

**For:** State and County Offices

**Discrepancies in Margin Protection Program for Dairy Producers (MPP-Dairy) Premiums**

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



**1 Overview**

**A Background**

A dairy operation participating in MPP-Dairy pays a premium based on margin triggers above CAT level. For calendar years 2015 through 2018, at least 25 percent of the calculated premium is due by February 1 of the calendar year of coverage and the balance is due by June 1 of the same calendar year of coverage for dairy operations that elect coverage above the CAT level.

As provided by Notice MPP-7, the minimum balance for calendar year 2015 coverage was due February 2, 2015. Failure to timely pay the premium fee results in a reduction in coverage to CAT level until the premium is paid.

Notice MPP-8 provided State and County Offices with information and procedure on collecting enrollment data in the 2015 MPP Application Enrollment Workbook. Manual calculations of the premium may have resulted in errors. As a result, dairy operations coverage levels could potentially have been impacted if the required minimum payments due were not made according to 1-MPP, paragraph 49.

**B Purpose**

This notice provides State and County Offices with guidance for addressing discrepancies in calculated premiums for the 2015 calendar year of coverage. As long as the miscalculated premium was paid, the producer will be considered to have met the minimum premium payment requirement. Pen and ink corrections will be made to account for any discrepancies, but any difference will be accounted for as part of the remaining premium payment.

<b>Disposal Date</b>	<b>Distribution</b>
December 1, 2015	State Offices; State Offices relay to County Offices

## Notice MPP-10

### 1 Overview (Continued)

#### C Contacts

If there are questions about this notice, State Offices shall contact Dani Cooke, PSD, by either of the following:

- e-mail to **danielle.cooke@wdc.usda.gov**
- telephone at 202-720-1919.

**Note:** Refer questions about the 2015 MPP Application Enrollment Workbook to PECD.

### 2 Premium Discrepancies

#### A Overcollection of Premiums

The premium buy-up coverage level selected by the dairy operation will not revert to CAT level coverage if the premium that had been collected by February 2, 2015, was less than the 25 percent minimum. For premium discrepancies for 2015, County Offices must take action according to the following table.

<b>IF the premium collected...</b>	<b>THEN...</b>
<b>differs</b> from the required 25 percent minimum	<ul style="list-style-type: none"><li>• adjust the remaining balance due June 1, 2015, by the amount of the difference</li><li>• make pen and ink changes to CCC-782, Part E, item 18.</li></ul>
<b>exceeds</b> the total premium by less than \$10	no further action required.
<b>exceeds</b> the total premium by more than \$10	notify the producer that they may ask for a refund of a difference.

#### B Correcting NRRS Receipts for Requested Refunds

If a refund is requested by the producer, the collection must be corrected by the County Office as follows:

- activate remittance according to 64-FI, paragraph 44
- submit an electronic remedy ticket according to Exhibit 1 to have the receipt deleted
- wait for the Help Desk to contact the County Office to recreate the receipt with the correct payment amount
- create a refund receipt according to 64-FI, paragraph 40
- deactivate the remittance.

## Notice MPP-10

### 3 Action

#### A State Office Action

State Offices shall ensure that County Offices:

- are immediately informed of the contents of this notice
- continue to follow procedure in 1-MPP
- direct questions about MPP-Dairy program policy and procedure to the National Office according to subparagraph 1 C.

#### B County Office Action

County Offices shall:

- take appropriate action on premium discrepancies according to this notice
- continue to follow procedure in 1-MPP
- forward questions about the contents of this notice to the State Office MPP-Dairy specialist.

## Help Desk Electronic Remedy Ticket

# Help Desk Electronic Remedy Ticket

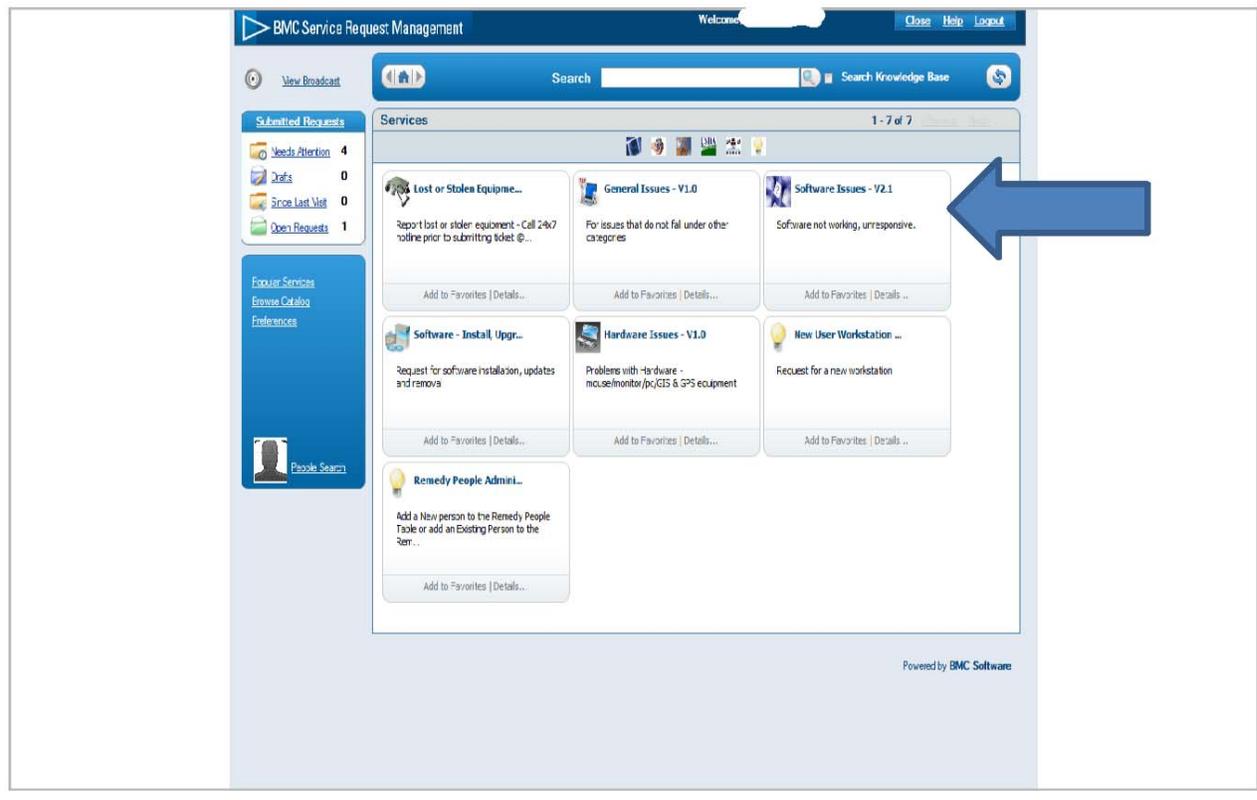
### *Additional Instructions on how to do this Remedy Ticket*

Use the ITS icon to access the electronic remedy ticket request.

Choose the ITSM Self Service Option this is in the upper right hand corner of the screen.

Once the user has logged on:

Choose Software Issues:



Help Desk Electronic Remedy Ticket (Continued)

Help Desk Electronic Remedy Ticket Request

Choose the Radio Button – Other FSA

The screenshot displays the BMC Service Request Management interface. The main content area is titled 'Provide Information' and contains a form for 'Software Issues - V2.1'. The form includes the following fields and options:

- Name:** [Redacted]
- Phone:** [Redacted]
- Email:** [Redacted]
- Required Date:** 3/18/2015 7:48 AM
- Expected Date:** 3/18/2015 7:48 AM
- Which application are you having an issue with?\***
  - CEM@FSA
  - CCTS Application (Commercial Off the Shelf)
  - FSA Other
  - Other
- Describe in detail the issue that you are having. Be sure to provide any error messages, resolution steps you have take, etc.\*** [Text area]

Buttons at the bottom of the form include 'Add Attachment', 'Summary', 'Save As Draft', and 'Submit'. A red arrow points to the 'FSA Other' radio button.

In the description please include:

1. What the issue is and what needs to be done.
2. Remittance Number
3. Other Receipt Numbers associated with dollar value
4. Customer Name
5. **NOTE:** If a snap shot of the remittance can be included this will increase the rate the ticket can be processed.