

# Trade Support Network (TSN) Plenary Session

Committee Breakout Sessions  
USDA Cafeteria, Room 3

Wi-Fi: HQ – Guest  
Username: jefferson  
Password: USDAguest

April 5-7, 2016  
Washington, D.C.

Wi-Fi: HQ – Guest  
Username: jefferson  
Password: USDAguest

# Supply Chain Security Committee

C-TPAT Portal Discussion

April 6, 2016

1:30 – 3:00 PM



# C-TPAT Portal

## April 1, 2016



Trade Support Network Plenary Session  
April 5-7, 2016

# Agenda

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- New C-TPAT Portal Background
- Why the Changes?
- User Roles
- Security Profile
- Validation Response
- Uploading Documents
- SVI Update



# Why is a New Portal Needed?

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- Aging infrastructure was no longer supported by CBP and presented potential **web security** problems
- Addition of Importer Self Assessment (**ISA**) and allows for future growth
- **Mutually Recognized** (MR) foreign program registration now possible
- **Multiple C-TPAT accounts** located in one location
  - Security Models



# About This PowerPoint

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- Compiled key portal issues/areas of difficulty
- Uploaded a newly updated **Portal Manual**
  - Located in the Public Library
  - Also on [cbp.gov](http://cbp.gov)
- \*\*Will be updated as needed to show all updates
- Tips
  - How to get through common areas of difficulty
  - Flow – get an idea of the general format



# Cbp.gov - Where to Find the Manual

The image shows a sequence of screenshots from the U.S. Customs and Border Protection (CBP) website, illustrating the navigation path to find the C-TPAT Portal 2.0 User Manual. The path starts from the homepage and moves through several levels of the site's hierarchy.

**Level 1: Homepage**  
The homepage features the CBP logo and navigation links: About CBP, Newsroom, Travel, Trade, Border Security, and Careers. A search bar and social media icons are also present.

**Level 2: Border Security Page**  
The navigation path is: HOME > BORDER SECURITY > AT PORTS OF ENTRY > CARGO SECURITY AND EXAMINATIONS > C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM. The page title is "C-TPAT: Customs-Trade Partnership Against Terrorism".

**Level 3: C-TPAT Portal Resources Page**  
The navigation path is: HOME > BORDER SECURITY > AT PORTS OF ENTRY > CARGO SECURITY AND EXAMINATIONS > C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM > C-TPAT PORTAL RESOURCES. The page title is "C-TPAT Portal Resources".

**Level 4: C-TPAT Portal 2.0 User Manual Page**  
The navigation path is: HOME > BORDER SECURITY > AT PORTS OF ENTRY > CARGO SECURITY AND EXAMINATIONS > C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM > C-TPAT PORTAL RESOURCES > C-TPAT PORTAL 2.0 USER MANUAL. The page title is "C-TPAT Portal 2.0 User Manual".

**Level 5: C-TPAT Portal 2.0 Frequently Asked Questions Page**  
The navigation path is: HOME > BORDER SECURITY > AT PORTS OF ENTRY > CARGO SECURITY AND EXAMINATIONS > C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM > C-TPAT PORTAL RESOURCES > C-TPAT PORTAL 2.0 FREQUENTLY ASKED QUESTIONS. The page title is "C-TPAT Portal 2.0 Frequently Asked Questions".

**Level 6: C-TPAT Portal 2.0 Troubleshooting Guide Page**  
The navigation path is: HOME > BORDER SECURITY > AT PORTS OF ENTRY > CARGO SECURITY AND EXAMINATIONS > C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM > C-TPAT PORTAL RESOURCES > C-TPAT PORTAL 2.0 FREQUENTLY ASKED QUESTIONS > C-TPAT PORTAL 2.0 TROUBLESHOOTING GUIDE. The page title is "C-TPAT Portal 2.0 Troubleshooting Guide".

**Level 7: C-TPAT Portal 2.0 Reporting Site Errors Page**  
The navigation path is: HOME > BORDER SECURITY > AT PORTS OF ENTRY > CARGO SECURITY AND EXAMINATIONS > C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM > C-TPAT PORTAL RESOURCES > C-TPAT PORTAL 2.0 FREQUENTLY ASKED QUESTIONS > C-TPAT PORTAL 2.0 TROUBLESHOOTING GUIDE > C-TPAT PORTAL 2.0 REPORTING SITE ERRORS. The page title is "C-TPAT Portal 2.0 Reporting Site Errors".

**Level 8: C-TPAT Portal 2.0 Reporting Site Errors Page**  
The navigation path is: HOME > BORDER SECURITY > AT PORTS OF ENTRY > CARGO SECURITY AND EXAMINATIONS > C-TPAT: CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM > C-TPAT PORTAL RESOURCES > C-TPAT PORTAL 2.0 FREQUENTLY ASKED QUESTIONS > C-TPAT PORTAL 2.0 TROUBLESHOOTING GUIDE > C-TPAT PORTAL 2.0 REPORTING SITE ERRORS > C-TPAT PORTAL 2.0 REPORTING SITE ERRORS. The page title is "C-TPAT Portal 2.0 Reporting Site Errors".



# Public Library- Portal Manual

**Trade Organization(s)**

- patrick test
- Test Company
- Test for monday
- Test Harris

**Trade Account Information**

- Trade Account Profile
- Documents
- Status Verification Interface
- Tasks for Trade Organization

**Partnership Programs**

- C-TPAT Accounts

**Trade Account Actions**

- Create
- Manage
- Tasks

**Company Name:** patrick test **DBA:** patrick

**Trade Account Profile**

Next Save Delete

Company Information Addresses Users Summary

All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

**Company Information**

<b>Company Name *</b>	patrick test	<b>Doing Business As</b>	patrick
<b>Ownership Type *</b>	Corporation	<b>Telephone Number *</b>	8888888888
<b>Fax Number</b>	777-777-7777	<b>Website</b>	www.blahblah.org
<b>Business Start Date *</b>	03/14/2016	<b>Number of Employees *</b>	50
<b>Company History *</b>	this began today		



# Public Library

Trade Organization(s) ↑

- patrick test
- ▶ Test Company
- ▶ Test for monday
- ▶ Test Harris

Trade Account Information ↑

- Trade Account Profile
- Documents
- Messages
- Status Verification Interface
- Tasks for Trade Organization

Partnership Programs ↓

Trade Account Actions ↓

Company Name: patrick test

DBA: patrick

Documents

The document includes the Trade User Public Document, C-TPAT Public Document and the Partner Document.

**Public Library** Partner Document Exchange

List Public Library

View	Document Name	Document Type	Size	Uploaded By	Uploaded Date	Tags and History
<a href="#">View</a>	testing.docx	Certification letter	11507	Ludmila Fedorova	08/11/2015 16:23	<a href="#">Tags &amp; History</a>
<a href="#">View</a>	testing.pdf	Revalidation Notification Letter	86122	Ludmila Fedorova	08/11/2015 16:23	<a href="#">Tags &amp; History</a>
<a href="#">View</a>	test.pdf	Bulletin	80552	Ludmila Fedorova	08/11/2015 15:25	<a href="#">Tags &amp; History</a>
<a href="#">View</a>	merge note.txt	Alert	8887	Selome Haile	08/11/2015 13:46	<a href="#">Tags &amp; History</a>



# Portal Updates

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- On March 23, C-TPAT pushed a major update to the live portal. The release container nearly 70 individual fixes, improvements, and structural updates.
- C-TPAT has streamlined our internal process for managing the portal, - bug reporting, fix development, requirement development, release schedule, and critical fix schedule.



# Portal Updates

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- C-TPAT will continue to reach out to Partners for their input on their user experience and needs.
- While C-TPAT development team works to improve the portal, recent focus has been on the **security profile questions**, critical bug fixes, and the Status Verification Interface (**SVI**).



# New Side Bar Menu

- Arrows to allow for better use of space
- Same menu content

The screenshot displays a web application interface for U.S. Customs & Border Protection. The top navigation bar includes the agency name, "U.S. Department of Homeland Security", and the user's role, "C. TPA Release 2.0".

The new side bar menu is highlighted with a blue border and contains the following sections:

- Trade Organization(s)**: A list of organizations with a right-pointing arrow and a back arrow. The items are "patrick test", "Test Company", "Test for monday" (highlighted), and "Test Harris".
- Trade Account Information**: A list of options with an up-pointing arrow: "Trade Account Profile", "Documents", "Messages", "Status Verification Interface", and "Tasks for Trade Organization".
- Partnership Programs**: A section with an up-pointing arrow.

The main content area shows the "Trade Account Profile" form. The "Company Name" field is filled with "Test for monday" and the "DBA" field is empty. Below the form are "Next", "Save", and "Delete" buttons. A tabbed interface shows "Company Information" as the active tab, with other tabs for "Addresses", "Users", and "Summary". A yellow warning message states: "All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information in the Addresses tab." The "Company Information" section includes fields for "Company Name\*" (Test for monday), "Ownership Type\*" (Corporation), "Doing Business As", and "Telephone Number\*" (777777777).



# Adding Users Trade and C-TPAT Account

# To add a user to a Trade Account, you must first go to the Trade Account

## C-TPAT Trade User Administration Search

You have accessed the C-TPAT Portal's Administrator Web Tool (Admin Tool). As a C-TPAT user of this tool, you are able to view the Portal screens as they appear to the Trade User. Thus, if a Partner Point of Contact (POC) requires assistance being walked through a particular process, such as use of the Status Verification Interface monitoring, you can view the same screens as the POC throughout the process.

To access a company, simply use the Search box on this screen to search for the company, then select it from the list by clicking on it. You can then use the tabs and hyperlinks within the account to navigate in a view-only mode.

The primary point of contact must be a company officer or company employee. Any user in an account can make changes, but only a user designated as a company officer can submit those changes to CBP. This is due to the fact submissions of security profiles and consent to share data with foreign governments include the signing of legal agreements. For integrity and legal issues, the ability of the C-TPAT employee to change data and sign agreements has been removed in Portal 2.0. C-TPAT personnel can now only view company data, not change it.

If you have further questions, see the HELP information at the bottom of this screen. You should also review the Trade User Manual available in the Portal Public Document Library.

- Search By
- Company
  - User ID (email)
  - Security Model #
  - C-TPAT Account #

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)

Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



Once in the Trade Account Profile, click on "Users".  
All current users will appear.

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

C-TPAT Tes

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

### Trade Account Profile

Previous Next Save

Company Information Addresses **Users** Summary

All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

#### Users

Every Trade Account and ship account should have more than one POC and contacts and a Primary POC must be a company officer. Please enter information for all people who can and should have access to your company's account in the Portal. C-TPAT account contacts will be identified in the application process from the users you enter now.

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	eliz		Mrs.	CFO	2023252487
3	jennifer.hsu@c-mci.com	Hsu	Jen		Ms.	developer	571-111-2222



On the bottom of that page, click on "Add"

The screenshot displays the 'Users' management interface. At the top, the header includes 'U.S. Customs & Border Protection', 'C-TPAT Release 2.0 - Trade User Administration Interface', and navigation menus for 'Admin Tool Menu' and 'Application Menu'. A left sidebar contains sections for 'Trade Organization(s)', 'Trade Account Actions' (with 'Create', 'Manage', and 'Tasks' options), and 'Trade Account Information' (with options like 'Trade Account Profile', 'C-TPAT Accounts', 'Documents', 'Messages', 'Status Verification Interface', and 'Tasks for Trade').

The main content area features a table of users with the following data:

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	etiz		Mrs.	CFO	2023252487
3	jennifer.hsu@c-mcl.com	Hsu	Jen		Ms.	developer	571-111-2222

Below the table, there are three buttons: 'Add', 'Edit', and 'Delete'. The 'Add' button is highlighted with a red rectangular box. To the right of the buttons is a pagination control showing '20' items per page.



Complete all the information for the contact and click on the "Save to the list below"

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)  
C-TPAT Tes

Trade Account Actions  
Create  
Manage  
Tasks

Trade Account Information  
Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

Previous Next Save

Company Information Addresses **Users** Summary

All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

Add/Edit Users

Email: \* user@ctpat.com Confirm Email: \* user@ctpat.com

Salutation: \* Mr. First Name: \* Security

Last Name: \* Specialist Middle Initial:

Title: \* Security Director Phone No: \* 123456789

Type: \* Company Administrator

Save to the list below Cancel



Don't forget to press "Save" to ensure they are saved to the List of Users.

The screenshot displays the 'C-TPAT Release 2.0 - Trade User Administration Interface' within the U.S. Customs & Border Protection system. An 'Alert' dialog box is open, stating: 'You must click save button to save changes'. Below the dialog, a yellow banner reads: 'All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.' The main content area shows a 'Users' section with a table of user records.

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	eliz		Mrs.	CFO	2023252487
3	jennifer.hsu@c-mcl.com	Hsu	Jen		Ms.	developer	571-111-2222
4	user@ctpat.com	Specialist	Security		Mr.	Security Director	123456789



# You will then see the user added to your list in the Trade Account.

The screenshot displays the 'Trade Account Profile' page in the 'C-TPAT Release 2.0 - Trade User Administration Interface'. The page includes a navigation bar at the top with 'U.S. Customs & Border Protection', 'U.S. Department of Homeland Security', 'C-TPAT Release 2.0 - Trade User Administration Interface', 'Admin Tool Menu', and 'Application Menu'. A left sidebar contains navigation options: 'Trade Organization(s)' (with a dropdown for 'C-TPAT Tes'), 'Trade Account Actions' (with 'Create', 'Manage', 'Tasks'), and 'Trade Account Information' (with 'Trade Account Profile', 'C-TPAT Accounts', 'Documents', 'Messages', 'Status Verification Interface', 'Tasks for Trade').

The main content area is titled 'Trade Account Profile' and features three buttons: 'Previous', 'Next', and 'Save'. Below these are four tabs: 'Company Information', 'Addresses', 'Users' (which is selected), and 'Summary'. A yellow warning message states: 'All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.' Below the warning is a 'Users' section with a table of users and a descriptive paragraph.

Every Trade Account and ship account should have more than one POC and contacts and a Primary POC must be a company officer. Please enter information for all people who can and should have access to your company's account in the Portal. C-TPAT account contacts will be identified in the application process from the users you enter now.

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	etiz		Mrs.	CFO	2023252487
3	etritt@gmail.com	special	richard		Mr.	Security Director	123456789
4	jennifer.hsu@c-mcl.com	Hsu	Jen		Ms.	developer	571-111-2222



# BUT you must click "Save" to keep the User on the list!

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)  
C-TPAT Tes

Trade Account Actions  
Create  
Manage  
Tasks

Trade Account Information  
Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

Previous Next **Save**

Company Information Addresses **Users** Summary

All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

Users

Every Trade Account and ship account should have more than one POC and contacts and a Primary POC must be a company officer. Please enter information for all people who can and should have access to your company's account in the Portal. C-TPAT account contacts will be identified in the application process from the users you enter now.

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	eliz		Mrs.	CFO	2023252487
3	jennifer.hsu@c-mci.com	Hsu	Jen		Ms.	developer	571-111-2222
4	user@ctpat.com	Specialist	Security		Mr.	Security Director	123456789



To Save the user to a C-TPAT account within the Trade Account, click on C-TPAT account in the lower left navigation box.

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

C-TPAT Tes

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

Security Model (Test Account SVI) for C-TPAT Test Importer

Next Save Submit

Business Type Business Entity Information Addresses Contacts International Security Profile Summary

Business Type Information

Business Type	Importer	Status	Not Submitted	CTPAT Account #
---------------	----------	--------	---------------	-----------------

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



# On the Main Menu dropdown, select "Company Profile"

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

**Trade Organization(s)**

C-TPAT Tes

**Trade Account Actions**

Create  
Manage  
Tasks

**Trade Account Information**

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

**C-TPAT Test Importer – Security Models**

To create a new Security Model within the umbrella of this Trade Account, click on Apply to C-TPAT.

To go back, click on a Trade Account in the upper left box..

Apply to C-TPAT

**C-TPAT Applications**

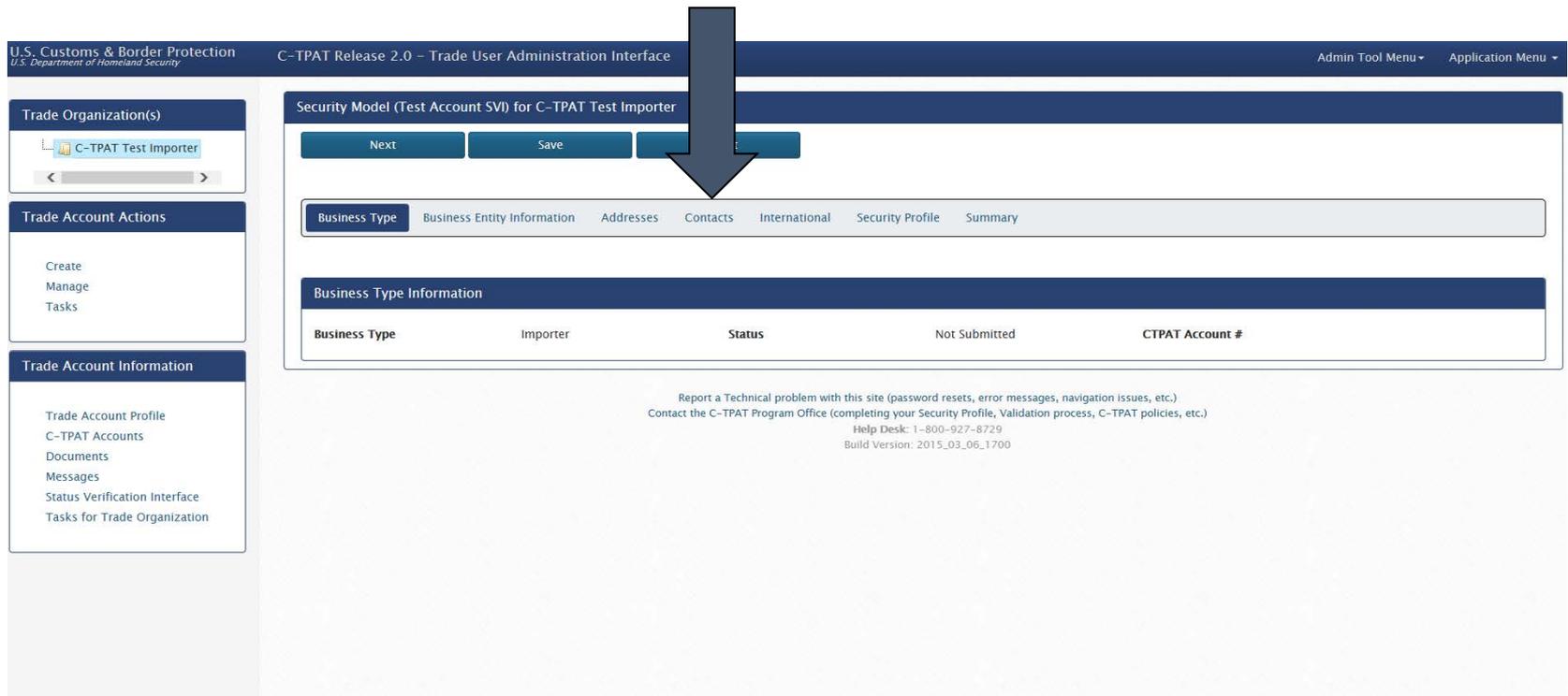
Model Name	Test Account SVI	Business Type	[Importer]
Status	Not Submitted	Last Modified Date	

Main Menu  
Company Profile  
Security Profile

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



# The screen below will appear. Click on "Contacts"



U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

C-TPAT Test Importer

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade Organization

Security Model (Test Account SVI) for C-TPAT Test Importer

Next Save

Business Type Business Entity Information Addresses **Contacts** International Security Profile Summary

Business Type Information

Business Type	Importer	Status	Not Submitted	CTPAT Account #
---------------	----------	--------	---------------	-----------------

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



The screen below will appear, and you will see the new user is available to associate with the C-TPAT account.

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu - Application Menu -

Trade Organization(s)

C-TPAT Tes

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

Security Model (Test Account SVI) for C-TPAT Test Importer

Previous Next Save Submit

Business Type Business Entity Information Addresses **Contacts** International Security Profile Summary

Contact(s)

On the list below from your Trade Organization, indicate which individuals you desire to have access to this C-TPAT security model. The Primary contact must be either an officer or an employee, not a consultant. There must be at least one company officer indicated, as only a company officer can sign agreements and submit security profiles and validation responses. A person who is listed as a consultant in the Trade Organization can be designated as only a consultant in this security model.

	Primary Contact	Officer	Employee	Consultant	Receive Email	User Email	
1	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jennifer.hsu@c-mci.com	
2	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	dipakcomp@yahoo.com	
3	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	etritt@aol.com	
4	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	etritt@gmail.com	



Select the role the user has; Officer, Employee, Consultant, and if they are to receive email from the Portal. (1) Then click the "Save" button (2) on top.

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

- C-TPAT Tes

Trade Account Actions

- Create
- Manage
- Tasks

Trade Account Information

Trade Account

Security Model (Test Account SVI) for C-TPAT Test Importer

Previous Next Save Submit

Business Type Business Entity Information Addresses Contacts International Security Profile Summary

Contact(s)

On the list below from your Trade Organization, indicate which individuals you desire to have access to this C-TPAT security model. The Primary contact must be either an officer or an employee, not a consultant. There must be at least one company officer indicated, as only a company officer can sign agreements and submit security profiles and validation responses. A person who is listed as a consultant in the Trade Organization can be designated as only a consultant in this security model.

	Primary Contact	Officer	Employee	Consultant	Receive Email	User Email
1	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jennifer.hsu@c-mci.com
2	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	tripakcomp@yahoo.com
3	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	etritt@aol.com
4	<input type="radio"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	user@ctpat.com



After clicking Save it will bring you back to the home page of the C-TPAT account. To verify the new user has been added, you can go back to the company profile and select "Contacts."

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

C-TPAT Tes

Trade Account Actions

- Create
- Manage
- Tasks

Trade Account Information

- Trade Account Profile
- C-TPAT Accounts
- Documents
- Messages
- Status Verification Interface
- Tasks for Trade

### CTPAT Test Broker 2015 – Security Models

To create a new Security Model within the umbrella of this Trade Account, click on Apply to C-TPAT.

To go back, click on a Trade Account in the upper left box..

[Apply to C-TPAT](#)

#### C-TPAT Applications

Model Name	Test Account SVI	Business Type	[Importer]
Status	Not Submitted	Last Modified Date	

Main Menu ▾

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



# Deleting Users

# To delete a user, you must first navigate to the Trade Account

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

### C-TPAT Trade User Administration Search

You have accessed the C-TPAT Portal's Administrator Web Tool (Admin Tool). As a C-TPAT user of this tool, you are able to view the Portal screens as they appear to the Trade User. Thus, if a Partner Point of Contact (POC) requires assistance being walked through a particular process, such as use of the Status Verification Interface monitoring, you can view the same screens as the POC throughout the process.

To access a company, simply use the Search box on this screen to search for the company, then select it from the list by clicking on it. You can then use the tabs and hyperlinks within the account to navigate in a view-only mode.

The primary point of contact must be a company officer or company employee. Any user in an account can make changes, but only a user designated as a company officer can submit those changes to CBP. This is due to the fact submissions of security profiles and consent to share data with foreign governments include the signing of legal agreements. For integrity and legal issues, the ability of the C-TPAT employee to change data and sign agreements has been removed in Portal 2.0. C-TPAT personnel can now only view company data, not change it.

If you have further questions, see the HELP information at the bottom of this screen. You should also review the Trade User Manual available in the Portal Public Document Library.

Search By

- Company
- User ID (email)
- Security Model #
- C-TPAT Account #

C-TPAT Test Importer

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



# Once in the Trade Account, select "C-TPAT Accounts" located in the left Trade Account Information Section

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

C-TPAT Tes

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status  
Verification Interface  
Tasks for Trade

CTPAT Test Broker 2015 – Security Models

To create a new Security Model within the umbrella of this Trade Account, click on Apply to C-TPAT.

To go back, click on a Trade Account in the upper left box..

Apply to C-TPAT

C-TPAT Applications

Model Name	Test Account SVI	Business Type	[Importer]
Status	Not Submitted	Last Modified Date	

Main Menu ▾

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



# And in the Main Menu drop down, select Company Profile

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

**Trade Organization(s)**

C-TPAT Tes

**Trade Account Actions**

Create  
Manage  
Tasks

**Trade Account Information**

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

**C-TPAT Test Importer – Security Models**

To create a new Security Model within the umbrella of this Trade Account, click on Apply to C-TPAT.  
To go back, click on a Trade Account in the upper left box..

Apply to C-TPAT

**C-TPAT Applications**

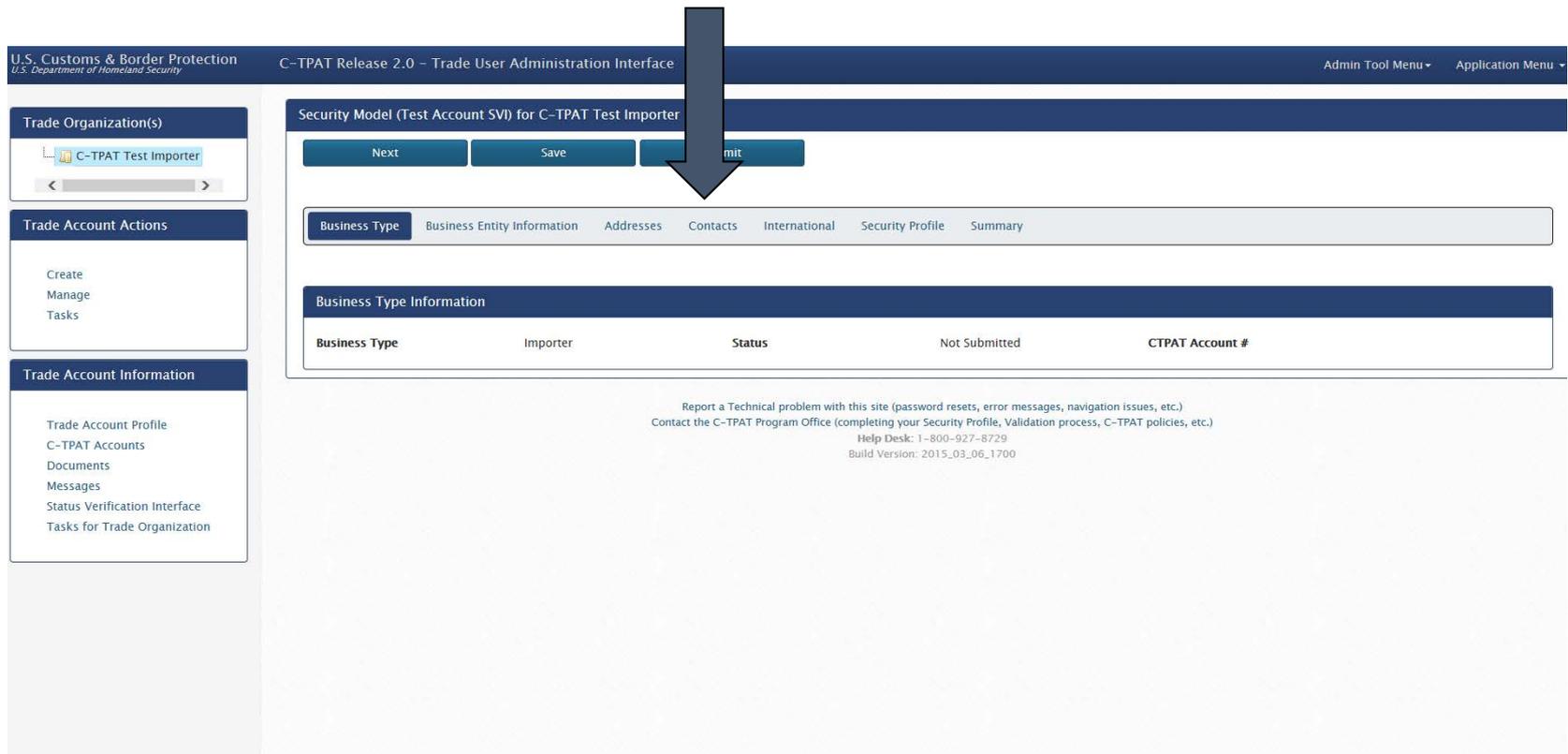
Model Name	Test Account SVI	Business Type	[Importer]
Status	Not Submitted	Last Modified Date	

→ Main Menu  
Company Profile  
Security Profile

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



# This screen will appear. Select "Contacts"



U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 - Trade User Administration Interface

Admin Tool Menu Application Menu

Trade Organization(s)

C-TPAT Test Importer

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade Organization

Security Model (Test Account SVI) for C-TPAT Test Importer

Next Save Submit

Business Type Business Entity Information Addresses Contacts International Security Profile Summary

Business Type Information

Business Type	Importer	Status	Not Submitted	CTPAT Account #
---------------	----------	--------	---------------	-----------------

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



The screen below will appear. Click the "Contacts" tab, select the user you wish to delete and uncheck their association with the C-TPAT Account. Click "Save"

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)  
C-TPAT Test Importer

Trade Account Actions  
Create  
Manage  
Tasks

Trade Account Information  
Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

Security Model (Test Account SVI) for C-TPAT Test Importer

Previous Next Save Submit

Business Type Business Entity Information Addresses **Contacts** International Security Profile Summary

Contact(s)

On the list below from your Trade Organization, indicate which individuals you desire to have access to this C-TPAT security model. The Primary contact must be either an officer or an employee, not a consultant. There must be at least one company officer indicated, as only a company officer can sign agreements and submit security profiles and validation responses. A person who is listed as a consultant in the Trade Organization can be designated as only a consultant in this security model.

	Primary Contact	Officer	Employee	Consultant	Receive Email	User Email
1	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jennifer.hsu@c-mci.com
2	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	dipakcomp@yahoo.com
3	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	etritt@aol.com
4	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	etritt@gmail.com



After saving, you will be brought to this screen.  
Click on the "Trade Organization"

Trade Organization(s)

C-TPAT Test Importer

Trade Account Actions

Create

Manage

Tasks

Trade Account Information

Trade Account Profile

C-TPAT Accounts

Documents

Messages

Status Verification Interface

Tasks for Trade Organization

C-TPAT Test Importer - Security Models

To create a new Security Model within the umbrella of this Trade Account, click on Apply to C-TPAT.

To go back, click on a Trade Account in the upper left box..

Apply to C-TPAT

C-TPAT Applications

Model Name	Test Account SVI	Business Type	Last Modified Date
	Test Account SVI	[Importer]	Not Submitted

Main Menu

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)

Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)

Help Desk: 1-800-927-8729

Build Version: 2015\_03\_06\_1700



# The screen below will appear. Select the "Users" tab.

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu Application Menu

Trade Organization(s)

C-TPAT Test Importer

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade Organization

Trade Account Profile

Next Save

Company Information Addresses Users Summary

All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

Company Information

Company Name *	C-TPAT Test Importer	Doing Business As	
Ownership Type *	Corporation <input checked="" type="checkbox"/>	Telephone Number *	703-555-1212
Fax Number		Website	
Business Start Date *	01/01/2015	Number of Employees *	2
Company History *	test history		

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729



This screen will appear.

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

C-TPAT Tes

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

### Trade Account Profile

Previous Next Save

Company Information Addresses **Users** Summary

All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

#### Users

Every Trade Account and ship account should have more than one POC and contacts and a Primary POC must be a company officer. Please enter information for all people who can and should have access to your company's account in the Portal. C-TPAT account contacts will be identified in the application process from the users you enter now.

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	eliz		Mrs.	CFO	2023252487
3	etritt@gmail.com	special	richard		Mr.	Security Director	123456789
4	jennifer.hsu@c-mci.com	Hsu	Jen		Ms.	developer	571-111-2222



Highlight (1) the user you wish to delete and click on the "Delete" button (2) on the bottom.

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)  
C-TPAT Tes

Trade Account Actions  
Create  
Manage  
Tasks

Trade Account Information  
Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

Every Trade Account and ship account should have more than one POC and contacts and a Primary POC must be a company officer. Please enter information for all people who can and should have access to your company's account in the Portal. C-TPAT account contacts will be identified in the application process from the users you enter now.

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	etiz		Mrs.	CFO	2023252487
3	etritt@gmail.com	special	richard		Mr.	Security Director	123456789
4	jennifer.hsu@c-mci.com	Hsu	Jen		Ms.	developer	571-111-2222

Add Edit Delete

20 ▾



You will receive this message, select "Delete"

The screenshot displays the 'C-TPAT Release 2.0 - Trade User Administration Interface' within the U.S. Customs & Border Protection system. A modal dialog box titled 'Delete User' is centered on the screen, containing the text: 'You are about to delete an user. Are you sure you want to continue?'. Below the text are two buttons: 'Delete' and 'Cancel'. The background interface shows a table of users with columns for ID, email, last name, first name, title, and phone number. The table contains four rows of data. At the bottom of the interface, there are buttons for 'Add', 'Edit', and 'Delete', along with a pagination control showing '20'.

ID	Email	Last Name	First Name	Title	Phone
1	etrntrt@aol.com	trntrt	etnz	ceo	7032223333
2	etrntrt@gmail.com	special	richard	CFO	2023252487
3	jennifer.hsu@c-mcl.com	Hsu	Jen	Security Director	123456789
4				developer	571-111-2222



# Acknowledge the alert by clicking "Close"

The screenshot displays the C-TPAT Release 2.0 Trade User Administration Interface. A modal alert dialog box is centered on the screen, containing the text: "Alert", "You must click save button to save changes", and a "Close" button. The background interface includes a header with "U.S. Customs & Border Protection" and "C-TPAT Release 2.0 - Trade User Administration Interface". A left sidebar contains sections for "Trade Organization(s)", "Trade Account Actions" (with "Create", "Manage", and "Tasks" links), and "Trade Account Information" (with links for "Trade Account Profile", "C-TPAT Accounts", "Documents", "Messages", "Status Verification Interface", and "Tasks for Trade"). The main content area shows a table of users with columns for ID, email, name, title, and phone. A "Save" button is visible at the bottom of the table.

ID	Email	Name	Title	Phone
1			ceo	7032223333
2	etritt@aol.com	tritt, eliz	CFO	2023252487
3	jennifer.hsu@c-mct.com	Hsu, Jen	developer	571-111-2222



# Ensure you click "Save"

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)  
C-TPAT Tes

Trade Account Actions  
Create  
Manage  
Tasks

Trade Account Information  
Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade

### Trade Account Profile

Previous Next **Save** Submit Trade Account

Company Information Addresses **Users** Summary

All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

#### Users

Every Trade Account and ship account should have more than one POC and contacts and a Primary POC must be a company officer. Please enter information for all people who can and should have access to your company's account in the Portal. C-TPAT account contacts will be identified in the application process from the users you enter now.

	Email	Last Name	First Name	Initial	Salutation	Title	Phone
1	dipakcomp@yahoo.com	Sahoo	Dipak		Dr.	ceo	7032223333
2	etritt@aol.com	tritt	eliz		Mrs.	CFO	2023252487
3	jennifer.hsu@c-mci.com	Hsu	Jen		Ms.	developer	571-111-2222



If you see this screen, you have neglected to first delete the user from the C-TPAT Accounts and must do so before deleting from the Trade Account.

The screenshot displays the 'C-TPAT Release 2.0 - Trade User Administration Interface' within the U.S. Customs & Border Protection system. A central alert dialog box is open, displaying the message: 'Alert: This user is associated with security model(s). Please remove this user from the security model(s) before you delete.' with a 'Close' button. The background interface includes a left-hand navigation menu with sections for 'Trade Organization(s)', 'Trade Account Actions' (Create, Manage, Tasks), and 'Trade Account Information' (Trade Account Profile, C-TPAT Accounts, Documents, Messages, Status Verification Interface, Tasks for Trade). The main content area shows a table of users with columns for ID, email, security model, name, title, and phone. Below the table are 'Add', 'Edit', and 'Delete' buttons. The top of the interface features the 'U.S. Customs & Border Protection' logo, the page title, and 'Admin Tool Menu' and 'Application Menu' dropdowns.

ID	Email	Security Model	Name	Title	Phone
1				ceo	7032223333
2				CFO	2023252487
3	etrntt@gmail.com	special	Richard	Mr. Security Director	123456789
4	jennifer.hsu@c-mcl.com	Hsu	Jen	Ms. developer	571-111-2222



# Security Profile

# Security Profile - Tips

---

- Your Portal 1.0 Security Profile is located in **Partner Documents** (remember that before rewriting documents)
- Certain criteria require documents be uploaded (**this has changed**)
- If the profile has been submitted for SCSS review, **it cannot be updated** – needs to be rejected back to C-TPAT Partner



# Security Profile - Tips

- Ensure all company profile information is updated (including CEE information - for importers) or it cannot be submitted
- Security Profile – Only a **company officer** can submit the security profile.

## Contact(s)

On the list below from your Trade Organization, indicate which individuals you desire to have access to this C-TPAT security model. The Primary contact must be either an officer or an employee, not a consultant. There must be at least one company officer indicated, as only a company officer can sign agreements and submit security profiles and validation responses. A person who is listed as a consultant in the Trade Organization can be designated as only a consultant in this security model.

	Primary Contact	Officer	Employee	Consultant	Receive Email	User Email	Last Name	First Name	Initial
1	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	testuser2@test.com	Person	Test	T



# Security Profiles - Go to C-TPAT Accounts

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 - Trade User Administration Interface

Admin Tool Menu - Application Menu -

Trade Organization(s)

C-TPAT Test Importer

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade Organization

Security Model (Test Account SVI) for C-TPAT Test Importer

Next Save Submit

Business type Business Entity Information Addresses Contacts International Security Profile Summary

Business Type Information

Business Type	Importer	Status	Not Submitted	CTPAT Account #
---------------	----------	--------	---------------	-----------------

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700

# Select "Main Menu" Drop Down - Select "Security Profile"

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 - Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

C-TPAT Test Importer

Trade Account Actions

Create  
Manage  
Tasks

Trade Account Information

Trade Account Profile  
C-TPAT Accounts  
Documents  
Messages  
Status Verification Interface  
Tasks for Trade Organization

C-TPAT Test Importer - Security Models

To create a new Security Model within the umbrella of this Trade Account, click on Apply to C-TPAT.

To go back, click on a Trade Account in the upper left box..

Apply to C-TPAT

C-TPAT Applications

Model Name	Test Account SVI	Business Type	[Importer]
Status	Not Submitted	Last Modified Date	Main Menu ▾

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)  
Help Desk: 1-800-927-8729  
Build Version: 2015\_03\_06\_1700



Previous

Next

Save

Submit Entire Security Profile

Business Type Business Entity Information Addresses Contacts International Security Profile Summary

Security Profile

All Sections of Security Profile are Complete

**Security Sections**

- Risk Assessment Approved
- Business Partner Requirements Approved

**Risk Assessment : Risk Assess. Supply Chain (100) – Exporter,Importer**

C-TPAT Partners must conduct a comprehensive risk assessment of their international supply chain.

*Partner Response:*

Test



# Security Profile Navigation

Security Model (Test 3) for Test 3

Previous Next Save

Business Type Business Entity Information Addresses Contacts International Security Profile Summary

### Security Profile

All Sections of Security Profile are Not Complete

#### Security Sections

Risk Assessment	Incomplete
Business Partner Requirements	Incomplete
Container Security	Incomplete
Procedural Security	Incomplete
Physical Security	Incomplete
Physical Access Controls	Incomplete
Personnel Security	Incomplete
Information Technology Security	Incomplete

#### Risk Assessment : Risk Assess. Sec. Practices (101) – Licensed U.S. Customs Broker

C-TPAT Partners must conduct a comprehensive assessment of their security practices based upon the following C-TPAT minimum-security criteria.

*Partner Response:*

*SCSS Comments:*

Previous Save/Next Upload Documents View Documents Associate Documents

#### Section Criteria

Status	#	Criteria
Incomplete	1	<b>Risk Assessment : Risk Assess. Sec. Practices (101) – Licensed U.S. Customs Broker</b> C-TPAT Partners must conduct a comprehensive assessment of their security practices based upon the following C-TPAT minimum-security criteria.



# Document Upload/Associate

Note: As of 1/7/2015 - Associate Function WAS Temporarily Disabled

Security Profile

All Sections of Security Criteria are Not Complete

Security Sections	
Risk Assessment	Incomplete
Business Partner Requirements	Incomplete
Container Security	Incomplete
Procedural Security	Incomplete
Physical Security	Incomplete
Physical Access Controls	Incomplete
Personnel Security	Incomplete
Information Technology Security	Incomplete

Business Partner Requirements : Written Proc. Broker (702) – Licensed U.S. Customs Broker

Brokers must have written and verifiable processes for the screening of new business partners, beyond financial soundness issues, to include security indicators.  
**(This response requires a document upload)**

*Partner Response:*

Test

*SCSS Comments:*

Previous
Save/Next
Upload Documents
View Documents
Associate Documents

Section Criteria

Status	#	Criteria
Complete	1	<b>Business Partner Requirements : Written Proc. Broker (702) – Licensed U.S. Customs Broker</b> Brokers must have written and verifiable processes for the screening of new business partners, beyond financial soundness issues, to include security indicators.
Incomplete	2	<b>Business Partner Requirements : C-TPAT Part. Screening (800) – Licensed U.S. Customs Broker</b> For those business partners eligible for C-TPAT certification (carriers, importers, ports, terminals, brokers, consolidators, etc.), C-TPAT Partners must have documentation (e.g., SVI) indicating whether these business partners are or are not C-TPAT certified.
Incomplete	3	<b>Business Partner Requirements : AEO Participation (1300) – Licensed U.S. Customs Broker</b> Current or prospective business partners who have obtained a certification in a supply chain security program being administered by foreign Customs Administration should be required to indicate their status of participation to the C-TPAT Partner.



# Security Profiles - Associate Function Now Working as of 4/2/16

---

- Allows the user to upload documents
- Associate those documents with other questions
- Saves on typing/cutting/pasting, etc.



# Security Profile-Associate Files

First upload files if none are present

Security Profile

All Sections of Security Criteria are Not Complete

**Security Sections**

- Risk Assessment Complete
- Business Partner Requirements Complete
- Container Security Incomplete
- Procedural Security Incomplete
- Physical Security Incomplete
- Physical Access Controls Incomplete
- Personnel Security Incomplete
- Security Training and Threat Awareness Incomplete
- Information Technology Security Incomplete

**Business Partner Requirements : Written Proc. Importer (700) - Exporter**

The partner must have written and verifiable processes for the selection of business partners to include specific factors or practices which would trigger additional scrutiny by the C-TPAT Partner.

**Partner Response:**

test

**SCSS Comments:**

Navigation: Previous, Save/Next, **Documents** (Upload, Associate, View, Remove)

**Section Criteria**

Status	#	Criteria
Complete	1	<b>Business Partner Requirements : Exporter US Gov't Checks (8490) - Exporter</b> The partner must have written procedures to screen business partners against the Department of Commerce/Bureau of Industry and Security (BIS), Department of State/Directorate of Defense Trade Controls (DDTC), and Department of Treasury/Office of Foreign Assets Control (OFAC) -



# Associate Files in Security Profile

Then the Associate Files box pops up, select a file.

The screenshot displays a web application interface for a Security Profile. At the top, a dark blue header reads "Security Profile". Below it, a blue notification banner states "All Sections of Security Criteria are Not Complete".

On the left, a "Security Sections" sidebar lists various categories with their completion status:

- Risk Assessment: Complete
- Business Partner Requirements: Incomplete
- Container Security: Incomplete
- Procedural Security: Incomplete
- Physical Security: Incomplete
- Physical Access Controls: Incomplete
- Personnel Security: Incomplete
- Security Training and Threat Awareness: Incomplete

The main content area is titled "Procedural Security : Export Security Program (8860) – Exporter". It contains a text block: "The C-TPAT partner must have a documented exporter security program as well as a designated officer or manager who will act as the C-TPAT program point of contact." Below this is a "Partner Response:" label and a large text input field.

A modal dialog box titled "Message from webpage" is overlaid in the center. It features a yellow warning icon and the text "Selected files associated with Answer completed". An "OK" button is located at the bottom right of the dialog.

At the bottom of the page, there are two sections: "Navigation" with buttons for "Previous" and "Save/Next", and "Documents" with buttons for "Upload", "Associate", "View", and "Remove".



# Responding To Validation Recommendations or Actions

# Validation Response - Prepare before continuing on further.....

The screenshot displays the 'Trade Account Profile' page in the C-TPAT Release 2.0 Trade User Administration Interface. The page includes a header with 'U.S. Customs & Border Protection U.S. Department of Homeland Security', 'C-TPAT Release 2.0 - Trade User Administration Interface', and navigation menus for 'Admin Tool Menu' and 'Application Menu'. The main content area is titled 'Trade Account Profile' and contains 'Next' and 'Save' buttons. Below these are tabs for 'Company Information', 'Addresses', 'Users', and 'Summary'. A red warning message states: 'All \* fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.' The 'Company Information' tab is active, showing fields for 'Company Name \*', 'Ownership Type \*', 'Fax Number', 'Business Start Date \*', and 'Company History \*'. A yellow callout box with red text reads: 'STEP 1: VERY IMPORTANT - If a comment highlighted in red shows above, it means you'll need to address the mentioned issue before continuing with security profiles or validation response updates. Security profiles and validation responses may not update correctly without this being addressed first.' The left sidebar contains 'Trade Organization(s)', 'Trade Account Actions' (Create, Manage, Tasks), and 'Trade Account Information' (Trade Account Profile, C-TPAT Accounts, Documents, Messages). A red arrow points from the 'C-TPAT Accounts' link to a yellow callout box with red text: 'STEP 2: After you've addressed the issue above, click on the C-TPAT Accounts link.' At the bottom of the page, there is a footer with contact information: 'Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)', 'Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)', 'Help Desk: 1-800-927-8729', and 'Build Version: 2015\_03\_06\_1700'.



# Validation Response

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu Application Menu

**Step 3: Hover your screen cursor ( ) over the 'Main Menu' box and a drop-down menu will appear. Click on 'Validation Summary' to respond to the report.**

Trade Organization(s)

Apply to C-TPAT Manage C-TPAT Security Models

Model Name		Business Type	
Model Number		C-TPAT Account #	
Security Profile Status			
Status		Certified Date	
SCSS Information			
Name		Phone	
Office			
Primary POC Information			
Name		Phone	
		Email	
		Email	

- Main Menu
- Company Profile
- Security Profile
- Validation Summary
- Model Documents
- Model Messages
- Model Status Verification Interface
- Model Tasks



# Validation Response- Select the "Pending" Validation

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

SCSS

Name		Phone	
Email		Office	

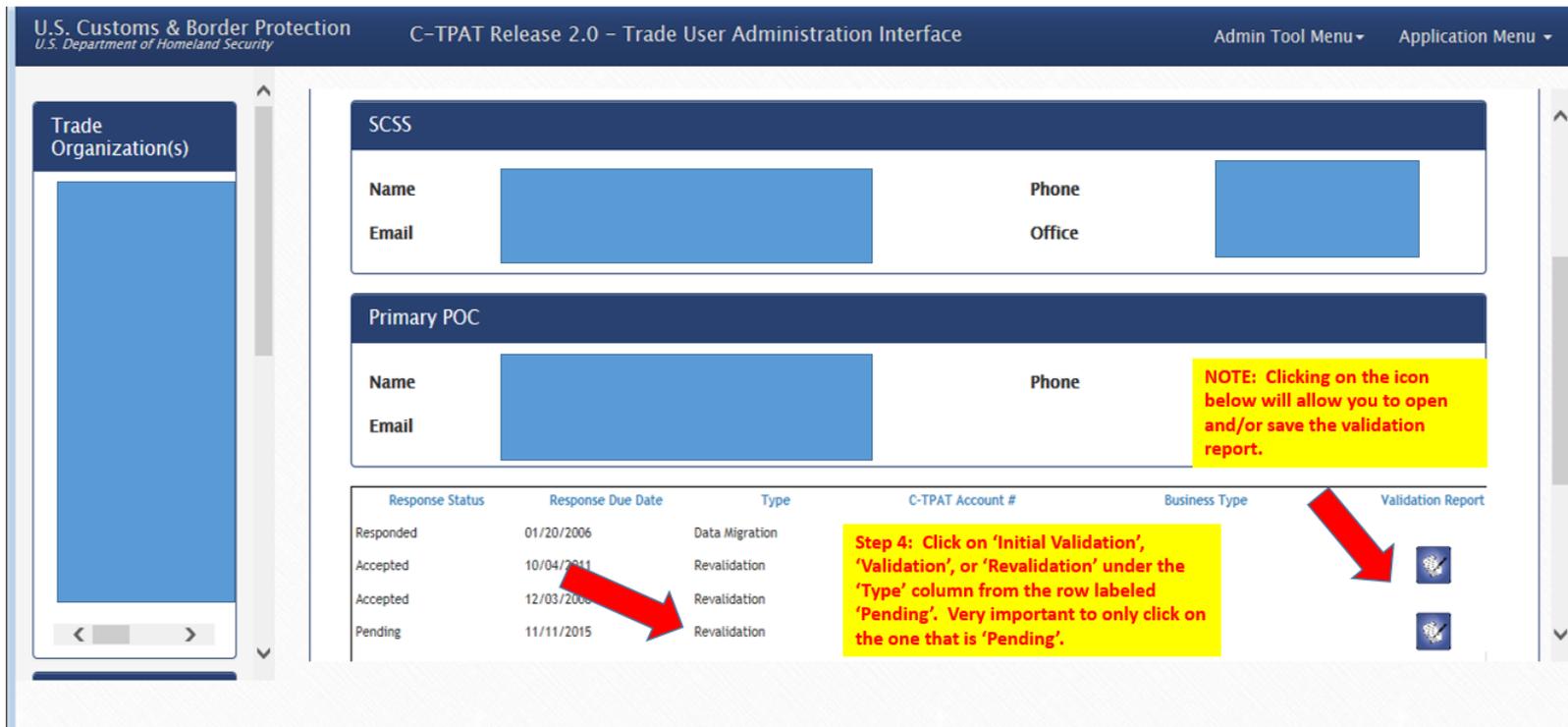
Primary POC

Name		Phone	
Email			

**NOTE: Clicking on the icon below will allow you to open and/or save the validation report.**

Response Status	Response Due Date	Type	C-TPAT Account #	Business Type	Validation Report
Responded	01/20/2006	Data Migration			
Accepted	10/04/2011	Revalidation			
Accepted	12/03/2006	Revalidation			
Pending	11/11/2015	Revalidation			

**Step 4: Click on 'Initial Validation', 'Validation', or 'Revalidation' under the 'Type' column from the row labeled 'Pending'. Very important to only click on the one that is 'Pending'.**



# Validation Response - Exec Summary & Site Visits Tabs

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 - Trade User Administration Interface

Admin Tool Menu - Application Menu -

Recommendations/actions required in this report should be implemented throughout the company's entire international supply chain.

Trade Organization(s)

Trade Account Actions

Trade Account Information

Executive Summary Site Visits

Internal Audits

Response Id : 153

Recommendation

It is strongly recommended the company conduct routine internal audits on all security measures used to secure its international supply chain in order to ensure that these measures are carried out consistently and effectively.

Did you implement this?  
 Yes  No

Please briefly explain why this recommendation is not being implemented. Click the upload button below to add documents, images, etc.

Upload Documents View Attached Documents Associate Documents

Previous Save Submit

**STEP 5: On this page, scroll down until you find the 'Executive Summary' and 'Site Visits' tabs. Respond to all actions and/or recommendations on both tabs. Upload your recent internal audit and risk assessments onto the 'Executive Summary' tab and other pertinent documents on the 'Site Visits' tab.**



# Validation Response - Last Step

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0 – Trade User Administration Interface

Admin Tool Menu ▾ Application Menu ▾

Trade Organization(s)

It is strongly recommended the company conduct routine internal audits on all security measures used to secure its international supply chain in order to ensure that these measures are carried out consistently and effectively.

Did you implement this?  
 Yes  No

Please briefly explain why this recommendation is not being implemented. Click the upload button below to add documents, images, etc.

**NOTE: Only a company 'Officer' may submit Validation Responses, Security Profiles, etc.**

**Step 6: Once you've responded to each action and/or recommendation, click on the 'Save' button followed by the 'Submit' button.**

Upload Documents View Attached Documents Delete Documents

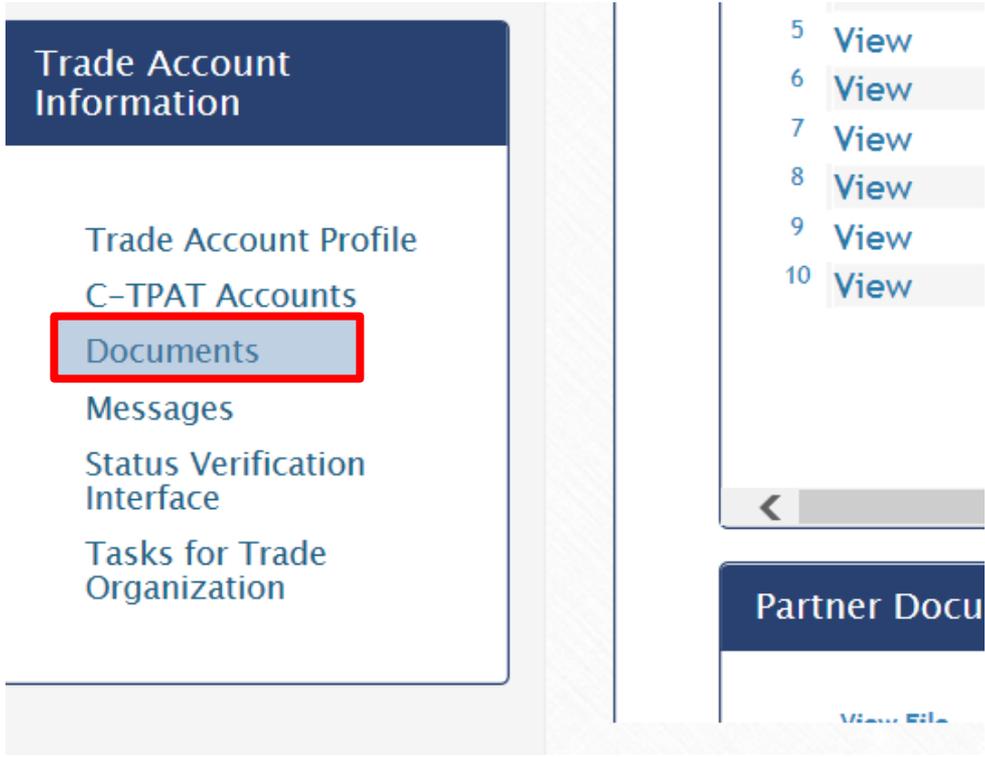
Previous Save Submit



# Uploading Documents

# Uploading Documents

In Trade Account Information, click on Documents



# Uploading Documents

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Then select Upload

Documents

The document includes the Trade User Public Document, C-TPAT Public Document and the Partner Document.

[Public Library](#) [C-TPAT Partner Library](#) [Partner Document Exchange](#) **Upload** [Search Document](#)

All \* fields are required.

Upload Document

**File to upload: \***

**Document type:\***

**Security Model: \***

# SVI Update

# SVI (Update) - Joining- Opting in, To Share Information with Others

Company Name: Test Company for Demo  
Assigned SCSS: Fedorova, Ludmila  
Program:

DBA: test  
C-TPAT Account #: 69152251  
Business Type: Highway Carrier - U.S. / Canada

SVI Monitoring SVI Request Monitoring SVI Agreement

SVI Agreement

Model Number	Model Name/Business Type	Model Status	Agree Status	Action	Settings
467419723	Test Company for Demo - Hwy Carrier...	Certified	Disagreed	Join SVI	

Send Email

“Share More” option will share contact information and Tier levels with those monitoring you.

Settings for SMN-Importer1-1.11.16

**Auto Accept Request**  
Accept Partner Requests Automatically

**Share More**  
Additional company information will be with SVI partners

Save Cancel



# SVI (Update) - Sending C-TPAT Status To a Business Partner

Company Name: Test Company for Demo DBA: test

SVI Monitoring SVI Request Monitoring SVI Agreement

Model Number  
467419723

Send Email

To

Cc TEST2-1.7.16LUCY@ctpat.com

From Lucy Fedor

Subject C-TPAT Status Email

U.S. Customs and Border Protection (CBP) Customs-Trade Partnership Against Terrorism (C-TPAT) confirms that ATestImporter1-1.11.16 (Business Type:Importer), Security Model Name: SMN-Importer1-1.11.16 is a Partner in the C-TPAT program at the certified or above status as of 04/01/2016. This email does not guarantee the status of the partner after this date, nor guarantee the partner remains a part of the program.

Generate Status Email Cancel



# SVI (Update) - Requests to Monitor Business Partners

Company Name: ATestImporter1-1.11.16 DBA: test - Doing Business As

SVI Monitoring SVI Request Monitoring SVI Agreement

### SVI Request Monitoring

Monitoring Security Model SMN-Importer1-1.11.16 Partner Search alex Search

Show 10 entries

Trade Account	Model Name/Business Type	Request Status	Request Date	Action
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# SVI (Update) - Requests to Monitor Business Partners

Company Name: ATestImporter1-1.11.16 DBA: test - Doing Business As

SVI Monitoring SVI Request Monitoring SVI Agreement

### SVI Request Monitoring

Monitoring Security Model: SMN-Importer1-1.11.16 Partner Search: alex Search

Show 10 entries

Trade Account	Model Name/Business Type	Request Status	Request Date	Action
Importer, Inc.				Send Request
Importer, Inc.				Send Request
Importer, Inc.				Send Request
Importer, Inc.				Send Request
Importer, Inc.				Send Request
Importer, Inc.				Send Request



# SVI (Update) - Monitoring Tab

Company Name: Test Company for Demo

DBA: test

SVI Monitoring SVI Request Monitoring SVI Agreement

## SVI Monitoring Partners

Monitoring Security Model

Test Company for Demo - Hwy Carrier

Show 10 entries

Filter records:

Trade Account	Model Name/Business Type	Model Status	Request Status	Request Date	Actions
Company5-6	SMNImporter.Test6-Cert-ed(Importer)	Certified	WAITING	2016-04-01	<a href="#">Cancel Request</a>

Showing 1 to 10 of 10 entries

Previous **1** Next



# SVI (Update) - Monitoring Tab

Company Name: Test Company for Demo

DBA: test

SVI Monitoring SVI Request Monitoring SVI Agreement

## SVI Monitoring Partners

Monitoring Security Model

Test Company for Demo - Hwy Carrier

Show  entries

Filter records:

Trade Account	Model Name/Business Type	Model Status	Request Status	Request Date	Actions
Company5-6	SMNImporter.Test6-Cert-ed(Importer)	Certified	WAITING	2016-04-01	<a href="#">Cancel Request</a>
Domestic Validation Trade	Importer Domestic 2015(Importer)	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	Single Exporter 08042015(Exporter)	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	Highway Carrier 08042015(Highway Carrier - U.S. / Ca...	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	Single Air Carrier 08032915(Air Carrier)	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	Single FM 08042015(Foreign Manufacturer)	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	New Consolidation 08032015(Consolidator)	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	Single US Marine Port 08042015(U.S. Marine Port or Ter...	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	Single MPTO 08042015(Foreign Based Marine Port Ter...	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>
Vimporter 07282015	Single Importer 08032015(ImporterExporter)	Certified	ACCEPTED	2016-04-01	<a href="#">Decline</a>

Showing 1 to 10 of 10 entries

Previous  Next



# Reporting Problems and Locating Your SCSS

# Report

U.S. Customs & Border Protection  
U.S. Department of Homeland Security

C-TPAT Release 2.0

## Login

Thank you for your interest and participation in the U.S. Customs and Border Protection's (CBP) Trusted Trader Programs. CBP appreciates your assistance in strengthening global supply chain security and commitment to trade compliance.

As you begin your application for CBP's Trusted Trader Programs, Trade Compliance and/or the Customs-Trade Partnership Against Terrorism (C-TPAT), and whenever updating your account(s), always be aware there are user assistance materials freely available at [cbp.gov/ctpat](http://cbp.gov/ctpat). There is no fee or payment required to apply to or remain a Partner in any of CBP's \*Trusted Trader Programs\*.

For those who have been assigned a Supply Chain Security Specialist (SCSS) for C-TPAT or a National Account Manager (NAM) for Trade Compliance, that CBP Official should always be your first point of contact for all questions relating to supply chain security or trade compliance. If you have not yet been assigned an SCSS for C-TPAT, you may contact [industry.partnership@dhs.gov](mailto:industry.partnership@dhs.gov) for assistance. If you have not yet been assigned a NAM, you may contact [trustedtrader@cbp.gov](mailto:trustedtrader@cbp.gov).

These Trusted Trader Programs are subject to the terms and conditions of the C-TPAT program. For more information on compliance by supply chain security, please visit [cbp.gov/ctpat](http://cbp.gov/ctpat).

**Notice:** This system is for the use of private parties. Any individual or entity who violates this system's terms and conditions may be subject to a fine of up to \$10,000 and/or imprisonment for 5 years (18 U.S.C. 552a). Violators of this system's terms and conditions may also be subject to a 3rd party rule and/or other actions. Paperwork reduction act may apply. Paperwork reduction act required to respond to this collection is 16 CFR 11.101. For any comments or questions, please contact the CBP Office at 90 K Street, NE, Washington, DC 20002.



Enter your user name and password to log in:

User Name

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)  
Contact the C-TPAT Program Office (completing your Security Profile, Validation process, C-TPAT policies, etc.)

Help Desk: 1-800-927-8729

Build Version: 2016\_03\_30



# Problem Report Procedures

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Technical Problem Report Screen

All \* fields are required.

CTPAT Account Number:

Company Name: \*

Phone Number: \*

Contact Name: \*

Email Address: \*

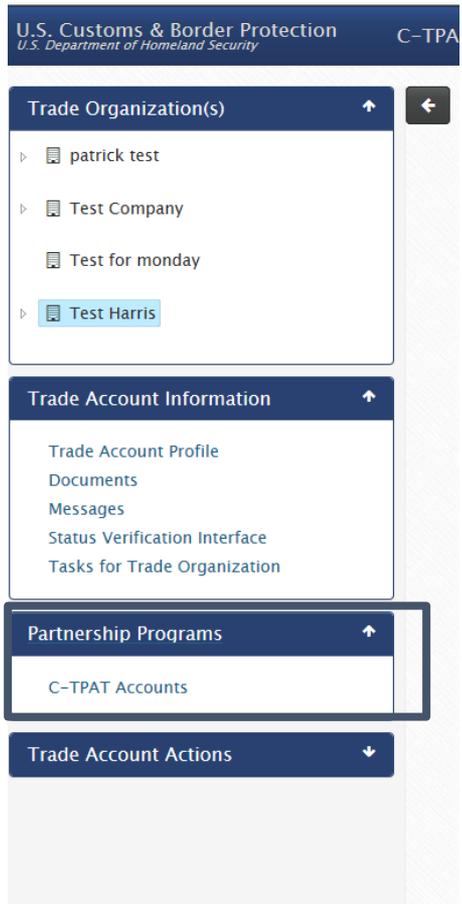
Date and Time of Problem: (mm/dd/yyyy hh:mm:ss) \*

Description of the Problem: \*  
Copy & Paste your error report here...



# Finding Your Specialist Name and Contact Information

# Finding Your SCSS



Select C-TPAT Accounts under Partnership Programs at the bottom left



# Specialist Name and Phone Number Appear in Green

Company Name: Test Harris DBA: Test Harris

### Test Harris – Security Models

The two buttons below are for two different, major operations. 100%

If you desire to create an entirely new Security Model within the umbrella of this Trade Account, click on Apply to C-TPAT.

If you desire to conduct an operation on an already existing Security Model, click on the Manage C-TPAT Security Models button. This includes Expand, Merge, Split, Duplicate, and Extract options. For more details on these model operations see page four of the C-TPAT Portal 2.0 Trade User Manual on [cbp.gov/ctpat](http://cbp.gov/ctpat).

[Apply to C-TPAT](#) [Manage C-TPAT Security Models](#)

<b>Model Name</b>	New Test Harris test	<b>Model Number</b>	3919039407	<a href="#">Main Menu</a>
<b>Business Type</b>	[Importer]	<b>C-TPAT Account #</b>	[ 86211719 ]	
<b>Security Profile Status</b>	Not Submitted	<b>Status</b>	Certified	
<b>Certified Date</b>	03/02/2016	<b>Anniversary Date</b>	01/07/2017	
<b>SCSS Information</b>				
<b>Name</b>	test portalone2	<b>Phone</b>	123	<b>Email</b> test2@test.com
<b>Office</b>	Headquarters			
<b>Primary POC Information</b>				
<b>Name</b>	Test Person	<b>Phone</b>	1111111	<b>Email</b> testuser2@test.com

### C-TPAT Applications

<b>Model Name</b>	Highway Carrier Test	<a href="#">Main Menu</a>
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Portal Manual...  
Being Updated Regularly...

Thank You!

Wi-Fi: HQ – Guest  
Username: jefferson  
Password: USDAguest

# ITDS Committee

Import PGAs, NHTSA & EPA

April 6, 2016

3:00 – 4:00 PM

Wi-Fi: HQ – Guest  
Username: jefferson  
Password: USDAguest

# Revenue Committee & Surety Accounts

April 7, 2016

8:30 – 9:15 AM (Revenue)

9:15 – 10:00 AM (Surety)

Wi-Fi: HQ – Guest  
Username: jefferson  
Password: USDAguest

# Break

10:00 – 10:15 AM

Wi-Fi: HQ – Guest  
Username: jefferson  
Password: USDAguest

# Drawback Subcommittee

April 7, 2016

10:15 – 12:00 PM