30 April 2009 - Notice to Industry

On April 16th, we launched the new DTrade2 application and database to provide our Directorate and Industry a more streamlined, efficient process and work flow. An issue with the External Server portion of the code prevented a number of applicants from logging on at any one time. Some delays were experienced but the issues have been identified.

Through the course of the past week we have tuned and optimized the suite of COTS supporting the external DTrade portal. During the past two business days we have been monitoring system performance and feel confident the external product is now equipped to receive all industry submissions. At this time we are asking that all submissions be made to the DTrade 2 product utilizing the appropriate DTrade 2 forms.

If you experience any issues while accessing the DTrade 2 system please contact the DDTC Helpdesk.

Reminders:

To ensure optimal performance and a better end-user experience we recommend the following

1. **Open the browser only when needed,** perform a given task, and close the browser. Do not close your browser after initiating a submit operation; leave the browser open until you receive confirmation.
   - If you do not receive confirmation once you submit, please contact The DDTC Helpdesk to verify the system has received your case. Do not resubmit unless we verify the system did not receive your case.

2. **File Size:** Do not submit single applications larger than 35 MB. If the applicant must submit an application in which the file size would exceed 35 MB, submit the <35MB application with a scanned document as an attachment stating that additional supporting documentation will be submitted via the Additional Documentation interface following the initial submission of the application.

3. **Optimize your Submissions:** To facilitate the best submission size, please utilize the following for optimizing attachments.
   - Save and submit attachments in PDF format. PDF is ideal for document exchange. Not only is it a compact format, but it also stores information about its own appearance (layout, fonts, content, color, etc.) within the document itself.
   - Compress image files and reduce the number of colors. Increase compression gradually (in increments of, say, 10%), until you achieve an optimal balance of

compression and image quality. Unless critical to the understanding of the document, consider sending black and white versus full color documents.

- Screen Optimize PDF documents. Optimizing PDF files for the Web can significantly shrink their size and boost display speed, saving bandwidth and can be distributed more efficiently.

4. **Use the drag and drop method vs. the Click Submit/Submit method.**

- Open the browser

- Locate the file to be submitted in your directory listing

- Highlight the file, holding the left mouse button down, drag and drop the file onto the open browser window.

- Click "submit" twice as you normally would.

DT2 Status information will be posted throughout the day.

- If during status checks you notice duplicate case numbers for the same submission, be advised DDTC will RWA the duplicates and adjudicate the first occurrence of the case. You do not need to identify the duplicates to us unless they remain in the system for greater than two business days.
- Because of the number of duplicate license submissions we have received, we have implemented an additional validation that will reject any case using the same transaction identification number. Please ensure each Transaction ID is unique.

DTrade 1 (Ellie/Robb) will continue to be available for the short term, however, we request you attempt using DTrade 2 prior to resorting to a DTrade 1 (Ellie/Robb) submission.   As identified above, please verify with The DDTC helpdesk that your DTrade 2 submission was unsuccessful prior to submission to DTrade 1 (Ellie/Robb). If you experience difficulties with a particularly sensitive case (e.g., OIF/OEF) please contact the DDTC Response Team.

Thank you very much for your patience and tolerance as we work through these issues and conducted what amounted to a "Live Test" of DTrade 2. We ask that you continue to monitor the DDTC website for future status updates and notices.