Option 1 - Web Self Service

Expanded services are offered through the online quota exchange system starting January 20, 2011 for the February 2011 quota exchange. Bids and offers will be accepted through the DFO website from the 20th of the month to the first of the following month. The expanded web services include:

• the option of quota payment by milk statement deduction or payment by cheque;
• placing bids and offers to two decimal places;
• the ability for you to change a bid or offer on the web at no cost;
• access to your history of bids and offers; and
• the ability to print your invoices for purchases and statements of sales.

You must have a DFO web account to enter a bid or offer on DFO’s web-based system. If you don’t currently have an account for DFO’s website, contact our office (905-821-8970) and ask for Helpdesk to obtain one. Bids and offers that you place on the web will be charged $5 (plus HST) per transaction.

Option 2 - Assisted Quota exchange service available with a Customer Service Representative

The ability to place bids and offers through a Customer Service Representative will be available starting with the February 2011 quota exchange. Producers who prefer to place bids or offers via telephone will be able to phone a Customer Service Representative toll-free from 8:30 a.m. to 4:30 p.m., Monday through Friday, excluding holidays, from the 20th of the month to the first day of the following month. The fee for this service will be $15 (plus HST) per transaction. Details on how to contact a Customer Service Representative are on the back page of this insert. Quota Exchange service is no longer available through MILKLINE.

Note: The following example shows how to place a bid (placing an offer follows the same process).

To place a bid or offer on the DFO website yourself


2. Once past the login screen, click on the Farmers link on the left-side menu. To access the Quota Exchange, click on Quota Exchange, then My Bids and Offers. This will take you to the bid and offer screen. Current Exchange status (open or closed) will be shown.

To place a bid or offer, select “Place a new bid/offer on the Exchange” (you can also click “Buy or Sell Quota” link on left-side menu).

You also will see a summary of all bids or offers on file with links to invoices (where available).
A screen appears describing when the exchange is open, how to place a bid or offer, the percentage of provincial non-saleable quota and the current quota price cap. Click Next to continue.

You will be asked if you want to buy or sell quota. Select BUY or SELL and click Next.

Enter the number of kilograms you want to buy or sell and click Next. You can also use shortcuts to automatically enter minimum or maximum kilograms by clicking on the different coloured text.

The progress of the bid or offer is shown throughout the entry process. Bid or offer information is verified during each process step. Error messages are shown immediately to the user. This prevents you from getting to the final step and trying to submit a bid that contains errors.

Enter the bid or offer price per kilogram and click Next. You can also click on the different coloured text to automatically enter the quota price cap amount.

If buying quota, you will be asked how you will pay for the quota purchase if successful. Click on CHEQUE or DEDUCTION. If you choose deduction and are successful in purchasing quota, the payment will be deducted from the first statement issued by DFO after the exchange is closed.
You are presented with a summary showing the details of your bid or offer. If the information is correct, click on **Submit**.

When you have clicked Submit, you are presented with a summary page which includes a confirmation number. This page can be **printed** for reference. Clicking the link at the bottom takes you back to the My Bids and Offers screen.

The My Bids and Offers screen shows you have an active bid or offer. You now have an option to change or cancel this bid or offer (while the current exchange is open). Clicking "Change Bid" takes you through the process once again. Clicking "Cancel Bid" will cancel your bid.

If you cancel a bid or offer, it still shows up in the list (as Cancelled) but will not be processed by DFO. Another bid or offer can be entered for the same Exchange.

If you are offering to sell quota, the process is similar. Once you have clicked on the sell button, you will be asked if you are selling all your quota. If you click yes, the system automatically inserts the correct amount of quota and you will enter the offer price per kilogram. If you click no, you will enter the amount of quota and the offer price per kilogram.
Assistance placing bids and offers on the quota exchange through a Customer Service Representative

1-866-518-2525

1. Write down your bid or offer before making your call. A sample bid and sample offer is shown below:

Buy ________ kilograms quota at ________ dollars per kilogram.
Payment method by cheque or milk statement deduction.

Sell ________ kilograms quota at ________ dollars per kilogram.

(Producers can indicate they are buying the minimum or maximum allowable quota, buying at the price cap in effect or selling ALL their quota.)

2. Have your most current DFO statement available for verification purposes.

3. Call 1-866-518-2525. Bids and offers are accepted from 8:30 a.m. to 4:30 p.m., business days (Monday through Friday, excluding holidays) from the 20th of the month to the first of the following month.

4. Follow the instructions from the Customer Service Representative. The Customer Service Representative will give you a transaction confirmation number. Record the number and save it with your written bid or offer.

The fee for this service will be $15 (plus HST) per transaction (i.e. for each bid or offer and for each change to a bid or offer).

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