

For: State and County Offices

**eLDP Customer Profiles**

Approved by: Deputy Administrator, Farm Programs



**1 Customer Profiles**

**A Background**

Notice LP-1992 eliminated the policy that required all customers to complete CCC-634-E before customer profiles could be established by County Offices. County Offices were instructed to establish customer profiles for all producers eligible to receive marketing assistance loans (MAL's) and LDP's.

County Offices were instructed to establish customer profiles in anticipation of the future transition from internal APSS processed LDP's to internal web-based processed eLDP's by County Office employees. Customer profiles **must** be established before an eLDP can be processed through the web-based software. The transition date will be provided in a future LP notice.

**Note:** eLDP processing capabilities from external locations are available to customers that have level 2 eAuthentication account access. County Offices shall encourage and promote the external use of eLDP's to those customers.

**B Purpose**

This notice provides States and County Offices with additional information for establishing customer profiles. Exhibit 1 provides further clarification in a question and answer format.

<p><b>Disposal Date</b></p> <p>January 1, 2006</p>	<p><b>Distribution</b></p> <p>State Offices; State Offices relay to County Offices</p>
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## Notice LP-1995

### 1 Customer Profiles (Continued)

#### C Establishing Customer Profiles

Administrative County Offices are encouraged to establish customer profiles for all eligible MAL and LDP customers as soon as practicable. There are 3 types of eLDP customer profiles:

- common customer
- partnership
- joint venture.

**Note:** CMA and Peanut Designated Marketing Association (DMA) eLDP processing is facilitated by Master Reference Tables that are maintained by PSD's CMA/DMA Program Manager; therefore, customer profiles are **not** required for CMA's and DMA's.

Instructions for establishing customer profiles were provided in Notice PS-509. State Offices shall establish a priority list for County Offices for establishing customer profiles. PSD suggests that State Office Price Support Specialists consider the following when setting priorities for establishing customer profiles:

- level 2 eAuthentication account holders
- customers who have shown an interest in obtaining eLDP services
- customers that have certified their 2005 crop acreage and all other information necessary to establish the customer profile.

County Offices shall use the web-based software to process LDP requests submitted by customers with an established customer profile. County Offices shall continue to process load summary and warehouse-stored LDP's using APSS on the AS 400 until web-based software is enhanced to include those LDP transaction types.

The eLDP software was recently enhanced to allow for the entry of field direct LDP's.

**Questions and Answers****Can a customer profile be established if the producer has not certified their acreage?**

Customers must certify crop acreage and COC's must establish a reasonable yield for the applicable crop acreage before that commodity can be included in the customer profile. If the customer produces multiple crops and hasn't certified all of the crop acreage, then a customer profile can be created only for the crop that has been certified.

**Are County Offices required to establish customer profiles for customers that do not have level 2 eAuthentication account access?**

Yes. County Offices shall establish customer profiles for customers without level 2 eAuthentication account access when time permits. In the future, all LDP's will be processed through the web-based software; this includes LDP requests submitted in paper format at the local FSA County Office. A customer profile must be created before the County Office can process a LDP request through the web-based software.

**Now that the CCC-634-E is obsolete, how will customers be informed of the available eLDP services?**

State and County FSA Offices will be responsible for publicizing the availability of eLDP's using all available means. An eLDP customer brochure is being revised and will be made available to all State and County Offices as soon as possible.

**Will Handbook 8-LP be amended to include eLDP policies?**

Yes. 8-LP and 12-PS will be amended to include eLDP policies and automation.

**Are County Offices directed to establish customer profiles for producers, who although eligible for LDP, traditionally place cotton under loans and do not apply for LDP's?**

These producers are the last priority of customers for whom profiles should be established, according to subparagraph 1 C.