Reporting Site Errors
An online issue report form was developed to expedite trade members reporting errors on the C-TPAT Portal. To submit a site error, scroll to the bottom of the interface and click <Report an Issue with the site>. You do not need to be logged into the C-TPAT portal to submit a site issue. Fill out the resulting form with information regarding the error that you are experiencing. Required fields are indicated by an asterisk (*). Please attach a screenshot of the screen error to help Duty Officers troubleshoot the problem more efficiently. Click <Submit Error Report> when complete.