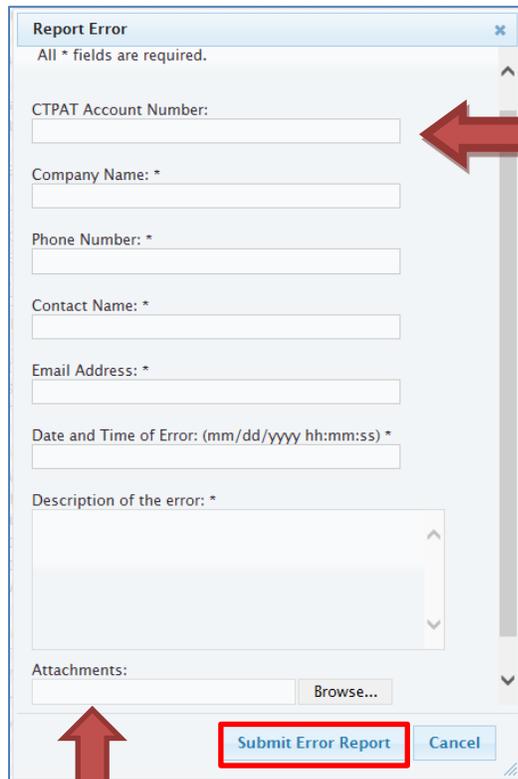


Reporting Site Errors

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.



The screenshot shows a web form titled "Report Error" with a close button (X) in the top right corner. Below the title, it states "All * fields are required." The form contains several input fields: "CTPAT Account Number:", "Company Name: *", "Phone Number: *", "Contact Name: *", "Email Address: *", and "Date and Time of Error: (mm/dd/yyyy hh:mm:ss) *". Below these is a large text area for "Description of the error: *". At the bottom, there is an "Attachments:" section with a "Browse..." button. The "Submit Error Report" button is highlighted with a red box, and a red arrow points to it from a callout box below. Another red arrow points from a callout box on the right to the form fields.

Fill out the resulting form with information regarding the error that you are experiencing.

Click <Submit Error Report> when complete.

Attach a screenshot of the site error to help Duty Officers troubleshoot the problem more efficiently.