

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

**Loss Adjuster Management
2-NAP (Revision 1)**

Amendment 12

Approved by: Deputy Administrator, Farm Programs



Amendment Transmittal

A Reasons for Amendment

Subparagraph 2 A has been amended to reflect that SED can approve payments exceeding \$4,000 to comply with subparagraph 200 C.

Paragraph 65 has been amended to clarify when LA is eligible to receive the fully certified with 1 or more years pay rate for adjustment service.

Paragraph 304 has been amended to clarify when vouchers require CCC-576.

Subparagraph 305 A has been amended to clarify once a voucher is submitted for payment, if an error is found, the voucher should be revised, not deleted.

Subparagraph 305 B has been amended to provide an updated screen shot in step 7.

Exhibit 4 has been updated to reflect new pay rates because of the 2023 cost of living increase.

Page Control Chart		
TC	Text	Exhibit
3, 4	1-1, 1-2 2-105 through 2-114 4-7, 4-8 4-15, 4-16 4-17	4, page 1

Table of Contents (Continued)

Page No.

Part 4 Loss Adjuster Management System

300	Operating Environment.....	4-1
301	Search Loss Adjuster Screen	4-2
302	Adding New LA.....	4-3
303	Updating LA's Information	4-7
304	Creating New LA Voucher	4-8
305	Revising or Deleting Part of a Voucher.....	4-15
306-308	(Withdrawn--Amend. 5)	
309-320	(Reserved)	
321, 322	(Withdrawn--Amend. 5)	
323-499	(Reserved)	

Part 5 LA Payment Processing

Section 1 Preparation for Issuing Payments

500	(Reserved)	
501	Prerequisites for Making Payments	5-1
502	LA Payments.....	5-2
503	2012 and Future Year LA Payments.....	5-3
504	2011 and Prior Year LA Payment Authorization Requests	5-4
505	2011 and Prior Year LA Payment Overpayment Processing.....	5-6
506-549	(Reserved)	

Section 2 (Withdrawn--Amend. 4)

550-554	(Withdrawn--Amend. 4)	
555-599	(Reserved)	

Table of Contents (Continued)

Page No.

Part 5 LA Payment Processing (Continued)

Section 3 (Withdrawn--Amend. 4)

- 600 (Withdrawn--Amend. 4)
- 601 (Reserved)
- 602 (Withdrawn--Amend. 4)
- 603-619 (Reserved)

Section 4 (Withdrawn--Amend. 4)

- 620, 621 (Withdrawn--Amend. 4)
- 622-652 (Reserved)

Section 5 (Reserved)

- 653-693 (Reserved)

Section 6 (Reserved)

- 694-715 (Reserved)

Section 7 (Withdrawn--Amend. 4)

- 716 (Withdrawn--Amend. 4)
- 717-749 (Reserved)

Section 8 Payment Reports

- 750 Printing LA Payment History 5-191

Exhibits

- 1 Reports, Forms, Abbreviations, and Redelegations of Authority
- 2 Definition of Terms Used in This Handbook
- 3 Menu and Screen Index
- 4 LA Pay Rate Table
- 5 Inspection Type Attributes and Definitions

Part 1 General Information

1 Overview

A Handbook Purpose

This handbook provides policies and procedures for engaging, training, and compensating LA's.

B Handbook Supplementation and Withdrawal

Do **not** withdraw any procedures in this handbook. This handbook may be supplemented under the direction of STC and SED **only** after authorization from DAFP.

Note: See 1-AS for proper supplementation procedures.

C Related Handbooks

Handbooks related to loss adjustment, LA's, and LA FSA-449A's are listed in the following table.

Handbook	Purpose
12-AO	County Office Work Measurement and Fund Allocation System
1-AS	Directives Management
1-CM	Common Management and Operating Provisions
*--9-CM	Common Payment System
2-CP	Acreage Compliance Determinations
1-FI	Processing Payments Initiated Through NPS--*
6-FI	Accounting Interface
61-FI	Handling Prompt Payment Interest Penalties
2-INFO	Information Available to the Public
1-NAP	Noninsured Crop Disaster Assistance Program
2-PL	Subsidiary Files

1 Overview (Continued)

D Source of Authority

Authority for this handbook is authorized by the Federal Agriculture Improvement and Reform Act of 1996 (Pub. L. 104-127). Regulations governing NAP are in 7 CFR Part 1437.

2 Responsibilities

A SED Responsibilities

SED's are responsible for:

- engaging, training, and certifying LA's
- designating eligible pay levels and coordinating work assignments for LA's
- annually notifying County Offices and other State Offices, when requested, of contracted LA codes, pay rates, and the crops each LA is eligible to adjust

Note: State Offices may delegate LA work assignments to County Offices or DD's.

- ensuring that County Offices are using correct procedures in FSA-449A and payment processes
- approving all interstate and air travel in writing
- *--approving FSA-449A's and payments exceeding \$4,000--*
- consulting with County Offices on controversial FSA-449A's
- approving FSA-449A's submitted more than 30 calendar days from date of work issuance.

68 1-Year Fully Certified Service Criteria

A Effective Date

State Office specialist responsible for LA management and training shall review LA's folder to determine whether 1 year of fully certified service as FSA LA have been completed. If so, *--LA is eligible to receive the fully certified with 1 or more years pay rate for adjustment--* service rendered.

Note: Any 1 year of fully certified service by LA with FSA qualifies for the 1-year rate. Work performed by CED, insurance adjuster, or field reporter cannot be used to qualify for the higher rate.

Example: Mr. Smith signed his first CCC-455 on February 2, 2012, and was fully certified on March 1, 2012. Mr. Smith had signed CCC-455's and worked in 2012 and 2013. On March 1, 2013, when Mr. Smith attended update training and signed his CCC-455, he had completed 1 year of fully certified service. The State Office shall:

- complete the current CCC-455 with the correct pay rate for the date CCC-455 is signed
- notify County Offices that the effective date that Mr. Smith achieved the 1-year fully certified service was March 1, 2013.

State Offices shall use the Loss Adjuster Management System to update LA's 1-year certification date to March 1, 2013. An effective date shall **not** be entered if LA has not completed 1 year of fully certified service.

Note: If the 1-year fully certified service date has **not** been reached at the time CCC-455 is renewed, States shall insert the correct pay rate for the date CCC-455 is signed, but line through the pay rate and initial on the date 1-years certified service is reached, send the corrected copy to LA, and notify the County Office of the date.

B Notification to County Offices

State Office loss adjustment specialist is responsible for providing a list of approved LA's and effective 1-year service dates to County Offices.

69, 70 (Reserved)

71 (Withdrawn--Amend. 3)

303 Updating LA’s Information

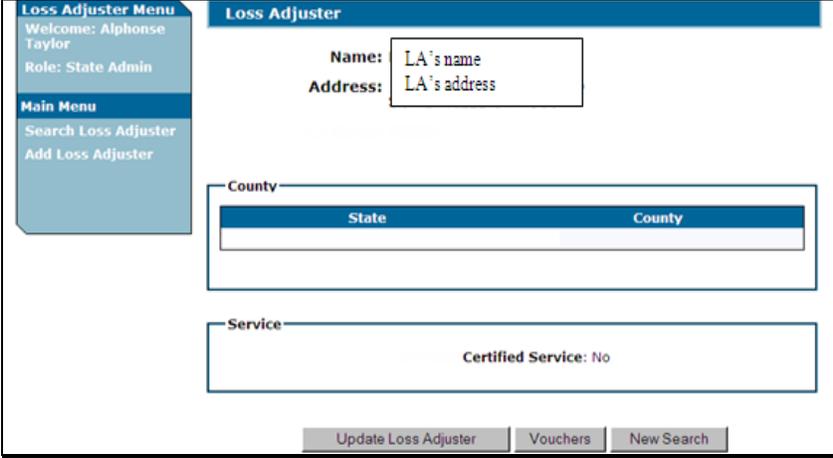
A Overview

*--There may be times when LA’s information needs to be updated, such as a 1-year certification date or additional counties where LA adjusts losses.

Note: Do not enter a 1-year certification date into the system until LA has completed the requirements. The system reads the certification date to calculate the correct pay rate.

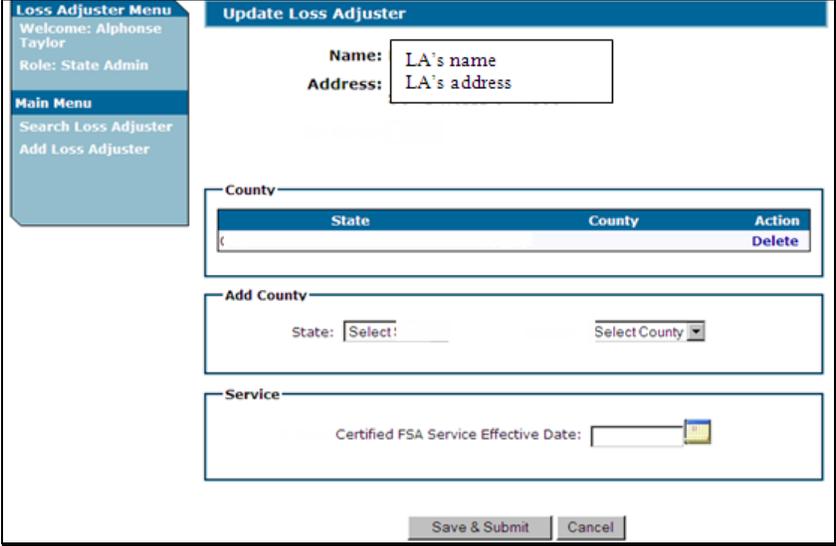
B Action

Follow this table to update LA’s information, such as their 1-year certification date.

Step	Action	Result
1	Select LA from either of the search methods from the Search Loss Adjuster Screen.	The Loss Adjuster Screen will be displayed with LA’s name and address.
2	<p>CLICK “Update Loss Adjuster”.</p> 	The Update Loss Adjuster Screen will be displayed.

303 Updating LA’s Information (Continued)

B Action (Continued)

Step	Action	Result
3	<p>Enter updated information, such as a 1-year certification date, and CLICK “Save & Submit”.</p> 	LA’s information will be updated.

304 Creating New LA Voucher

A Overview

Voucher data entry must be loaded in the State or county where the adjustment service was performed. Most vouchers require CCC-576 to be filed for the unit.

Exception: Vouchers with:

- Review, Training, Update Training, Teaching, and Travel inspections may be entered without CCC-576
- APH and Growing Season * * * inspections may be used with or without CCC-576.

304 Creating New LA Voucher (Continued)

H Approving Voucher Summary

Follow this table to approve the voucher summary.

Step	Action	Result
1	Click the calendar icon to enter an approval date.	The approval date will be displayed.
2	CLICK "Save and Submit". Note: Vouchers \$4,000 or more require State Office approval.	The voucher is considered approved and will immediately be processed for payment.

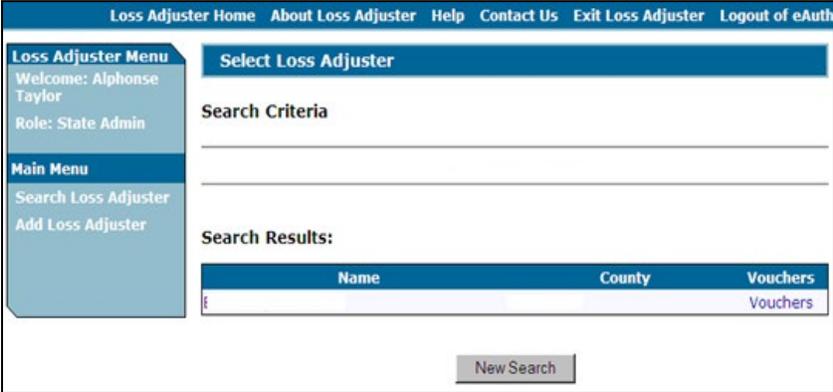
***--305 Revising or Deleting Part of a Voucher**

A Overview

Only State Office users have the authority to revise a voucher that has already been submitted for payment. Once submitted, an item within the voucher may be revised, but the voucher, is not deleted.

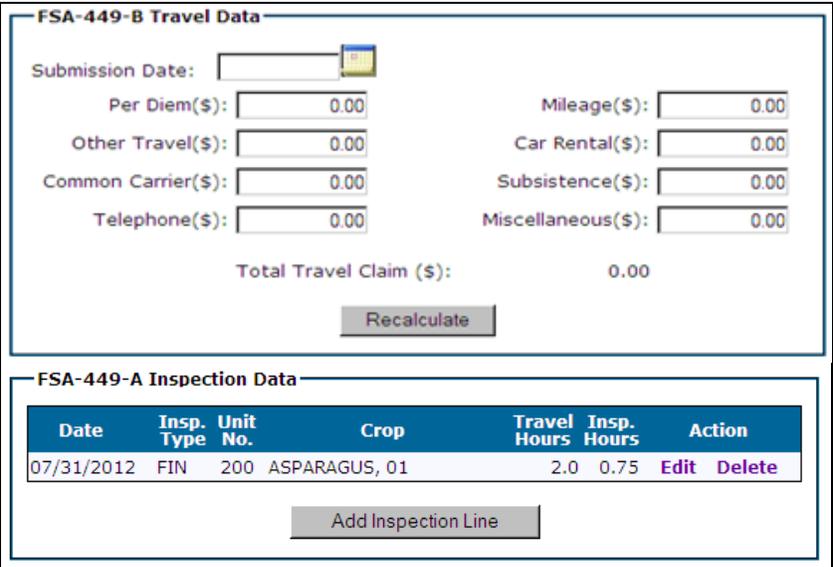
B Action

Follow this table to revise part of a voucher.--*

Step	Action	Result
1	Select LA from either of the search methods from the Search Loss Adjuster Screen.	The Select Loss Adjuster Screen will be displayed with LA's name.
2	CLICK "Vouchers". 	The Select Voucher Screen will be displayed.

305 Revising or Deleting Part of Voucher (Continued)

B Action (Continued)

Step	Action	Result
3	<p>Use the drop-down list to select the desired crop year. *--</p>  <p style="text-align: right;">--*</p>	<p>All of LA's vouchers for the crop year selected will be displayed.</p>
4	<p>CLICK "View/Print Edit" for the specific voucher to be revised or deleted.</p>	<p>The voucher will be displayed.</p>
5	<p>CLICK "Recalculate" to revise FSA-449B Travel Data. *--</p>  <p style="text-align: right;">--*</p>	<p>The user may revise FSA-449B Travel Data.</p>
6	<p>Do either of the following.</p> <ul style="list-style-type: none"> • CLICK "Edit" to revise FSA-449A Inspection Data. • CLICK "Delete" to delete the inspection line. 	<p>The user may edit FSA-449A Inspection Data.</p> <p>A delete screen will ask the user to confirm deletion request.</p>

305 Revising or Deleting Part of Voucher (Continued)

B Action (Continued)

Step	Action	Result
7	<p>Whenever the “Recalculate” or “Edit” button is clicked, the approval date is deleted, and a new approval date must be re-entered. To enter the new approval date, click the calendar icon to enter the date the revision or edit was made.</p> <p>*--</p> <div data-bbox="391 506 1224 747" style="border: 1px solid black; padding: 5px;"> <p style="margin: 0;">Approval</p> <p style="margin: 5px 0 0 20px;">Approval Date: <input style="width: 100px;" type="text"/> </p> <p style="margin: 10px 0 0 100px;"> <input type="button" value="Save and Submit"/> <input type="button" value="Cancel"/> </p> </div> <p style="text-align: right;">--*</p>	<p>The new approval date will be displayed.</p>
8	<p>CLICK “Save and Submit”.</p> <p>Note: Failure to CLICK “Save and Submit” may create a potential overpayment or receivable issue.</p>	

306-308 (Withdrawn--Amend. 5)

309-320 (Reserved)

321, 322 (Withdrawn--Amend. 5)

323-499 (Reserved)

LA Pay Rate Table

Use the following table for pay rates for LA's.

LA Pay Rate Table		
Inspection Type	Beginning Date of Pay Rate for Work Completed	Pay Rate Per Hour
TRN: for Phase 1 and 2 training (those not yet certified)	*--1/1/2023	\$15.75
UTR (Update training) and services performed by a fully certified LA with less than 1 year of satisfactory service.	1/1/2023	\$21.20
UTR (update training) and services performed by a fully certified LA with 1 or more years of satisfactory service.	1/1/2023	\$23.60--*

Notes: Service code “TRN” will always pay the uncertified training level regardless of LA status. Therefore, do **not** use TRN for certified LA's unless an LA is working toward recertification.

The LA management system will compare and compute the voucher payment based on the work completion date and effective pay rate.

Pay rates may include a cost-of-living adjustment according to an increase to the GS salary table.

