

**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Washington, DC 20250

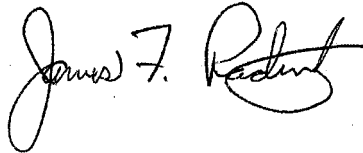
**Notice FLP-725**

4-FLP, 5-FLP

**For:** State and County Offices

**Direct Loan Servicing Automated Systems Online Training**

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



**1 Overview**

**A Background**

LSPMD will conduct online training in using the automated systems that support regular and special servicing activities. This training is **not** mandatory, but is recommended for any employees who are seeking to improve their understanding and abilities when using DLS or the electronic Debt and Loan Restructuring System (eDALR\$). See paragraph 2 for details about what each session will cover and the intended audience. For FY 2016, 90 percent of Primary Loan Servicing (PLS) applications will need to be processed within 60 calendar days of a complete application for a State to achieve its PLS processing goal.

**B Purpose**

This notice provides the following:

- details about course content and intended audience
- online training session registration instructions
- participant and State Office actions.

**C Contact**

If there are questions about this notice:

- County Offices shall contact their State Office
- State Offices shall contact Lee Nault, LSPMD, by either of the following:
  - e-mail to [lee.nault@wdc.usda.gov](mailto:lee.nault@wdc.usda.gov)
  - telephone at 202-720-6834.

Disposal Date	Distribution
December 1, 2015 10-7-15	State Offices; State Offices relay to County Offices

## **2 Course Descriptions and Intended Audience**

### **A Course 1: Advanced Combined DLS/eDALR\$ Training**

This session will train on both DLS and eDALR\$ and will:

- review advanced tools primarily used as part of State Office duties
- discuss issues with system use that have been observed during account reviews
- identify common problems that are escalated to the National Office for assistance
- address several known defects with the systems and identify when remedy tickets should be submitted
- end with a time period allotted to answer attendee questions.

The primary audience for this course is State Office system users, typically the system coordinators and others who provide guidance to County Office employees.

### **B Course 2: Intermediate DLS Training**

This session will train on using DLS for both Regular and Special Servicing and will:

- provide a high level review of the purpose and correct use of DLS
- discuss issues with system use that have been observed during account reviews
- end with a time period allotted to answer attendee questions.

The primary audience for this course is the typical County Office user who would like a refresher course to sharpen their skills with DLS.

### **C Course 3: Intermediate eDALR\$ Training**

This session will train on using eDALR\$ for Special Servicing and will:

- provide a high level review of the purpose and correct use of eDALR\$
- discuss issues with system use that have been observed during account reviews
- end with a time period allotted to answer attendee questions.

The primary audience for this course is the typical County Office user who is familiar with eDALR\$, but would like a refresher course to sharpen their skills with eDALR\$ and learn about additional system functions.

## 2 Course Descriptions and Intended Audience (Continued)

### D Course 4: Beginner DLS Training

This session will train on using DLS for both Regular and Special Servicing and will:

- provide a step-by-step review of the purpose and correct use of DLS
- discuss common questions or issues encountered by new users
- end with a time period allotted to answer attendee questions.

The primary audience for this course is a user who is still learning DLS or is interested in learning the basics of DLS.

### E Course 5: Beginner eDALR\$ Training

This session will train in using eDALR\$ for Special Servicing and will:

- provide a step-by-step review of the purpose and correct use of eDALR\$
- discuss common questions or issues encountered by new users
- end with a time period allotted to answer attendee questions.

The primary audience for this course is a user who is still learning eDALR\$ or is interested in learning the basics of how eDALR\$ is used.

## 3 Online Training Session Registration

### A Registering for a Training Session

**Viewing the training sessions in groups is encouraged. If participants are viewing in groups, only 1 person in the group should register for the training. After viewing the training, all participants should then give their names to their State AgLearn Coordinators to receive credit in AgLearn for the training.**

Users who want to attend training for both DLS and eDALR\$ may register for multiple sessions. To register for a training session, first determine which course to attend and then click on the following appropriate session link:

#### **Course 1: Advanced Combined DLS/eDALR\$ Training**

[October 20, 2015, session, 9:00 AM - 12:00 PM EST](#)

[October 21, 2015, session, 1:00 PM - 4:00 PM EST](#)

[October 22, 2015, session, 9:00 AM - 12:00 PM EST](#)

### 3 Online Training Session Registration (Continued)

#### A Registering for a Training Session (Continued)

##### **Course 2: Intermediate DLS Training**

[October 27, 2015, session, 9:00 AM - 12:00 PM EST](#)

[October 27, 2015, session, 1:00 PM - 4:00 PM EST](#)

[October 28, 2015, session, 1:00 PM - 4:00 PM EST](#)

[October 29, 2015, session, 9:00 AM - 12:00 PM EST](#)

[October 29, 2015, session, 1:00 PM - 4:00 PM EST](#)

[November 3, 2015, session, 9:00 AM - 12:00 PM EST](#)

[November 3, 2015, session, 1:00 PM - 4:00 PM EST](#)

[November 4, 2015, session, 1:00 PM - 4:00 PM EST](#)

##### **Course 3: Intermediate eDALR\$ Training**

[October 27, 2015, session, 12:00 PM - 1:00 PM EST](#)

[October 27, 2015, session, 4:00 PM - 5:00 PM EST](#)

[October 28, 2015, session, 4:00 PM - 5:00 PM EST](#)

[October 29, 2015, session, 12:00 PM - 1:00 PM EST](#)

[October 29, 2015, session, 4:00 PM - 5:00 PM EST](#)

[November 3, 2015, session, 12:00 PM - 1:00 PM EST](#)

[November 3, 2015, session, 4:00 PM - 5:00 PM EST](#)

[November 4, 2015, session, 4:00 PM - 5:00 PM EST](#)

##### **Course 4: Beginner DLS Training**

[November 5, 2015, session, 9:00 AM - 12:00 PM EST](#)

[November 10, 2015, session, 1:00 PM - 4:00 PM EST](#)

[November 17, 2015, session, 9:00 AM - 12:00 PM EST](#)

##### **Course 5: Beginner eDALR\$ Training**

[November 5, 2015, session, 12:00 PM - 1:00 PM EST](#)

[November 10, 2015, session, 4:00 PM - 5:00 PM EST](#)

[November 17, 2015, session, 12:00 PM - 1:00 PM EST](#)

On the eAuthentication Warning Page, enter the user's ID and password and then CLICK "Login". On the Registration Page, CLICK "Confirm".

In approximately 5 minutes, the participant will receive a "Registration Notification" e-mail. This e-mail will contain the "Live Meeting Link" and "Teleconference Line" that the participant will use to join the training session.

**Note:** If the participant is **not** able to register through the links in this subparagraph, log into AgLearn at <http://www.aglearn.usda.gov/>. On the AgLearn Home Page, in the "Search Catalog" box, ENTER the appropriate course title and CLICK "**Browse**". Under the course title, CLICK "**View Course Dates**". Scroll to the participant's desired date, CLICK "**Register**", and then CLICK "**Confirm**".

### **3 Online Training Session Registration (Continued)**

#### **B Training Session Questions**

Verbal and online questions submitted during the online training will be answered during the training session as time permits.

A supplemental quick reference may be developed after the conclusion of all training sessions in order to address common questions raised during the training sessions.

#### **C Improving Online Training Session Performance**

Because of the large number of employees viewing the online training sessions, viewing may be improved by:

- sharing connections to the online training session whenever possible
- minimizing or eliminating network activities during the scheduled time for the online training session.
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### **4 Action**

#### **A Obtaining Training Material**

Having access to the following reference materials may be helpful during the training sessions:

- DLS Loan Servicing User Guide
- Special Servicing Quick Reference
- Special Servicing Charts
- eDALR\$ User Guide.

These reference materials may be obtained from the Farm Loan Programs Manuals site located at [http://fsaintranet.sc.egov.usda.gov/flp/manuals\\_0515.htm](http://fsaintranet.sc.egov.usda.gov/flp/manuals_0515.htm).

Any Power Point slides or training materials developed and used for the online training sessions will be made available after all training sessions have been completed.

#### **B Documenting Training**

Direct any questions about AgLearn to the State Training Officer.

## **Notice FLP-725**

### **4 Action (Continued)**

#### **C State Office Action**

State Offices shall ensure that all FSA employees have reviewed this notice and are available for the training, if requested.

**Note:** Training courses were developed based upon responses submitted by State Offices to a survey inquiring about needs in system training. Contact the National Office if there are any questions about the training sessions or materials to be presented.