



Building Rural America
National Association of Credit Specialists
of the
USDA – Farm Service Agency
Information Technology Committee

THE INFORMATION TECHNOLOGY COMMITTEE MET AT THE HOLIDAY INN COUNTRY CLUB PLAZA IN KANSAS CITY, MO, ON JUNE 26-28, 2017, TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:

Resolution 1

CONCERN:

The ECM Fax is a cumbersome way for counties to submit issues to NFAOC. All counties have switched to Fax2Mail, so we are utilizing e-mail instead of actual fax machines. The ECM does not accept e-signed PDF forms, the forms have to be converted into a flat form version in order for the fax to go through.

PROPOSED SOLUTION:

Enhance ECM to allow an "RA" e-mail account similar to other FSA divisions OR create an NFAOC SharePoint site, similar to the SWRSO SharePoint site that is utilized for assistance requests.

Resolution 2

CONCERN:

Account Correction Form - This form is used to submit items to NFAOC for account corrections. This form is a very generic form for counties to list their issues that need corrected.

PROPOSED SOLUTION:

Obsolete form FSA-2446. All information in this form could easily be input into the body of an e-mail when submitting to NFAOC.

Resolution 3

CONCERN:

If someone is released from liability from a loan (leaving an entity), then unlinked as a related entity for that loan, and then later applies for a new loan as an individual or different entity, the DLM customer profile does not show that they have received loans in previous years. This is an issue as it would affect their years of eligibility calculation.

PROPOSED SOLUTION:

When working with entity applicants, a permanent link to the individual's customer profile should be created through the update related entity screen. Also, add an additional section to the customer profile for loans closed under other names, so that each loan closed is reflected on the individual's customer profile regardless of whether they have been released from liability for that specific loan.

Resolution 4**CONCERN:**

When returning to the Comprehensive test, the FLOTrack system requires the FLOTs to start with question #1 and scroll through each one. It easily takes 15-20 seconds (or more) per selection.

PROPOSED SOLUTION:

Update the FLOTrack system to allow a resume capability which would permit the user to pick up their work where they left off.

Resolution 5**CONCERN:**

When conducting primary loan servicing, eDALR\$ allows you to consolidate and reschedule more than six loans; however, when processing 1M transaction in DLS it does not allow it and a discrepancy error occurs.

PROPOSED SOLUTION:

An enhancement to DLS is needed to allow the software to consolidate and reschedule more than 6 loans with conducting primary loan servicing.

Resolution 6**CONCERN:**

The EFT system automatically sends a paper check if the request does not go by EFT for some reason. With us being short staffed and very busy with loans, occasionally an incorrect entry in EFT prompts a paper check.

PROPOSED SOLUTION:

The proposed solution is that the EFT system would generate a warning or reject the transaction when there is a problem and the funds do not go by EFT. With the warning or notice to the field we would have the opportunity to review and correct the problem so the transaction would go by EFT instead of paper check.

Resolution 7**CONCERN:**

The ability to have downloadable and prefilled forms in DLS will allow for quicker timeframes and loan processing.

PROPOSED SOLUTION:

Incorporate downloadable and prefilled forms within DLS.

Resolution 8**CONCERN:**

Currently there is no system to check the status of a pre-authorized debit (PAD). The only confirmation received once submitted is usually when it is already activated.

PROPOSED SOLUTION:

Add a transaction in DLS where employees can see the request submitted, in processing and activated.

Resolution 9**CONCERN:**

When working with repeat customers, the loan official either has to duplicate the Balance Sheet or is forced to start from scratch. Duplication can cause unforeseen mistakes and recreating chattel lists is redundant and an inefficient use of loan official's time.

PROPOSED SOLUTION:

Allow for a chattel duplication/import function within FBP to allow duplication of chattel lists independent of the full balance sheet.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NON-ADOPTION:**Resolution 10****CONCERN:**

Currently loan approval officials are not prompted to look at mileage on vehicles or hours on a piece of equipment. Some may do it out of accuracy sake but I am certain that a lot do not. We do not currently have a place to put hours or mileage into FBP.

PROPOSED SOLUTION:

I think that in order to become more accurate in our appraised values of equipment and vehicles it would be helpful to have a section on the balance sheet in Farm Business Plan right after condition or year etc. that prompted the loan official to put in the mileage if it is a vehicle or the number of hours if it is a piece of equipment such as a combine or tractor. I realize that we cannot get so accurate in our chattel appraisals but this is an easy thing to check that would help us get a more accurate valuation of the vehicle or piece of equipment.

REASON FOR NON-ADOPT:

The committee feels that there are other methods of entering details regarding each piece of equipment, such as a comment box. The condition of each piece of equipment is determined by multiple factors for each individual piece of equipment. Adding this one box would not enhance the value of the chattel appraisal. The committee feels any shortcomings with chattel appraisals should be addressed with additional training.

Resolution 11

CONCERN:

On the FSA-2305, Second Notice of Incomplete Application letter, there is a limited number of characters which can be typed into the additional information needed section. This is not enough space in some cases.

PROPOSED SOLUTION:

Remove the character limit from this section of the letter and leave it as an open field with unlimited characters.

REASON FOR NON-ADOPT:

Option to edit form and add space is available if form permissions are changed to unrestricted.

Resolution 12

CONCERN:

Administrative appraisal reviews are input into GLS to track servicing actions. It is common to review several appraisals for one borrower on the same day. Currently, employees can only enter one appraisal review per day. As a result, the employee has to enter the reviews, one per day, on subsequent days, in order to accurately track the work completed.

PROPOSED SOLUTION:

GLS needs to be updated so that multiple appraisal reviews can be entered on the same day.

REASON FOR NON-ADOPT:

Recently released notice FLP-766 states that "FSA will no longer conduct administrative or technical reviews on appraisals for guaranteed loan making or servicing, except those submitted for liquidation plans."

Respectfully submitted by the 2016/2017 Information Technology Committee,

LeAnn Gibbs, Zone A

Kris Barga, Zone B - Chairperson

Will Loxterkamp, Zone C

Tammy Jones, Zone D