



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

THE INFORMATION TECHNOLOGY COMMITTEE MET AT THE SHERATON DOWNTOWN HOTEL IN SALT LAKE CITY, UTAH ON JUNE 22, 2011, TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:

Resolution 1

CONCERN: Currently the GLS system will not allow the linking of entity members until the loan is closed in GLS, which may result in liable parties not being associated with the loan resulting in numerous errors and complications.

PROPOSED SOLUTION: Allow the linkage of related borrowers at any point during the application process in GLS by adding the function “add/link liable parties” as an option in the drop-down box menu.

Resolution 2

CONCERN: Field offices routinely fax corrections that need to be made to borrower accounts to FLOO. Once FLOO has fixed the problem, the county office is not notified of the correction or completion of the problem case. Time and effort can be wasted by the county office in following-up on these matters to determine if they have been completed.

PROPOSED SOLUTION: Require a follow-up email from FLOO indicating corrections have been completed.

Resolution 3

CONCERN: DLS Special servicing workflow for Disaster Set Aside (DSA) automatically sets the due date as the same date the request is received resulting in an alert date that is past due.

PROPOSED SOLUTION: Correct the workflow to indicate the processing time as allowed by 5-FLP.

Resolution 4

CONCERN: The FBP only provides for a Categorical Exclusion Environmental Review and does not indicate the type of review completed if other than CatEx anywhere in the system including the credit presentation. This can lead to confusion about the level of review that was completed.

PROPOSED SOLUTION: Add a section to the credit presentation to indicate the level of environmental review completed. These check boxes should include the ability to check multiple boxes, such as: CatEx, Modified Class I, Class I, class II, FSA 851 and FEMA 81-93.

Resolution 5

CONCERN: GLS assigns a lender ID branch number for lenders actively involved in its guaranteed loan programs which may involve hundreds of branch locations, some utilizing FSA programs and others RD programs. If a lender's *eAuth ID* is assigned the role of "FSA Branch Administrator", then only one branch number can be assigned to that *ID*; however, that person may have responsibility for multiple branches for the lender. In order to access multiple lender branches, the person must be assigned the role of "FSA Lender Administrator" and then will have access to all of the lender's branches, which may cause confusion during the required reporting periods.

PROPOSED SOLUTION: Update GLS to allow a lender with a role of "FSA Branch Administrator" to be tied to multiple branches for that lender.

Resolution 6

CONCERN: SCIMS will only allow a name that contains multiple capital letters such as "McName" to be input with either a space after the "Mc" and then a capital letter, i.e. "Mc Name". Or, capitalize the "M" with all other letters in lower case, i.e. "Mcname". In addition, names that contain other symbols, such as "O'Name" or "O-Name", cannot be entered into SCIMS containing these special characters. Forms that pull data from SCIMS may be pre-filled with names that are not considered to be "legal".

PROPOSED SOLUTION: Modify SCIMS to allow names with more than one capital letter and special characters to be entered correctly.

Resolution 7

CONCERN: Preparing legal documents for loan making and servicing is complex and time consuming. Many data entry errors are likely with all information being manually entered.

PROPOSED SOLUTION: Create a system similar to the “Data Filled Forms Option” for DLS that is currently available in GLS.

Resolution 8

CONCERN: There is no place in DLS to Track FSA’s security interest in chattels when assignments are obtained on crop insurance, government payments, and products such as milk or poultry. Manual tracking systems are currently being used to ensure that assignments are obtained as required which vary from office to office and state to state and are difficult to maintain and review.

PROPOSED SOLUTION: Add a workflow item under the borrower SI tab to track assignments.

Resolution 9

CONCERN: When doing cash receipts in NRRS the customer’s full ID is required to start the receipt. Often the employee must leave their work station and pull the customers file to get the ID. This is time consuming when many receipts are being collected in one day. NRRS does not verify the name of the customer on the receipt for FLP collections; it just verifies that the ID number is valid (as it exists in SCIMS).

PROPOSED SOLUTION: When initiating a new receipt in NRRS, include a search function wherein the customer can be located by searching by either the last name or last four of their ID number. Once selected the borrower’s information would be pre-filled on the customer receipt greatly reducing time and errors.

Resolution 10

CONCERN: Completing credit presentations for subsequent loan making/servicing actions can be unnecessarily time consuming when their or few changes.

PROPOSED SOLUTION: Allow credit presentations to be duplicated and updated as needed.

Resolution 11

CONCERN: Prior lien holders are not identified on the balance sheet/loan schedule; therefore, when the collateral analysis is completed information may need to be manually altered to ensure the correct values are used in the analysis.

PROPOSED SOLUTION: In the FBP, add the ability to indicate a prior lien holder on the balance sheet for specific items of security and have this information flow over to the collateral analysis.

Resolution 12

CONCERN: In cases of joint financing, when you can use an interest rate of less than 5% currently DLM doesn't allow it to be coded as joint financing.

PROPOSED SOLUTION: Modify DLM to allow coding as joint financing when using an interest rate of less than 5%.

Resolution 13

CONCERN: Currently GLS takes you out to print forms for guaranteed loan closing form.

PROPOSED SOLUTION: Add the Guaranteed Loan Closing Report to GLS as a data filled form.

Resolution 14

CONCERN: General eligibility requirements include "No Agency Loss". It can be difficult to make this determination when multiple years have passed since a loss was incurred.

PROPOSED SOLUTION: The determination of eligibility for this requirement should be made when the loss claim is paid. FSA Loan View should be revised to show the loan status to "terminated – loss paid" when applicable.

Resolution 15

CONCERN: The applicant's personal debts are entered on the Balance Sheet for each debt. All personal debts for the Cash Flow have to be re-entered under Owner Withdrawal. This is time-consuming and creates a possibility of input errors.

PROPOSED SOLUTION: Program the Farm Business Plan so that when the personal debts are entered in the Balance Sheet that they automatically also pre-fill the Cash Flow, Owner Withdrawal, eliminating duplicate entries and possibility of errors.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NON-ADOPTION:

Resolution 16

CONCERN: NRRS does not pre-fill the correct FLP State and County codes when applying a subsequent FLP collection on the same borrower's account. It pre-fills the State code as Alabama

and it does not enter any County code at all. Additionally, it pre-fills the same loan number to which the first collection was applied, which may not be accurate.

PROPOSED SOLUTION: On the subsequent application for a receipt, NRRS should pre-fill the State and County code, social security/tax id number, and not the loan number.

Resolution 17

CONCERN: Loan files contain many documents that are not available remotely, which may cause delays in loan making and/or servicing actions.

PROPOSED SOLUTION: Allow documents to be scanned and attached to FBP or stored on the share drive. Documents stored on the share drive can be encrypted for protection of sensitive information.

Resolution 18

CONCERN: There is a problem with certain borrowers when the borrower transfers from one state to another state. It doesn't happen in every case and seems to happen whenever the borrower has a paid in full loan, or a guaranteed loan along with open loans. Finance Office seems to have some kind of work-around solution which takes a very long time and a lot of follow-ups for the County Office in order to process the transfer.

PROPOSED SOLUTION: The programmers could write a script to fix the problem in borrower transfers from one state to another.

EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE: Additional information as to the "problem" is needed before the committee can recommend adopting this resolution. In addition, a similar resolution was reviewed by the National Office in the past and they have indicated a solution was on hold due to budget.

Resolution 19

CONCERN: There have been times when website addresses have been changed and/or missing without notification when trying to access them.

PROPOSED SOLUTION: Put in a message at the old website address that the site has moved when access to that site is no longer available and give the new address that can be clicked on or that will connect automatically in a short period of time.

EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE: Notices have been issued when website addresses have changed. In addition, emails have been provided from OTIS

and other informational serves providing notices of website address changes. The main FSA application portal is maintained with the most recent website addresses and when used would ensure the correct page is found; therefore, the committee cannot recommend adoption of this resolution as provided.

Resolution 20

CONCERN: The GLS checklist form FSA-2292 is not a fillable form in GLS.

PROPOSED SOLUTION: Add the GLS checklist FSA-2292 to the fillable forms in GLS. This form is not open or not even there, we have to go to blank forms to complete the guaranteed checklist. This would be a great tool.

EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE: Forms that are not available as “Data Filled” forms in GLS have been linked to the Forms Website to ensure the most up-to-date form is available and we would not recommend adoption of this resolution based on that information.

Resolution 21

CONCERN: There is no tracking system other than the manual version of guaranteed loans that have submitted an annual analysis or not. For management tracking, as since we are entering a radio button into GLS, it seems there should be a report that could track this information for us.

PROPOSED SOLUTION: Please provide a report in GLS from the radio buttons in GLS of the annual analysis reviews for LOC's provided annually by lenders so a manual tracking spreadsheet does not need to be maintained and management can track which banks have not submitted these reviews as required.

EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE: Reports are currently available in GLS under Servicing Activities which provide the requested information; therefore, the committee would not recommend this resolution for adoption.

Respectfully submitted by the 2010/2011 Information Technology Committee,

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Jeremey Burner, Zone C

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Chairperson