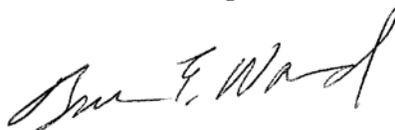


**For:** State and County Offices

**Updated Procedures for FAXing Receivable Documentation to the  
Receivable Imaging System (RIS)**

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



**1 Update to RIS FAXing Procedure**

**A Background**

State and County Offices are **required** to FAX all receivable documentation to RIS for all receivables that are currently outstanding and shown on the Financial Web Application Data Mart (FWADM) Receivables Over 60 Days Old and Missing Documentation in RIS Report (FWADM Report) using the current FAX numbers assigned to their States.

**B Purpose**

This notice:

- provides State and County Offices the following:
  - updated contact list (Exhibit 1)
  - FAX transmittal sheet for FAXing to RIS (Exhibit 2)
- **requires** State and County Offices to continue FAXing all receivable documentation to RIS for receivables that are currently outstanding as shown on the FWADM Report using the current FAX number assigned to States (Exhibit 1) and the new FAX Transmittal Form (Exhibit 2).

**C Contacts**

If there are questions about this notice:

- County Offices shall contact the State Office

<b>Disposal Date</b>	<b>Distribution</b>
August 1, 2013	State Offices; State Offices relay to County Offices

## Notice FI-3147

### 1 Update to Receivable Imaging System (RIS) FAXing Procedure (Continued)

#### C Contacts

- State Offices shall contact the appropriate office as follows.

Issue	Contact
Policy	Either of the following: <ul style="list-style-type: none"><li>• Steve Huckaby by either of the following:<ul style="list-style-type: none"><li>• e-mail to <b>stephen.huckaby@kcc.usda.gov</b></li><li>• telephone at 816-926-2850</li></ul></li><li>• Tom Harris by either of the following:<ul style="list-style-type: none"><li>• e-mail to <b>tom.harris@wdc.usda.gov</b></li><li>• telephone at 703-305-1439.</li></ul></li></ul>
Software	The National Help Desk at 800-255-2434 or 816-926-1552. Select option: <ul style="list-style-type: none"><li>• “1” for problems with NRRS</li><li>• “3” for hardware and other software.</li></ul>

### 2 RIS FAXing Procedure and Instructions

#### A County Office Action

The RIS Web application:

- allows all authenticated users to query, retrieve, print, e-mail, and view receivable/debt file documents electronically stored in RIS using their eAuthentication user ID and password

**Note:** Employees who want access to the RIS retrieval application **must** have a valid eAuthentication user ID and password. Access privileges **must** be requested on FSA-13-A.

- allows USDA employees faster and more convenient access to receivable/debt documentation through the Intranet
- eliminates the need to request documents manually
- provides a centralized repository of all receivable/debt documentation in 1 convenient location.

## Notice FI-3147

### 2 RIS FAXing Procedure and Instructions (Continued)

#### A County Office Action (Continued)

Demand letters generated by NRRS will be automatically entered into RIS. This documentation will be accessible to authenticated users and will be used by the Receivable Management Office (RMO) to verify eligibility of receivables for referral to the Department of Treasury's Cross-Servicing Program (Cross-Servicing). Receivables referred for Cross-Servicing will remain in the originating office. State and County Offices shall use the FAX number assigned to their State. State and County Offices are **required** to continue FAXing all receivable documentation to RIS for all receivables that are currently outstanding and shown on the FWADM Report using the FAX number assigned to their State (Exhibit 1).

The FWADM Report will be updated nightly from NRRS after a national user reviews the FAXed documents, verifies and certifies that the debt is legally enforceable, and enters the receipt date of the FAXed documents into NRRS. The receivable ID will remain on the FWADM Report until the required supporting documents are received and certified to ensure that all receivables referred to Cross-Servicing are legally enforceable.

Because the receivable records may contain PII, ensure that they are safeguarded. **Effective immediately**, State and County Offices shall FAX all receivable documentation to RIS using the FAX Transmittal Form (Exhibit 2).

#### B Receivable Documentation

The following is an example list of supporting documentation that is **required** to be maintained in the County Office receivable files and FAXed to RIS, if the receivable is **not** paid within 60 calendar days of the date of establishment:

- signed program contract **must be included** (example DCP or CRP)
- signed program application (example ELAP, LIP, NAP, or SURE)
- Power of Attorney (example signing for producer)
- worksheets and settlement statements proving the "basis of debt" and receivable amount
- receivable checklist
- manual notification and due process letters (automated demand letters from NRRS are already in the file and do **not** need to be FAXed to RIS)
- FSA-671's from the legacy system
- actual AGI determination letter sent to the producer (**not** an example)

## Notice FI-3147

### 2 RIS FAXing Procedure and Instructions (Continued)

#### B Receivable Documentation (Continued)

- appeals and NAD determinations (all documents about appeals and disputes)
- correspondence and e-mails from State Office, OGC, OIG, and any other agency or person that is significant to the debt determination
- correspondence from debtors, court documents (bankruptcy, DOJ, litigation, or legal action)
- Congressional inquiries
- information on deceased debtors (filing against the estate or documentations showing the estate is open or closed)
- financial statements
- CCC's lien position documents (UCC-1 or deed of trust, lien waiver, subordination agreement, release of liability, and all other security documents for commodity or facility loan)
- returned mailings
- telephone contacts
- any other applicable documentation.

**RIS FAXing Instructions**

The following provides the RMO contact persons and RIS FAX number assigned to each State for FAXing receivable documentation. County Offices should contact their State Office with questions. State Offices should contact the responsible RMO contact person.

**Note:** When FAXing receivable documentation, ensure that the FAX number, **not** the contact number, is used.

County Offices are **required** to update RIS by FAXing in any **new** actions taken or documentation generated or acquired that supports the receivables to ensure that the files are kept current.

<b>RMO Receivable Contact</b>	<b>RIS FAX Number</b>	<b>State Code</b>	<b>State</b>	<b>RIS FAX Number</b>	<b>State Code</b>	<b>State</b>
Judy Ball <b>judy.ball@kcc.usda.gov</b> 816-926-2592	816-823-4240	02	AK	816-823-4240	25	MA
	816-823-4242	04	AZ	816-823-4240	32	NV
	816-823-4240	11	DC	816-823-4242	41	OR
	816-823-4240	15	HI	816-823-1873	42	PA
	816-823-4240	18	IN	816-823-1873	46	SD
	816-823-1873	19	IA	816-823-1873	52	VI
	816-823-4242	20	KS	816-823-4242	54	WV
	816-823-1873	22	LA	816-823-1873	56	WY
Cheryl Brownlee <b>cheryl.brownlee@kcc.usda.gov</b> 816-926-5958	816-823-4242	01	AL	816-823-4240	45	SC
	816-823-4242	21	KY	816-823-4242	48	TX
	816-823-1873	23	ME	816-823-4240	49	UT
	816-823-1873	30	MT			
Steve Huckaby <b>stephen.huckaby@kcc.usda.gov</b> 816-926-2850	816-823-4240	09	CT	816-823-1873	24	MD
	816-823-4242	10	DE	816-823-1873	29	MO
	816-823-4240	12	FL	816-823-1873	36	NY
	816-823-4242	13	GA	816-823-4240	51	VA
	816-823-1873	17	IL	816-823-1873	55	WI
Pamela Jackson <b>pamela.jackson@kcc.usda.gov</b> 816-823-1089	816-823-4242	05	AR	816-823-1873	34	NJ
	816-823-4242	16	ID	816-823-1873	37	NC
	816-823-1873	26	MI	816-823-4240	38	ND
	816-823-4240	28	MS	816-823-4242	50	VT
	816-823-4240	31	NE	816-823-4240	69	CNMI/GU
Jacky Martin <b>jacquelin.martin@kcc.usda.gov</b> 816-926-2857	816-823-4240	06	CA	816-823-1873	40	OK
	816-823-1873	08	CO	816-823-4240	44	RI
	816-823-4240	27	MN	816-823-1873	47	TN
	816-823-1873	33	NH	816-823-1873	53	WA
	816-823-1873	35	NM	816-823-4242	60	AS
	816-823-1873	39	OH	816-823-1873	72	PR

**FAX Transmittal Form**

State and County Offices are **required** to FAX all receivable documentation to RIS for receivables that are currently outstanding as shown on the FWADM Report using the current FAX number from Exhibit 1 and the following FAX transmittal sheet.



**United States Department of Agriculture Farm Service Agency  
Receivable Imaging System (RIS)  
FAX TRANSMITTAL**

**Date:** \_\_\_\_\_

**State Code (\_\_\_\_) and County Code (\_\_\_\_)**

**NRRS Receivable Number:** \_\_\_\_\_

**Producer's Name/Entity Name:** \_\_\_\_\_

**FAX ONLY ONE RECEIVABLE NUMBER WITH  
APPLICABLE DOCUMENTATION PER TRANSMISSION**

**Verify that the Signed Program Contract and Power of Attorney if applicable are included in documentation.**

<b>RIS Fax Number:</b>	
<b>Service Center Contact Name:</b>	
<b>Service Center Contact E-Mail:</b>	
<b>Service Center Phone Number:</b>	

**REMARKS:**

**Number of Pages including Fax Cover Sheet :**



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