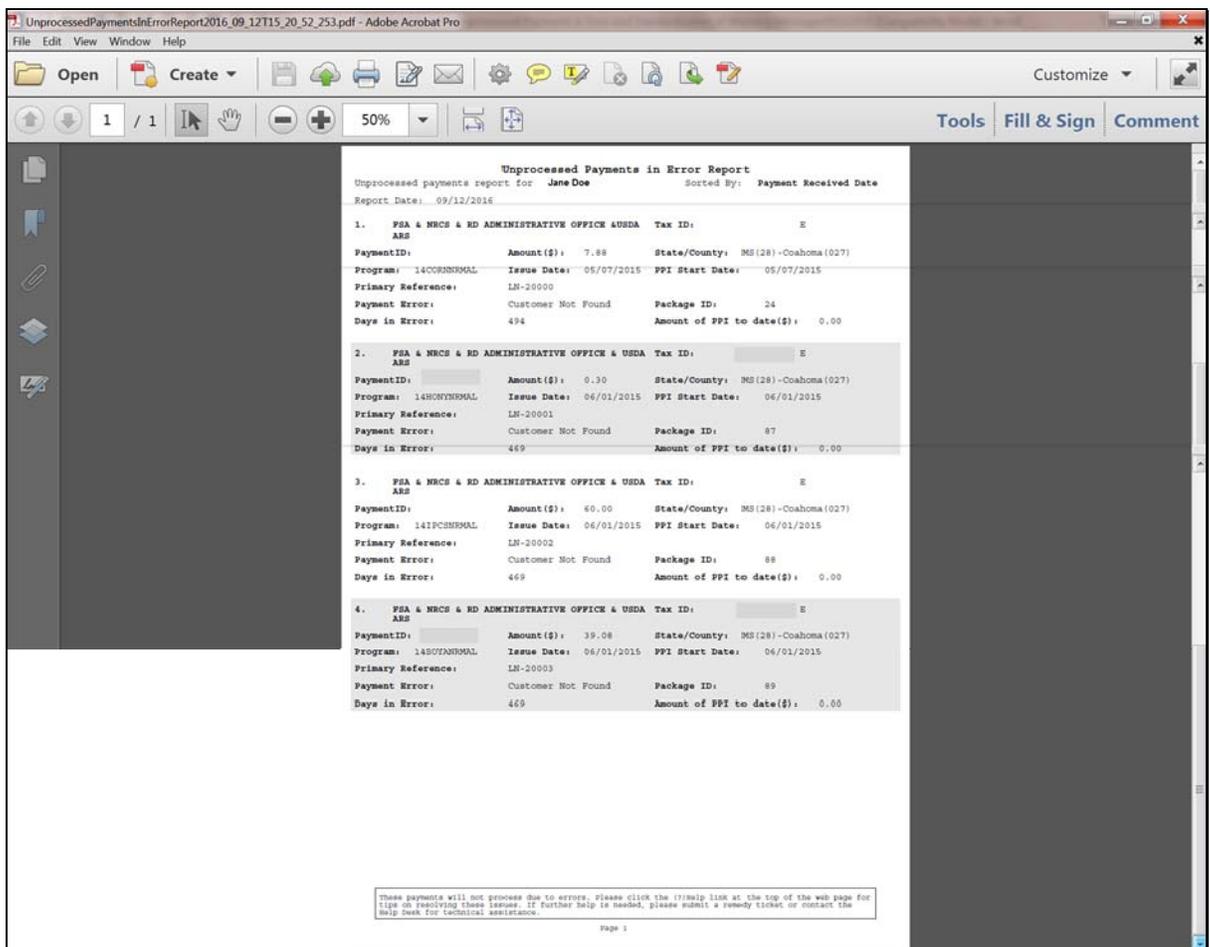
### 2 NPS Unprocessed Payments in Error (Continued)

#### C Printing Unprocessed Payments in Error Report

If you click “Open”, the report shall open in PDF. To print the report, CLICK the “print icon” on the taskbar.

The report will always be sorted by the “Payment Received Date”.

The report will be displayed with the following message, “These payments will not process due to errors. Please click the (?) Help link at the top of the web page for tips on resolving these issues. If further help is needed, please submit a remedy ticket or contact the Help Desk for technical assistance”.



Unprocessed Payments in Error Report

Unprocessed payments report for Jane Doe Sorted By: Payment Received Date  
Report Date: 09/12/2016

Payment ID	Amount (\$)	Issue Date	State/County	Package ID	Payment Error	Days in Error	Amount of PPI to date (\$)
1. FEA & NRCS & RD ADMINISTRATIVE OFFICE & USDA ARS	7.88	05/07/2015	MS(28)-Coahoma(027)	24	Customer Not Found	494	0.00
2. FEA & NRCS & RD ADMINISTRATIVE OFFICE & USDA ARS	0.30	06/01/2015	MS(28)-Coahoma(027)	87	Customer Not Found	469	0.00
3. FEA & NRCS & RD ADMINISTRATIVE OFFICE & USDA ARS	60.00	06/01/2015	MS(28)-Coahoma(027)	88	Customer Not Found	469	0.00
4. FEA & NRCS & RD ADMINISTRATIVE OFFICE & USDA ARS	39.08	06/01/2015	MS(28)-Coahoma(027)	89	Customer Not Found	469	0.00

These payments will not process due to errors. Please click the (?) help link at the top of the web page for tips on resolving these issues. If further help is needed, please submit a remedy ticket or contact the Help Desk for technical assistance.

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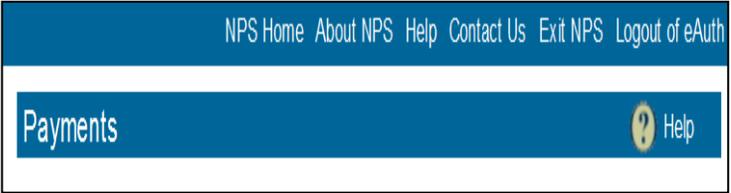
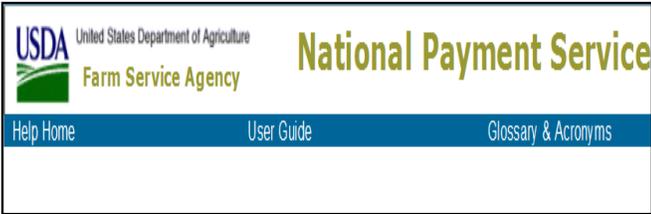
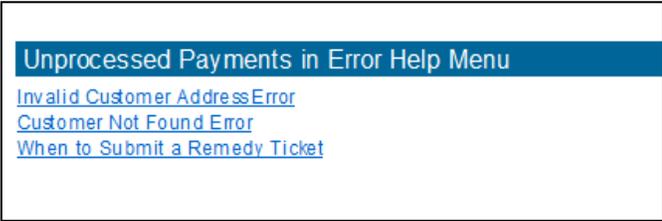
**Note:** To close the report dialog box, CLICK “X” in the upper-right corner of the screen.

3 Help Link

A NPS User Guide

The user guide troubleshooting tips will assist in resolving the unprocessed payment errors.

Access the NPS user guide, according to this table.

Step	Action	Screen Results
1	Click either of the following: <ul style="list-style-type: none"> <li>• “Help” link located on the top of the menu bar</li> <li>•  Help icon located on the “Payments” bar.</li> </ul>	
2	Click “User Guide”, located on the top menu bar of the Help page.	
3	Select the “Unprocessed Payments in Error” link.	
4	Select the applicable link to view actions to resolve unprocessed payments in error.	

**Note:** Once necessary changes are made to resolve error, it may take up to an hour for the payable to appear on the NPS worklist.

See Exhibit 1 for the list of payment errors and actions to resolve unprocessed payments.

**NPS Unprocessed Payment Errors and Actions**

The following table contains the Unprocessed Payments in Error Troubleshooting Tips located in the NPS User Guide.

<b>Payment Error</b>	<b>Possible Reasons for Error</b>	<b>Actions</b>
<b>Address Error (L)</b>	Customer's address is not valid in Business Partner (BP).	<p><b>1.</b> Access the customer's record in BP.</p> <p><b>2.</b> Confirm the customer's address contains a valid street, city, state and ZIP code. If not, enter the correct address.</p> <p>Save the record.</p>
	"Delivery Bar Code" field in BP contains an invalid character.	Run the address validation in the BP customer record to populate the correct delivery bar code.
	Address is correct in BP, but not correct in Financial Services.	<p>Access the customer's record in BP and add the following note "Forcing replication to process Payable ID:" &lt;insert payable ID number&gt;</p> <p>Save the record.</p>
<b>Customer Not Found Error (N)</b>	Legacy link has not been established in BP.	<p>Access the customer's record in BP and add the necessary legacy link.</p> <p>Save the record.</p>
	Legacy link is established in BP, but has failed to copy to Financial Services.	<p>Access the customer's record in BP and add a note which says "address to be resynced in FS."</p> <p>Save the record.</p>
	*Payment is a REFREP (refund), and does not belong to your county.	<p>Submit a remedy ticket for NRRS.</p> <p><b>Note:</b> *NRRS team is aware of this issue and are working to resolve.</p>

**Note:** If these actions do not resolve unprocessed payment errors or an error is displayed on the report that is not listed, the State Office shall submit a Remedy Ticket. See subparagraph 1 C or use the "When to Submit a Remedy Ticket" link from the NPS User Guide.