

Workshop Review and Open Forum Session: Accounts (Release 5)

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Agenda

- Business Process Scope
- Business Process Design Workshops
- Manage Accounts Workshop Schedule
- Trade Workshops Conducted
- Upcoming Trade Workshops
- Questions



Business Process Scope



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Business Process Scope

Key Account Revenue and Secure Trade Data (Release 5) business process functionality is summarized below:

Manage Accounts

- Expanding on current broker, importer and truck carrier functionality
- Adding air, sea and rail carriers
- Adding sureties and surety agents to ACE
- Account compliance functionality will be introduced
- Enhance account interaction between CBP, PGAs and the trade community
- Adding e-Bond functionality

In addition, each of the process teams will be responsible for incorporating relevant reporting considerations into their business process design efforts.



Manage Accounts Process Detail

The Manage Accounts process focuses on reducing errors in account creation and maintenance, expanding on prior ACE releases by adding additional account types and corresponding system master data.

Highlights include:

- Enhanced Importer functionality
- Expanded Broker functionality
- Carriers (all modes)
- Surety/Surety Agents
- e-Bond functionality
- Enhanced functionality for the creation and maintenance of all account types
- Cross-account access functionality

Manage Accounts	
Create Account	<ul style="list-style-type: none"> ▪ Input Account Definition Data ▪ Validate Account Definition Data ▪ Activate Account ▪ Approval Notification
Maintain Account Master Data	<ul style="list-style-type: none"> ▪ Maintain General Data ▪ Maintain Business Category Specific Data ▪ Maintain Account Structure / Relationship ▪ Maintain CBP Program Participation
Maintain Accounts Interactions	<ul style="list-style-type: none"> ▪ Maintain Communication ▪ Maintain Action Plan
Manage Account Compliance	<ul style="list-style-type: none"> ▪ Collect Data & Info ▪ Analyze & Assess Risk ▪ Prescribe Action ▪ Track & Report
Change Account Status	<ul style="list-style-type: none"> ▪ Block Account ▪ Un-Block Account ▪ Deactivate Account ▪ Reactivate Account



Business Process Design Workshops



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Business Process Design

The Business Process design is the central activity for the delivery team.

- Designing processes to achieve CBP strategic objectives and desired business results
- Use of an iterative business process decomposition approach to define an end-to-end business process
- Begins with a top-down definition of key activities and continues to add levels of detail until step-by-step transactional detail is completed



Business Process Design (*continued*)

The Business Process design is the central activity for the delivery team.

- Allows teams to organize activities around logical groupings and understand technical requirements from the basis of the business needs that drive them
- The application development, technical, work force transformation and business process teams work together to understand the interdependencies of the processes and technology to deliver a solution



Business Process Design (*continued*)

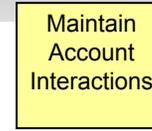
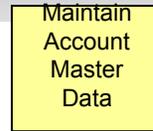
Business process decomposition will be conducted to confirm and refine scope.

Example:

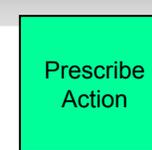
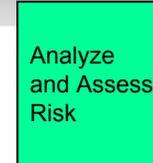
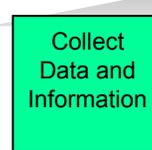
Level 1: Enterprise Area →



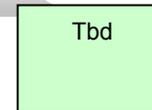
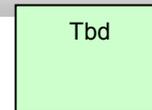
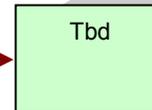
Level 2: Scenario →



Level 3: Process Group →



Level 4: Business Process →

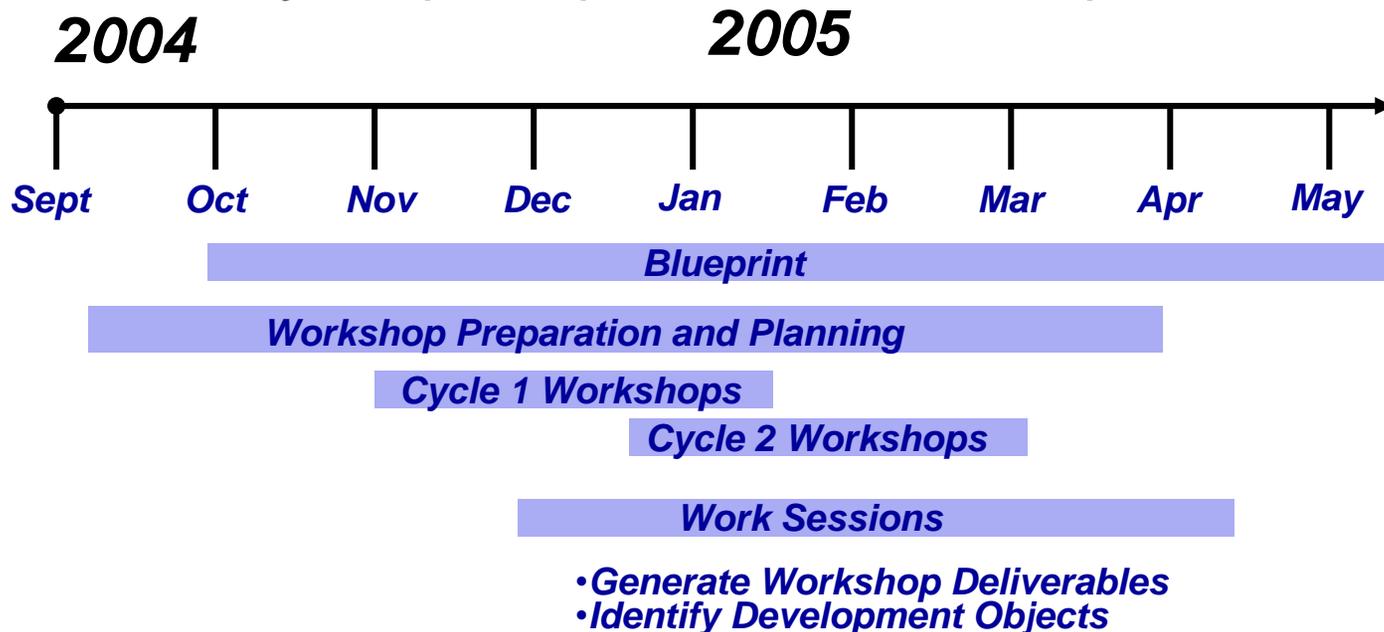


Level 5: Business Process Procedure: Step by step procedures on how to execute one or more transactions that satisfy the defined business process. (Documentation to be completed during release-level blueprint & realization activities).



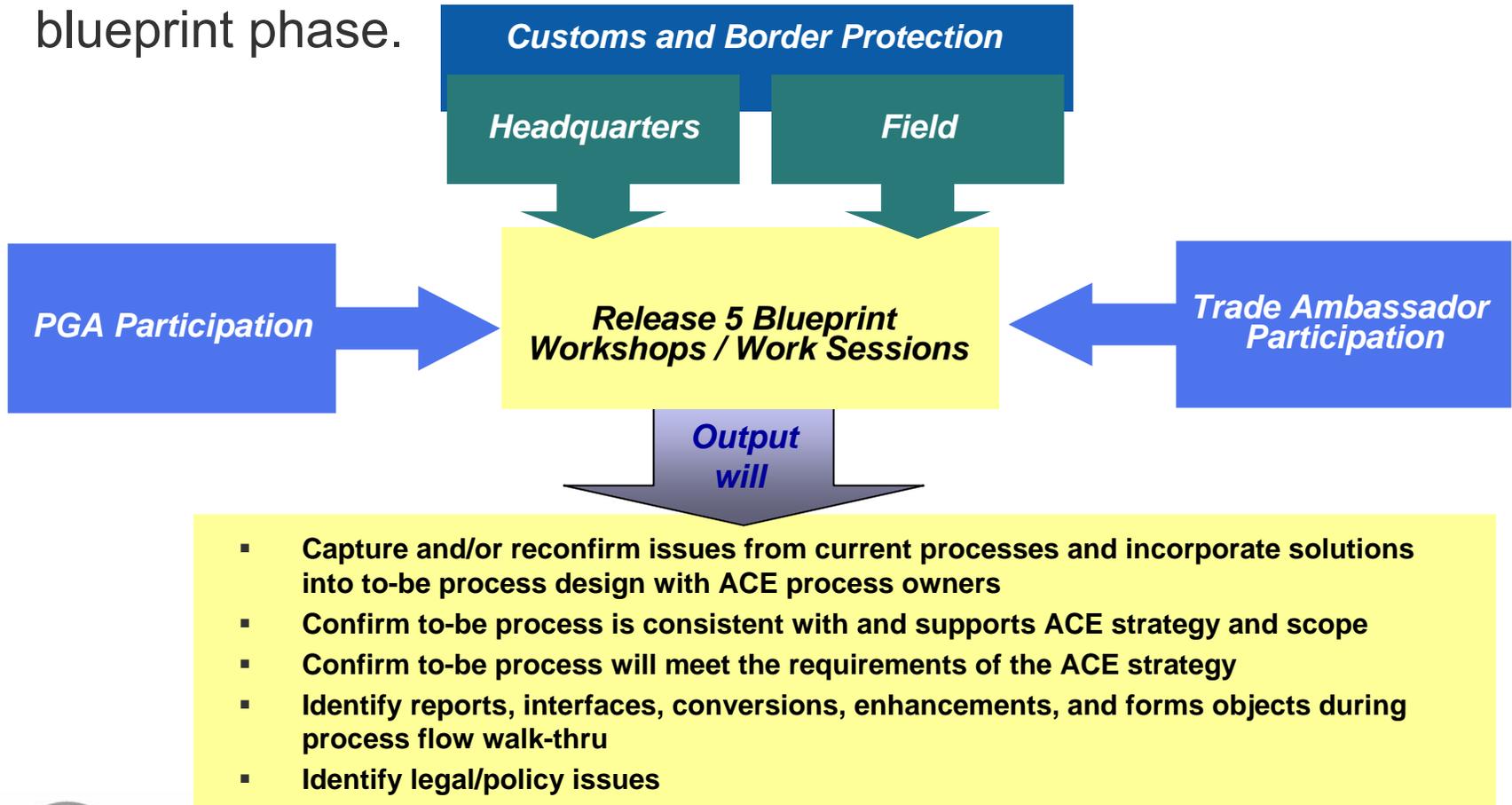
Business Blueprint - Timeline

A combination of formal workshops and daily design / collaboration work sessions will be used to develop the to-be business process model and obtain the appropriate involvement and sign off from CBP. The eCP, CBP, PGAs, and members of trade community will participate in the workshops.



Workshop – “A Day in the Life”

Workshops provide the venue for iterative process design and allow all stakeholders to create an optimal design during the blueprint phase.



Key Takeaways for TSN Involvement

- TSN point persons (e.g. Trade Ambassadors) anticipated contributions include:
 - Ensuring that TSN requirements are addressed and incorporated into the workshops and blueprint design
 - Communicating information and gaining consensus within their respective committees
 - Providing the business process teams with the relevant business-specific information, documentation, and data for respective business process areas



Key Takeaways for TSN Involvement (*continued*)

- TSN point persons (e.g. Trade Ambassadors) anticipated contributions include:
 - Actively participating in workshops and presentations to review business processes and identify process reengineering opportunities
 - Helping to identify potential statutes and regulations that need to be changed
- As the solution evolves from concept to actual construction:
 - Provide feedback on the business process/system solution
 - Participate in user acceptance testing efforts



Trade Workshops



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Trade Workshops

- Existing Account Management Issues (ACE Releases 1-3) – 11/16/2004 – 11/17/2004
- Create/Maintain Accounts (Importer, Broker, Carrier, Surety & Surety Agent) – 11/30/2004 – 12/9/2004
- Methods for Creating/Maintaining Account Master Data – 12/16/2004
- Data Validation – 1/04/2005
- CBP Program Participation – 1/11/2005
- Maintain Account Interactions – 1/18/2005 – 1/19/2005
- Manage Account Compliance – 1/26/2005 – 1/27/2005



Existing Account Management Issues – ACE Releases 1-3

Date: November 16-17, 2004

Agenda:

- Review user acceptance testing journals
- Review portal feedback
- Specific trade issues
 - Ability to modify company names
 - Providing multiple DBA names
 - Enhancing the broker account structure
 - Providing cross-account access
 - The reporting tool



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Create/Maintain Accounts

Importer, Broker, Carrier, Surety and Surety Agent

Date: November 30 - December 9, 2004

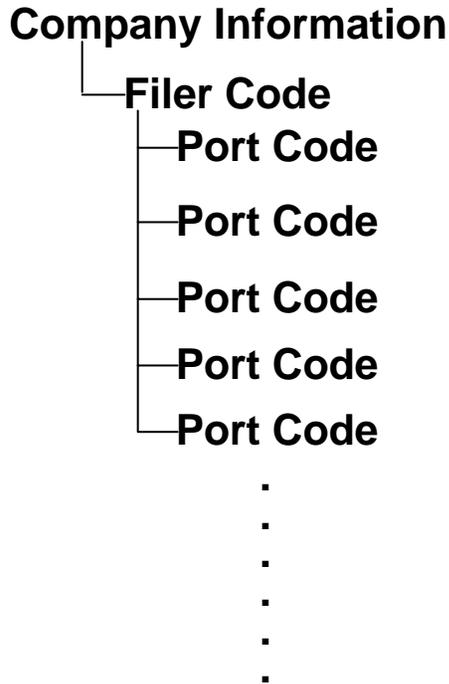
Agenda:

- Creating the account
- Creating the account structure
- Maintaining the account
- Monitoring account compliance
- Maintaining account status
- Reporting needs

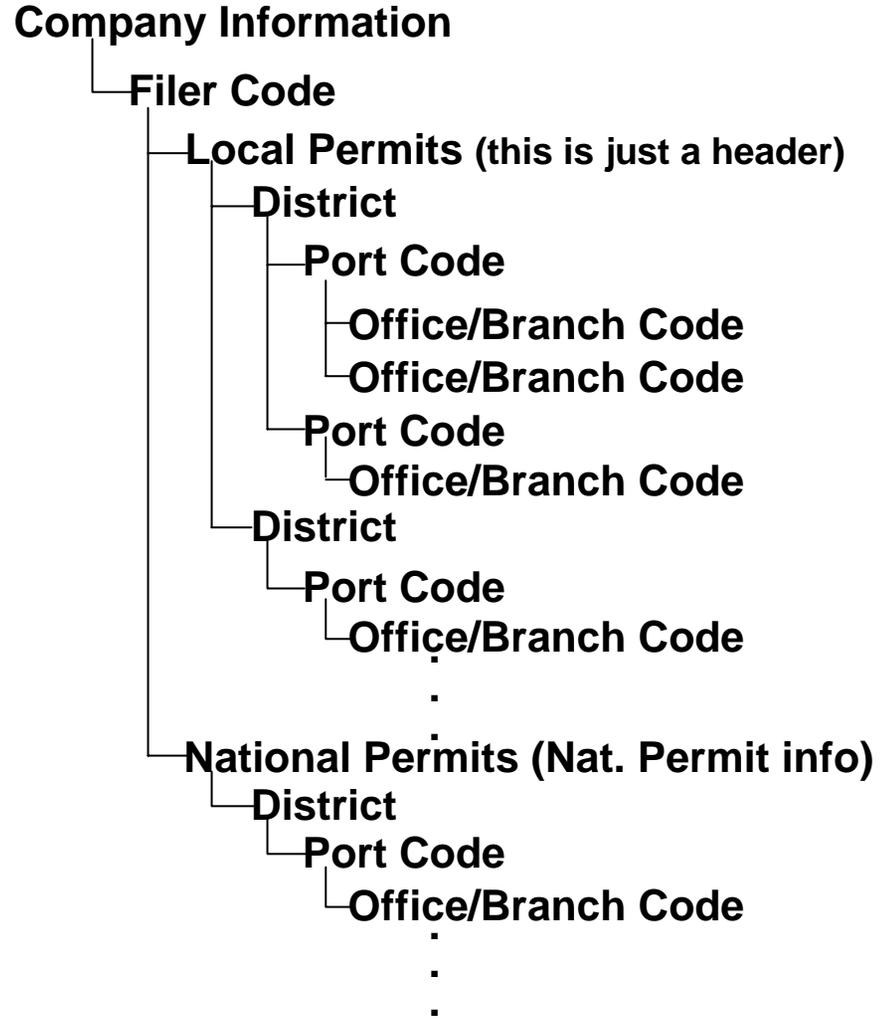


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As-is Broker structure



To-Be Broker Structure



Methods for Creating/Maintaining Account Master Data

Date: December 16, 2004

Agenda:

- Parties involved and methods used to create and maintain the account
 - Paper
 - Electronic Data Interchange (EDI)
 - ACE Secure Data Portal



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Data Validation

Date: January 4, 2005

Agenda:

- Duplicate checking and resolution
- Address validations
- Employer Identification Number (EIN)/Social Security Number (SSN) validation
- Use of third party sources for validation (e.g. Dunn & Bradstreet)



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CBP Program Participation

Date: January 11, 2005

Agenda:

- Existing programs
 - Voluntary participation
 - Required participation
- Application process
 - Workflow
- Effects on transactions and the availability of system functionality



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Maintain Account Interactions

Date: January 18 - 19, 2005

Agenda:

- Methods of communication
 - Portal broadcasts, notifications
 - EDI messages (e.g. Automated Commercial System (ACS) administrative messages)
 - Email
 - Log
- The account action plan



Manage Account Compliance

Date: January 26 - 27, 2005

Agenda:

- Collect Data & Information
 - Reports & queries
 - Data sources
- Analyze & Assess Risk
 - Historical comparisons
 - Define thresholds
 - Identify trends
- Prescribe Action
 - Informed compliance
 - Enforced compliance
- Track & Report
 - Action plan
 - Monitor thresholds



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Reports Worksheet for the Trade - continued

- 5. Mode of Execution
 - **Online** (The report/query runs on the existing portal session utilizing all its resources until completed)
 - **Background** (The report/query runs on its own while the user interacts with the computer on other tasks)
 - **Scheduled** (The report/query runs in “Background” on a predefined scheduled basis)
- 6. Position or Title (*Indicate the group(s) or role(s) who will be executing the report.*)
- 7. Location or Print Spool (*CBP & Other Government Agencies, only*)
- 8. Distribution media: **Portal** or **EDI**
- 9. Special Printing/Media Requirements (*CBP only*)
- 10. Logo (*CBP & Other Government Agencies, only*)



Reports Worksheet for the Trade - continued

- 11. Is there a statutory requirement for this report? **Yes** or **No**
- 12. Is there a regulatory requirement for this report? **Yes** or **No**
- 13. Data Volume Estimate (*Provide an estimate of the number of data lines the report generates.*)
- 14. Sort Criteria (*Specify the sort details of the report: e.g. Primary sort on Release Date in Ascending Order and secondary sort on IR Number in Descending Order.*)
- 15. Filter Criteria (*Specify any data elements on which to filter or select data to include in the report.*)
- 16. Summarization Criteria (*Specify the level of summarization by data element.*)



Reports Worksheet for the Trade - continued

- 17. Drill Down (*Specify any data elements on which the capability to find more detail or lower levels of detail is required.*)
- 18. Roll Up (*Specify any data elements on which the capability to find aggregated detail or broader levels of detail is required.*)
- 19. Data Sources (*CBP only, not applicable for Trade*)
- 20. List all the data element names required to be shown on the report or query output.
- 21. Attach a copy or representation of the report or query output.



Upcoming Trade Workshops

- Surety Account Follow-up – 2/22/05
- Cross-account Access – 2/23/05
- Merge Accounts – 2/24/05
- PGA Licenses, Permits & Certificates – 3/1/05



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Questions



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