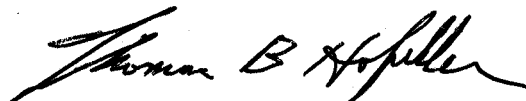


For: FSA Employees

Electronic Forms (eForms) Processing

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

eForms are a component of the Federal Government’s eGov effort; 1 of the Presidential Initiatives enacted to streamline operations and increase efficiency using computers and the World Wide Web (www). The Government Paperwork Elimination Act requires all Federal departments to provide individuals or entities the option to submit information, transact business, and maintain records online.

eForms enables registered users to submit completed eForms electronically. Many forms can be completed and submitted online; however, some forms **must** be printed, personally hand-signed in ink, and submitted to the local USDA Service Center by mail or FAX.

B Purpose

This notice:

- explains the eForms process
- identifies eForms resources
- provides eForms guidance.

C Contacts

If additional information is needed, contact the appropriate office as follows.

Employee Location	Contact
County or State Office	State eGov Coordinator.
National Office	Ragh Singh by either of the following: <ul style="list-style-type: none"> • e-mail to ragh.singh@wdc.usda.gov • telephone at 202-720-7094.

Disposal Date	Distribution
October 1, 2009	All FSA employees; State Offices relay to County Offices

Notice IRM-412

2 Submitting, Receiving, and Processing eForms

A Obtaining eAuthentication User ID and Password

To use eForms, users **must** obtain a Level 2 eAuthentication user ID and password. This process is available on line at www.eauth.egov.usda.gov/eauthCreateAccount.html.

B Submitting eForms to Service Centers

After users have received their Level 2 eAuthentication user ID and password, they can submit eForms to any USDA Service Center. Users may also attach external files such as scanned documents, spreadsheets, etc. to eForm submissions.

Unique confirmation numbers are assigned to every submission (package), enabling users to track the status of their submission.

Note: Whether users are submitting 1 form, or a group of forms with external documents attached, it is called a “package”. Packages are identified by system-assigned confirmation numbers enabling online tracking.

The eForms web site at www.sc.egov.usda.gov/eforms/mainservlet provides useful site demonstrations and general eForms information.

Note: The eForms web site explains that anyone may browse, complete, or print any of the eForms available to the public by clicking the “Browse Forms” button. However, if users want to submit their completed forms online, he/she **must** have a valid Level 2 eAuthentication user ID and password.

C Generating eForms

All eForms:

- are identified by their form number
- include a short description
- include an instruction page.

Detailed instructions are available for all eForms. It may be helpful to print the instructions to use while completing eForms. All eForms are fillable (unless otherwise indicated in the eForms instructions for a particular form) and Rehabilitation Act, Section 508 compliant.

Users can open, save, edit, close, and submit eForms they complete. The save option **does not** save the eForm to the user’s PC; it is saved to the eForms Central Web Server. eForms that have been saved, but not submitted, can **only** be accessed by the initiating user. Before submitting eForms, users can revise the information on the eForms Central Web Server at any time.

2 Submitting, Receiving, and Processing eForms (Continued)

C Generating eForms (Continued)

Users **must** CLICK “**Submit**” to send the completed eForms and attachments to a Service Center. Clicking “Submit” links the user to Office Information Profile (OIP) data. To direct submissions, a map of the United States will be displayed and users **must** select a “State” and “County” from the map.

After selecting the Service Center, users may attach additional forms, enter comments, and provide their e-mail address. User’s e-mail address is **not** required, but will greatly improve service.

A screen will be displayed asking users to confirm submission of their package to a Service Center for processing and to attest that the information is correct. All documents listed are forwarded to the Service Center as 1 package.

Note: Users **cannot** modify a package once it has been submitted. To make a change the user **must** revise and resubmit the package to the Service Center.

D Checking the eForms Web Site for Packages

All employees are advised to check the eForms Work Queue at <https://formsadmin.sc.egov.usda.gov> for user packages. E-mail notification of waiting eForms packages is inconsistent; therefore, office managers **must** designate a staff member to check the eForms Work Queue daily. The Work Queue will list packages sent to their Service Center. Everyone identified as a specific Agency employee in an office can access all items sent to that office.

The eForms Work Queue web site includes a User Guide, Training Guide, help, contact, and frequently asked questions assistance.

Before a package can be **Accepted, Redirected, or Returned**, the documents **must** be accessed, printed, and reviewed for completeness. The unique confirmation number, user name, and date will be printed on each document. Service Center employees are **not** able to modify any information submitted. Packages will move to **Pending** status while the documents are being reviewed for completeness.

E Accepting and Redirecting Packages

After FSA employee has reviewed the user’s package and verified that the documents have been completed correctly, CLICK “**Accept**” for that specific package.

Notice IRM-412

2 Submitting, Receiving, and Processing eForms (Continued)

E Accepting and Redirecting Packages (Continued)

Accepting a package does not imply that the user has been approved or has been deemed eligible to receive any assistance; it **only** acknowledges that the office has received and accepted a package, and will begin processing the request.

Accepted packages are forwarded to the Accepted folder in the eForms Work Queue.

FSA employees shall redirect packages that have been erroneously submitted to the wrong Service Center Office. To **redirect** a package, select the appropriate user and package and **CLICK “Redirect”**. When redirecting a package, select the correct Service Center and enter the reason for the redirection.

Note: If users provide an e-mail address, users will receive an automatic notification about the revised processing office.

F Returning Packages

FSA employees **must** return packages if the user has **not** filled out an eForm correctly or completely. To return a package, pull-up the appropriate user and package and **CLICK “Return”**. The employee returning the package **must** explain in detail the reason the package is being returned and provide their name, agency, and telephone number.

Note: FLP packages are **not** to be returned and **must** be processed according to FLP directives. See 3-FLP, subparagraph 45 B for processing incomplete direct loan applications.

3 Online Reports and General eForm Policies

A Service Center Reports

This table lists 4 online reports that each Service Center can view to monitor and track eForms activity.

Report	eForms Activity
Volume Statistics	All eForms activity for the Service Center.
Open Items	All packages sent to the Service Center that need to be accepted, redirected, or returned.
Processing Statistics	The average length of time a package is opened in the queue.
Redirect Statistics	How many users are being redirected and how often.

Notice IRM-412

3 Online Reports and General eForm Policies (Continued)

B Electronic Signature

eForms submitted online have been “electronically-signed” and no other signature is required. For **most** programs, eForms have the same validity as manually signed forms.

Note: For processes that require 2 signatures, the eForms eFiling system does **not** accommodate 2 electronic signatures.

Example: FLP guarantees, that where loan officer and applicant signatures are required, the:

- loan officer’s signature is submitted electronically
- lender is responsible for submitting a “hard-copy” of the application signed by the borrower.

This is required by 2-FLP, subparagraphs 70 A and 73 B **before** FSA will issue a loan guarantee.

When a package is received online, the documents included in the package **must** be processed in the traditional manual/legacy manner and handled according to existing program regulations.

C eForms Listing

Employees can access and print a list of FSA eForms that may be accepted for electronic signature from the FSA Employee Forms Intranet web site at <http://165.221.16.90/dam/ffasforms/currentforms.asp>.

This table provides the steps to view or print the list.

Step	Action
1	From the drop-down box next to “Electronic Signature Accepted”, CLICK “Yes”.
2	Leave all other fields blank and CLICK “Submit”.
3	A list will be displayed of all forms approved for electronic signature.
4	To print the list, from the browser menu, CLICK “File”, scroll down and CLICK “Print”.

Notice IRM-412

4 State and County Office Action

A State Office Action

SED's shall appoint a State eGov Coordinator. State eGov Coordinators **must**:

- monitor status of the eForms work queue **daily** to ensure that packages are processed in a timely manner
- train new employees in using eForms.

Note: The State eGov Coordinator can monitor eForms activity for the entire State or county by county.

B County Office Action

County Offices **must**:

- become familiar with the eForms user process
- access the eForms Work Queue once every workday
- review each item in a package for completeness and determine the next appropriate action
- print all forms and attachments included in the eForms package
- process accepted eForms in the traditional manner and according to FSA policy for that program.

5 Quick References

A Quick Reference Guide

Following is a list of references and where to find them.

What	Where to Find It
eForms Employee Policy and User’s Guide (updated June 17, 2002).	https://formsadmin.sc.egov.usda.gov CLICK “User Guide”.
Checking the Work Queue for packages and view online reports.	https://formsadmin.sc.egov.usda.gov
Web site to find, complete, and submit eForms and to access site demonstration.	http://forms.sc.egov.usda.gov/eforms/mainservlet
Local Registration Authority (LRA) training.	http://www.eauth.egov.usda.gov CLICK “Local Registration Authority Login”
Web site for users to signup for an eAuthentication Level 2 account.	http://www.eauth.egov.usda.gov/ CLICK “Create an account”.
For LRA’s to take users to Level 2 after identity proofing.	https://imweb.sc.egov.usda.gov/idm/usda_im/imcss/index.jsp? LRA will verify the photo ID and activate the eAuthentication account.
Complete Service Center Information Management System linking process.	https://scimslinkmgr.sc.egov.usda.gov CLICK “Help”.
FSA Security Help Desk to reset eAuthentication password.	<ul style="list-style-type: none"> • e-mail to eauthhelpdesk@usda.gov • telephone at 800-457-3642.
USDA Customer Statement <ul style="list-style-type: none"> • USDA user statement demonstration • Representative Link Manager System (RLMS) • RLMS user display • complete RLMS process. 	<ul style="list-style-type: none"> • http://CustomerStatement.usda.gov • http://CustomerStatement.usda.gov/Demo/ • https://aegean.sc.egov.usda.gov/Representatives/DelegationMaint/findrep.asp • https://aegean.sc.egov.usda.gov/representatives/logdisplay/regrept.asp • https://aegean.sc.egov.usda.gov/Representatives/DelegationMaint/findrep.asp CLICK “HELP”.