Export Control Automated Support System Redesign (ECASS-R) (Stage 1, V1.0)

SNAP-R V1.2 Exporter User Manual

U.S. DEPARTMENT OF COMMERCE

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System Modernization

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1 INTRODUCTION

1.1 Overview

The purpose of the Redesigned Simplified Network Application Process (SNAP-R) is to enable exporters to submit export license applications, re-export applications, commodity classification requests, Agriculture License Exception notices, and associated supporting documents to the Bureau of Industry and Security (BIS) via the Internet. SNAP-R enables exporters to provide submissions directly to BIS via an Internet connection and a web browser.

The Simplified Network Application Process Redesign (SNAP-R) is designed to match and exceed the current production SNAP functionality requirements, with limited enhancements. In ECASS-R Stage 1, SNAP-R Version 1.0, limited additional functionalities will be implemented in the system. These include:

- Ability to attach supporting documents to online export license application submissions by uploading files through the web interface. This will reduce the time required to manage and search for these paper documents for both exporters and BIS staff;

- Enhanced system security and improved authentication;

- Enhanced data integrity through the design and use of a relational database;

- Email notification capability to support exporter and BIS staff correspondence, acknowledgements, and validations;

- Ability to perform search and retrieval of license applications (work items) and supporting documents using specific metadata fields (BIS and industry users);

- Capability to copy and re-use work item and supporting documents; and

- Capability to share work items within the same company (based on rights management).

EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1, V1.0, SNAP-R V1.0						
GETTING STARTED	MANAGING WORK ITEMS	MANAGING DOCUMENTS	MANAGING ACCESS RIGHTS	MESSAGES & REQUESTS	HELP	LOGOUT

ENTRY CRITERIA   EXIT CRITERIA

INPUTS

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KEY ACTIVITIES

This user manual describes the salient points of each function. A table in the beginning of each section highlights the entry and exit criteria for the function and feature presented in that section. The table is useful as a reference to inputs, products, and key activities. Methods and tools that are related to the feature are also highlighted in the table.

1.2 Purpose and Scope

This manual provides information specific to accessing and using SNAP-R.

The Exporter Module of SNAP-R is designed to meet the Exporter Users' needs to:

- prepare and submit export control forms (referred to by SNAP-R as Work Items), from their own personal computers.

- attach documents to Work Items and responses to BIS requests;

- receive acknowledgment of submission that contains the Case Number used for tracking requests;

- receive license number, electronic facsimile of the license, conditions and riders (if any) for each export/re-export license from BIS;

- receive the Export Control Classification Number (ECCN) for item classifications;

- receive and respond online to BIS requests for further information; and

- control permissions of other users within the same company to view, edit, and/or submit Work Items.

In SNAP-R, Work Item is the term that is used to refer to any of the BIS transactions that can be submitted online. These include:

- Export license applications,

- Re-export license applications,

- Commodity classification requests, and

- Agriculture license exception notices.

For additional information not covered in this manual, please contact the SNAP-R Help Desk at (202) 482-2227 or send an email to snapr@bis.doc.gov.

1.3 Typeface Conventions Used in this Document

In text:

- Screen Titles: Title Case, normal font, e.g., Supporting Document Summary screen.

- Field names: Title case (or as shown on screen), normal font, single quotes, e.g., 'Author'.

- Important items: italic font (bold if extra emphasis is needed).

- Data being entered into a field: exactly as it would be typed in double quotes, e.g., "Technical Specification".

- Controls (i.e., buttons or links that will cause an action to be performed in SNAP-R or navigate to another SNAP-R screen: bold + italic followed by the word button or link, e.g., *Save Draft* button.

As a heading or a separate paragraph:

- Screen Titles: Title Case, bold font, e.g., **Supporting Document Summary screen** or **Additional Information sub-form**.

- Field names: Title case (or as shown on screen), bold font, single quotes, e.g., **Author**.

- Important items: the word Note in bold + italic and the rest of the text in italic font (bold if extra emphasis is needed).

- Controls (i.e., buttons or links that will cause an action to be performed in SNAP-R or navigate to another SNAP-R screen: bold + italic followed by the word button or link,

e.g., *Save Draft* button (if the surrounding text is in italics, the control will be in bold + normal text).

1.4 Application Requirements & System Configuration

SNAP-R is accessible via any computer using Internet Explorer 6.0 or higher. To provide for secure data transmission, https is the only supported protocol (you cannot log in via http://).

1.4.1 Minimum software requirements for accessing SNAP-R

A PDF Reader, such as Adobe® Reader® is necessary, if you want to read previously uploaded supporting documents online.

Microsoft Internet Explorer version 6.0 or later with Active Scripting, session cookies, and PDF file download enabled for SNAP-R.

1.4.2 Recommended software

Adobe® Acrobat® (or other software capable of creating PDF files) is necessary if you intend to upload supporting documents and have not already converted them to PDF format. PDF is the only format that can be uploaded into SNAP-R V1.0.

1.4.3 Software configuration

The default Internet Explorer configuration settings are sufficient to run SNAP-R. However, if you run into any problems, please follow the specific instructions in Section 9.4 to reconfigure Internet Explorer to work with SNAP-R.

1.4.4 Hardware configuration

For an optimal experience, your screen resolution should be 1024 x 768 or higher.

1.4.5 SNAP-R Cookies and Privacy

To improve the user experience, SNAP-R stores a small text file, known as a "cookie", in the user's browser for the duration for the user session, i.e., from the time a user logs into SNAP-R until there has been no activity for 60 minutes, or the user logs out of SNAP-R. As used in many other popular web applications, the cookie helps SNAP-R identify a user who has already logged in, so that the user does not have to enter the login ID and password for every request.

The use of these cookies does not pose a risk to the user's privacy, which BIS takes very seriously. For example:

- SNAP-R cookies do not contain any personal information, such as login ID and password.

- SNAP-R cookies are first party cookies. No information is shared with any third party as a result of using these cookies.

- SNAP-R cookies are session cookies that are destroyed when the user closes the browser. No one will have access to them afterwards even if they gain access to the user's computer.

- Popup blockers

SNAP-R does not use popup windows. However, to improve user experience, SNAP-R opens a new window to display contents of a previously uploaded supporting document when requested by the user. While this mechanism works with most popup blockers, some may block the new windows. If this occurs, please refer to your popup blocker instructions on how to allow SNAP-R document windows.

1.5 Privacy Act Considerations

This system is protected by the Privacy Act, including the "Civil and Criminal Penalties" found in U.S. Code Section 552a, Records Maintained on Individuals, concerning the unauthorized use and disclosure of system data:

Criminal Penalties - (1) Any officer or employee of an agency, who by virtue of employment or official position, has possession of, or access to, agency records which contain individually identifiable information, the disclosure of which is prohibited by U.S. Code Section 552a or by rules or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000. (2) Any officer or employee of any agency who willfully maintains a system of records without meeting the requirement to publish a notice in the Federal Register regarding the existence and character of the system of records, shall be guilty of a misdemeanor and fined not more than $5,000. (3) Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than $5,000.

2   USER OBLIGATIONS

SNAP-R was created to allow exporters to submit Export License applications, Re-Export License applications, Agriculture Exception Notices, and Commodity Classification requests via the Internet. You must have a Company Identification Number (CIN) and Personal Identification Number (PIN) to access SNAP-R. The procedures and requirements for obtaining and using a PIN are set forth in section 748.7 of the Export Administration Regulations (EAR).

2.1 Receiving and using IDs

Each applicant company granted authorization to use SNAP-R will be assigned a Company Identification Number (CIN). An Applicant Company shall reveal the assigned CIN only to the PIN holders, their supervisors, employees, or agents of the applicant company with a commercial justification for knowing the company identification number.

You may obtain a PIN by sending an "Electronic Submission Letter" (an approved example is provided in Appendix A) on your company letterhead, with a corporate officer's signature, to the Bureau of Industry and Security. Each individual who will be submitting requests must have his or her own PIN and must have signed the PIN Holder's Certification section on the Electronic Submission Letter. The corporate officer who signs the company certification must also sign the PIN holder certification portion of the letter in order to receive a PIN him/herself. We recommend that you "copy and paste" the text of the sample letter onto a copy of your company letterhead. Fill in the blanks (e.g., applicant company name), include the PIN holder information and add original signatures. Submit the letter to BIS via fax, courier or post.

BIS will communicate PINs to authorized users by telephone. The PIN will be five characters in length. Individuals may select their own PINs and should indicate his or her preference when contacted by the Bureau of Industry and Security.

PIN holders must **not**:

- disclose the PIN to anyone except BIS (including supervisors or coworkers);

- record the PIN either in writing or electronically;

- authorize another person to use his or her PIN (including supervisors or coworkers); nor

- use the PIN following termination of authorization by the Bureau of Export Administration or by the Applicant Company.

To prevent misuse of the PIN:

- The company and the PIN holder must report the loss, theft, or compromise of a PIN immediately by calling the SNAP-R help desk at (202) 482-2227. You must also confirm the report in writing within two business days; and

- The company must immediately notify BIS when a PIN holder leaves employment with the company or otherwise ceases to be authorized by the company to submit applications

via the Internet on its behalf.

2.2 Creating, using and protecting Passwords

Passwords:

- Must be 8 to 12 characters in length

- Must contain at least one number and one alphabetic character

- May contain the special characters ! @ # $ % & *

A strong password:

- has never been written down;

- is easy to remember;

- is known only by the person using the account;

- is at least 8 characters in length;

- is not the same password used for other accounts, such as your email account;

- is not composed of personal information that can be easily guessed, such as your date and place of birth, the names of family members, your own name, your company, etc.;

- contains at least one letter of each case (lower and upper), one number, and one non-alphanumeric symbol;

- is not composed of one or more unscrambled words from any language, slang, dialect, or jargon; and

- is easy to remember. Try to create passwords that can be easily remembered. One way to do this is create a password based on a song title, affirmation, or other phrase. For example, the phrase might be: "This May Be One Way To Remember" and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation. *Note: Do not use either of the two above examples as passwords.*

2.3 Internet Submissions

The Internet submission shall constitute an export control document. Such submissions shall provide the same information as a written submission. Support documentation required by Part 748 of the Export Administration Regulations (EAR), including brochures and specifications, can be attached directly to the Work Item in SNAP-R (PDF format required), or may be submitted using facsimile numbers (202) 219-9179 or (202) 219-9182 or by courier. Electronic submission of support documentation through SNAP-R is preferred.

You will receive an Application Control Number (ACN) electronically. You must use this

control number on all specifications and brochures submitted to support the request.

2.3.1 Maintenance of Records

You should maintain a log, either manually or electronically, specifying the date and time of each Internet submission, the ECCNs of the items or the description of the items on each Internet submission, and the name of the employee or agent making the submission. This log must not be altered. Written corrections must be made in a manner that does not erase or otherwise obscure original entries. If the log is maintained electronically, corrections may only be made as notations.

2.3.2 Changes of address and staff

You should promptly notify BIS of any change in your company name or address. If your company wishes to have an individual added as a PIN holder, your company should so advise BIS and proceed in accordance with the instructions that BIS will provide. Applicant Companies should make periodic reviews to ensure that only individuals whose current responsibilities make it necessary and appropriate that they act for the Applicant Company in this capacity hold PINs.

2.3.3 Third Party Electronic Submissions

The Bureau of Industry and Security (BIS) permits third parties to submit license applications and classification requests on behalf of exporters and re-exporters via SNAP-R. In order for third parties to be authorized to make electronic submissions to SNAP-R for the company they represent, they must submit a Third Party Certification Letter (an approved example is provided in Appendix B of the SNAP-R on-line help system). Since this letter must be provided to BIS in hard copy on company letterhead, we recommend that you "cut and paste" the text of the sample letter on to a copy of your company letterhead. Fill in the blanks (e.g., applicant company), insert the PIN holder information and add original signatures. Submit the letter to BIS via fax, courier or post.

2.3.4 Questions about CINs and PINs

If you have questions about applying for a CIN and PIN you may contact the SNAP-R help desk at (202) 482-2227 or by email at snapr@bis.doc.gov.

*Please note: PIN requests that are emailed **will not** be accepted or processed. The email address is for inquiries, **not** the submission of certification letters.*

3   OVERVIEW OF SYSTEM CAPABILITIES

3.1 Purpose

The Simplified Network Application Process Redesign (SNAP-R) is designed to match and exceed the current production SNAP functionality requirements, with limited enhancements. In ECASS-R Stage 1, SNAP-R Version 1.0, these limited additional functionalities are implemented, including the:

- Ability to attach supporting documents to online export license application submissions by uploading files through the web interface. This will reduce the time required to manage and search for these paper documents for both exporters and BIS staff;

- Enhanced system security and improved authentication;

- Enhanced data integrity through the design and use of a relational database;

- Email notification capability to support exporter and BIS staff correspondence, acknowledgements, and validations;

- Ability to perform search and retrieval of license applications (work items) and supporting documents using specific metadata fields (For both BIS and industry users);

- Capability to copy and re-use work item and supporting documents; and

- Capability to share work items within the same company (based on rights management).

3.2 General Description

The Exporter Module of SNAP-R is designed to meet the Exporter Users needs to:

- Apply for an export license and submit that application on-line;

- Receive and respond to requests for additional information needed to obtain an export license;

- Receive information about the license; and

- Export one or more items.

3.3 Overview of Functions of SNAP-R

3.3.1.1   Before Starting - Obtain Authorization

Obtain a Company Identification Number (CIN) and Personal Identification Number (PIN) and activate a user account (see Section 3, User Obligations for instructions on how to get these Identification Numbers).

Note for users of the old SNAP system: The SNAP legacy system refers to the CIN as the

"Applicant ID".

3.3.1.2 Step 1 - Submit Information

After logging in to SNAP-R, create a Work Item by filling out the online forms and (if applicable) attaching supporting documentation in PDF format. After the forms have been submitted, BIS will start the review process and the documents will no longer be editable by the submitter. BIS will assign the application an Application Control Number (ACN) that begins with the letter "Z".

3.3.1.3 Step 2 - Receive Acknowledgment

BIS routes an acknowledgment message through SNAP-R to each user authorized to access the Work Item. This message will include the Application Control Number (ACN).

3.3.1.4 Step 3 - Check Status and Messages

Users may check the status of their applications through SNAP-R.

Alternatively, once users have received their Application Control Number (ACN) or Classification Control Number (CCN) from BIS/SNAP-R, they may track the status of their request via the System for Tracking Export License (STELA) system. STELA is a telephone response system that provides export license status information. To access STELA, use a touch-tone phone, dial (202) 482-2752. The system will also provide status for other requests such as commodity classifications. Follow the on-line instructions to obtain the status of the export license application or commodity classification using the case number assigned by BIS.

BIS may send requests for further information. If a user has supplied an email address in his/her user profile, he/she will receive an email notification that messages from BIS have been posted in SNAP-R. Users may check these messages and the status of their applications through SNAP-R.

These messages may include requests for information to the applicant from the licensing officer. For timely processing of applications, the requests should be accommodated as soon as possible. Responses may contain simple text as well as attached documentation.

3.3.1.5 Step 4 - Final Action

Acceptance or rejection of a previously submitted application, classification or reporting form may be viewed from SNAP-R. Final validations may include electronic facsimiles of an Export/Re-Export License, Commodity Classification, or Agriculture Exception Notice. Exporters may ship based on the terms and conditions of the electronic copy rather than waiting for the duplicate hard copy on BIS letterhead.

A hardcopy backup notification will be mailed to the exporter.

4   GETTING STARTED

		EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1,V1.0, SNAP-R V1.0				
GETTING STARTED	**MANAGING WORK ITEMS**	**MANAGING DOCUMENTS**	**MANAGING ACCESS RIGHTS**	**MESSAGES & REQUESTS**	**HELP**	**LOGOUT**

ENTRY CRITERIA

- Need access to SNAP-R

→

EXIT CRITERIA

- Access to SNAP-R

INPUTS		KEY ACTIVITIES
• CIN (ApplicantID) • PIN • Password • Granted Rights to the Exporter Module of SNAP-R		• Obtain CIN • Obtain PIN • Start an Internet session • Access SNAP-R website (https://snapr.bis.doc.gov) • Company Registration (verify CIN) • Log into SNAP-R • Create and verify password • View Welcome Screen (SNAP-R Home Page) • Update User Profile • Navigate using options from the main menu • Utilize "Help" to facilitate use
PRODUCTS		
• Personal computer • IE Browser		
METHODS AND TOOLS		

4.1 Before You Start

If your company does not already have one, obtain a Company Identification Number (CIN) and Personal Identification Number (PIN) for each user in the company.

*Note for users of the old SNAP system: The legacy SNAP system refers to the **CIN** as the "**Applicant ID**."*

Once you have the necessary CIN and PIN, follow the instructions below to accomplish the SNAP-R activities.

*Note: The system will automatically log your account off of SNAP-R after **60 minutes** of inactivity.*

Note: If you close the browser window, without first logging out using the Logout function (explained in Section 10), your SNAP-R session may not be closed until 60 minutes later. For security reasons, it is preferable to use the Logout function.

4.2 Company Registration

To browse to the SNAP-R website, type https://snapr.bis.doc.gov into the address line of your browser. The following window, the About SNAP-R screen (Figure 4-1) will appear:

First time SNAP-R Users	Users registered with SNAP-R
If you are a current SNAP user, please create your Login ID and password with your current SNAP Applicant ID and PIN.	Users registered with SNAP-R should use their Login ID and password to login here.

Figure 4-1: About SNAP-R Screen

On the About SNAP-R screen, select the *create your Login ID and Password* **link. The Login ID and Password Setup screen (Figure 4-2) will be displayed:**

Login ID and Password Setup

- Login ID must be between 4 and 18 characters in length
- Password must be between 8 and 12 characters in length;
  must contain at least one numeric and one alphabetic character;
  the characters !@#$%&* are also allowed in the password

Enter your CIN (Applicant ID) (X999999) ?

Enter your PIN Code (99999) ?

Choose a Login ID ?

Choose a Password ?

Confirm Password

Activate | Back

Figure 4-2: Login ID and Password Setup Screen

On the Login ID and Password Setup screen, fill in all five fields:

Enter your CIN (Applicant ID) (X999999): enter the CIN (Applicant ID) issued to your company by BIS.

Enter your PIN Code (99999): enter the PIN issued to you by BIS. For security reasons dots will be displayed, not your PIN.

Choose a Login ID: enter a Login ID of your choice.

Choose a Password: enter a Password, also of your choice. For security reasons dots will display, not your password.

Confirm Password: enter the same Password again. For security reasons dots will display,

not your password.

Click the Activate button. The User Profile setup screen (Figure 4-3) will be displayed, verifying that the data entered are valid in the ECASS system:

Figure 4-3: User Profile Setup Screen

4.3 New User First Login

To browse the SNAP-R website, type https://snapr.bis.doc.gov into the address line of your browser. The About SNAP-R screen (Figure 4-4) will appear:
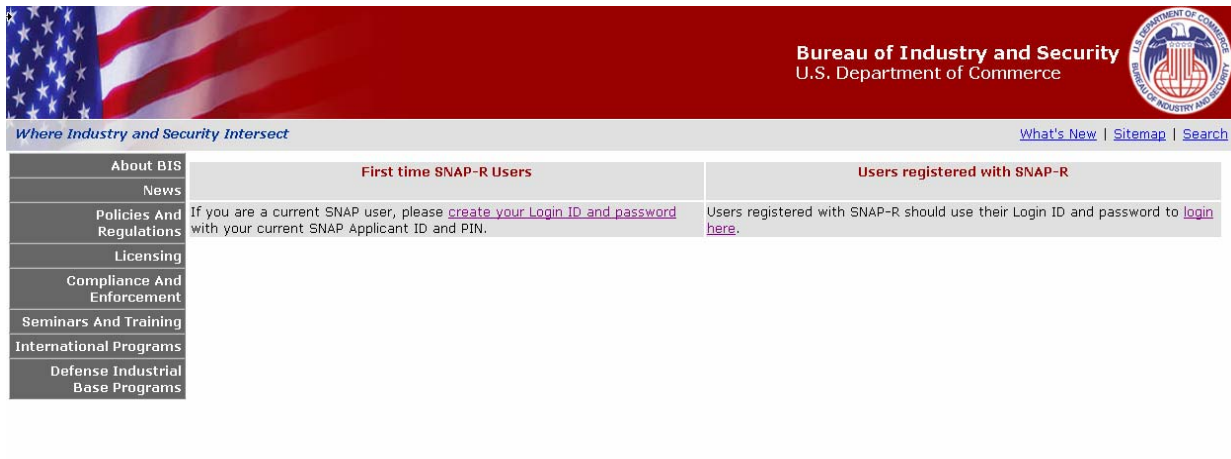
Figure 4-4: About SNAP-R Screen

On the About SNAP-R screen, select the *create your Login ID and Password* **link. The Login ID and Password Setup screen (Figure 4-5) will be displayed:**

Login ID and Password Setup

- Login ID must be between 4 and 18 characters in length
- Password must be between 8 and 12 characters in length;
  must contain at least one numeric and one alphabetic character;
  the characters !@#$%&* are also allowed in the password

Enter your CIN (Applicant ID) (X999999) ☐

Enter your PIN Code (99999) ☐

Choose a Login ID ☐

Choose a Password ☐

Confirm Password

Activate | Back

Figure 4-5: Login ID and Password Setup Screen

On the Login ID and Password Setup screen, fill in all five fields:

Enter your CIN (Applicant ID) (X999999): enter the CIN issued to your company by BIS.

Enter your PIN Code (99999): enter the PIN issued to you by BIS.

Choose a Login ID: enter a Login ID of your choice.

Choose a Password: enter a Password, also of your choice.

Confirm Password: enter the same Password again.

Click the *Activate* **button. The User Profile setup screen (Figure 4-6) will be displayed, verifying that the data entered are valid in the ECASS system.**

Figure 4-6: User Profile Screen

4.3.1 Update User Profile

The User Profile is pre-populated with your company's CIN and the First and Last Name that were entered at BIS when your PIN was created. You cannot modify these data. If there is something incorrect, contact the BIS help desk ((202) 482-2227 or snapr@mail.bis.doc.gov) to request corrections.

If you wish, you may add data for all or some of the other fields 'Phone', 'Fax', and 'Email'. To do so, click the *Edit Profile* **button, which will cause the User Profile Edit screen (Figure 4-7) to be displayed:**

Figure 4-7: User Profile Edit Screen

Phone (999-999-9999): enter your work phone number in the format shown.

Fax (999-999-9999): enter your work fax number in the format shown.

Email: enter your work email address. Supplying a valid email address during this stage will be helpful to you later. SNAP-R will use this email address solely to communicate when new messages (acknowledgements, validations, or requests) are available to be viewed online through SNAP-R. *BIS will not use this email address for any other purpose.*

Click *Modify* **to save your changes (or** *Cancel* **if you decide not to submit any of these data). Any changes you made to your SNAP-R User Profile are saved and the displayed in the User Profile screen (Figure 4-8):**
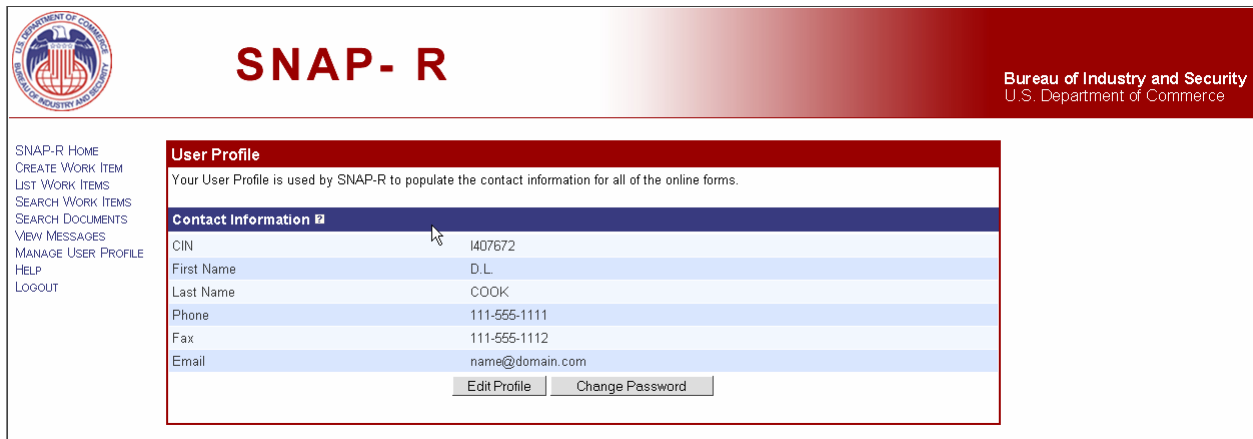
Figure 4-8: User Profile Screen (Updated)

4.4 Existing User Login

To browse to the SNAP-R website, type https://snapr.bis.doc.gov into the address line of your browser. The following window, the About SNAP-R screen (Figure 4-9) will appear:
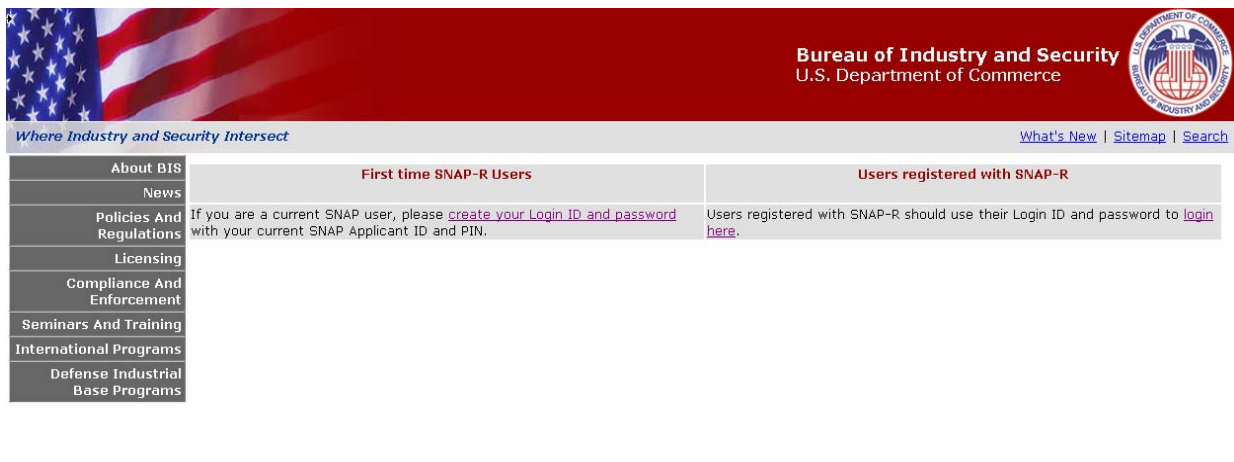
Figure 4-9: About SNAP-R Screen

On the SNAP-R login screen, select *login here* **on the right side of the screen for "Users registered with SNAP-R". The Login to SNAP-R screen (Figure 4-10) will be displayed:**

Figure 4-10: Login Screen

On the Login to SNAP-R screen, enter the Login ID and Password that you selected previously and CIN (Applicant ID) issued to your company by BIS and click Login (pressing the Enter key at any time on this screen will have the same effect as clicking the *Login* **button). If you have entered valid entries, the Welcome to SNAP-R screen (Figure 4-11) will be displayed:**

Figure 4-11: Welcome to SNAP-R Screen

4.5 General Navigation and the SNAP-R Navigation Bar

On the left side of all SNAP-R screens, under the Department of Commerce logo, there is a list of items which are links. This list is called the "Navigation Bar". It is circled on the Login ID and Password Setup Screen (Figure 4-12) below:
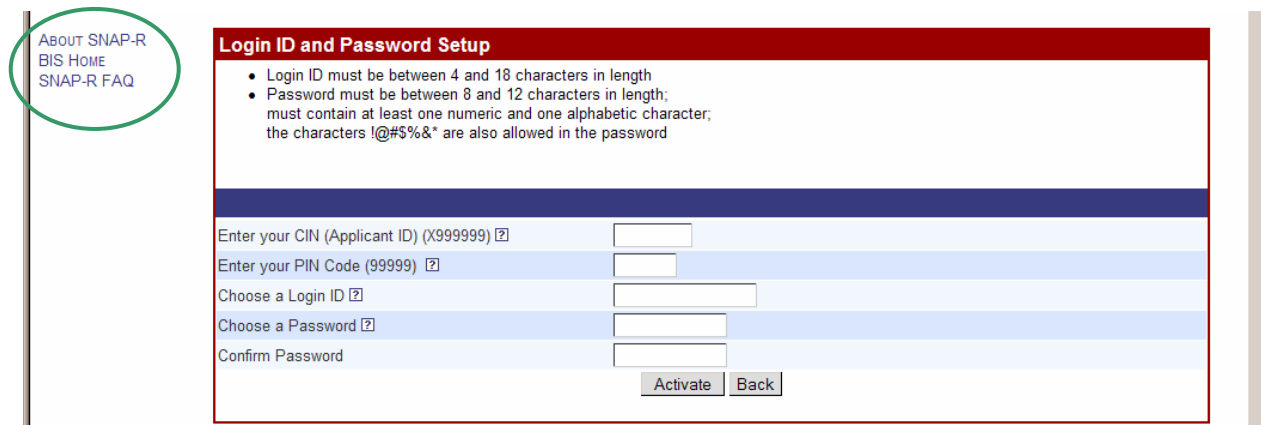
Figure 4-12: Login ID and Password Setup Screen (with Navigation highlighted)

Before successful login, this list will have only three choices:

About SNAP-R link **which will direct you to the SNAP-R home page (Figure 4-13):**
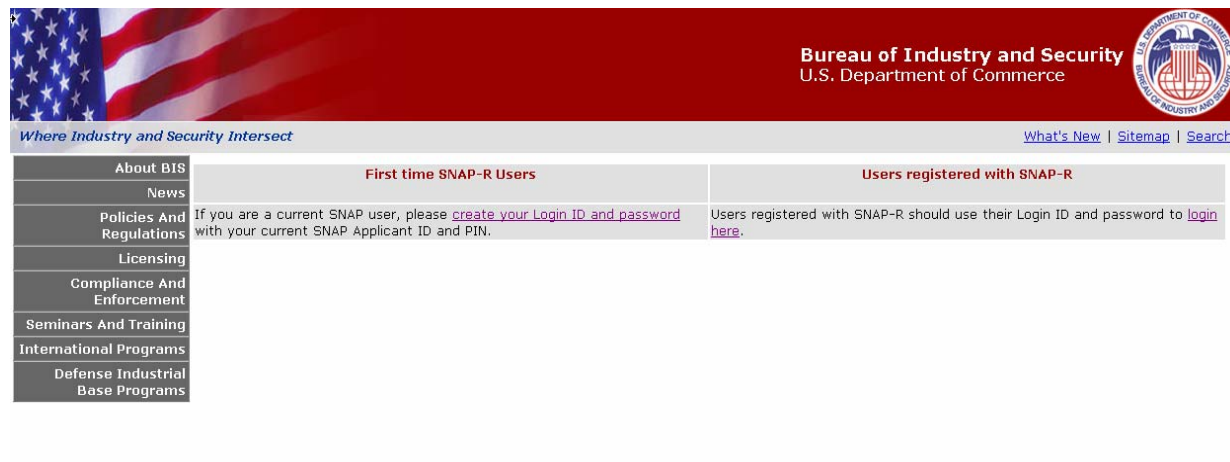
Figure 4-13: SNAP-R Home

BIS Home link which will direct you to the BIS home page, http://www.bis.doc.gov.

SNAP-R FAQ **link which will direct you to a list of frequently asked questions about SNAP-R (Figure 4-14).**

Figure 4-14: SNAP-R FAQ

The FAQ is a useful reference in case you need help with SNAP-R before logging in.

After login, there will be a list of nine links in the Navigation Bar, which are circled below (Figure 4-15):

Figure 4-15: SNAP-R Navigation Bar

SNAP-R Home link	Will take you to the SNAP-R homepage, Welcome to SNAP-R, which displays all new messages from BIS.
Create Work Item link	Will take you to the start of the process of creating a new Work Item, either as a blank form or by copying an existing Work Item.
List Work Items link	Will list all Work Items that you have access to.
Search Work Items link	Will allow you to search for Work Items that meet certain criteria of interest to you.
Search Documents link	Will allow you to search for documents that meet certain criteria of interest to you.
View Messages link	Will list all messages that you have received from BIS. Clicking on View Messages will expand the Navigation Bar to include 4 additional options: All Messages, BIS requests, Acknowledgements, and Validations.
Manage User Profile link	Will allow you to modify your contact information and other details stored in your User Profile.

| *Help* link | Will take you to the welcome page of the help documentation for SNAP-R. |
| *Logout* link | Will log your account out of the SNAP-R system and will return your browser to the SNAP-R login page. |

The functions and instructions for each of these choices are further explained in a separate heading below.

4.6 Help

As noted above, general help documentation is available on-line from the Navigation Bar.

Field-level help is also available for most fields in SNAP-R. Anywhere you see a small box with a question mark ? in it next to a field label, you can place your mouse over the box (hover there without clicking), and a box will appear with an explanation of the field and its use. If you need additional information about the field, then click on the box ? and an additional window will appear with further help on the use of the field.

Information about how to get additional help is available in Section 8 below.

5 MANAGING WORK ITEMS

A Work Item is an electronic submission of the BIS-748P form. The BIS-784P is a multi-purpose form that can be submitted as an application for export license applications, re-export license applications, commodity classification requests and AGR license exception notices.

EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1,V1.0, SNAP-R V1.0						
GETTING STARTED	**MANAGING WORK ITEMS**	**MANAGING DOCUMENTS**	**MANAGING ACCESS RIGHTS**	**MESSAGES & REQUESTS**	**HELP**	**LOGOUT**

ENTRY CRITERIA → **EXIT CRITERIA**

- Need to List, Create, Search for or Edit a Work Item
- Work Item Created, available to Edit, and finally to Submit to BIS

INPUTS

- Data for Input
  - Contact Information
  - Document Checklist
  - License Information
  - Applicant Information
  - Other Party Information
  - Purchaser Information
  - Intermediate Consignee Information
  - Ultimate Consignee Information
  - Specific End Use
  - Export Item Information
  - Additional Information
  - Supporting Documents
- Search Criteria
  - Reference Number
  - ACN
  - Case Number
  - Work Item Type
  - Creation Date (range)

PRODUCTS

- List Results
- New Work Item
- Search Results
- Completed Work Item submitted to BIS

KEY ACTIVITIES

- List Work Items
- Create Work Item
- Reuse Work Item
- Search Work Items
- Add, Edit or View Work Item
  - Add, Edit or View Work Item Details
  - Add, Edit or View Status and Contact Information
  - Add, Edit or View Document Checklist
  - Add, Edit or View License Information
  - Add, Edit or View Applicant Information
  - Add, Edit or View Other Party Information
  - Add, Edit or View Purchaser Information
  - Add, Edit or View Intermediate Consignee Information
  - Add, Edit or View Ultimate Consignee Information
  - Add, Edit, View or Delete End User Information
  - Add, Edit or View Original Ultimate Consignee Information
  - Add, Edit or View Specific End Use
  - Add, Edit, View or Delete Export Item Information
  - Add, Edit or View Total Application Dollar Value
  - Add, Edit or View Additional Information
  - Add, Edit or View Supporting Documents
- Review the Work Item
- Delete Work Item
- Submit Work Item
- Check Work Item Status

METHODS AND TOOLS
- Click *List Work Items*
- Click *Search to Reuse*
- Click *Save Draft*
- Click *Search*
- Click *Edit Export Item*
- Click *Add End User*
- Click *Delete*
- Click *Add Export Item*
- Click *Check for Errors*
- Click *Preview Work Item to Submit*
- Click *Print-Friendly View*
- Click *Cancel*
- Click *Submit Work Item*

5.1 List Work Items (Export, Re-export, AGR, Commodity Classification Work Items)

This function allows you to retrieve a list of all Work Items you have access rights to. You will be able to see Work Items that you have created in addition to any Work Items that others in your company have created that you have access rights to (view, edit, or admin; See section 1.1 for more information). lick on the *List Work Items* link on the Navigation Bar. The Work Item List screen (Figure 5-1) will be displayed:

Work Item List

You may sort the list by clicking on the column headers.

34 Work Item(s)   Displaying **1** through **10**

Reference Number	ACN	Case Number	Type	Creation Date ▼	SNAP-R Status
DFG2352			Export License Application	07/31/2006	DRAFT
FGH6699			Commodity Classification Request	07/21/2006	DRAFT
DFG5555			Export License Application	07/21/2006	DRAFT
GHJ8888			Export License Application	07/20/2006	DRAFT
DFG3453			AGR License Exception Notice	07/18/2006	DRAFT
HJK9999			Export License Application	07/11/2006	DRAFT
ASF5555			Export License Application	07/11/2006	DRAFT
ASD2222			Commodity Classification Request	07/11/2006	SUBMITTED
ASD9999			AGR License Exception Notice	07/11/2006	DRAFT
ASD1235			Re-Export License Application	07/11/2006	DRAFT

Prev **1** 2 3 4 Next

Search Again

Figure 5-1: Work Item List Screen

On the Work Item List screen, the Reference Number, ACN, Type, Creation Date, and SNAP-R Status columns are displayed.

The default sort order for list of Work Items is ordered by date and time the Work Item was created. You may re-order the list by clicking on any of the column headers. If you want to reverse the order, click on the same header again.

The Creation Date is the day the Work Item was first saved into SNAP-R, which is not necessarily the day it was submitted.

You may click on a Work Item's *Reference Number* link to be taken to the Edit Work Item screen (or View Work Item screen if you do not have edit rights to that Work Item or it has been SUBMITTED), where the details of that Work Item are displayed.

Clicking on *Search Again* will display the Search Work Items screen where you may create a search to refine the list (instructions to use the Search Work Items screen are in Section 5.4 below).

5.2 Creating a New Work Item

Work Items have traditionally been submitted to BIS via the multi-purpose BIS-748P paper form. The main purpose of SNAP-R is to allow for electronic submission of this form. The following applications are supported: Export License Applications, Re-Export License Applications, Agriculture License Exception Notices, and Commodity Classification Requests.

Note: The submission of Special Comprehensive Licenses through SNAP-R is not currently supported.

There are two ways to create a Work Item. The first is covered in this section, creating a new Work Item by entering all new data. The second, copying and modifying an existing Work Item, is covered in the next section (Section 5.3).

Click on the *Create Work Item* **link on the Navigation Bar to start the process of creating a Work Item. The Create Work Item screen (Figure 5-2) will be displayed:**

Figure 5-2: Create Work Item Screen

Type

Select the Work Item type that you want to create from the drop-down box. You can choose from the following:

- Export License Application
- Re-Export License Application
- Agriculture License Exception Notice
- Commodity Classification Request

Reference Number

Create a valid reference number for the work item. Reference numbers must follow the format of three letters followed by four numerals, e.g., "AAA1111" (if lower case letters are used they will be converted to upper case by SNAP-R).

Click the *Create* button.

The Edit <Work Item type> screen will be displayed (on your screen <Work Item type> will be replaced by the name of the kind of item (Export License Application, Re-Export License, Agriculture License Exception Notice, or Commodity Classification) that you selected). The top of Edit Work Item Screen will be displayed (Figure 5-3):

Figure 5-3: Edit Work Item Screen (Summary & Contact Information)

At the top of the page is the Work Item type (Export License Application, in the above example), Reference Number (EKS1111), and Status (DRAFT).

Following this is the top of the Form itself, followed by some instructions and two controls. **Delete Work Item** will be explained in Section 5.6. **Manage User Rights** will be explained in Section 5.9.

Important Note: You may only modify Work Items with a status of "DRAFT" or "REJECTED". After you submit the Work Item (its status will then change to "SUBMITTED"), you will not be able to edit the details, nor will you be able to attach additional documentation to your application. If BIS rejects your submitted Work Item the status will be changed to "REJECTED" and you will be able to modify the Work Item once again. Any further updates to "SUBMITTED" Work Items are allowed as BIS requests further information. When that happens, you will be given the opportunity to add further textual information and attach additional documentation to your application.

Fill in any fields in the first sub-form, Contact Information, that have not been populated using the information you supplied in your User Profile. You may also modify some of the fields if needed. Fields which may be modified are Contact Person, Telephone Number, Fax Number, and Email. This is especially helpful when the person who entered the data is not the Contact Person for the Application in the company.

Fields marked with an asterisk (*) are required.

When done, save the information by clicking on the *Save Draft* button.

Recommendation: Use the Save Draft button frequently while filling in the form. This will help protect you from data loss in the case of computer or server malfunction or sudden loss of internet connectivity.

Instructions for the remaining sub-forms on the Edit Work Item screen are included in Section 5.5 (below).

5.3 Work Item Reuse

This section covers the second way to create a Work Item, by copying an existing Work Item and modifying it.

Click on the *Create Work Item* link on the Navigation Bar to start the process of creating a Work Item. The Create Work Item screen (Figure 5-4) will be displayed:

Figure 5-4: Create Work Item Screen

Click on the **Search to Reuse** button. The Search Work Item Form will be displayed. See Section 5.4, below to learn how to use the Search Work Item Form.

Specify search criteria (or leave all fields blank to return the list of all Work Items you have access to) and click on the **Search** button. The results of your search will be displayed in the Work Item List (Figure 5-5):

Figure 5-5: Work Item List Screen

It will include one more option than the case where a user transitions there directly from the Navigation Bar using the **List Work Items** link: a **Reuse** link next to each Work Item. In the search results (Work Item List), find the Work Item you want to copy and click on the **Reuse** link. The Reuse Work Item Query box (Figure 5-6) will appear:
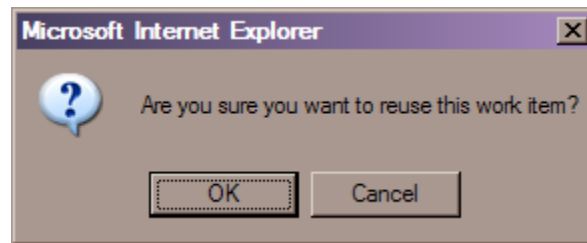
Figure 5-6: Reuse Work Item Query Box

Click **OK**. The Copy and Reuse Work Item (Figure 5-7) screen will be displayed:

Figure 5-7: Copy and Reuse Work Item Screen

Enter a new Reference number and choose whether or not to reuse the same supporting documents with the check box. Click the *Create* button and the Edit Work Item screen (Figure 5-8) will be displayed:

Figure 5-8: Edit Work Item Screen (top)

At the top of the page is the Work Item type (Export License Application, in the above example), Reference Number (EKS1111), and Status (DRAFT).

Following this is the top of the Form itself, followed by some instructions and two controls. *Delete Work Item* will be explained in Section 5.6. *Manage User Rights* will be explained in Section 5.9.

Fill in any fields in the first sub-form, Contact Information, that have not been populated using

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the information you supplied in your User Profile. You may also modify some of the fields if needed. Fields which may be modified are Contact Person, Telephone Number, Fax Number, and Email. This is especially helpful when the person who entered the data is not the Contact Person for the Application in the company.

Fields marked with an asterisk (*) are required.

Additional information on filling out the Contact Information sub-form may be found in Section 5.5.1 below.

When done, save the information by clicking on the Save Draft button.

Recommendation: Use the Save Draft button frequently while filling in the form. This will help protect you from data loss in the case of computer or server malfunction or sudden loss of internet connectivity.

Instructions for the remaining sub-forms on the Edit Work Item screen are included in Section 5.5 (below).

5.4 Search Work Item

This feature allows you to search for a Work Item by specifying certain criteria. One or more of the fields can be supplied, or the form can be submitted without any input from the user; submitting a blank form will cause the search results to contain all Work Items.

Note: Work Items returned in the search are limited to those that the user has (at least) view rights to and have been created through SNAP-R.

Click on the **Search Work Items** link on the Navigation Bar to start the process of searching for a specific Work Item. The Search Work Items screen (Figure 5-9) will be displayed:

Figure 5-9: Search Work Item Screen

Fields that may be searched:

Reference Number

Enter all or part of a Reference Number. The search is not case sensitive; searching for "a" or "A" will *both* return any work item that starts with either "a" or "A".

ACN

Enter all or part of an ACN (Application Control Number). When a new Work Item is submitted successfully, BIS assigns a unique ACN to it for tracking purposes.

Case Number

Once a work item is approved, or approved with conditions, a case number is assigned. This number, also known as the license number or "D number", starts with the letter "D".

Type

Select the desired Work Item type from the drop-down box. You can choose from the following: Export License Application, Re-Export License Application, Agriculture License Exception Notice, and Commodity Classification Request.

Creation Date Range (After, Before)

Search for applications created after a certain date, before a certain date, or between the two dates by entering one or more dates into the date range. Dates must be in the format of mm/dd/yyyy where mm is the 2-digit code for the month (01-12), dd is the 2-digit form of the day (01-31), and yyyy is the 4 digits of the year.

To search for applications created on a single specific date, enter that date in both the Created After field and the Created Before field, e.g., to search for items created on September 8, 2006 see Figure 5-10:

Figure 5-10: Search Work Item Screen (Date Search)

To search for applications created between two dates, enter the earlier date in the Created After field and the later date in the Created Before field, e.g., to search for items created between September 1, 2006 and September 9, 2006 see Figure 5-11:

Figure 5-11: Search Work Item Screen (Date Search)

To search for applications created after a specific date, enter that date in the Created After field, e.g., to search for items created after September 12, 2006 see Figure 5-12:

Figure 5-12: Search Work Item Screen (Date Search)

To search for applications created before a specific date, enter that date in the Created Before field, e.g., to search for items created before September 8, 2006 see Figure 5-13:

Figure 5-13: Search Work Item Screen (Date Search)

Click the *Search* button to perform the search and view the results list (the screen shown below (Figure 5-14) has the results of the last search).

After submitting the form, the Work Item List screen (Figure 5-14) will be displayed if your search matched any Work Items that you have rights to access:

Figure 5-14: Work Item List Screen (Date Search Results)

You may select a particular Work Item to view or edit by clicking on the Reference Number link for that item. If a Work Item is editable (i.e., its status is DRAFT or REJECTED) then the Edit Work Item screen will be displayed. If the Work Item is no longer editable (i.e., its status is ACCEPTED or SUBMITTED) then the View Work Item screen will be displayed.

If the Work Items returned were not what you expected and you want to create a new search, click on the *Search Again* link at the bottom of the screen.

5.5 Edit Work Item

The Edit Work Item form is a large, multi-part form that is used to edit Work.

This page will allow you to view and/or modify a Work Item (if a Work Item is editable i.e., its status is DRAFT or REJECTED and the user has sufficient rights to edit (see Section 5.9). If the Work Item is not editable, the user will only be able to see the View Work Item screen.

There are three ways to navigate to the Edit Work Item screen:

- Click on the *List Work Items* link on the Navigation Bar to display a list of all Work Items you have access to. Click on the appropriate Reference Number and the Edit Work Item screen for that item will be displayed (see Section 5.1 for more information on using the Work Items List).

- Click on the *Search Work Items* link on the Navigation Bar to search for a Work Item. From the results of your search, click on the appropriate Reference Number and the Edit Work Item screen for that item will be displayed (see Section 5.4 for more information on searching for Work Items).

- Click on the *SNAP-R Home* or *View Messages* link on the Navigation Bar to view a list of messages sent by BIS that are waiting for your attention. Each message is associated with a Work Item. If there is a rejected Work Item, click on the message title. A screen will be displayed that has a link from the Work Item's Reference Number. Clicking on the Reference Number will display Edit Work Item screen for that item (see Section 7 for

more information on Viewing Messages).

You may also view Work Items by clicking on either the Reference Number link or the Back to Work Item link for (Work Items that are editable) found throughout the application. These links are provided whenever you are modifying some component of a Work Item, such as documents, requests, validations, or acknowledgements.

This form is used to edit all types of work items, though some fields may not be applicable to all kinds of items. See the field descriptions which follow for more information.

Note: *The numbering of each field is consistent with the block on the BIS-748P Multi-purpose Form that contains the corresponding information. The fields do not need to be completed in any specific order, nor do all of the fields need to be completed (except where noted). If you need assistance with the completion of the form, or you find another document referring to the BLOCK NUMBER of the BIS-748P form, you may use these numbers for reference.*

Many terms and acronyms used here are defined in the EAR or on the BIS website. Please see Appendix C in the on-line help for a list of links to these resources.

A detailed explanation of how to use each sub-form is presented below in the order of its appearance on the screen.

5.5.1   Status and Contact Information sub-form

At the top of the Edit Work Item screen (Figure 5-15) are the Work Item type (Export License Application, in the example below), Reference Number (EKS1115), and Status (DRAFT).

Figure 5-15: Edit Work Item Screen (Status & Contact Information)

Following this is the top of the BIS748P Form itself, followed by some instructions and several controls:

Manage User Rights link

Click the *Manage User Rights* link to grant (or revoke) rights to other users for this Work Item (if you are the Work Item owner or have admin rights. You can permit them to view, edit, and/or submit this Work Item (see Section 5.9 for further information about User Rights).

Delete Work Item link

Click the *Delete Work Item* link to delete this Work Item. Further information on this function is in Section 5.6.

Important: The deletion is irreversible, and it can only be done while this Work Item is editable (before the Work Item has been SUBMITTED and if the user has the right to delete the Work Item).

Collapse / Expand All links

These controls are toggles. Clicking on one will cause the others to disappear. Click on the *Expand All* link to expand all the sub-forms below that point on the page. Click on the *Collapse All* link to collapse all the sub-forms below that point on the page.

Clicking on the plus ⊞ or minus ⊟ controls directly below the *Expand All* and *Collapse All* links will allow the user to expand or collapse a single sub-form (you may need to expand or collapse all elements first to get this feature to display the portion of the form you wish to see.).

Following this is the Contact Information sub-form, which contains the following Fields:

Reference Number (AAA9999) (required)

This field contains the Reference Number that was assigned to this Work Item when it was created by the Work Item Owner. It cannot be modified, except at that time.

Contact Person (First, Last) (required)

These fields are used to enter the first name (left text box) and last name (right text box) of the person who can answer questions concerning the application. The default values for these fields are taken from the User Profile of the person who created the Work Item. These fields may be edited if there is a more appropriate person to serve as a contact for the application.

Telephone Number (999-999-9999) (required)

This field is used to enter the business voice phone number of the Contact Person for this application. The default value for this field is taken from the User Profile of the person who created the Work Item. It may be edited if the contact person has been changed or in the case where a phone number was not entered in the User Profile of the person who

created the Work Item.

Fax Number (999-999-9999)

This field is used to enter the business facsimile phone (fax) number of the Contact Person for this application. The default value for this field is taken from the User Profile of the person who created the Work Item. It may be edited if the contact person has been changed or no fax number was entered in the User Profile of the person who created the Work Item.

Email

This field is used to enter the business email address of the Contact Person for this application. The default value for this field is taken from the User Profile of the person who created the Work Item. It may be edited if the contact person has been changed or no email address was entered in the User Profile of the person who created the Work Item.

Creation Date

This field contains the date that this Work Item was created. This value cannot be modified.

Type of Application

This field contains the type of the Work Item being edited. This value cannot be modified.

The Contact Information sub-form also contains the following control:

Save Draft button

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you can resume editing later.*

5.5.2   Document Check List sub-form

When an exporter user submits BIS-748P, the user can submit a list of supporting documents, or indicate a list of supporting documents the exporter has on file. The Document Checklist (Figure 5-16) allow the user to indicate those documents that will be submitted (Block 6) and documents the exporter has on file and can be provided upon request (Block 7). *This sub-form is not applicable to Commodity Classification Requests. No supporting documents are required for Agricultural Exception License Requests.*

Figure 5-16: Edit Work Item Screen (Document Checklist)

Documents submitted with application (section 6)

Review the documentation you are required to submit with your application in accordance with the provisions of part 748 of the EAR, and check all applicable checkboxes.

The Export Items (BIS-748P-A) box will be checked if you have entered more than one export item. Users can not edit this field directly.

The End Users (BIS-748P-B) box will be checked if you have entered more than one end user. Users can not edit this field directly.

Check the BIS-711 box if you are submitting a BIS-711 with this application.

Check the Import/End User Certificate box if you are submitting such a certificate with this application.

Check the Technical Specification box if you are submitting descriptive literature, brochures, technical specifications, etc. with this application.

Check the Letter of Explanation box if you are submitting a letter with additional information and explanation about this application.

Check the Foreign Availability box if you are submitting an assertion of foreign availability with this license application. See part 768 of the EAR for instructions on foreign availability submissions.

If you check the Other box, provide a brief description for the document type being submitted with this application.

Documents on file with applicant (section 7)

By checking any of the boxes in this section, you are certifying that you have retained on file all applicable documents as required by the provisions of part 748 of the EAR. Document types which may be checked are: BIS-711, Letter of Assurance, Import/End

User Certificate, Nuclear Certification, and Other.

If you check the Other box, provide a brief description for the document type.

The Document Check List sub-form also contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you can resume editing later.*

5.5.3   License Information sub-form

The License Information (Figure 5-17) sub-form contains various details about the license itself.

Figure 5-17: Edit Work Item Screen (License Information)

Special Purpose

Enter information in this field for certain items or types of transactions only if specifically required in Supplement No. 2 to Part 748 of the EAR.

Resubmission ACN

If your original application was Returned Without Action (indicated by an ECASS status of "RWA"), provide the Application Control Number (ACN). This does not apply to Work Items returned for additional information which have a SNAP-R status of SUBMITTED or REJECTED. *This field is not applicable to Commodity Classification Requests*.

Replacement License Number

If you have received a license for identical items to the same ultimate consignee, but would like to make a modification that is not excepted in Section 750.7c of the EAR, to the license as originally approved, enter the original license number and complete the rest of the form parts that are applicable. *This field is not applicable to Commodity Classification Requests*.

Previous License Number

Enter the License number, License exception symbol (for exports under General Licenses, enter the appropriate General license symbol), or author authorization under which the items were originally exported, if known. *Previous License Number is **only** applicable to Re-Export License Applications and will only be displayed for them.*

Import Certificate Country

From the drop-down list, select the name of the country of the Import or End User Certificate obtained in accordance with provisions of Part 748 of the EAR. *This field is not applicable to Commodity Classification Requests.*

Import Certificate Number

Enter the number of the Import or End User Certificate obtained in accordance with provisions of Part 748 of the EAR. *This field is not applicable to Commodity Classification Requests.*

The License Information sub-form also contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

*Note: Clicking **Save Draft** does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you can resume editing later.*

5.5.4   Applicant Information sub-form

This Applicant Information sub-form (Figure 5-18) contains information about the Applicant Company. This information was submitted to BIS when the company applied for access to the SNAP/SNAP-R system. If the user who created the Work Item is a first party user filing on behalf of his/her own company, the form will be populated with the exporter information on file with BIS.

Figure 5-18: Edit Work Item Screen (Applicant Information)

CIN (required)

Enter the applicant company's Company Identification Number (CIN) assigned by BIS. Not editable for first-party submissions.

Applicant (required)

Enter the applicant company's complete name.

Address Line 1 (required)

Enter the applicant company's address. Please note that PO Box addresses are not acceptable.

Address Line 2

Enter the second line of the applicant company's address here if needed. Please note that PO Box addresses are not acceptable.

City (required)

Enter the applicant company's city.

State/Province (required only for US addresses)

If the other party's address is outside the United States (and territories), enter the applicant's province or state in the field. If the other party's address is in the United States, first select go to the Country field and select "UNITED STATES". This will cause the State/Province field to become a drop down list. Select the State or territory in the US.

Postal Code

Enter the applicant company's zip code or postal code.

Country (required)

Select the applicant company's country from the drop-down box.

EIN

Enter the applicant company's Employer Identification Number (EIN).

The Applicant Information sub-form also contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

5.5.5 Other Party Information sub-form

The Other Party Information sub-form (Figure 5-19) contains information about the other party authorized to receive the license. Complete this sub-form if you would like BIS to transmit the approved license to another party designated by the applicant. If the current user is from a third party filing on behalf of a client, this form will be populated with the third party information on file. *Designation of another party to receive the license does not alter the responsibilities of the applicant.*

Note: Other party information is not applicable to Commodity Classification Requests.

Figure 5-19: Edit Work Item Screen (Other Party Information)

Other Party ID (required if you are filling out this sub-form)

Enter the other party's Company Identification Number (CIN) assigned by BIS. Not editable for third-party submissions.

Other Party (required if you are filling out this sub-form)

Enter the other party's complete name.

Address Line 1 (required if you are filling out this sub-form)

Enter the other party's address. Please note that PO Box addresses are not acceptable.

Address Line 2

Enter the second line of the other party's address here if necessary. Please note that PO Box addresses are not acceptable.

City (required if you are filling out this sub-form)

Enter the other party's city.

State/Province (required only for US addresses)

If the other party's address is outside the United States (and territories), enter the applicant's province or state in the field. If the other party's address is in the United States, first select go to the Country field and select "UNITED STATES". This will cause the State/Province field to become a drop down list. Select the State or territory in the US.

Postal Code

Enter the other party's postal code or zip code.

Country (required if you are filling out this sub-form)

Select the other party's country from the drop-down box.

Telephone or fax

Enter the other party's full telephone or facsimile number.

The Other Party Information sub-form also contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

5.5.6   **Purchaser Information sub-form**

The Purchaser Information sub-form (Figure 5-20) contains the purchaser's contact information. Refer to Section 748.5(c) of the EAR for a definition of "purchaser". The purchaser is the person abroad who has entered into the transaction to purchase an item for delivery to the ultimate consignee. In most cases, the purchaser is not a bank, forwarding agent, or intermediary. The purchaser and ultimate consignee may be the same entity. You are required to fill out this sub-form unless the purchaser is also the ultimate consignee; if that is the case, fill out the Ultimate Consignee Information sub-form further down the screen and leave this sub-form blank.

Note: Leave fields blank if unused. Do not enter "N/A" into any of the fields.

Note: Purchaser information is not applicable to Commodity Classification Requests.

Figure 5-20: Edit Work Item Screen (Purchaser Information)

Purchaser (required if you are filling out this sub-form)

Enter the purchaser's complete name.

Address Line 1 (required if you are filling out this sub-form)

Enter the purchaser's address. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

Address Line 2

Enter the second line of the purchaser's address here if necessary. Please note that PO Box addresses are not acceptable.

City (required if you are filling out this sub-form)

Enter the purchaser's city.

Note: This field is limited to 35 characters. The character set allowed in this field are:

English Alphabet ABCDEFGHIJKLMNOPQRSTUVWXYZ

Special Characters -.,&()~ and *a blank space*

Postal Code

Enter the purchaser's postal code.

Note: This field is limited to 18 characters.

Country (required if you are filling out this sub-form)

Select the purchaser's country from the drop-down box.

Telephone or fax

Enter the purchaser's full telephone or facsimile number.

Note: This field is limited to 12 characters.

The Purchaser Information sub-form also contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

5.5.7   Intermediate Consignee Information sub-form

The Intermediate Consignee Information sub-form (Figure 5-21) contains the intermediate consignee's contact information. Refer to Section 748.5(d) of the EAR for a definition of "intermediate consignee". The intermediate consignee is the person that acts as an agent for a principal party in interest and takes possession of the items for the purpose of effecting delivery of the items to the ultimate consignee. The intermediate consignee may be a bank, forwarding agent, or other person who acts as an agent for a principal party in interest. If your proposed transaction involves the use of more than one intermediate consignee, information for each additional intermediate consignee should be supplied in the Additional Information Sub-form (BIS-748P Multi-purpose Form Block 24). If your proposed transaction does not have an intermediate consignee, leave the entire sub-form blank.

Note: Leave fields blank if unused. Do not enter "N/A" into any of the fields.

Note: Intermediate Consignee information is not applicable to Commodity Classification Requests.

Figure 5-21: Edit Work Item Screen (Intermediate Consignee Information)

Intermediate Consignee (required if you are filling out this sub-form)

Enter the intermediate consignee's complete name.

Address Line 1 (required if you are filling out this sub-form)

Enter the intermediate consignee's address. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

Address Line 2

Enter the second line of the intermediate consignee's address here if necessary. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

City (required if you are filling out this sub-form)

Enter the intermediate consignee's city.

Note: This field is limited to 35 characters. The character set allowed in this field are:

English Alphabet ABCDEFGHIJKLMNOPQRSTUVWXYZ

Special Characters -.,&()~ and *a blank space*

Postal Code

Enter the intermediate consignee's postal code.

Country (required if you are filling out this sub-form)

Select the intermediate consignee's country from the drop-down box.

Telephone or fax

Enter the intermediate consignee's full telephone or facsimile number.

Note: This field is limited to 12 characters.

The Intermediate Consignee Information sub-form also contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

5.5.8   Ultimate Consignee Information sub-form

The Ultimate Consignee Information sub-form (Figure 5-22) contains the ultimate consignee's contact information. It must be completed if you are submitting a license application. The ultimate consignee is the party who will actually receive the material for the end use specified in the End Use Information Sub-form. The ultimate consignee is the principal party in interest

located abroad who receives the exported or re-exported items. Refer to Section 748.5(e) of the EAR for a definition of "ultimate consignee". A bank, freight forwarder, forwarding agent, or other intermediary may not be identified as the ultimate consignee. Government purchasing organizations are the sole exception to this requirement. This type of entity may be identified as the government entity that is the actual ultimate consignee in those instances when the items are to be transferred to the government entity that is the actual end user, provided the actual end use and end user are clearly identified in the End Use Information sub-form.

If your application is for the re-export of items previously exported, enter the new ultimate consignee's complete information into the form (PO Boxes are not acceptable). If your application involves a temporary export or re-export, the person or company entered here should be the ultimate consignee in care of (i.e., %) a person or entity who will have control over the items abroad.

Note: Ultimate Consignee information is not applicable to Commodity Classification Requests.

Note: If there is more than one ultimate consignee, information for each additional ultimate consignee should be supplied in the Additional Information sub-form.

Note: Leave blank if unused. Do not enter "N/A" into any of the fields.

Figure 5-22: Edit Work Item Screen (Ultimate Consignee Information)

Ultimate Consignee (required if you are filling out this sub-form)

Enter the ultimate consignee's complete name.

Address Line 1 (required if you are filling out this sub-form)

Enter the ultimate consignee's address. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

Address Line 2

Enter the second line of the ultimate consignee's address here if necessary. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

City (required if you are filling out this sub-form)

Enter the ultimate consignee's city.

Note: This field is limited to 35 characters. The character set allowed in this field are:

English Alphabet ABCDEFGHIJKLMNOPQRSTUVWXYZ

Special Characters -.,&()~ and *a blank space*

Postal Code

Enter the ultimate consignee's postal code.

Note: This field is limited to 18 characters.

Country (required if you are filling out this sub-form)

Select the ultimate consignee's country from the drop-down box.

Telephone or fax

Enter the ultimate consignee's full telephone or facsimile number.

The Ultimate Consignee Information sub-form also contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you can resume editing later.*

5.5.9   End User Information sub-form

The End User Information sub-form (Figure 5-23) is used to enter the contact information for a single end user, or for multiple end users. Only complete this sub-form if the ultimate consignee previously specified is not the end user. The end user is the person abroad that receives and ultimately uses the exported or re-exported items. The end user is not a forwarding agent or intermediary, but may be the purchaser or ultimate consignee. Multiple end users may be entered separately (instructions below) and previously added end users, if any, will appear below.

Note: End User information is not applicable to Commodity Classification Requests.

Note: You are no longer required to attach documentation for multiple end users as supporting

documents for a Work Item (previously referred to as BIS-748P-B). All end users may be entered on the End User Information sub-form. Upon entering an end user, the form will automatically check the checkbox corresponding to the BIS-748P-B under Document Submitted With Application. You do not need to submit any BIS-748P-B documents for end users if you fill out the End User Information sub-form.

Figure 5-23: Edit Work Item Screen (End User Information)

End User (required if you are filling out this sub-form)

Enter the end user's complete name.

Address Line 1 (required if you are filling out this sub-form)

Enter the end user's address. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

Address Line 2

Enter the second line of the end user's address here if necessary. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

City (required if you are filling out this sub-form)

Enter the end user's city.

Note: This field is limited to 35 characters. The character set allowed in this field are:

English Alphabet ABCDEFGHIJKLMNOPQRSTUVWXYZ

Special Characters -.,&()~ and *a blank space*

Postal Code

Enter the end user's postal code.

Note: This field is limited to 18 characters.

Country (required if you are filling out this sub-form)

Select the end user's country from the drop-down box.

Telephone or fax

Enter the end user's full telephone or facsimile number.

Note: This field is limited to 12 characters.

The End User Information sub-form contains the following controls:

Add End User

The ***Add End User*** button is used to save information added in this sub-form. Once you have completed entering information about a user, click on the ***Add End User*** button to save the information about that user. *Make sure you have entered the full and correct information about this user, as you will not be able to edit the end user information once it has been saved. If you need to correct or add information about an end user, you will have to delete (see below) and re-enter it.* Saving the end user will create a list at the bottom of the End User Information sub-form and add this end user to the list (Figure 5-24).

Figure 5-24: Edit Work Item Screen (End User Information with List)

Delete

Once an end user has been saved, a ***Delete*** button is also available. If you wish to delete a previously added end user, click on the checkbox next to the end user's name (so that a check mark appears in the previously empty box) and click the ***Delete*** button. *This is an irreversible action; once you delete an end user from the form, you will have to re-enter the information for that end user if you want to add them back to the form.*

Note: Both the **Add End User** *and* **Delete** *buttons also save the changes made to all sub-forms of this Work Item (the same function as the* **Save Draft** *button on most of the other sub-forms. Neither button submits the Work Item for final review; they only save the changes made to this Work Item so that you may resume editing later.*

5.5.10   Original Ultimate Consignee Information sub-form

The Original Ultimate Consignee Information section (Figure 5-25) contains the information about the ultimate consignee specified in the original Export License Application.

This sub-form is available and mandatory for Re-Export License Applications only.

Figure 5-25: Edit Work Item Screen (Original Ultimate Consignee Information)

Original Ultimate Consignee (required)

Enter the original ultimate consignee's complete name.

Address Line 1 (required)

Enter the original ultimate consignee's address. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

Address Line 2

Enter the second line of the original ultimate consignee's address here if necessary. Please note that PO Box addresses are not acceptable.

Note: This field is limited to 35 characters.

City (required)

Enter the original ultimate consignee's city.

Note: This field is limited to 35 characters. The character set allowed in this field are:

English Alphabet ABCDEFGHIJKLMNOPQRSTUVWXYZ

Special Characters -.,&()~ and *a blank space*

Postal Code

Enter the original ultimate consignee's postal code.

Note: This field is limited to 18 characters.

Country (required)

Select the original ultimate consignee's country from the drop-down box.

Telephone or fax

Enter the original ultimate consignee's full telephone or facsimile number.

Note: This field is limited to 12 characters.

The Original Ultimate Consignee Information sub-form contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

5.5.11   Specific End Use sub-form

The Specific End Use sub-form (Figure 5-26) allows you to enter complete details of the end use intended by the ultimate consignee and/or end user(s). If you are requesting approval of a re-export, provide a complete and detailed description of the end-use intended by the new ultimate consignee or end-user(s) and indicate any other countries for which resale or re-export is requested.

This sub-form is not applicable to Commodity Classification Requests.

Figure 5-26: Edit Work Item Screen (Specific End Use)

Provide a complete and detailed description of the intended end-use. Be specific. Such vague descriptions as "research", "manufacturing", or "scientific uses" are not acceptable. The text you enter must be 1440 characters or less. *If you need more than 1440 characters to describe the End Use, you may create a document, convert it to PDF and attach it to the application (see Section 6.1, for more information on attaching documents to Work Items).*

The Specific End Use sub-form contains the following control:

Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

5.5.12   Export Item Information sub-form

The Export Item Information sub-form (Figure 5-27) is used to enter the details for a single export item, or multiple export items. This form must be filled out for every item to be exported.

All export items may be entered on the Export Items Information Sub-form. You are no longer required to attach documentation for multiple export items as supporting documents for a Work Item (previously referred to as BIS-748P-A). Upon entering an export item, the form will automatically check the checkbox corresponding to the BIS-748P-A under Document Submitted With Application. You do not need to submit any BIS-748P-A documents for export items if you fill out the Export Items Information Sub-form.

Note: If you are completing a Commodity Classification Request, you need not supply Quantity, Units, Unit Price, or Total Price.

Figure 5-27: Edit Work Item Screen (Export Item Information)

ECCN (required, except for Commodity Classification Requests)

Select the Export Control Classification Number (ECCN) that corresponds to the item you wish to export from the drop-down box. Please refer to part 774 Supplement No.1– the Commerce Control List (CCL) in the EAR for a listing of ECCNs.

For Commodity Classification Requests, you may provide a recommended classification by selecting from the list here. You must justify this recommendation in the Additional Information sub-form.

APP

You must enter the "Adjusted Peak Performance" (APP) in the block if your application includes digital computer or equipment containing a computer as described in Supplement No. 2 to this part. Instructions on calculating the APP are contained in a technical note at the end of Category 4 in the CCL.

Product Name / Model Number

Enter the Product Name or Model Number for the item(s).

Note: This field is limited to 30 characters.

CCATS Number

If the Exporter has received a classification for this item from BIS, provide the Commerce Classification and Tracking System (CCATS) number shown on the classification issued by BIS.

Note: This field is limited to 7 characters.

Quantity (required)

Identify the quantity to be exported. If the "unit" for an item is "$ value", enter the quantity in units commonly used in trade. 0 (zero) is not allowed.

Note: Quantity is not applicable to Commodity Classification Requests.

Note: This field is limited to 9 characters.

Units

Provide the unit of measurement such as "each", "pounds", "tons", etc. The "Unit" paragraph within each ECCN will list a specific "Unit" for those items controlled by the entry. The "Unit" must be entered on all license applications submitted to BIS. If an item is licensed in terms of "$ value", the unit of quantity commonly used in trade must also be shown on the license application. This may be left blank on license applications only if the "Units" for the ECCN entered for this export item is shown as "N/A" on the CCL.

Note: Units is not applicable to Commodity Classification Requests.

Note: This field is limited to 10 characters.

Unit Price

Provide the fair market value of the item to be exported in U.S. dollars. SNAP-R will automatically round all prices to the nearest whole dollar. If normal trade practices make it impractical to establish a firm contract price, state in the Additional Information Sub-form (below; BIS-748P Multi-purpose Form Block 24) the precise factors upon which the price is to be ascertained and from which the contract price may be objectively determined. If the Unit Price is less than $0.50, state the amount in Additional Information. Do not enter "N/A".

Note: Unit Price is not applicable to Commodity Classification Requests.

Note: This field is limited to 14 characters.

Total Price (required)

Provide the total price of the item(s) described in U.S. dollars.

Note: Total Price is not applicable to Commodity Classification Requests.

Note: This field is limited to 16 characters.

Manufacturer

Provide the name of the manufacturer, if known.

Note: This field is limited to 25 characters.

Technical Description (required)

Provide a description of the item to be exported. When necessary to identify the specific item, provide details that include all characteristics or parameters using the identified measurements in the applicable ECCN (e.g., basic ingredients, composition, electrical parameters, size, gauge, grade, horsepower, etc.). These characteristics must be identified for the items in the proposed transaction when they are different from the characteristics described in promotional brochure(s). *This field is limited to 250 characters.*

Note: This field is limited to 250 characters.

The Export Item Information sub-form contains the following controls:

Add Export Item

The *Add Export Item* button is used to save information added in this sub-form. Once you have completed entering information about an export item, click the *Add Export Item* button to save the information about that item. *Make sure you have entered the full and correct information about this export item, as you will not be able to edit the item information once it has been saved. If you need to correct or add information about an item, you will have to delete (see below) and re-enter it.* Saving the item will create a list at the bottom of the Export Item Information sub-form and add this item to the list (Figure 5-28).

Figure 5-28: Edit Work Item Screen (Export Item Information with List)

Delete

Once an export item has been saved, a *Delete* button is also available. If you wish to delete a previously added export item, click on the checkbox above the export item (so that a check mark appears in the previously empty box) and click the *Delete* button. *This is an irreversible action; once you delete an export item from the form, you will have to re-enter the information for that export item if you want to add it back to the form.*

Note: Both the **Add Export Item** *and* **Delete** *buttons also save the changes made to all sub-forms of this Work Item (the same function as* **Save Draft** *on most of the other sub-forms. Neither button submits the Work Item for final review; they only save the changes made to this Work Item so that you may resume editing later.*

The Commodity Classification Request Edit Export Item screen (Figure 5-29) differs from that used for other Work Items:

Figure 5-29: Edit Work Item Screen (Export Item Information for CCR)

5.5.13   Total Application Dollar Value sub-form

This sub-form (Figure 5-30) contains the total dollar value of the entire Work Item. It is automatically computed by SNAP-R from the all items added to the Export Item Information sub-form and displayed here. It cannot be directly edited.

Figure 5-30: Edit Work Item Screen (Total Application Dollar Value)

Note: Total Dollar Value is not applicable to Commodity Classification Requests.

5.5.14   Additional Information sub-form

Enter Additional Information pertinent to the application as required by the EAR into this sub-form (Figure 5-31). Include special certifications, names of interested parties not disclosed elsewhere, explanation of documents sent by mail, etc. Do not include information concerning item ECCNs, etc. in this space (unless this is a Commodity Classification request). If this application represents a previously denied application, the applicant must provide the application control number (ACN) for the original application.

If you are submitting a Commodity Classification Request and you are asking BIS to classify your product, use this space to explain why you believe the ECCN selected in the Export Item Information Sub-form for your product is appropriate. This explanation must contain an analysis of the item in terms of the technical control parameters specified in the appropriate ECCN. If you do not identify a recommended classification in the Export Item Information Sub-form, you must state the reason you cannot determine the appropriate classification, identifying any ambiguities or deficiencies in the regulations that precluded you from determining the correct classification.

Figure 5-31: Edit Work Item Screen (Additional Information)

Note: This field is limited to 1440 characters. If you need more than 1440 characters for Additional Information, you may create a document, convert it to PDF and attach it to the

application (see Section 6.1, for more information on attaching documents to Work Items).

The Additional Information sub-form contains the following control:

Click on the ***Save Draft*** button to save the changes made to all sub-forms of this Work Item.

Note: Clicking **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

5.5.15   Documents attached to application sub-form

For your convenience, a list of supporting documents currently attached to the work item is also displayed on this screen (Figure 5-32).
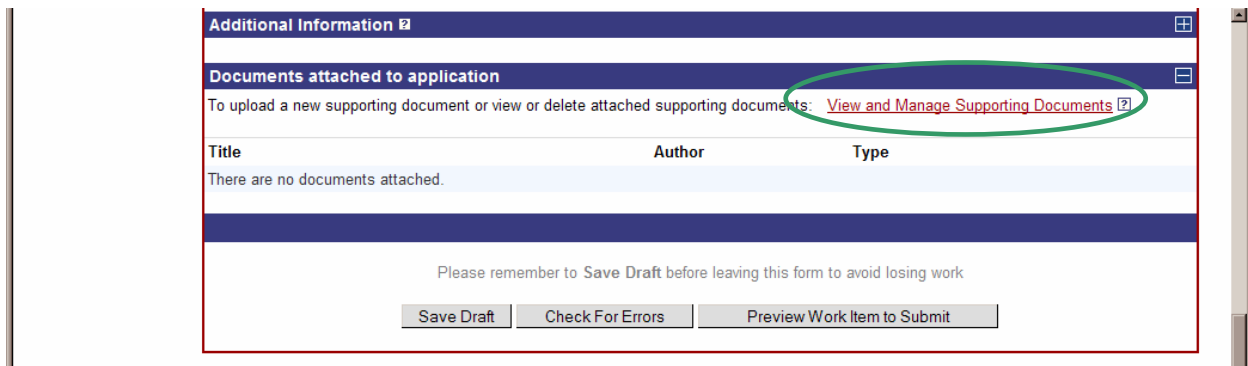
Figure 5-32: Edit Work Item Screen (Documents Attached)

The Documents attached to application sub-form contains the following control:

Click on **View and Manage Supporting Documents** link go to the Manage Documents screen.

Note: Once a Work Item has been submitted, you will no longer be able to attach supporting documents to your Work Item, and you will only be able to View Supporting Documents. The ***Delete***, ***Search Documents for Reuse***, *and* ***Upload Supporting Document*** *functionality will no longer be present. After submission, you will no longer be able to manage supporting documents, but you can still* ***View Supporting Documents*** *by clicking the link on the View Work Item page.*

5.5.16   Attaching a document to a Work Item

Before you can add any documents, they must be in PDF (portable document format) format. Documents of many types may be converted to this format using programs such as Adobe® Acrobat®.

Documents are first uploaded into SNAP-R, where they may be used to support one or more Work Items by attaching them to those item(s). To attach documents to an existing work item, from the bottom of View Work Item page, click on *View and Manage Supporting Documents*. The Manage Documents screen will be displayed. See Section 6.1 below for further information

on uploading documents and attaching them to Work Items.

5.5.17   Reviewing the application

At the bottom of the Edit Work Item screen (Figure 5-33), below the final solid bar, there are three controls:
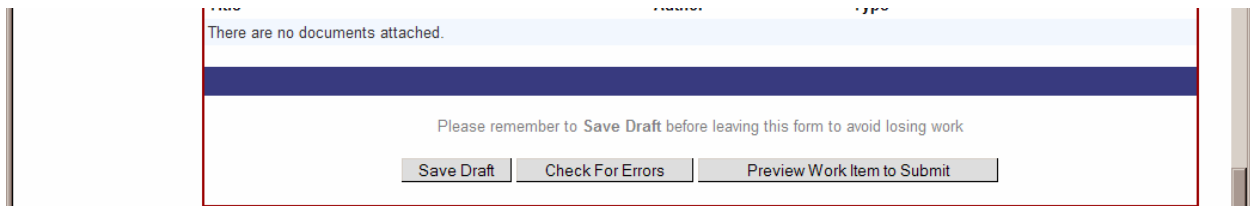
Figure 5-33: Edit Work Item Screen (Reviewing the Application)

Save Draft

> Click on the *Save Draft* button to save the changes made to all sub-forms of this Work Item.
>
> *Note: Clicking* **Save Draft** *does not submit the Work Item for final review; it only saves the changes made to this Work Item so that you may resume editing later.*

Check For Errors

> If you have finished all work on the Work Item, clicking on *Check for Errors* button will check for any errors on the work item *without* submitting it.
>
> SNAP-R does not check for all errors that may occur. For example, if you checked documents to include with your application in the Document Checklist, SNAP-R does not check to make sure that you have attached the correct documents to the Work Item.

Preview Work Item to Submit

> If you are ready to submit a Work Item, you may click on *Preview Work Item to Submit* button. This will run an error check on the draft work item and if no errors are found, give you a last change to preview the work item in the Preview Work Item screen before submitting it to BIS. This button is only available if the Work Item has not been submitted and the user has submit rights to the Work Item. While reviewing the Preview Work Item screen, if you want to return to the Work Item to edit it further, click on *Edit Work Item* to return to the Edit Work Item screen where further changes can be made to the work item. This feature is described in detail in the following section).
>
> *Note: Submitting a Work Item to BIS is an irrevocable act that disables any future editing of the Work Item.*

5.5.18   Preview Work Item

The Submit Work Item screen (Figure 5-34) allows you to review the Work Item prior to

submission. It contains the same information as the Edit Work Item and View Work Item screens. In this screen none of the fields are editable. Please refer to the Edit Work Item screen (Section 5.5) for a definition of all the fields on the Submit Work Item screen.

Figure 5-34: Submit Work Item Screen (Top)

The Submit Work Item screen contains the following controls:

Print-Friendly View

In the top section of the screen, on the right side, is a link labeled ***Print-Friendly View***. Clicking on the ***Print-Friendly View*** link will open a new browser window containing all of the information on the screen in black and white and formatted for easy printing from your browser.

Manage User Rights

Just above the Contact Information sub-form, there is a ***Manage User Rights*** link. Click the ***Manage User Rights*** link to grant (or revoke) rights to other users for this Work Item (if you are the Work Item owner or have admin rights. You can permit them to view, edit, and/or submit this Work Item (see Section 5.9 for further information about User Rights).

View and Manage Supporting Documents

The ***View and Manage Supporting Documents*** link in the Documents attached to application sub-form functions the same way as the identical link in the Edit Work Item screen described above (Managing Documents is covered in Section 6.2).

If there are any document(s) in the list, there will be two links associated with them. Clicking on the document ***Title*** will display the Supporting Document Summary screen. Clicking on ***View Document*** will display the supporting document in a separate window

if you have a PDF viewer such as Adobe® Reader® on your computer.

Figure 5-35: Submit Work Item Screen (View and Manage Documents)

Edit Work Item

Clicking on the *Edit Work Item will display* the Edit Work Item page.

Submit

Clicking on the *Submit* button will submit this Work Item to BIS. The Signature and Submission Form will be displayed to allow the user enter signer information. This process is described in greater detail below in Section 5.8.

Return to Work Item List

Clicking on the *Return to Work Item List* will display the list of Work Items without submitting the current Work Item. It will still be available for additional edits until it is submitted.

5.6 Delete Work Item

To delete a Work Item that has not been submitted, go to the Edit Work Item screen (Figure 5-36) for the Work Item you wish to delete (see Edit Work Item, Section 5.5 for instructions on how to navigate to the Edit Work Item screen). Above the Contact Information sub-form, there is a *Delete Work Item* link.

Figure 5-36: Edit Item Screen (Top)

Clicking on the *Delete Work Item* link will display a Delete Item Query Box (Figure 5-37) asking you if you are sure you want to delete this work item.
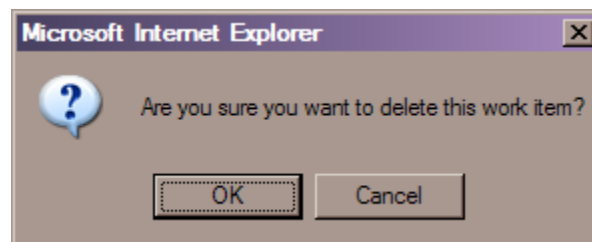
Figure 5-37: Delete Item Query Box

Clicking **OK** will delete the current Work Item permanently from SNAP-R. Clicking *Cancel* will return you to the Edit Work Item screen.

Important: The deletion is irreversible, and it can only be done while this Work Item is editable (the Work Item has not been SUBMITTED and the user has the right to delete the Work Item).

5.7 View Work Item

The View Work Item screen (Figure 5-38) contains the same information as the Edit Work Item screen, except the information is not editable. Please refer to the Edit Work Item section (Section 5.5) for a definition of all the fields on the View Work Item screen, keeping in mind that

on this overview form you cannot edit the fields.

Work Items will be displayed in the View Work Item screen either if the Work Item has been successfully submitted to BIS, or if the user only has view rights to the Work Item.

There are several ways to navigate to the View Work Item page.

- From the navigation bar, click on the *List Work Items* link to display a list of all Work Items you have access to. Click on the appropriate *Reference Number* link to view it in the View Work Item screen.

- From the navigation bar, click on *Search Work Items* to search for a Work Item. Complete the search from and submit it. After the results are displayed, click on the appropriate *Reference Number* link to view its View Work Item screen.

- From the navigation bar, click on *SNAP-R Home* or *View Messages* link to view a list of messages sent by BIS that are awaiting your attention. Each message is associated with a Work Item; click on the message title and then the Work Item's Reference Number to view its View Work Item screen.

- You may also view Work Items by clicking on either the *Reference Number* link or the *Back to Work Item* link found throughout the application. These links are provided whenever you are viewing modifying some component of a Work Item, such as documents, requests, validations, or acknowledgements.

Figure 5-38: View Work Item Screen (Top)

Features of the View Work Item Overview that do not exist on the Edit Work Item form include:

Printer-Friendly View

In the top section of the screen, on the right side, is a link labeled ***Print-Friendly View***. Clicking on the ***Print-Friendly View*** link will open a new browser window containing all of the information on the screen in black and white and formatted for easy printing from your browser.

View Acknowledgements

Above the Contact Information sub-form, is a View ***Acknowledgements*** link. Clicking on the ***Acknowledgements*** link will display the Acknowledgements screen which lists any Acknowledgements, Messages, or Validations for this Work Item. From the Acknowledgements screen you may view the text of the Acknowledgement or return to the Work Item.

View Requests

Above the Contact Information sub-form, is a View ***Requests*** link (only if there are any requests). Clicking on the ***Requests*** link will display the Request/Response Messages screen which lists any requests from BIS. From the Request/Response Messages screen you may view the text of the requests or return to the Work Item.

If the Work Item has been submitted, the Contact Information sub-form will include Submission Date (the date the Work Item was submitted to BIS).

Clicking on the ***Return to Work Item List*** button at the bottom of the form will display the list of Work Items.

5.8 Submit Work Item

If you are ready to submit a Work Item, you may click on ***Preview Work Item to Submit*** button at the bottom of the Edit Work Item form (see Section 5.5.17). This will run an error check on the draft work item and if no errors are found, give you a last change to preview the work item in the Submit Work Item screen before submitting it to BIS. This button is only available if the Work Item has not been submitted and the user has submit rights to the Work Item. While reviewing the Submit Work Item screen, if you want to return to the Work Item to edit it further, click on ***Edit Work Item*** to return to the Edit Work Item screen where further changes can be made to the work item. This feature is described in detail in the following section).

Note: Submitting a Work Item to BIS is an irrevocable act that disables any future editing of the Work Item.

After completing your review of the Work Item, you may submit the Work Item to BIS using the **Submit** button at the bottom of the Submit Work Item screen (Figure 5-39), which will display the Submit Work Item screen with Signer Information.

Figure 5-39: Submit Work Item Screen (Bottom)

5.8.1 Signature and Submit Work Item Form

The Submit Work Item screen (Figure 5-40) contains the signature information and is the final step before submitting a Work Item.

Figure 5-40: Submit Work Item Screen (with Signer Information)

The screen contains the following fields:

Signer Name (required)

The signer is an agent duly authorized to sign the application. If this is an agent of the applicant, enter the company's name in the Additional Information Sub-form. Enter the Signer's Name in the format: First Initial, Middle Initial and Last name (e.g., F.M.LNAME or F.LNAME; if you include any spaces, you will receive an error message and have to correct it).

Signer Title (required)

Enter the official title of the signer of the application.

Signer Email

Enter the email address of the signer of the application.

Submission Confirmation box (required)

The check box on the lower left must be checked before submission to verify that you are sure you want to submit the current Work Item to BIS.

The Submit Work Item screen also contains the following controls:

Cancel

Click on *Cancel* to go back to the Edit Work Item page.

Submit Work Item

Click on the *Submit* button to submit this Work Item.

Once the work item is submitted, a confirmation page is displayed (Figure 5-41):

SNAP-R HOME
CREATE WORK ITEM
LIST WORK ITEMS
SEARCH WORK ITEMS
SEARCH DOCUMENTS
VIEW MESSAGES
MANAGE USER PROFILE
HELP
LOGOUT

Thank You

Your Work Item *EKS1111* has been successfully submitted to BIS. Please remember to check back and view any acknowledgements or requests. ⍰

Return to Snapr Home
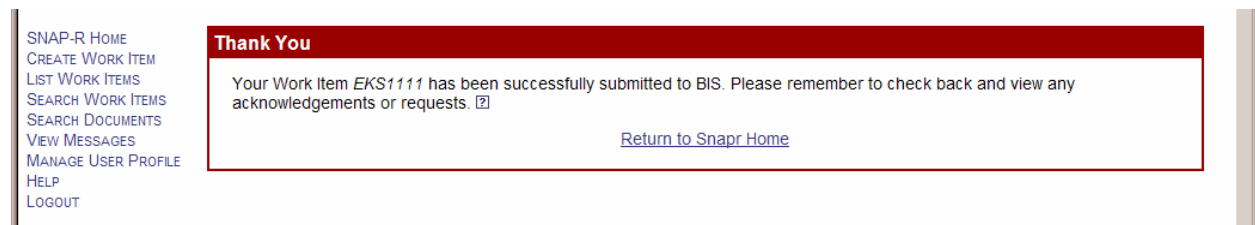
Figure 5-41: Work Item Submission Confirmation Screen

5.9 Check Work Item Status

Once a Work Item is submitted to BIS, you should check often on its status. You may check the status of their applications through SNAP-R.

To check the status of your application(s), first log into SNAP-R. The SNAP-R Home screen (Figure 5-42) shows a list of any *new* messages about submitted applications that you have access to.

Welcome to SNAP-R

Welcome, KIRSTEN

To submit a new export related application, click on **Create Work Item** on the left hand navigation bar. Click on ⓘ or **Help** on the navigation bar for help information. What is a Work Item?

The **Remove** button will remove the selected messages from the message board. Messages are still accessible within their associated Work Items.

1 New Message(s)   Displaying **1** through **1**

Subject	Date ▼	
EXPORT LICENSE APPLICATION EKS1112	09/12/2006	☐ remove

Remove

Figure 5-42: SNAP-R Home (with message)

You can also see a list messages by using the ***View Messages*** link on the Navigation Bar. Each message is associated with a Work Item; click on the message title and then the Work Item's ***Reference Number*** link to view its View Work Item screen. If a Work Item has been Rejected, its ***Reference Number*** link will display the Edit Work Item screen (see Section 7 for more information on Viewing Messages).

Alternatively, once you have received their Application Control Number (ACN) or Classification Control Number (CCN) from BIS/SNAP-R, you may track the status of their request via the System for Tracking Export License (STELA) system. STELA is a telephone response system that provides export license status information. To access STELA, use a touch-tone phone, dial (202) 482-2752. The system will also provide status for other requests such as commodity classifications. Follow the on-line instructions to obtain the status of the export license application or commodity classification using the case number assigned by BIS.

BIS may send requests for further information. If you supplied an email address in your user profile, you will receive an email notification that requests and/or messages from BIS have been posted in SNAP-R. You may check these messages and the status of their applications through SNAP-R.

For timely processing of applications, these requests should be accommodated as soon as possible. Responses may contain simple text as well as attached documentation.

6   MANAGING DOCUMENTS

One of the most important new features of SNAP-R is the ability to attach documents to Work Items through the web interface. A supporting document is an Exporter-supplied document that is used by BIS and other agencies during the Work Item evaluation process. These documents are required to be in PDF format. Supporting Documents can either be attached directly to the Work Item prior to submission, or they can be attached as a response to a Request submitted by a BIS Licensing Officer (see Section 7, Messages & Requests). This feature will reduce the time required to manage and search for these paper documents for both exporters and BIS staff.

	EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1,V1.0, SNAP-R V1.0				
GETTING STARTED	MANAGING WORK ITEMS	MANAGING DOCUMENTS	MANAGING ACCESS RIGHTS	MESSAGES & REQUESTS	HELP	LOGOUT

ENTRY CRITERIA

- Add Supporting Documents to Work Items

⟶

EXIT CRITERIA

- Supporting Documentation submitted with Work Item

INPUTS
- Supporting Document(s)
  o   BXA-711
  o   Import/End User Certificate
  o   Technical Specification
  o   Nuclear Certification
  o   Letter of Explanation
  o   Foreign Availability
  o   Letter of Assurance
- Search Criteria
  o   Title
  o   Author name
  o   Keywords
  o   Creation Date

PRODUCTS
- Supporting Documentation submitted with Work Item to BIS

METHODS AND TOOLS

KEY ACTIVITIES

- Upload Document
  o   Add metadata
- Search Documents
- View Search Results
- View Supporting Document summary
- Reuse Supporting Documents

6.1 Upload/Delete Supporting Documents

To upload a new supporting document, go to the bottom of the Edit Work Item screen and click on the *View and Manage Supporting Documents* link. SNAP-R will display the Manage Documents screen (Figure 6-
1):

Figure 6-1: Manage Documents Screen

Documents already attached to the document you entered from will be listed on the Manage Documents screen.

To upload and attach a document, click on the ***Upload Supporting Document*** link just under "Manage Documents". The Supporting Document Description screen (Figure 6-2) will be displayed:

Figure 6-2: Supporting Document Description Screen

Fill out the Supporting Document Description form:

Choose a file to upload (required)

Click on the ***Browse*** button, which will display a standard Choose file window that will allow you to browse your computer for the PDF file you want to upload into SNAP-R. Select the PDF file and click on the ***Open*** button.

Title (required)

Enter the title you want to use for the document.

Author Name (required)

Enter the name of the original author of the document.

Document Type (required)

Select the type of document from the drop down list.

Document Creation Date (required)

Enter the date the original document was created. Dates must be in the format of mm/dd/yyyy where mm is the 2-digit code for the month (01-12), dd is the 2-digit form of the day (01-31), and yyyy is the 4 digits of the year.

Keywords

Enter up to 200 keywords (separated by spaces or commas) which will assist you in locating the correct document in the future.

The Supporting Document Description screen also has the following controls:

The *Cancel* button will clear any data you have entered on the screen, cancel the operation and return you to the Manage Documents screen.

The *Submit* button will submit the selected document and information to SNAP-R and attach it to the Work Item you are working on. The Supporting Document Summary screen (Figure 6-3) will be displayed:

Figure 6-3: Supporting Document Summary Screen

The Supporting Document Summary screen has the following controls:

View Document

Clicking on the View Document button will open the PDF file in a separate window. You must have a program that will display PDF files, such as Adobe® Reader® on your computer.

Edit Document Description

Clicking on Edit Document Description will display the Supporting Document Description screen explained above.

Work Item link

Clicking on the Work Item link, in this example "Work Item EKS1113" will return you to the Edit Work Item screen in SNAP-R.

6.2 Search Supporting Documents

Search for documents by first clicking on the *Search Documents* link on the Navigation Bar. The Search Documents screen (Figure 6-4) will be displayed:

Figure 6-4: Search Document Screen

Enter criteria to search for a specific document(s) click on the *Search* button (or leave all criteria blank to display a list of all documents that you have access rights to).

The following fields are available to search:

Title

Enter part or all of the target document title.

Author Name

Enter part or all of the document author's name(s).

Keywords

Enter one or more keywords, separated by spaces or commas, with which the documents have been specified when the document was initially uploaded. *Note: keywords are case-sensitive.*

Created After (mm/dd/yyyy)

Enter the date after which the document was created (not necessarily the date the document was uploaded to SNAP-R). Dates must be in the format of mm/dd/yyyy where

mm is the 2-digit code for the month (01-12), dd is the two digit of the day (01-31), and yyyy is the 4 digits of the year (if you wish to see an example of how these fields work, refer to Section 5.4).

Created Before (mm/dd/yyyy)

Enter the date before which the document was created (not necessarily the date the document was uploaded to SNAP-R). Dates must be in the format of mm/dd/yyyy where mm is the 2-digit code for the month (01-12), dd is the two digit of the day (01-31), and yyyy is the 4 digits of the year (if you wish to see an example of how these fields work, refer to Section 5.4).

The Supporting Document Search Result screen (Figure 6-5) will be displayed (you may sort this list by clicking on any of the column titles).
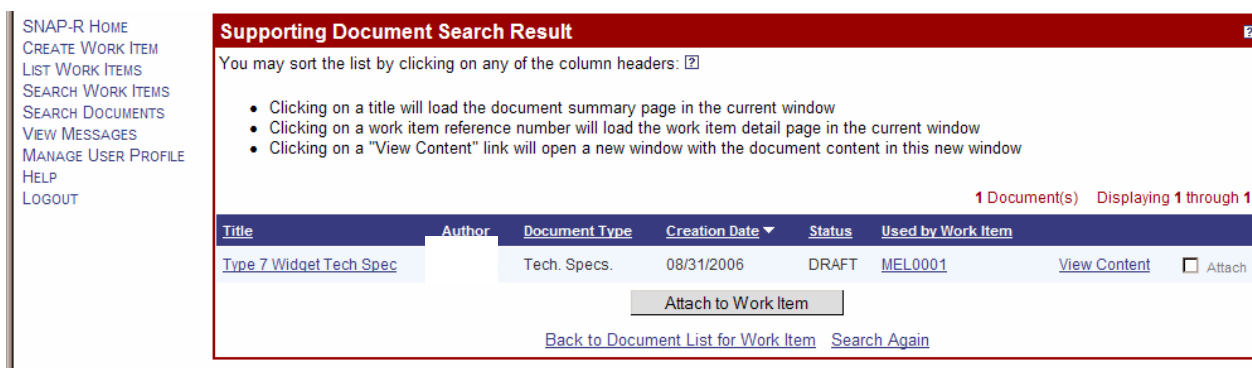
Figure 6-5: Supporting Document Search Result Screen

Clicking on the *View Content* link on the right side next to each document will open a new window and display the PDF document if you have a program that will display PDF files, such as Adobe® Reader® on your computer.

6.3 View Supporting Documents

To view supporting documents, you must have a program that will display PDF files, such as Adobe® Reader® on your computer. There are several ways that you can access documents for viewing:

- You may view a supporting document from the Edit Work Item screen, by clicking on the *View Document* link. This will open the PDF file in a separate window.

- Search for documents by clicking on the *Search Documents* link on the Navigation Bar. Enter criteria to search for a specific document(s) click on the *Search* button (or leave all criteria blank to display a list of all documents that you have access rights to). More information on using this screen is found in Section 6.2.

  The Supporting Document Search Result screen will be displayed (you may sort this list by clicking on any of the column titles).

Clicking on the *View Content* link on the right side next to each document will open a new window and display the PDF document.

- From the Supporting Document Summary screen, which you can get to by clicking on the Title, in the Supporting Document Search Result screen (or following the method in Section 6.1 above) click on the *View Document* button. This will open the PDF file in a separate window.

6.4 Reuse Supporting Documents

To reuse a supporting document that has already been uploaded, go to the bottom of the Edit Work Item screen and click on the *View and Manage Supporting Documents* link. SNAP-R will display the Manage Documents screen.

Documents already attached to the document you entered from will be listed on the Manage Documents screen (Figure 6-6):

Figure 6-6: Manage Documents Screen

The *Search Documents for Reuse* link near the top allows you to search all existing documents in SNAP-R that you have at least view access rights to for use in supporting your current application. Clicking on the *Search Documents for Reuse* link will display the Search Documents screen (Figure 6-7):

Figure 6-7: Search Documents Screen

Enter criteria to search for a specific document(s) click on the **Search** button (or leave all criteria blank to display a list of all documents that you have access rights to). More information on using this screen is found in Section 6.2.

Once you have completed creating your search criteria (or left the fields blank to return all documents), click on the **Search** button. This will display the Supporting Document Search Result screen (Figure 6-8):

Figure 6-8: Supporting Document Search Result Screen

This screen is nearly identical to that shown above in Section 6.2, however this screen has an additional check box to allow you to attach it to the Work Item that you came to the screen from. Click in the check box next to one or more items that you want to attach and then click on **Attach to Work Item** to attach the documents to the current document.

By clicking on **Back to Document List for Work Item** link, you can return to the current Work Item. If you did not find the correct document(s) in your search, you may return to the Search Documents screen and enter new criteria by clicking on the **Search Again** link.

7 MESSAGES AND REQUESTS

BIS occasionally sends three types of messages to exporters. Acknowledgements concern status changes to Work Items; for example, that the Work Item has been accepted for processing.

If a Work Item was rejected by BIS (and therefore could not be processed), an acknowledgement of rejection would also be sent to the exporter. An Acknowledgement of successful submission of the Work Item to BIS will contain an Application Control Number (ACN). Validations are received from BIS (after successful submission) for Work Item when they are either Approved (licenses), Approved with Conditions, Denied, or Returned Without Action. Requests are sent when additional information is needed by BIS in order to process a Work Item. Exporters can respond to these requests and attach documents to them. Notifications about new messages available on SNAP-R from BIS and will be sent to the email address indicated in your User Profile (if you provided and email address).

EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1,V1.0, SNAP-R V1.0						
GETTING STARTED	MANAGING WORK ITEMS	MANAGING DOCUMENTS	MANAGING ACCESS RIGHTS	MESSAGES & REQUESTS	HELP	LOGOUT

ENTRY CRITERIA

- Read and respond to messages & requests from BIS

EXIT CRITERIA

- Message responses received at BIS

INPUTS
- Request response information

PRODUCTS
- Printed Licenses

METHODS AND TOOLS

KEY ACTIVITIES

- View All Messages
  - View Acknowledgements
  - View Requests
  - View Validations
- Respond to Requests
- Print Licenses

7.1 View Messages (Acknowledgements, Requests, Validations)

Messages can be viewed in three different ways:

- On the Navigation Bar, click on the *SNAP-R Home* link to return to the homepage and view all unread messages. Click on **Subject** of that message to read it. The act of reading a message is sufficient to remove it from the list on the homepage (because only new messages are displayed on the homepage). You may also click on the *Remove* button to remove a message without having to have read it. *Note: removing a message from the homepage or the message board does not delete it from the Work Item's list of messages. You are also able to sort the messages by clicking on any of the column headers in the display list.*

- On the View Work Item screen, click on View Acknowledgements or View Requests to

view messages of acknowledgement or requests for that particular Work Item.

- On the Navigation Bar, click on ***View Messages*** to see a list of all messages sent by BIS. The All Messages screen will be displayed (Figure 7-1):

Figure 7-1: All Messages Screen

Click on the ***Subject*** link for the message to read the message. The format of the message will vary some depending on the kind of message. For example, acknowledgment messages will appear in the Acknowledgement Details screen (Figure 7-2):

Figure 7-2: Acknowledgement Details Screen

The act of reading a message is sufficient to remove it from the list on the homepage (because only new messages are displayed on the homepage). You may also click on the ***Remove*** button to remove a message with or without having read it, or ***Mark New*** to make the message title appear bold and load at the top of the list. ***Note***: *removing a message from the homepage or the*

message board does not delete it from the Work Item's list of messages.

You may sort the messages by clicking on any of the column headers in the display list.

The links on the Navigation Bar expand under VIEW MESSAGES, if you click on the *View Messages* link. The new choices are ALL MESSAGES, BIS REQUESTS, ACKNOWLEDGEMENTS, and VALIDATIONS. Clicking on the *All Messages* link, has the same effect as clicking on the *View Messages* link. The other three links bring up a subset of your messages. Thus you can group the messages by clicking *Acknowledgements*, *BIS Requests*, or *Validations* links.

7.1.1 View Acknowledgements

Clicking on the Acknowledgements link on the Navigation bar will cause the Acknowledgement Messages List screen (Figure 7-3) to display:
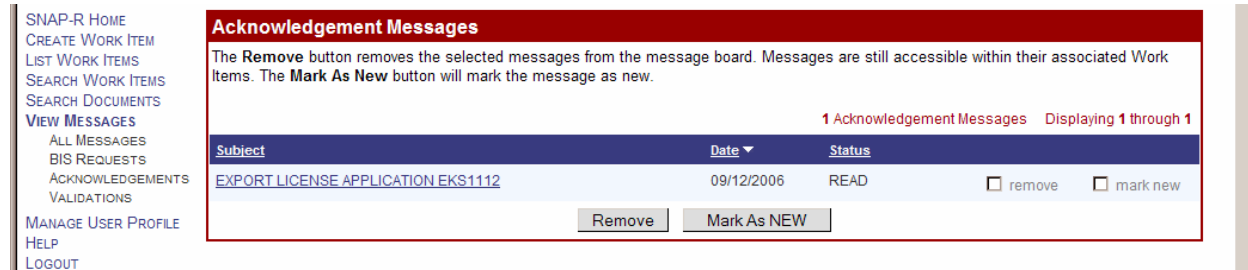
Figure 7-3: Acknowledgement Messages List Screen

Click on the Subject link for the message to read the message. An Acknowledgement message will be displayed in the Acknowledgement Details screen (Figure 7-4):
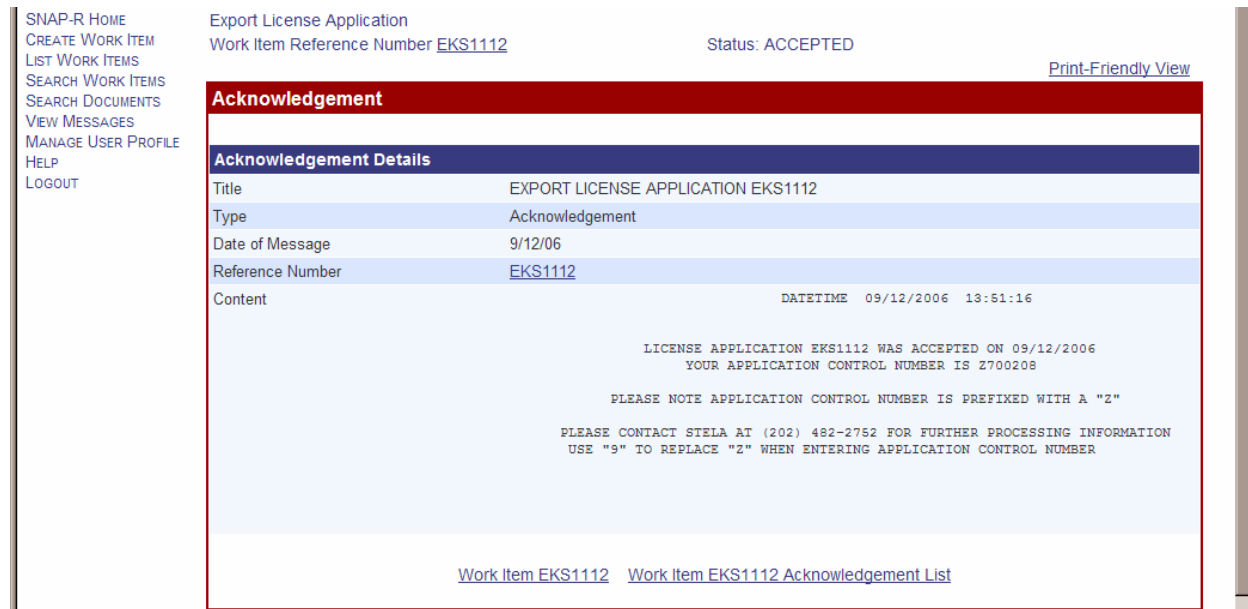
Figure 7-4: Acknowledgement Details Screen

7.2 View and Respond to a Request

BIS will send messages that request a response from you in regards to a Work Item.

Clicking on the BIS Requests link on the Navigation bar will cause the Request/Response Message List screen (0) to display.
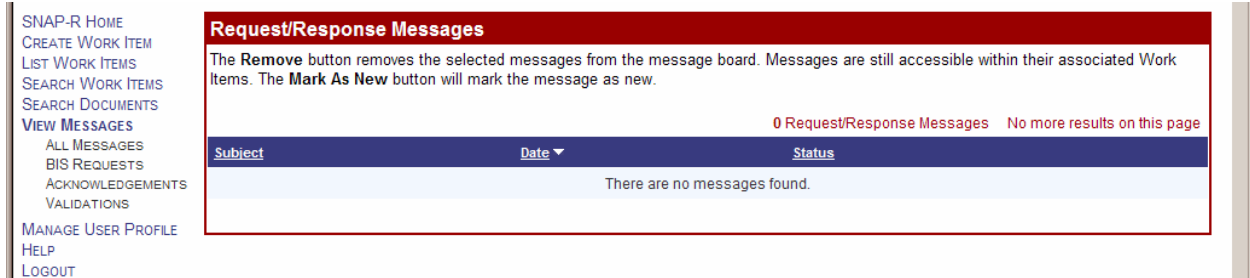
Figure 7-5: Request/Response Message List Screen

Click on the Subject link for the message to read the message. A request message will be displayed in the Request Details screen (Figure 7-6):
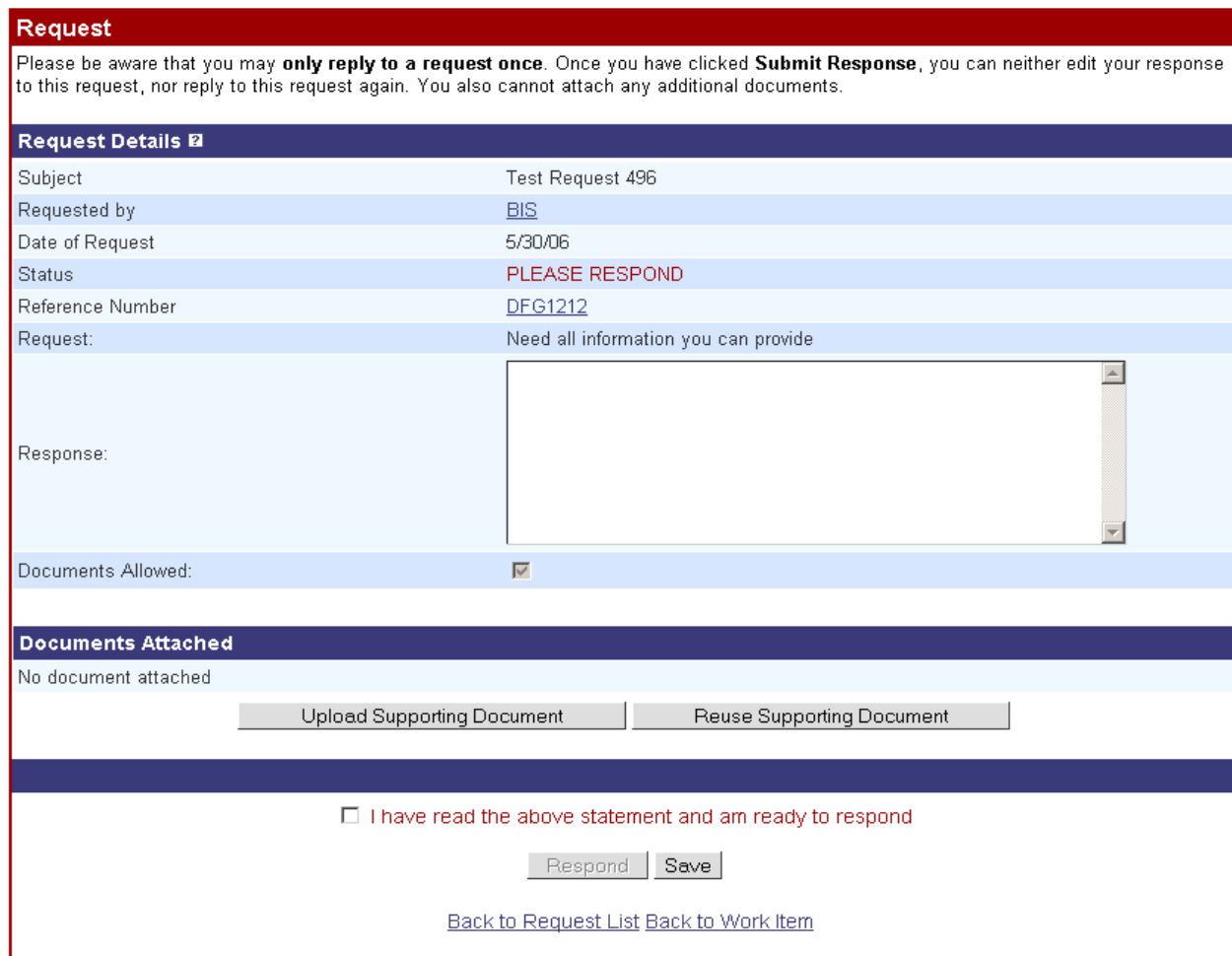
Figure 7-6: Request Screen

Click on the **Reference Number** link to be taken to the Work Item in question. Enter a text response in the indicated box. If BIS has allowed additional documents be attached to the response ("Documents Allowed" checkbox is checked), you can click on ***Upload Supporting Document*** to attach a document to this request (see Section 6.1 for details), or click on ***Reuse a Document*** to attach a document to this request that you already have on file in SNAP-R (see Section 6.4 for details).

You may click ***Save*** to save your response and return to it later. Once you are ready to respond, check the checkbox indicating that you understand that you may only respond one time, and click on ***Submit Response*** to submit the response to BIS.

*Note: All response submissions are **final** and cannot be edited once submitted. Please be sure all information is correct before submitting.*

7.3 View Validations

Clicking on the Validations link on the Navigation bar will cause the Validation Message List screen (Figure 7-7) to display:
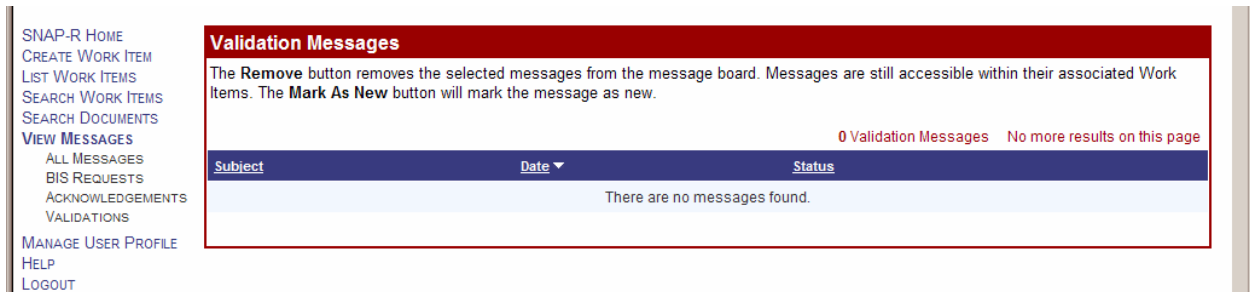
Figure 7-7: Validation Messages

Click on the Subject link for the message to read the message. A validation message will be displayed in the Validation Details screen (Figure 7-8):
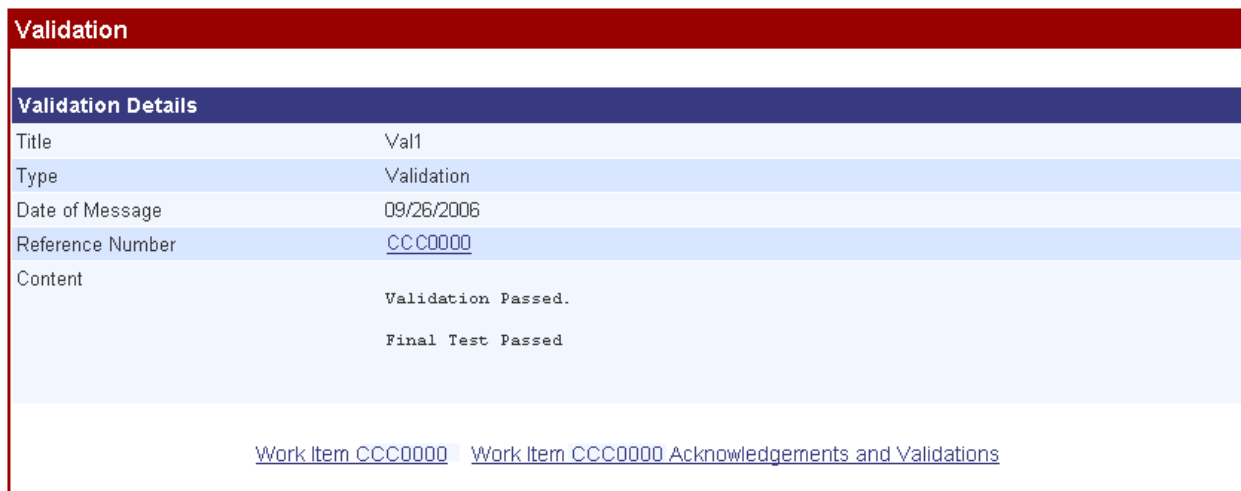
**Figure 7-8: Validation Details Screen**

7.4 View and Print Licenses

Licenses are a class of Validation. The may be viewed following the instructions above in Section 7.3. A License will be similar to the Validation Details screen in Figure 7-9 below:

Export License Application
Work Item Reference Number EKS1112   Status: ACCEPTED

Print-Friendly View

Validation

Validation Details

Title	COMMODITY CLASSIFICATION FOR CASE: G000001 (REF: SDF2313)
Type	Validation
Date of Message	11/13/01
Reference Number	SDF2313

```
                    COMMODITY CLASSIFICATION                UNITED STATES DEPARTMENT OF COMMERCE

                                                            BUREAU OF EXPORT ADMINISTRATION

                                                            WASHINGTON, D.C. 20230




                    CASE NUMBER: G000001




                    ASSOCIATED INDUSTRIES                        NOVEMBER 10, 2001

                    ATTN: TEST USER                          CCATS #: Z999999

                    101 MAIN ST

                    ANYTOWN, CA 90210



                    THE FOLLOWING INFORMATION IS IN RESPONSE TO YOUR INQUIRY OF OCTOBER 18, 2001
```

Figure 7-9: License Details Screen

Acceptance or rejection of a previously submitted application, classification or reporting form may be viewed from SNAP-R (if the original applications were submitted through SNAP-R). Final validations may include electronic facsimiles of an Export/Re-Export License, Commodity Classification, or Agriculture Exception Notice. Exporters may ship based on the terms and conditions of the electronic copy rather than waiting for the duplicate hard copy on BIS letterhead.

If you wish to print the License, click on the ***Print-Friendly View*** link in the upper right part of the screen. This will open a new window with a black and white copy of the License which can be printed from your browser.

A hardcopy backup notification will be mailed to the exporter.

8   MANAGING ACCESS RIGHTS, USER PROFILE & PASSWORD

Within an Exporter company, users may wish to share Work Items and supporting documents. You may do this by managing access rights to each Work Item. Each user initially will have the rights to manage others' rights only for the Work Items the user created. The user who created a Work Item is its Owner.

		EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1,V1.0, SNAP-R V1.0				
GETTING STARTED	MANAGE WORK ITEMS	MANAGE DOCUMENTS	MESSAGES & REQUESTS	MANAGE ACCESS RIGHTS, USER PROFILE & PASSWORD	HELP	LOGOUT

ENTRY CRITERIA

- Need to grant access rights to another person in the same company
- Need to change User profile (including Password)

EXIT CRITERIA

- Correct Access granted
- User profile and/or password changed

INPUTS
- Level of rights to grant
- User profile information
- New password

PRODUCTS
-

METHODS AND TOOLS

KEY ACTIVITIES

- Grant access to work items to others within the same company
- Update User Profile
- Change Password

8.1 Managing Access Rights to Work Items and Documents

You can manage the access rights to any Work Item you created (or have admin rights to, see below). This will allow you to change which users from your company have the ability to view, edit, submit, and have administrative rights to this particular Work Item.

First, go to the top of the View Work Item screen (Figure 8-1), Edit Work Item screen, or Submit Work Item screen.
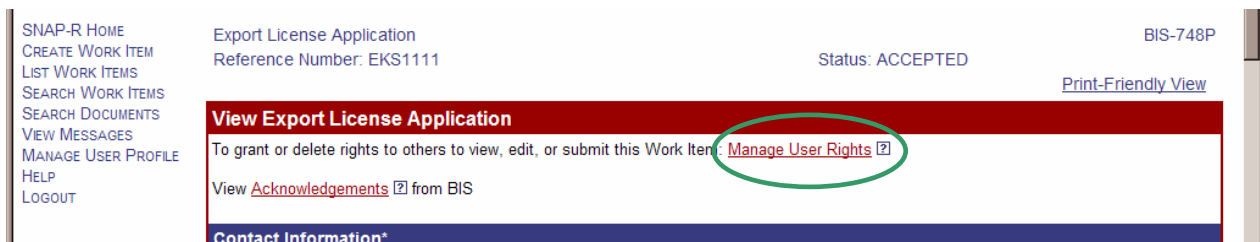
Figure 8-1: View Work Item Screen

Clicking on the ***Manage User Rights*** link will display the User Rights Management screen (Figure 8-2).

Figure 8-2: User Rights Management Screen

This screen is used to grant or revoke permissions for other users to view, modify, and submit the only particular Work Item being edited.

Upon creation, all Work Items have an Owner associated with them. The user who created the Work Item is the Owner of the Work Item.

By default the Owner has administrative rights over the Work Item; that is, they have the ability to allow other users within the same company to view, edit, submit, or further give rights to this Work Item. When a Work Item is first created, only the Owner will have any rights to that Work Item. All other members of the company who have a SNAP-R account have no rights to the Work Item at this time. The Owner may also never be removed from accessing the Work Item through rights management. *If a Work Item Owner leaves the company, it is important to make sure that someone else in the company has been granted administrative rights to their Work Items, as once their account is deactivated, no one will have rights if this is not done.*

The levels of rights to a work item are none, view, edit, submit, admin. At each level, the user granted rights has all the rights of the 'lower' levels. The user rights in SNAP-R are:

None

A user that has no rights is referred to as having None. This means they cannot view or

access the Work Item or any associated supporting documents or messages, even if they are within the same company.

View

A user that has been granted View rights is defined as having access to the Work Item and is only allowed to view the Work Item and associated and messages. The work item is visible to the user on the Work Item List page and can appear in Work Item search results. The user can also view the work item details. They cannot, however, edit the Work Item, edit metadata of supporting documents, respond to requests, nor can they submit or delete the Work Item. If they can View a Work Item, they will be able to view supporting documents *and* reuse them with another Work Item that they create.

Edit

A user that has been granted Edit rights may only view and edit the Work Item. They may also Edit the associated supporting documents' metadata, upload, attach, or delete supporting documents, as well as respond to requests. They cannot submit or delete the Work Item.

Submit

A user that has been granted Submit rights may perform all functions associated with the Work Item, including submitting and deleting the Work Item, with the exception that they cannot grant or remove rights to/from other users.

Admin

A user that has been granted administrative (Admin) rights may perform all functions associated with the Work Item, including submitting and deleting the Work Item. They can also grant or remove rights to other users within the same company. They are able to assign any of the 5 rights (None, View, Edit, Submit, Admin) to any user within their company, with the exception that they cannot change the rights of the Work Item Owner, nor can they change the Work Item Owner. *Since the Admin permission grants the ability for other users to modify permissions for this Work Item using this screen, it is recommended that you assign this permission with care.*

The person who assigns a right to another user is referred to as the Grantor (identified by the Grantor Login ID in Figure 8-2). The person who receives the right is referred to as the Grantee (identified by the Grantee Login ID and Grantee Name). The Grantor is often, but not necessarily, the Work Item creator. Only users with Admin rights to the specific Work Item can ever be Grantors for that Work Item.

When searching for documents and reusing, you have access not only to the documents you uploaded, but also documents that are associated with any Work Items you have at least View access to. You may attach any document that you can view (even if they are attached to a Work Item that you have only View access rights to) to a Work Item that you can Edit. However, you will not be able to edit the document's information unless you attach it to a Work Item that you have Edit rights to.

Note: Permission to edit a Work Item implies a permission to view it, and permission to submit a Work Item implies permission to edit it.

Note: The rights granted or revoked from any one Work Item affect only that Work Item (and its corresponding supporting documents). In order to have access to any Work Item or any supporting documents, you must either be the owner (creator) of that Work Item, or you must have been granted rights to that Work Item specifically.

Controls

To change rights for a user, select the radio button that represents the amount of authority you wish the user to have over the Work Item as defined above.

Save changes made to permissions by clicking on the ***Save Change*** button.

8.2 Update Your User Profile

Click on the Manage User Profile link on the Navigation Bar. The User Profile setup screen (Figure 8-3) will be displayed:

Figure 8-3: User Profile Screen

The User Profile is pre-populated with your company's CIN and the First and Last Name that were entered at BIS when your PIN was created. You cannot modify these data. If there is something incorrect, contact the BIS help desk ((202) 482-2227 or snapr@mail.bis.doc.gov) to request corrections.

You may have added data for all or some of the other fields 'Phone', 'Fax', and 'Email' when you first logged into SNAP-R. If details have changed or you wish to add additional information, click the *Edit Profile* button. The User Profile edit screen (Figure 8-4) will be displayed:

Figure 8-4: User Profile Edit Screen

Phone (999-999-9999)

Enter or change your work phone number in the format shown.

Fax (999-999-9999)

Enter or change your work fax number in the format shown.

Email

Enter or change your work email address. You may find that supplying a valid email address during this stage will be helpful to you later. SNAP-R will use this email address solely to communicate when new messages (acknowledgements, validations, or requests) are available to be viewed online through SNAP-R. *BIS will not use this email address for any other purpose.*

Click *Modify* to save your changes (or *Cancel* if you decide not to submit any of these data). Any changes you made to your SNAP-R User Profile are saved and the displayed in the User Profile screen (Figure 8-5):

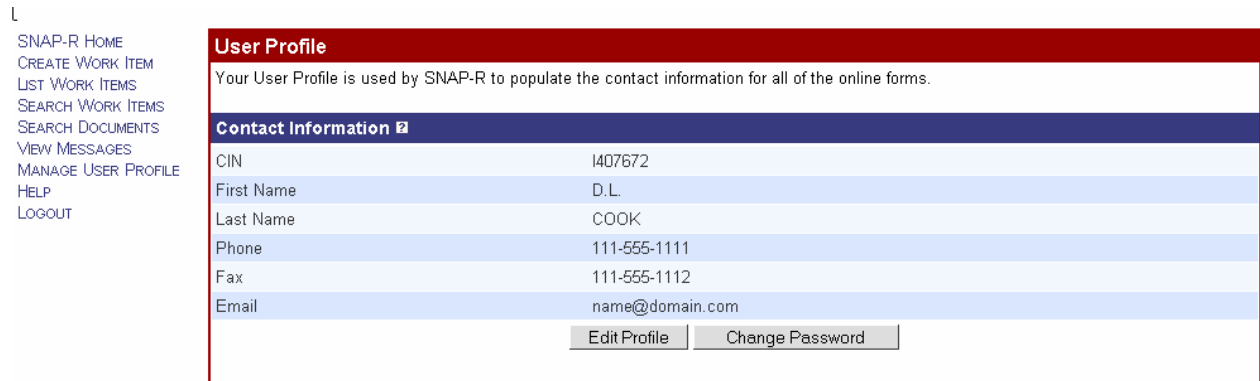**Figure 8-5: User Profile Screen**

8.3 Change Password

To change your password, click on the Manage User Profile link on the Navigation Bar. The User Profile setup screen (Figure 8-6) will be displayed:
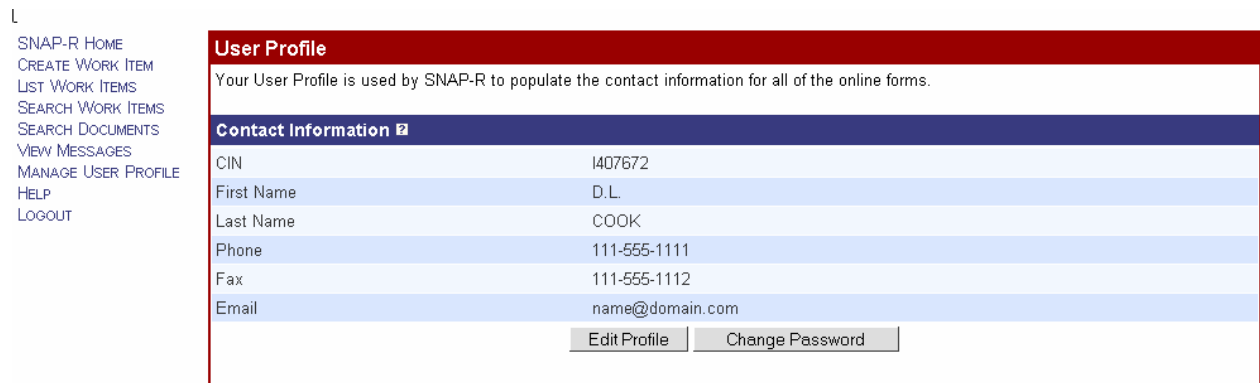
Figure 8-6: User Profile Screen

At the bottom of the screen, click on the ***Change Password*** button. A User Profile screen with a Change Password section (Figure 8-7) will be displayed:

User Profile

SNAP-R HOME
CREATE WORK ITEM
LIST WORK ITEMS
SEARCH WORK ITEMS
SEARCH DOCUMENTS
VIEW MESSAGES
MANAGE USER PROFILE
HELP
LOGOUT

Passwords:

- Must be 8 to 12 characters in length
- Contain at least one number and one alphabetic character
- May contain the special characters ! @ # $ % & *

Please choose a strong password, keep it secure, and change it regularly.

Change Password ❓

CIN (Applicant ID)	
Current Password	
New Password	
Confirm Password	

Save Cancel

Figure 8-7: User Profile with Password Edit Screen

Enter your company's CIN (Applicant ID), your current Password, and the new Password you have selected. Retype the new Password in the Confirm Password field. Click the ***Save*** button to change your password.

Passwords:

- Must be 8 to 12 characters in length
- Contain at least one number and one alphabetic character
- May contain the special characters ! @ # $ % & *

A strong password:

- has never been written down;
- is easy to remember;
- is known only by the person using the account;
- is at least 8 characters in length;
- is not the same password used for other accounts, such as your email account;
- is not composed of personal information that can be easily guessed, such as your date and place of birth, the names of family members, your own name, your company, etc.;
- contains at least one letter of each case (lower and upper), one number, and one non-alphanumeric symbol;
- is not composed of one or more unscrambled words from any language, slang, dialect, or jargon; and
- is easy to remember. Try to create passwords that can be easily remembered. One way to do this is create a password based on a song title, affirmation, or other phrase. For example, the phrase might be: "This May Be One Way To Remember" and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation. ***Note: Do not use either of the two above examples as passwords.***

9   HELP

General help documentation is available on-line from the Navigation Bar.

		EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1,V1.0, SNAP-R V1.0				
GETTING STARTED	**MANAGE WORK ITEMS**	**MANAGE DOCUMENTS**	**MESSAGES & REQUESTS**	**MANAGE ACCESS RIGHTS, USER PROFILE & PASSWORD**	**HELP**	**LOGOUT**

ENTRY CRITERIA

- Access to SNAP-R

➡

EXIT CRITERIA

- Assistance Provided
- Complete Application with necessary supporting documentation submitted to BIS

INPUTS
- Technical Issue or question
- Software Problem

PRODUCTS
- On-line Help
- User Manual

METHODS AND TOOLS
- On-line Help
- SNAP-R Help Desk
   o   Telephone
   o   E-mail

KEY ACTIVITIES

- Click on form fields
- Click on question marks
- Call SNAP-R Help Desk
- E-mail SNAP-R Help Desk
- Reset Password

9.1 Additional sources for Help

Field-level help is also available for most fields in SNAP-R. Anywhere you see a small box with a question mark ? in it next to a field label, you can place your mouse over the box (hover there without clicking), and a box will appear with an explanation of the field and its use. If you need additional information about the field, then click on the box ? and an additional window will appear with further help on the use of the field.

For additional information not covered in this manual or problems with SNAP-R, please contact the SNAP-R Help Desk at (202) 482-2227 or send an email to snapr@mail.bis.doc.gov.

9.2 Reset Password

If you have forgotten your password and need to have it reset, send an email to snapr@mail.bis.doc.gov or call the SNAP-R Help phone (202) 482-2227.

9.3 Time out

The system will automatically log your account off after *60 minutes* of inactivity. If that happens, the SNAP-R Login screen will appear. Log back into SNAP-R and continue your work.

9.4 Configuring Internet Explorer

If you have problems with Internet Explorer while using SNAP-R, you may want to try adjusting your Internet Explorer settings.

9.4.1   **To ensure Active Scripting is enabled:**

(1) From the Internet Explorer Menu, select *Tools*, then *Internet Options.* The Internet Options Window (Figure 9-1) will be displayed:
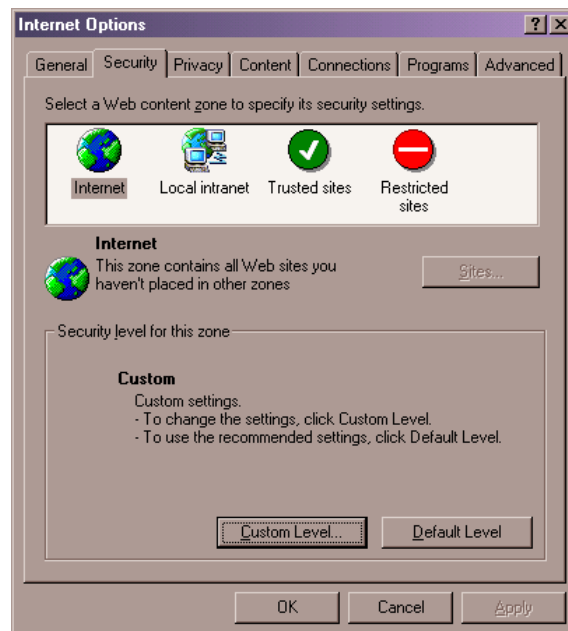
Figure 9-1: Internet Explorer - Internet Options Window

(2) Click the *Security* tab, make sure *Internet* is highlighted, then click *Custom Level…*.
The Security Settings Window (Figure 9-2) will be displayed.

Figure 9-2: Internet Explorer - Security Settings Window

(3) Scroll down to the Scripting header choose *Enable* under the Active Scripting subhead.

(4) Click *OK*.

9.4.2 **To ensure that session cookies are enabled:**

(1) From the Internet Explorer Menu, select *Tools*, then *Internet Options*. The Internet Options Window will be displayed.

(2) Click the *Privacy* tab. Depending on what version of Internet Explorer you are using, one of two windows will appear. If you are using Internet Explorer 6.0.28 or below, Figure 9-3 will appear. If you are using Internet Explorer 6.0.29 or higher, Figure 9-3 will appear.

Figure 9-3: Internet Explorer - Internet Options Privacy Tab Window, IE 6.0.28 or below
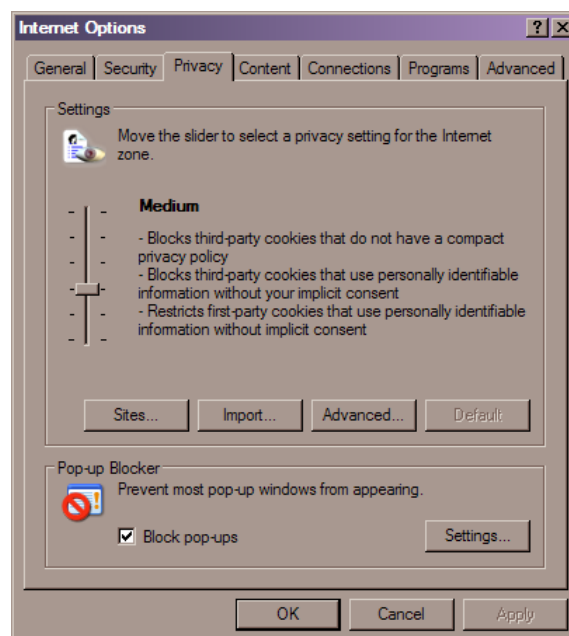
Figure 9-4: Internet Explorer - Internet Options Privacy Tab Window, IE 6.0.29 or above

(3) , select *Medium High*, click *Apply*, then *OK*.

or

(1) From the Internet Explorer Menu, select *Tools*, then *Internet Options*. The Internet Options Window will be displayed.

(2) Click the *Privacy* tab. If you are using Internet Explorer 6.0.28 or below, Figure 9-4 will appear; click *Edit…*. If you are using Internet Explorer 6.0.29 or higher, Figure 9-5 will appear; click *Sites…*. The Per Site Privacy Actions window (Figure 9-6) will be displayed:
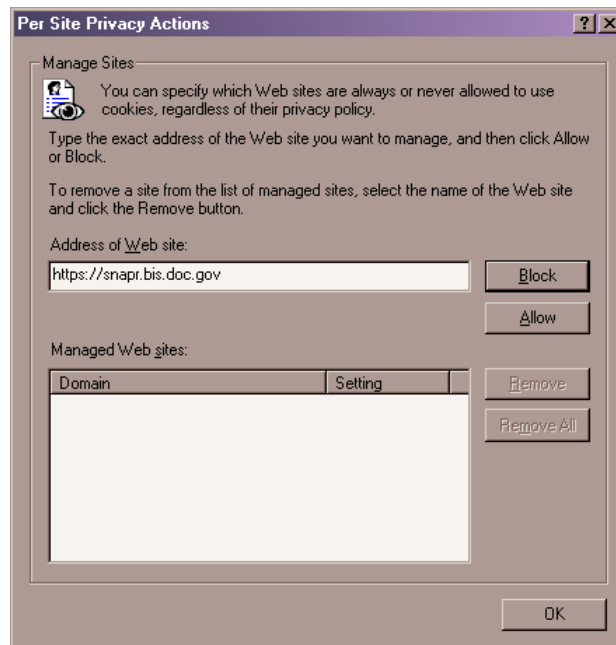
Figure 9-5: Internet Explorer - Per Site Privacy Actions Window

(3) In the box labeled "Address of Web site:" enter https://snapr.bis.doc.gov, then click *Allow*, then click *OK*.

9.4.3 **To ensure that file downloads (including PDF) are enabled:**

(1) From the Internet Explorer Menu, select *Tools*, then *Internet Options*. The Internet Options Window will be displayed.

(2) Click the *Security* tab, make sure *Internet* is highlighted, then click *Custom Level…*

(3) Scroll down to the Downloads header choose *Enable* under the File Download subheader. The Security Settings window (Figure 9-6) will be displayed.
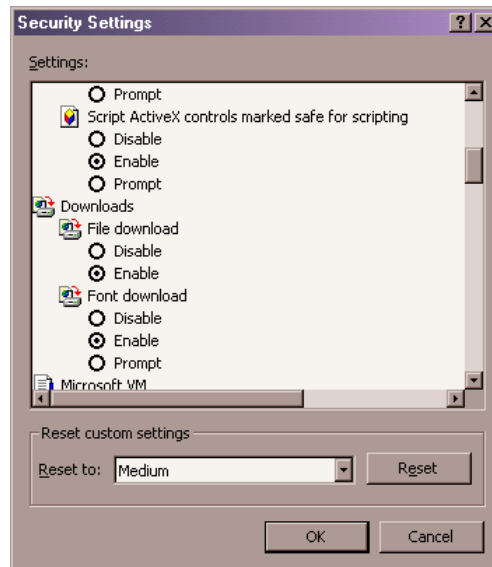
Figure 9-6: Internet Explorer - Security Settings Window

Note that the steps above will affect the behavior of all sites in the Internet security zone.

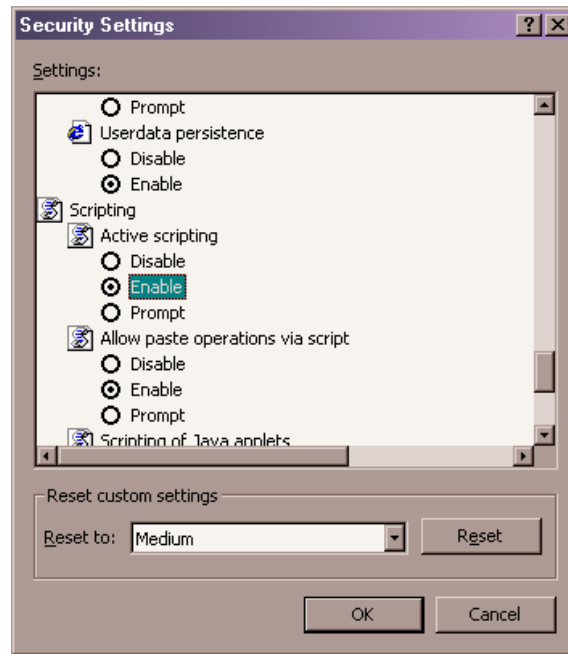**Alternatively, you may add https://snapr.bis.doc.gov as a trusted site. To do so:**

(1) From the Internet Explorer Menu, select **Tools**, then **Internet Options**. The Internet Options Window (Figure 9-7) will be displayed.
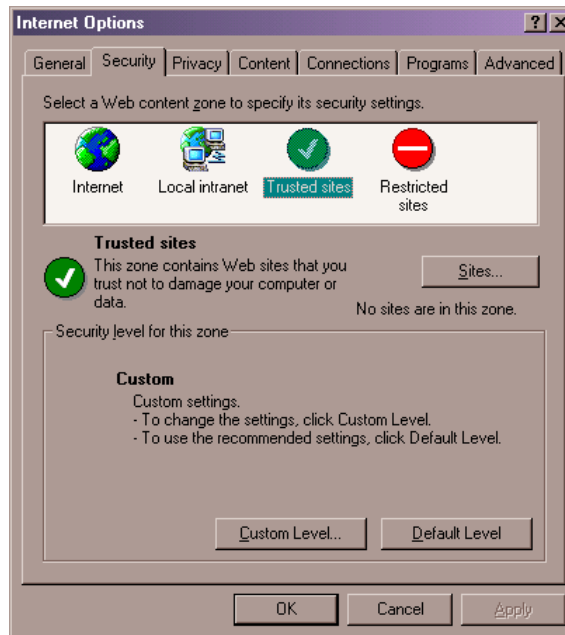
Figure 9-7: Internet Explorer - Internet Options Window, Security Tab

(2) Click the **Security** tab, click **Trusted Sites** then click the **Sites...** button. The Trusted Sites window (Figure 9-8) will be displayed.
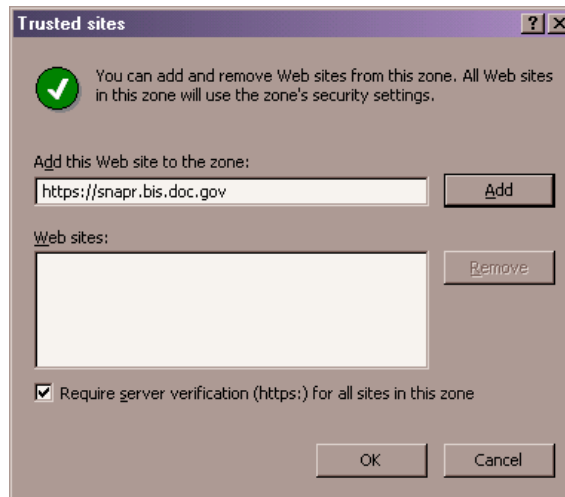
Figure 9-8: Internet Explorer - Trusted Sites Window

(4) In the box labeled "Add This Web Site to the zone:" enter https://snapr.bis.doc.gov then click **Add**, then click **OK**, then click **Add**, then click **OK**.

10 LOGOUT

All users should log out of the system once desired work is completed. If the browser window is closed instead of using the logout function, your SNAP-R session may not be closed until 60 minutes later. For security reasons, it is important to use the Logout function.

		EXPORT CONTROL AUTOMATED SUPPORT SYSTEM REDESIGN (ECASS-R) STAGE 1,V1.0, SNAP-R V1.0				
GETTING STARTED	**MANAGE WORK ITEMS**	**MANAGE DOCUMENTS**	**MESSAGES & REQUESTS**	**MANAGE ACCESS RIGHTS, USER PROFILE & PASSWORD**	**HELP**	**LOGOUT**

ENTRY CRITERIA

- Successful Access to the SNAP-R system

EXIT CRITERIA

- User is Logged Out of SNAP-R

INPUTS

- User ID
- Password
- Success Log In

KEY ACTIVITIES

- Click the hyperlink (LOGOUT) on the left-hand side of the screen.

PRODUCTS

- User Manual

METHODS AND TOOLS

- Automatic Log Out

Once you have completed working in the system you can logout by clicking the menu item Logout listed down the left-hand side of the screen. After clicking the hyperlink, Logout, you will be taken back to the Login Screen shown below (Figure 10-1). At this point you can close the browser window or log back into the system.

Note: The system will automatically log you out of SNAP-R after 60 minutes of inactivity.

Figure 10-1: Login Screen

11 GLOSSARY OF TERMS

The following terms are used throughout the SNAP-R System and within this User Manual.

ACN (Applicant Control Number): The 7-character identifier automatically assigned to each work item by ECASS upon Work Item submission, consisting of 'Z' followed by 6 digits [7 characters].

Address Line 1 (required): The company's street address. PO Box addresses are not acceptable [up to 35 characters].

Address Line 2: The second line of the company's street address, if needed. PO Box addresses are not acceptable [up to 35 characters].

APP (Adjusted Peak Performance): Computed performance value for digital computer equipment. If this application involves a digital computer or equipment containing a digital computer as described in Supplement No. 2 to Part 748 of the EAR, this information must be supplied. Instructions on calculating the Adjusted Peak Performance (APP) are contained in a technical note at the end of Category 4 in the Commerce Control List (CCL) [11 characters - 999999999.9 formats].

Applicant: The name of the exporter or Applicant Company's complete name.

Applicant ID (CIN; required): The company's Applicant ID, a 7-character identifier assigned to each Exporter (elsewhere in this document, this is referred to as the *CIN or Company Identification Number*), consisting of one letter followed by 6. Not editable by Exporters for first-party submissions [7 characters].

CCATS (Commerce Classification and Tracking System) Number: Required if the Exporter received a classification for this item from BIS in response to a Commodity Classification Request [7 characters].

CIN (Company Identification Number): The 7-character identifier assigned to each Exporter Company (this is referred to as the Applicant ID in legacy SNAP and ECASS), consisting of one letter followed by 6 digits [7 characters].

City (required): The company's city [up to 35 characters].

Contact Person (First, Last) (required): The first and last names of the person who can answer questions concerning the application. The default values for these fields are taken from the User Profile of the person who created the Work Item. These fields may be edited if there is a more appropriate person [up to 40 characters].

Country (required): The country selected from a list. For applicants, must be US [predefined list].

Created After/Created Before: These two fields will restrict the search results set to those Requests whose Creation Date falls after and/or before the specified dates. The Creation Date indicates when the BIS License Officer submitted the Request [mm/dd/yyyy format].

Creation Date: This field contains the date the Work Item was created [mm/dd/yyyy format].

Document Title: The title of the supporting document as entered by the Exporter [255 characters].

Document Type: The type of supporting document. Can be one of: BXA-711, Import/End User Certificate, Technical Specification, Nuclear Certification, Letter of Explanation, Foreign Availability, Letter of Assurance, or Other [Predefined List].

ECCN (Export Commodity Classification Number): The 5-character identifier assigned to an export item to be exported. The Exporter User should refer to part 774 Supplement No.1 (the Commerce Control List) in the EAR for a listing of ECCNs [predefined list].

EIN: The company's Employer Identification Number (EIN).

Email: The business email address of the Contact Person for this application. The default value for this field is taken from the User Profile of the person who created the Work Item. It may be edited if the contact person has been changed or no email address was entered in the User Profile of the person who created the Work Item [up to 50 characters].

Exporter User Login ID: The SNAP-R Login ID for the Exporter User who responded to the request, if applicable [between 4 and 255 characters].

Exporter User's Name: The name of the Exporter User who responded to the request, if applicable.

Fax Number (999-999-9999): The business facsimile phone (fax) number of the Contact Person for this application. The default value for this field is taken from the User Profile of the person who created the Work Item. It may be edited if the contact person has been changed or no fax number was entered in the User Profile of the person who created the Work Item.

Manufacturer: Name of the manufacturer, if known [25 characters].

Product Name / Model Number: Product name or Model Number [15 characters].

Quantity: Quantity to be exported. If the "unit" for an item is "$ value," the quantity should be in units commonly used in trade. 0 (zero) is not allowed [9 characters].

Reference Number (AAA9999) (required): The Reference Number that was assigned to this Work Item when it was created by the Work Item Owner.

Request Status: One of: PENDING (request not yet responded to), RESPONDED (responded to by an Exporter), or CLOSED (request has been closed by a BIS License Officer).

Request Title: Title of request.

State/Province (required only for US addresses): The two letter State code for US addresses, otherwise the state or province named typed in by the applicant [State – Predefined List].

Submitted After/Submitted Before: These two fields will restrict the search results set to those Work Items who's Submission Date falls after and/or before the specified dates. The Work Item Submission Date indicates when the Exporter signed and submitted the Work Item (which changed its status from DRAFT to SUBMITTED). The date range that can be specified can be

left open-ended by leaving one of the fields blank. The date range is inclusive of the dates entered, so to search for Work Items that were submitted on a particular date, enter that date in both fields [mm/dd/yyyy format].

Submission Date: Indicates when the exporter signed and submitted the Work Item (which changed it status from DRAFT to SUBMITTED) [mm/dd/yyyy format].

Technical Description: Description of the item to be exported. When necessary to identify the specific item, details provided should include all characteristics or parameters using the identified measurements in the applicable ECCN (e.g., basic ingredients, composition, electrical parameters, size, gauge, grade, horsepower, etc.). These characteristics must be identified for the items in the proposed transaction when they are different from the characteristics described in promotional brochure(s) [250 characters].

Telephone Number (999-999-9999) (required): The business voice phone number of the Contact Person for this application. The default value for this field is taken from the User Profile of the person who created the Work Item. It may be edited if the contact person has been changed or no phone number was entered in the User Profile of the person who created the Work Item [999-999-9999].

Total Price: Total price of the item(s) described in U.S. dollars [12 characters].

Type of Application: The type of the Work Item being edited. This value cannot be modified.

Units: Unit of measurement such as "each", "pounds", "tons", etc. The "Unit" paragraph within each ECCN will list a specific "Unit" for those items controlled by the entry. The "Unit" must be entered on all license applications submitted to BIS. If an item is licensed in terms of "$ value", the unit of quantity commonly used in trade must also be shown on the license application. This may be left blank only if the "Units" for the ECCN entered for this export item is shown as "N/A" on the CCL [15 characters].

Unit Price: Fair market value of the item to be exported in U.S. dollars. SNAP-R automatically rounds all prices to the nearest whole dollar. If normal trade practices make it impractical to establish a firm contract price, the precise factors upon which the price is to be ascertained and from which the contract price may be objectively determined should be stated in the Additional Information Sub-form. If the Unit Price is less than $0.50, the amount should be stated in the Additional Information Sub-form.

Work Item: An electronic submission of the BIS-748P form that has been completed by an Exporter User. The BIS-748P form is a multi-purpose form that can be submitted as an application for export license applications; re-export license applications; commodity classification requests; and AGR License Exception notices

Work Item Type: The type of Work Item to search for. This is a dropdown list that contains the following choices: All (Default), Export License Application, Re-Export License Application, Commodity Classification Request, and AGR License Exception Notice [predefined list].

Zip Code: The applicant company's zip code or postal code [up to 18 characters].