MINC Common Questions

This document describes potential problems and describes how to process certain activities to resolve these problems in the USDA Management Interactive Network Connection (MINC).

MA User Cannot Approve Project Worksheets

A user with an MA user id receives the message: ‘This id does not have the authority to APPROVE project worksheet payments’.

a. This error message is displayed when the MA user is not authorized to approve project worksheets. The authorization is controlled by the person that has the TP number. The default is that the user is authorized so someone would have to deselect this box. If the MA is not also the TP, the MA person should contact the TP owner and discuss this with them.

b. Steps to follow to let this MA have the authority to approve project worksheets:

   1. Sign on MINC using ‘Management Agent’ Login
   2. Click on ‘User Projects’ link
   3. Click on MA # where authority needs to be added
   4. Check the box for the ‘Online Payment Approval’
   5. Click Submit.

MINC Deposit Location Not Available

MA user gets error message ‘MINC Deposit Location Not Available’ when trying to ‘Approve’ a Project Worksheet.

This error must be corrected by the RD payment office for this project or the Centralized Servicing Center (CSC). Some offices are choosing to not add the MINC Deposit Location to temporarily stop the user from electronically sending in payments while information related to the billing is being review or modified. The RD payment office or CSC must be contacted to verify why the MINC Deposit Location is not available.

Project Worksheet ‘Approve’ button not available

The reason for this is that the project owes money to USDA and is not in PAD yet or not ‘Active’ in PAD. User should see the word ‘SEND’ displayed where the ‘Approve’ button would be.

If the user has not signed up for PAD or the PAD account is not in ‘Active’ status, they will need to:

1. ‘View’ the worksheet to verify that the data is correct.
2. Select the ‘Form 1944-29’ and print it. It is pre-populated with the information from the project worksheet.
3. Attach the check to the printed 1944-29.
4. Send the 1944-29 and check to the Centralized Servicing Center (CSC). This would be the same office as they have sent their payments to in previous months.

The Project Worksheet will show ‘Approved’ when the payment is processed in CSC.

If it is believed that the management agent has signed up for PAD, contact the RD servicing office or CSC and have them check the status of the PAD account in MFIS.

To enroll in PAD, contact the RD servicing office to obtain the necessary forms.

Project Worksheet is not Available to MA User

The only times the project worksheet will not display in MINC are:

a. The project is not enabled. Please contact your RD servicing office to determine if they have been enabled.

b. The project worksheet for that period has not been released. Please contact the Centralized Servicing Center (CSC) to determine why the project worksheet has not yet been released.

Other possible explanations are contained in other common questions in this document:

MA User Cannot Approve Project Worksheets

Project Worksheet ‘Approve’ Button not Available

Checklist for Setting up MINC when a new Project is Added to your Portfolio

Project Worksheet does not Reflect Transactions Sent to RD

Five possible reasons exist.

a. The transactions were not received.

   Confirm that the person sending the transaction(s) received and printed a 'File Transfer Confirmation' or a 'Manual Transfer Confirmation' document for the information sent to USDA. If a 'File Transfer Confirmation' or a 'Manual Transfer Confirmation' was not received, it did not get to the USDA server for later processing.

b. The transactions have not yet processed to the USDA application. Transactions are processed every hour. If the transaction was sent at 12:05 pm, it will not process until 1:00 pm.

c. The transactions were rejected at the time they were processed.

   1. Sign onto MINC as the MA User
   2. Click in the Review Transactions link
   3. Select the project that would have had the transaction processed against it.
   4. Confirm that the Transferred Dates include the date the transaction was sent.
   5. Click the 'Submit' button.
   6. Review the displayed transaction's current status.
   7. If the status is anything other than 'Accepted' or 'Manual Accept', the transaction is not posted to the MFIS system and does not show up on the project worksheet.

d. The transactions are still in Pending status
    1. Sign onto MINC as the MA User
    2. Click on the Review Transactions link
    3. Select the project that would have had the transaction processed against it.
    4. Confirm that the transferred dates include the date the transaction was sent.
    5. Click the ‘Submit’ button.
    6. Review the displayed transaction’s current status.
    7. If the transaction is in ‘Pending’ status the Centralized Servicing Center (CSC) must be contacted to determine what needs to be done about the ‘Pending’ transactions.
    8. After the transactions are processed, the project worksheet for the period must be re-released to incorporate the changes.

e. The transactions arrived after the date/time the project worksheet was released.
    1. Verify that the transaction(s) in question were ‘Accepted’ or ‘Manual Accept’ in MFIS
    2. If all the transactions were ‘Accepted’ or ‘Manual Accept’ then contact CSC to ‘Re-release’ the worksheet.

Management Agent is Already Registered for MINC

When the ‘Verify’ button under ‘MINC Registration’ window is clicked, the user receives error ‘Management Agent is already registered for MINC’.

This means exactly what it indicates. The company associated with the entered Tax Id has completed the registration process, and has received a TP #.

If the Management Agent is positive that they have not registered for MINC TP #, contact the Rural Development Help Desk at 1-800-457-3642 to see why this management agent appears to already be assigned TP #.

Budget Rejects Because 'Other' Field Requires Comment

This error is generated because a value was entered in one of the budget lines that has the word 'Other' in it, but there is not a comment associated to that line.

Check the transaction to determine if there is a missing comment.

1. Sign onto MINC as the MA User
2. Click on the Review Transactions link
3. Select the project that would have had the budget processed against it.
4. Confirm that the Beginning and Ending Transferred Dates include the date the transaction was sent.
5. Click the 'Submit' button.
6. Click the underlined project name next to the budget transaction that 'Rejected' with the error.
7. Check the following lines in the Industry Interface (II) transaction to determine which line is causing the difficulty. The lines are:
   a) Part II line 10. OTHER OPERATING EXPENSES
   b) Part II line 17. OTHER UTILITIES
   c) Part II line 32. OTHER ADMIN.EXPENSES
   d) Part II line 36. OTHR TAXES, LCNSES, PERMTS
   e) Part II line 39. OTHER INSURANCE
   f) Part III line 6. OTHR NON-OPERATING EXPENSES
   g) Part Annual Capital Budget Line under header 'OTHER' or LIST:?
8. After the missing comment line is located
   a) Click the 'Edit' button. This will put the budget in edit mode.
   b) Modify the budget line to include the comment.
   c) Click the 'Submit' button to resend the budget to the USDA.

Fill-a-Form Transaction does not populate the Site ID

This error is generated because there is not enough space available in the Temporary Internet Files directory on the MA User's PC.

Some online services do not have standard access to their internet browser setting. If you cannot determine if your internet provider is using Microsoft Internet Explorer or Netscape, contact them to assist in determining how to get to these settings.

Additionally, it is HIGHLY suggested that the Internet Option to clean out the Temporary Internet File Directory when the browser is closed is set. This should be one of the options available in the advanced set up options of the internet browser.

Check the Microsoft Internet Explorer Internet Settings in the Common Questions on how to check and set your internet options accordingly. You may contact the Rural Development Help Desk at 1-800-457-3642 to obtain assistance in working with these settings if necessary.

Checklist for Setting up MINC when a new Project is Added to your Portfolio

Do these activities when your management agency has taken over the management of a new USDA MFH project.

1. Sign onto MINC using the Management Agents Login
2. Click the ‘User Projects’ link
3. Select the MA # of the person that will be processing transactions and accepting project worksheets for this new project.
4. On the list presented, locate the name of the new project.
5. Click on the empty box next to the name of the new project
6. Click the ‘Submit’ button

Repeat this process for all MA users that should have access to this new project.

Microsoft Internet Explorer Internet Settings

Below are directions to all the possible settings that you may need to modify for the Microsoft Internet Explorer to display or work with the MINC application. These are recommendations but not absolute requirements until you encounter an error that is resolved by one or more of these fixes.

To access the Internet Options popup

1. Click the ‘Tools’ Menu item
2. Click the ‘Internet Options’ from the drop down list.
3. This will bring up a popup with multiple tabs. Below is the list of items to check on each tab.

On the General Tab:

1. In the Temporary Internet Files area of the popup, click the ‘Settings’ button.
2. Under the ‘Check for newer version of stored pages:
3. Select the radio button option of ‘Every visit to the page’
4. Check the ‘Amount of disk space to use:’ If less than 500 MB, increase the disk space to at least 500 MB by using the arrows in the box next to the entry box where the maximum amount of space available to the Temporary Internet file is displayed.
5. Click ‘OK’

On the Security Tab:

1. Select the content zone of Internet (Picture of the world)
2. Click the button ‘Custom Level’
3. Verify the ‘Security Settings’ popup shows ‘Medium’ at the bottom of the popup.
4. If not ‘Reset’ to ‘Medium’

On the Privacy Tab:

1. Click the ‘Advanced’ button in the Settings area
2. Make sure the ‘Override automatic cookie handling’ box is checked.
3. Click ‘Accept’ under First-party Cookies
4. Click the ‘Always allow session cookies’ box
5. Click ‘OK’

If you are uncomfortable in opening up your computer to cookies from all web pages, use the ‘Edit’ button in the Web Site’s section to set it up for a particular web site. Follow the instructions on the popup windows.

On the Content Tab:

1. Click the ‘AutoComplete…’ button.
2. Make sure the boxes next to the items ‘User names and passwords on forms’ and Prompt me to save passwords’ are not checked.
3. To clear out all previously saved passwords, click the ‘Clear Passwords’ button.
4. Click ‘OK’ in the confirmation box.
5. Click ‘OK in the AutoComplete Settings box

On the Advanced Tab:’

1. Scroll down to the ‘Security’ section of the list of control
2. Make sure that there is a check in the box next to the ‘Empty Temporary Internet Files folder when browser is closed’
3. Click ‘OK’

After you reset Internet Explorer settings, it is strongly suggested to immediately close the browser and restart the PC to bring in any selected changes.

Processing Tenant Transactions with System-Generated SSN's

Perform the following tasks after you have submitted a tenant transaction where a household member's SSN was not known. The SSN field on the transaction submitted to Rural Development was 000000000.

1. After the transaction processes and is accepted by the MINC system, an email with the household member's generated Tax ID will be returned to you. This Tax ID must be included in all future tenant transactions associated to the person until it has been modified to the correct SSN.
2. After you obtain the system-generated Tax ID for that household member, contact the tenant to determine the correct SSN.
3. After you obtain the correct SSN from the tenant, contact the Centralized Servicing Center (CSC) to give them the correct SSN, or send a Modify Certification for the last approved certification in the system.

Service Bureaus
Registration and other Special Considerations

We are now allowing Service Bureaus to be directly associated to projects within the MFH application. Once this association is defined within MFH, the Service Bureau may register as a MINC user and have all the associated projects attached to a single TP# and to one or more MA#'s under that TP.

Establishing the association:

The Service Bureau will need to have the Management Agent for the project contact the RD office and request the association to be created.

They will need the following information associated to the Service Bureau:

1. Tax ID
2. Name
3. Date the Service Bureau started doing work for the project
4. Date the Service Bureau will no longer be doing work for the project (Optional)
5. Address (Optional)
6. Phone (Optional)
7. Fax (Optional)
8. E-Mail (Optional)
9. Web URL: (Optional)
10. Project Contact Information (Optional)
    a. Name
    b. Phone
    c. Fax
    d. E-mail
11. If the Service Bureau is allowed to process project payments through MINC. Default is 'Not allowed'.

Once the associations are created, the appropriate person at the Servicing Bureau will need to register on MINC. The registration process is the same for Service Bureaus as for Management Agents. Please follow the directions provided in the Training Manual chapter 'Trading Partner Functions in MINC'.

NOTE: If the Service Bureau is already registered in MINC, then this step does not need to be done. They will however need to refer to the common question 'Checklist for Setting up MINC when a new Project is Added to your Portfolio' if additional projects are now added to the MINC TP#.

When all the projects are correctly associated to the Service Bureau, then that Service Bureau will be able to process transactions for all the projects as needed under the MA#.

Special Considerations:

If the Service Bureau has not been given authority to approve project worksheets in the MFH application, they will NOT be authorized to approve project worksheets in MINC.

If the Management Agent has an agreement with the Service Bureau for them to approve the project worksheet, and they forgot to set it up initially, they will need to contact the RD servicing office and have that authority given to the Service Bureau within MFH.