

**For:** State and County Offices

**MIDAS Release 2.0 Business Partner Functionality**

**Approved by:** Deputy Administrator, Farm Programs



**1 Overview**

**A Background**

MIDAS Release 2.0 Business Partner includes functionality necessary to capture and maintain customer records in Business Partner.

**B Purpose**

This notice informs State and County Offices:

- that Business Partner will replace SCIMS as the system of entry and system of record
- of new Business Partner functionality, including the following:
  - TIN validation process
  - address validation process
  - merge of duplicate records
  - SSN Family
  - Key Field Change (KFC) request
  - attachment of documents for multi-county customers
  - visibility of customer data from external sources.

**C System of Entry and System of Record**

MIDAS Release 2.0 Business Partner will become the system of entry and system of record for all customer data. Users will no longer edit any customer data in SCIMS.

- Authorized end-users will create, search, and maintain all customer information in Customer Relationship Management (CRM) Business Partner instead of SCIMS.
- All customer data edits will be replicated from Business Partner to SCIMS.

<b>Disposal Date</b>	<b>Distribution</b>
September 1, 2015 12-17-14	State Offices; State Offices relay to County Offices

## Notice MIDAS-30

### 1 Overview (Continued)

#### C System of Entry and System of Record (Continued)

- Authorized FSA and non-FSA users will have view-only access to SCIMS after MIDAS Release 2.0.
- SCIMS will continue to provide data to other downstream systems.

### 2 High Level Overview of Business Partner Functionality

#### A TIN Validation

Business Partner will provide TIN validation for customer records. Once a customer record is created or updated and saved, Business Partner will interface with IRS' Bulk TIN Matching Program, on a nightly basis, to validate the following:

- TIN
- name on the tax return.

**Note:** Validation will occur for all active SSN's and employee identification numbers.

#### B Address Validation

Addresses will be automatically validated for accuracy and standardization in an effort to reduce postal expenses because of inaccurate addresses and returned mail. When the address of a Business Partner customer record is updated or created, the user will be presented with suggested standardized addresses, including the applicable Congressional Voting District, Carrier Route, and Barcode for the address. Users may opt to decline the suggested address, but will be required to manually enter the Congressional Voting District, Carrier Route, and Barcode.

#### C Duplicate Record Merge

Business Partner will provide functionality to resolve duplicate records by merging customer data into a single Business Partner record while maintaining the history from all records. Potential duplicates are identified based on a percentage of matching data in the following fields:

- Taxpayer Identification Number (TIN)
- First/Middle/Last Name
- Business Name
- Date of Birth
- ZIP Code.

## Notice MIDAS-30

### 2 High Level Overview of Business Partner Functionality (Continued)

#### C Duplicate Record Merge (Continued)

A potential match using these fields is validated when the user:

- creates a new customer record

**Note:** The user will either confirm the match and select the existing record or continue with creation of the new customer record.

- runs the Potential Duplicate Report.

**Note:** The user will initiate the merge and the State Security Officer will identify critical data required to complete the merge and will approve or reject the merge.

#### D SSN Family

The SSN Family is a group of Business Partner customers who share the same SSN. Only Individuals, Revocable Trusts, and LLC's using an SSN can be an SSN Family.

An SSN Family is created when a new:

- LLC or Revocable Trust Business Partner record is created and uses the same SSN as an **existing** individual record
- Individual Business Partner record is created and it has the same SSN as an **existing** Revocable Trust or LLC Business Partner record
- SSN is added to an existing LLC or Revocable Trust Business Partner record and the same SSN already is used on an existing Individual record
- SSN is added to an existing Individual Business Partner record and the same SSN already is used on an existing LLC or Revocable Trust record.

All customer records using the same SSN are linked by the SSN Family, therefore:

- producers will have the flexibility to request to be paid as an Individual, LLC, or Revocable Trust **annually** and the end-user will no longer be required to modify the role or customer name
- SSN Family includes the Designated Paying Entity flag to identify which customer role should receive payment.

## Notice MIDAS-30

### 2 High Level Overview of Business Partner Functionality (Continued)

#### D SSN Family (Continued)

Following are SSN Family key terms.

- **Anchor:** A Business Partner record with the role of Individual will always be the Anchor for an SSN Family. An SSN Family cannot be created without an Anchor record.
- **Non-Anchor:** A Business Partner record with the role of Revocable Trust and/or LLC that share the same SSN as an Individual Business Partner record.
- **Affiliated SSN:** This is a new field that will be displayed in the Customer Details assignment block on Non-Anchor Business Partner records that are part of an SSN and will be populated with the same SSN value found on the Anchor record.

#### E KFC Request

Modification of key fields, such as SSN, were previously restricted in SCIMS and could not be changed by County Office users. Previously, County Office users were required to contact the State Security Officer to request changes to these fields.

Key fields include:

- TIN
- TIN Type
- Active/Inactive Control Flag
- Program Participation
- Associated County (Legacy Link).

The KFC request will:

- allow the user to create a change request that will generate a workflow to the State Security Officer for approval or rejection
- provide notification to the requesting County Office of the approval or rejection
- provide notification to all Associated Counties of the approval or rejection
- allow traceability of:
  - who requested the change
  - who approved the change
  - what was changed
  - when changes were made.

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### 2 High Level Overview of Business Partner Functionality (Continued)

#### F Attachments for Multi-County Customers

An Attachment assignment block has been added for attaching documents that need to be shared across multiple counties. When a multi-county Business Partner record has an attachment, Business Partner will allow:

- end-users to scan and load specified documentation (for multi-county customers) to eliminate the need to FAX or mail copies of documents between offices
- any County Office to access the attachments and serve multi-county customers regardless of location.

Specified documents include, but are not limited to, the following:

- leases
- deeds
- operational documents
- proof of death.

Attachments are **not** required for multi-county customers, but are encouraged to alleviate additional postage expenses and time spent FAXing documents for multi-county customers. The attachment functionality for single-county customers is **not** authorized at this time.

**Note:** Attachments for Representative Capacity are still available for all customer types.

#### G Visibility of Customer Data From External Sources

Additional functionality in Business Partner includes the user's ability to view customer data that is stored and managed in external systems, including the following:

- eligibility determinations
- financial information.

## Notice MIDAS-30

### 3 Action

#### A State Office Action

State Offices shall:

- ensure that County Offices are notified of the contents of this notice
- provide guidance and communication to County Offices
- ensure that all authorized CRM users have completed the required MIDAS Release 2.0 training, according to Notice MIDAS-25
- direct questions by e-mail to either of the following:
  - Michelle Ontiveros at **michelle.ontiveros@az.usda.gov**
  - Kerry Sefton at **kerry.sefton@wdc.usda.gov**.

#### B County Office Action

County Offices shall:

- contact their DD for further assistance
- complete the required MIDAS Release 2.0 training, according to Notice MIDAS-25.