

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

**Common Management and
Operating Provisions
1-CM (Revision 3)**

Amendment 82

Approved by: Acting Deputy Administrator, Farm Programs



Amendment Transmittal

A Reason for Amendment

Paragraph 5 has been added to include policy for Nationwide Customer Service.

Page Control Chart		
TC	Text	Exhibit
1, 2	1-5 1-6 (add)	

Table of Contents

Page No.

Part 1 Basic Provisions

1	Overview.....	1-1
2	Managing Operations for Final or Closing Dates for Enrollment, Applications, Filings, Etc., and Using Registers.....	1-3
3	Using Appointment Process.....	1-4.9
4	Receipt for Service or Denial of Service	1-5
5	Nationwide Customer Service	1-6
6-21	(Reserved)	

Part 2 Accessing and Updating County Data Table

22	Overview.....	2-1
23	Revising and Updating County Data Table Maintenance Screen MAA10001 ...	2-2
24	Revising and Updating County Data Table Maintenance Screen MAA10501 ...	2-7
25	(Reserved)	
26	Message Screen MAA10005 and County Table Screen MAA11002	2-11
27-62	(Reserved)	

Part 3 Crop Data Table File Download

63	Program Announcement Process	3-1
64	KC-ITSDO Download Process	3-2
65	County Office Download Process.....	3-3
66	Verifying Downloaded Values	3-6
67-75	(Reserved)	

Table of Contents (Continued)

Page No.

Part 4 Crop Data Table Maintenance

76 Overview 4-1

Section 1 Accessing Crop Table Maintenance

77 Access Crop Table Maintenance 4-2
78-80 (Reserved)

Section 2 (Withdrawn--Amend. 39)

81-83 (Withdrawn--Amend. 39)
84-95 (Reserved)

Section 3 (Withdrawn--Amend. 51)

96-100 (Withdrawn--Amend. 51)
101-103 (Reserved)

Section 4 (Withdrawn--Amend. 51)

104 (Withdrawn--Amend. 39)
105-108 (Withdrawn--Amend. 51)
109, 110 (Reserved)

4 Receipt for Service or Denial of Service

A Providing a Receipt for Service or Denial of Service

--FSA employees will, on request, provide AD-2088 when any inquirer, applicant, or-- customer seeks information or requests any benefit or service.

IF the request is made...	THEN AD-2088 must be provided...
in person	at the time of the request.
by telephone, FAX, email, or mail	to the requestor the next workday.

B Example of AD-2088

The following is an example of AD-2088.

<small>This form is available electronically.</small>		
AD-2088 (01-19-12)		U.S. DEPARTMENT OF AGRICULTURE Farm Service Agency Natural Resources Conservation Service Rural Development
RECEIPT OF REQUEST FOR BENEFIT OR SERVICE OFFERED BY USDA		1. Fiscal Year 2012
NOTE: FSA, NRCS, and RD must provide a current or prospective producer or landowner a receipt for service, if requested, at the time any service or benefit is requested. Original receipt is provided to requestor and a copy must be maintained by the issuing Agency.		
2. Agency (Check One): <input checked="" type="checkbox"/> FSA <input type="checkbox"/> NRCS <input type="checkbox"/> RD		3. Office Name/Location Anywhere County FSA Office Anywhere, ST
4A. Name of Requestor IMA Farmer		4B. Address of Requestor (include Zip Code) 123 Nowhere Street Anywhere ST 99999
5. Request Received (Check One): <input type="checkbox"/> In Person <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> By e-Mail <input type="checkbox"/> By FAX <input type="checkbox"/> By Mail		6. Date of Request (MM-DD-YYYY) 03-08-2012
7. Summary of Benefit or Service Requested Sign-up for DCP		
8. Action Taken or Recommended Completed DCP Contracts for IMA Farmer		
9. Additional Comments AD-2088 was provided to producer at time of service		
10A. Employee Name Any # Employee	10B. Employee Signature	10C. Date (MM-DD-YYYY) 03-08-2012
<small>The U.S. Department of Agriculture (USDA) prohibits discrimination in all of its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, political beliefs, genetic information, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Assistant Secretary for Civil Rights, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, S.W., Stop 9410, Washington, DC 20250-9410, or call toll-free at (866) 632-9992 (English) or (800) 877-8339 (TDD) or (866) 377-8642 (English Federal-relay) or (800) 845-6136 (Spanish Federal-relay). USDA is an equal opportunity provider and employer.</small>		

***--5 Nationwide Customer Service**

A Policy

Nationwide Customer Service allows users to perform services for customers on a nationwide basis from 1 location, eliminating the customer’s need to visit multiple offices when performing program signup and reporting activities. Unless otherwise stated in the program handbook for which Nationwide Customer Service activities are being performed, the guidance in this paragraph will be applicable to all Nationwide Customer Service activities.

B Using Nationwide Customer Service

If using Nationwide Customer Service, the following actions must be completed by the office performing Nationwide Customer Service activities (transmitting office).

Step	Action
1	While working with the customer, contact the County Office that Nationwide Customer Service is being performed for (receiving office) to ensure that all necessary documents are properly generated.
2	Notify the receiving office of the actions completed and inform them specifically of which documents are being transmitted to their office.
3	Scan and review the documents, for legibility and completeness, that are being transmitted to the receiving office.
4	Transmit the scanned and reviewed documents to the receiving office by email unless another transmittal method, such as Box or OneSpan, is agreed upon by the transmitting and receiving offices.
5	Maintain the documents according to 32-AS.

Note: If a legible scan cannot be achieved, make a copy of the documents and mail the original documents to the receiving office.

The receiving office must complete all of the following:

- review received documents for legibility and completeness
- respond by email to the transmitting office by COB the following workday that the documents have been successfully received
- maintain the documents according to 32-AS.

Note: If a legible scan was not achieved by the transmitting office and the documents were mailed, upon receiving the original documents in the mail, notify the transmitting office by COB the following workday that the documents were successfully received.--*

6-21 (Reserved)