



## QAD APPLICATION FOR SERVICE

### PURPOSE

The purpose of this procedure is to provide Quality Assessment Division (QAD) policies and procedures regarding requests for service.

### SCOPE

The provisions of this procedure apply to all facilities utilizing QAD services. This document outlines how to apply for and obtain QAD services, and the associated fee for service user costs incurred.

### REFERENCES

The following referenced documents are used for the application of this document. The latest edition of the referenced document (including any amendments) applies.

[\*Application for Service \(LPS-109\)\*](#)

[\*Work Schedule Request \(LPS-110\)\*](#)

[\*QAD 100A Appendix: How to Complete Application for Service LPS-109\*](#)

[\*QAD 101 Procedure: Work Schedule Request\*](#)

[\*QAD 428 Procedure: Fees for Laboratory Analysis\*](#)

### POLICY

Livestock, Poultry, and Seed (LPS) Program Mission Statement: To provide timely, high-quality, unbiased service that facilitates orderly marketing and distribution of agricultural commodities, and fosters goodwill in the global marketplace.

The QAD operates primarily on user fees in accordance the *Agricultural Marketing Act (AMA) of 1946*. As such, the QAD must collect fees and other costs of doing business which fund the program. These costs include salaries, benefits, training, travel and per diem costs, office rent, utilities, equipment, etc.

### Agricultural Marketing Service (AMS) Customer Standards

1. You will be treated with courtesy and respect by a responsive and knowledgeable staff.
2. You will be provided accurate, unbiased, and reliable services based on established standards, procedures, and/or specifications.
3. All services will be provided in a cost-effective manner within established time frames.
4. Your suggestions and comments will be considered to continually improve and tailor the services to meet your needs.
5. We will respond to your inquiries and strive to resolve your complaints quickly and efficiently.



## RESPONSIBILITY

Applicants are responsible for providing a work environment where QAD employees are not subjected to physical and/or verbal abuse, or other elements which could have a negative effect on providing an unbiased, third-party evaluation. Applicants shall designate primary company representatives to discuss grade placements and verification determinations with QAD employees. AMS regulations allow services to be denied or withdrawn from any person who, or whose employee or agent has interfered or obstructed any employee or representative of the Department by intimidation, threats, assaults, abuse, or any improper means. The regulation has in place an appeal process for applicants who question the services provided.

Applicants will make products and related records (Approved labeling, Technical Proposals, Process Control Certification Program (PCCP) Plans, Specifications, EPDS, volume information, etc.) easily accessible; provide assistance and any necessary equipment to accomplish the requested services. Equipment may include storage lockers/cabinets, branding ink, certified scales, food blenders, processors, grinders, sampling containers, sanitation equipment, thermometers, adequate lighting, weight tags and/or display monitors, video equipment for monitoring live animal schedules, etc. When offering product for grading or verification, applicants must ensure a minimum of 90 percent acceptable product.

Applicants are responsible for requesting starting times which provide sufficient paid time for QAD employees to prepare for the work assignment, i.e. carrying official equipment to work stations, preparing sampling plans and other official documents, etc.

### 1. Livestock Industry:

Livestock industry applicants requesting grading or verification services on a non-commitment basis will be charged a minimum of 1/2 hour revenue time plus, unless otherwise specified, any applicable round trip mileage, travel time, per diem, and other related expenses from the QAD employee's regular duty point. Requests for service are to be made through the QAD office and are to be made by 12:00 noon Central Time on Tuesday of the week prior to service, and will be scheduled on a first come first serve basis. Applicants will be charged for all scheduled services and travel expenses, if applicable, that have not been cancelled by 12:00 noon Central Time on Friday of the week prior to service unless the scheduled QAD employee can be utilized elsewhere.

### 2. Poultry and Shell Egg Industry:

Poultry and shell egg industry applicants requesting grading or verification services on a resident basis will be charged a minimum of \$275.00 and a maximum of \$3225.00 as an administrative fee each billing period.

### 3. Audit Services:

Applicants requesting audit services will be charged for all scheduled services and travel related expenses.

## GENERAL PROCEDURES

### 1. Grading and Verification Services:

Any company that operates a federally inspected establishment or an establishment operating under an inspection system equal to and recognized by the Federal system can receive QAD services. A request for



service must be filed on the *Application for Service (LPS-109)*. Requests for immediate service can be provided by oral request, letter, express mail, facsimile, etc., as long as the *Application for Service (LPS-109)* is submitted within 3 working days of the request.

Companies interested in having services provided under a commitment/resident agreement should complete the *Work Schedule Request (LPS-110)*. Procedural guidance concerning a commitment/resident agreement is available in *QAD 101 Procedure; Work Schedule Request*.

Companies requesting QAD grading services are required to undergo a plant survey.

When a signed *Application for Service (LPS-109)* has been received, the respective supervisor or designee shall perform a survey of the plant and grading facilities, conduct a preliminary safety inspection, and obtain a satisfactory water potability report, if applicable. The survey must be reviewed and signed by the respective Regional Director or designee prior to implementing service. Surveys, safety inspections, and water potability reports are maintained by the respective Regional and/or supervisor's office.

Applicants will be charged the applicable fee rate for time and expenses necessary to perform the initial plant survey and any subsequent surveys needed to gain final approval.

Products may not be officially graded or certified until all facility and grade station requirements are met and final approval is received from the respective Regional Office.

## **2. Audit Services:**

Companies requesting audit services must submit an *Application for Service (LPS-109)*, a cover letter explaining the type of service requested, and a copy of their applicable program documentation.

### ***APPLICATION FOR SERVICE (LPS-109):***

#### **1. Guidance:**

The QAD office provides general information and brochures on QAD services, hourly fees, regulations, the *Application for Service (LPS-109)* and the *Work Schedule Request (LPS-110)*.

Guidance for how to complete the *Application for Service* is contained in QAD 100A Appendix, *How to Complete the Application for Service (LPS-109)*.

Multiple applicants/one facility – When more than one applicant operating in the same facility requests service, each applicant must complete an *Application for Service (LPS-109)*.

Single applicant/multiple facilities – When one applicant operates multiple facilities, each facility requesting service must complete an *Application for Service (LPS-109)*.

#### **2. Processing Procedure:**

The applicant completes, signs, and returns the *Application for Service (LPS-109)*. Applications may be submitted by mail, fax, or scanned and emailed to [QAD.BusinessOps@ams.usda.gov](mailto:QAD.BusinessOps@ams.usda.gov). The Business Operations Branch will forward approved applications to the respective Regional Office.



USDA, AMS, LPS, QAD, Business Operations Branch  
10809 Executive Center Drive, Suite 318  
Little Rock, AR 72211  
Phone: 501-312-2962  
Fax: 501-312-2968

Upon receipt of the completed *Application for Service* (LPS-109):

1. The application will be reviewed for completeness and accuracy.
2. The applicant may be contacted to ensure the type of service requested and to verify the information provided.
3. The application will be signed by the Business Operations Branch Chief or designee and approved for processing.
4. The applicant will be assigned a QAD account number and, if applicable, a plant number.
5. The application will be posted to the applicant folder.
6. The applicant will be notified by email that the application has been processed and will be provided with the account number and, if applicable, their plant number.

All applicants must submit a new *Application for Service* (LPS-109) every two years or when significant changes occur such as name change, ownership change, location change, etc.

Approved applications remain valid until:

1. Voided in writing by the applicant or QAD;
2. A change in name, ownership, and/or location of applicant occurs; or,
3. A period of 1 year has elapsed since service was last performed at the establishment.

## **DEBT COLLECTION**

Applicants will receive a bill for services provided during the previous month. Full payment is due by the 25th day of the month in which the bill is received. Delinquent accounts may be subject to a 15% interest charge for all amounts not received by the due date.

The QAD reserves the right to place an applicant in a pre-pay status. Accounts that demonstrate a history of late payments will be converted to a pre-payment status. Once accounts are converted to a pre-payment status, written approval is required from the respective Regional Director to revert back to a normal billing cycle.

Pre-payment applicants will be provided with a cost estimate which identifies the charges for hours worked, travel time, mileage, lodging and per diem, and other charges as applicable. Applicants in a pre-payment status



are expected to make payment prior to service. Requests for service will be denied if payment has not been processed.

Accounts determined to be in arrears will be referred to claims for collection of monies due.

## **PAYMENT OPTIONS**

All applicants are encouraged to make payment for services rendered by electronic means. There are three types of payment methods that will be accepted by the QAD. It is the applicants responsibility to assure payment is processed to meet the billing due date.

### **1. Pay.Gov:**

Applicants may choose to make payments using [www.pay.gov](http://www.pay.gov). This system allows payment via a credit card or an Automated Clearing House (AHC) account.

### **2. Electronic Funds Transfer (EFT):**

Applicants may choose to make payment using EFT. The QAD will provide the information necessary for setting up an EFT account upon request.

### **3. Check:**

Applicants may choose to make payments using paper check. When using checks as the method of payment, sufficient time should be allowed for mailing and subsequent processing of the check. The time lapse between mailing and application of payment to the account is 7 to 10 working days. Ensure your NFC account number is included on the memo portion of the check and include the Account Statement stub with the payment.

## **OVERTIME**

It is the responsibility of QAD management to grant overtime. Management personnel are instructed not to permit QAD employees to work such long hours as will endanger their health or cause unsatisfactory work performance. Except in extreme emergency situations, all QAD employee workdays will be a 10-hour maximum.

## **CALLBACK**

Livestock industry applicants requesting a callback will be charged a minimum of 2-hours premium time. A callback is unscheduled time for work performed when a QAD employee is called back to the worksite after having completed the regular daily tour of duty and has left the worksite, or on a day when no work was scheduled for the QAD employee.

## **FEDERAL HOLIDAYS**

On Federal legal holidays that are a non-workday by law for QAD graders, services may be provided for that day at the established holiday rate.



### 1. Livestock Industry:

Applicants that have an established commitment work schedule are not charged on Federal legal holidays when no work is performed.

In instances where a Federal legal holiday occurs on a Saturday or Sunday, the preceding Friday or following Monday will be designated a paid holiday for Federal employees. Applicants that have an established commitment work schedule will be charged at the appropriate rates per the work schedule on designated holidays whether services are provided or not.

### 2. Poultry and Shell Egg Industry:

Applicants that have an established resident work schedule are charged at the regular rate on Federal legal holidays when no work is performed.

In instances where a Federal legal holiday occurs on a Saturday or Sunday, the preceding Friday or following Monday will be designated a paid holiday for Federal employees. Applicants that request service on a designated paid holiday for Federal employees will be charged at the holiday rate when the QAD employee claims the day as a holiday or claims the day as an in lieu of holiday for the scheduled hours.

### FEES FOR SERVICE

Mileage rate: \$0.54/mile

#### 1. Livestock Industry

<b>Livestock Industry Fees:</b>		
<b>Grading and Verification Services:</b>		
Commitment; Base Rate:	\$ 61.00	8 hours per day between the hours of 0600 - 1800, Monday through Friday
Non-Commitment; Base Rate:	\$ 71.00	8 hours or less per day between the hours of 0600 - 1800, Monday through Friday
Premium Rate:	\$ 78.00	excess of 8 hours per day between the hours of 0600 - 1800; any hours between 1800 - 0600, Monday through Friday; or any time worked Saturday and Sunday
Holiday Rate:	\$ 122.00	any hours worked on Federal legal holidays
Audit Rate:	\$ 108.00	
<b>Other Services:</b>		
Official Carcass Grade Data	\$0.50/grade factor	
Chicago Mercantile Exchange Beef Carcasses	\$350.00/load	
Laboratory Analysis Fees	see QAD 428 Procedure: <i>Fees for Laboratory Analysis.</i>	



## 2. Poultry and Shell Egg Industry

<b>Poultry and Shell Egg Industry Fees:</b>			
<b>Administrative Volume Charge:</b> (Minimum charge is \$ 275.00, maximum charge is \$ 3,225 per billing cycle)			
Poultry	\$.00047/pound (total weight of all live poultry which enters the plant and is eviscerated)		
Shell Egg	\$.058/30 dozen case (total 30 dozen cases that enter and received at the plant)		
<b>Resident Service:</b>			
Base:	\$ 22.72		
Holiday:	\$ 24.60	charge for hours actually worked on the holiday (in addition to Regular time)	
Regular:	\$ 42.68	Approved contracted work schedule: Monday through Saturday	all hours scheduled between 0600 – 1800
Overtime:	\$ 47.16		all hours worked above and beyond the contracted work schedule between 0600 – 1800
Regular/Night Differential (ND):	\$ 45.16		all hours scheduled between 1800 – 0600
Overtime/ND:	\$ 49.60		all hours worked above and beyond the work schedule between 1800 – 0600
Regular/Sunday Differential (SD):	\$ 48.80	Approved contracted work schedule: Sunday	all hours scheduled between 0600 – 1800
Overtime/SD:	\$ 53.28		all hours worked above and beyond the contracted work schedule between 0600 – 1800
Regular/SD/ND:	\$ 51.28		all hours scheduled between 1800 – 0600
Overtime/SD/ND:	\$ 55.76		all hours worked above and beyond the work schedule between 1800 – 0600
<b>Fee - is defined as not under an approved contract or work schedule.</b>			
Regular:	\$ 77.28	services rendered Monday through Friday	
Premium:	\$ 93.24	services rendered on Saturdays, Sundays or legal holidays	
Additionally: Applicants will be billed for travel time and expenses incurred while providing this service.			
<b>Audit Fee Rate:</b>			
Regular:	\$ 89.20	Audit service rendered Monday through Friday	
Premium:	\$ 116.08	Audit service rendered on Saturdays, Sundays or legal holidays	

### TERMINATION OF SERVICES

Federal regulations require a 30-day written notice when the applicant elects to terminate service.

An application for service may be terminated through mutual consent in less than 30 days. However, this will be done only when it is advantageous to the QAD and is approved by the respective Regional Director.

For facilities with resident service, there will be a termination fee of \$300 when the applicant requests the termination of service within 12 months from the inauguration of service date. The \$300 termination fee remains applicable should the applicant convert to temporary status.



## **CHANGE OF RECORD**

Revisions made merging meat and poultry policies and procedures, updating, and relocating information contained in the Poultry General Index.

## **SUPERSEDES**

QAD 100 Procedure Application for QAD Grading and Verification Services

General Index AC-2: FY2009 Rates

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