



MARY (STATUS RETRIEVAL SYSTEM): Frequently Asked Questions (FAQs)

Technical

What are the minimum requirements for using the MARY system?

The minimum requirements to use MARY are:

- Screen resolution of 1024x768 pixels
- Internet Explorer 6.0 Service Pack 2, Internet Explorer 7, and Internet Explorer 8. (Mac OS 9 and Safari, Firefox, Opera are not supported)
- JavaScript and ActiveX controls enabled

Privacy Policy

What do you do with the information I enter into MARY?

DDTC uses that information to track and process your submission. Your information will only be shared with another government agency if your inquiry relates to that particular agency, or as otherwise required by law. Moreover, we do not create individual profiles with the information you provide or give it to any private organizations. We do not collect information for commercial marketing.

Using MARY

Do I need to register to use MARY?

No. MARY is open to all of Industry and does not require user registration or a certificate for identification.

I have validation errors, how should I fix them?

It depends on the reasons for the failure. The validation check could have been related to mandatory fields being left blank or ill formatted data. In both cases, submission is not possible until the errors have been corrected. Required fields are marked with a red Asterisk (*).

Must I fill out all the mandatory fields within the Application form?

Yes. In order to submit your application, you are required to fill-out the mandatory fields as well as any other applicable fields. Required fields are marked with a red Asterisk (*).

How often is the data refreshed?

MARY is refreshed once daily Monday through Friday at 10:00 a.m. EST for cases currently in-work and cases that have been finalized within the last 14 days. After a case has been closed for 14 days, the case will no longer appear in MARY.

Some of the statuses are new or different from DTrade, how do I understand them?

Statuses are cross translated as follows:

MARY Status	DTrade Status
Open	Unassigned Assigned
In Review	Interim Decision not Signed/Finalized Staffed Staffing Complete
Closed	Signed/Finalized Rejected

I don't see the final decision for my case?

The final decision cases are displayed once the case status becomes 'Closed'.

Using MARY for DS4076 (Commodity Jurisdiction) Status Specific Cases

How often is the data refreshed?

MARY is refreshed once daily. Monday through Friday at 4:00 p.m. EST for cases currently in-work and cases that have been finalized within last 6 months by the Final Action Date. 6 months after the Final Action Date, the case will no longer appear in MARY.

What do the CJ statuses mean in MARY?

Statuses are cross translated as follows:

CJ Status	Translated MARY CJ Status
Open	Open
Closed	Closed
Escalated	Escalated
Requested More Info	Requested more information from applicant