

**DDTC: Defense Export Control and Compliance System (DECCS) Release – Corporate Administrators WEBINAR**  
**February 13, 2020**  
**2:00 pm (EST)**

Coordinator: Welcome and thank you for standing by. At this time all participants will be in listen-only until the question and answer session of today's conference, at which time you may press star 1 to ask a question.

Today's conference is being recorded. If you have any objections, please disconnect at this time. I would now like to turn the meeting over to your host, Miss Wendy Peebles. You may begin.

Wendy Peebles: Thank you, operator. Good afternoon. My name is Wendy Peebles, lead outreach coordinator, Census Bureau Economic Management Division.

With me today is Karen Wrege with the State Department, Directorate Defense Trade Control's Chief Information Officer, who will be discussing what is a corporate administrator and the role of corporate administrators along with a few demonstrations.

The census team is happy to collaborate with the State Department to provide you this webinar. I would like to thank everyone for joining today's webinar. We have an informative webinar plan and would like to go over a few items before we start.

The webinar is being recorded as the operator mentioned and for confidentiality reasons, we ask that during the question and answer period that will occur at the end of today's webinar that you only provide your first name and do not disclose your company's name or any other sensitive information.

So feel free to submit your questions via the chat. And again, at the end of the webinar, we will respond to your questions over the phone and via the chat feature.

The presenters will address as many questions as possible during the time allotted during the webinar. The contact information will be provided for further follow-up.

A few days following the webinar, the transcript, recording, and presentation will be posted to the Census Web site. So now we are ready to begin the subject matter of today. Karen?

Karen Wrege: Thank you so much, Wendy, and thank you all for joining this webinar. Hopefully you've all been able to get on the audio and we're going to advance the slide.

So, my name is Karen Wrege as Wendy mentioned. And I'm going to be talking about corporate administrators in the DECCS system which is going to launch on Tuesday.

So this is just an introduction slide. This is what we do. If you're not in the business of defense trade, you know, maybe you're in the wrong webinar so you can, you know, hang up and disconnect from the WebEx.

But if you are in defense trade or have anything to do with this and are interested in the subject matter, I'm going to go ahead and advance the slide so that we can get started.

So today what we're going to talk about within the DECCS system is what the role of the corporate administrator is, how to designate a corporate administrator for your company.

I'm going to show you a demonstration, a slide presentation that has a demo of the management of users in a company and inviting users to access the company, which is going to be really, really important for you to understand so that you don't have any problems next week getting into the system and starting to use it.

And then we're going to do a licensing groups demo. And the licensing groups are intended for companies to be able to, if they wish, segregate out different licenses, put them into different groups and have different individuals accessing those groups.

And then finally we're going to talk about self-service. If you're having any concerns or questions about the DECCS system and the roll out, I'm going to show you the screens that you'll go through if you want to go, and, you know, enter a ticket because you have a question or a problem on the DECCS system.

And then we'll open it up for Q&A. I think we'll start out. I'll answer a few of the questions that come in on the chat and then we'll open it up for live questions.

So the first topic is, you know, just sort of definitional of the corporate administrators in DECCS. So a corporate administrator is similar but a little bit different to the Super User that is in DTrade.

So it's going to have some expanded capabilities. But if you were a Super User in DTrade, you're going to be automatically migrated over to the DECCS system as a corporate administrator.

So the term Super User will no longer exist in DECCS. You know, you can use the term as it relates to your role in DTrade but we're not going to use it anymore. We're going to replace Super User with Corporate Administrator.

So the corporate administrator is going to be able to invite users to their company whether they're within the company or a third-party, assign registration and licensing roles, create those licensing groups that I talked to you about a little bit earlier and place members of their company into licensing groups.

So anyway, I did want to mention that existing DTrade super users with the active email accounts are going to be automatically enrolled. And, you know, there are some super users that have inactive email accounts that we've noticed. And so, you know, we are not migrating over any, like, emails where they're not actually emails because we get bounce backs.

All right so now we're going to talk about designating a corporate administrator. So there's three ways to designate a corporate administrator. If your company does not currently have a corporate administrator, you send a letter to DDTC.

Now the letter, I'll get into more detail about what that needs to include, but the letter is intended to be used just as it is in DTrade. We want to make sure, that, you know, that the person that's requesting it has the authority to request the corporate administrator.

And this is primarily for security purposes. We don't want to just willy-nilly give people this corporate administrator role to a company.

So if your company - so this is where you need to send on company letterhead the request to get a corporate administrator if you don't already have one. So you're going to e-mail it to [dtradehelpdesk@state.gov](mailto:dtradehelpdesk@state.gov).

You're going to include all the information that's on the screen, the date, the company name, the mailing address, the registration code, the brief description of the request, which would be in this case so and so needs to be designated as a corporate administrator, the title and contact information of the corporate administrator and finally the signature of the senior official or empowered official along with their name, title, company address and contact information.

So once we receive that request it takes about one to two days to process it. After the request has been received and processed by the help desk then you're going to receive an email from Okta, which is our authentication software for users.

So then the second way of getting a corporate administrator is through the DS-2032 statement of registration application. So if you're brand new to this in that registration statement on Block 11, you're actually going to designate the corporate administrator and then they will automatically be put as the corporate administrator and will get that same e-mail.

So this is Block 11. You kind of go down to the bottom of Block 11. And you'll see that this is where you can designate the corporate administrator. So you just put their first name, last name, position, telephone, email.

And the email is really, really important when designating a corporate administrator that it is the email that this person uses because that's - you know, the Okta email will go to that individual.

And, you know, you're going to be with the help desk if you, you know, put some fake email address. So we're not going to spam you. This is how you're going to actually get into the system.

So once you're actually in the system and you are a corporate administrator, this is, you know, a screenshot of the industry portal. So under applications if you're a current user of DECCS, you would now see advisory opinions and commodity jurisdiction as an option.

But when we roll out with DECCS next Tuesday as a corporate administrator, you're going to have a lot of other options. You're going to be able to do user management, licensing. You might have licensing empowered official role. In this case this corporate administrator does. And you'll also have access to registration.

So go ahead and - yea. So here we are in user management. And what you see here is, what you're going to see here is all your registration information, you know, what your codes are. In this case there is just one code. It's a manufacturer/exporter. It was approved.

You're going to see your expiration date. You're going to see if there's any pending user requests or company users. So let's just scroll down. Yes, there we go. And this is where - and I highly recommend this, this is where you can identify additional corporate administrators if you're the only one.

And you want to have more than one corporate administrator because if that person, if the original corporate administrator leaves the company, you don't want to be left not with a corporate administrator because you're going to have to go through that whole process of writing us a letter on corporate letterhead that I described earlier.

Okay. So now we're going to talk a little bit about user management. So this is a corporate administrator going into user management from the industry portal. And this is where the corporate administrator is going to take their users and identify what role they're going to have.

So you can see that there's a little outline around the licensing box. And here you can identify whether you want to put DECCS Test User 1 as a drafter, an empowered official or someone that just has access to track status, which was something that is also in DTrade so you might be familiar with that.

So that's where you would actually go in and identify. You can also - on actions you can also delete a user from here. Like I said earlier, you can designate a user as the corporate administrator all from this view.

Okay. So this is where Sandy Tester is a corporate administrator. We know she's a corporate administrator because she's got a star next to her name and the designation of corporate administrator.

So if you're wondering, you know, you're not actually going to be able to see corporate - you're not going to be able to see user management if you're not a corporate administrator. But this is actually if you have multiple roles, you might have a corporate administrator and you might be an empowered official. And this is the corporate administrator role.

So now you can add users right from here. And you add a new company user by putting in their email address. And you're going to want to have that email address be correct. And then you can customize the comments and that's what will actually go into the email. Then you can click invite.

Okay. So now I wanted to identify this. There's an error validating the form. The user was not found. And the reason for this is that the person that you're inviting -- and this is a really important point -- so the person you're inviting has to have already enrolled in DECCS.

So they're going to - in order for the corporate administrator to add a user the user has to be already in DECCS. In this case Kelly has to go through the DECCS enrollment and then she's going to get this email from Okta, which was the same email that everybody gets when they enroll.

And at the very bottom of it you'll see it's got the logo. It says it's from U.S. Department of State. You're going to activate your account.

Okay. So now let's start over again. So Sandy Tester is going to go ahead and invite Kelly Sampleton.

Okay. So you have a pending invite to join a company. Now this is what, um, this is what Sandy, Sandy, um, (inaudible) is going to see. And so now she's going to see this in an email and she's going to accept the company invitation. And go ahead and click accept.

And now she's going to get a message back saying you have successfully been granted access to the selected company in order to access company

information or submit new company records. You'll have to - you'll now be logged out of DECCS and then you'll have to log back in.

Okay. So the final thing I want to talk about - and I know you have a lot of questions. You can run through this again. I know it was very quick. But I do want - I just really wanted corporate administrators to get a feel for what they're going to be able to do in user management, adding users, adding additional corporate administrators, identifying roles for their users.

And you want to be very careful with how you set this up. So one thing that I would suggest, and I'm going to talk about this just briefly and then I can talk about it a little more when we talk about license access groups, I would really recommend that depending on the size and scope of your company and how complicated it is, that you actually think through how you want to work this and make sure it might work exactly the way you're doing it now.

But there's so much that's different in terms of more people are going to be able to have access to the system and be able to do different things. So it's going to be important that, you know, you take it step by step.

And if you have, you know, if you have company employees or third-parties, you're going to want to let them know, please do the first thing which is to enroll in DECCS.

And then once we figure out what role you're going to have in everything, we set you up with user management right away. And then you'll get invited and you'll be able to take on that role.

So to just avoid having situations where people haven't enrolled and it seems really complicated and all the rest of it, the first step would be anybody that's

going to be part of the DECCS community, you should encourage them to first enroll in DECCs.

And there's a really nice video on the DECCS home page that goes through exactly how to enroll in DECCS if you're not a corporate administrator.

So let's go ahead and talk now about these licensing access groups. You'll notice that this is in the licensing application. So the user (inaudible) was a separate application from the licensing application. And again, you get to licensing from that dropdown on the service portal.

So in this instance I'm a corporate administrator. And the only the only person that can actually access groups to do this function is a corporate administrator. So we're going to click on the access groups.

And here we have a default access group. That's the first one. It's highlighted. You'll notice there are 76 licenses in the default access group of this test account.

You'll also notice that we have another access group that was created, the chocolate group. There's three users in that group and there's 73 licenses. And so you'll notice on the far right that you cannot delete the default group.

So what happens is that when licenses get input into the system, they automatically go to the default group. And so only people that are in the default group have access to that license at that point.

So let's just go ahead and click on the default group. Now here's where in the default group you could add users. Okay. So go ahead and click on add users.

Okay. So now warning, this is the default group because all items are automatically included in the default group, users added to this group will have access to everything, to all items.

So it's just warning you that because you might not want to have, you know, everybody in the default group. But on the other hand, you might actually want that if you are a smaller company and you don't have any concerns about everybody seeing everything then by all means add your users to the default group. But this warning is meant to just let you know that they're going to have access to everything.

Okay. So now if we go to the second group, the chocolate group, just click on that. Okay. Now we'll see - we noticed that there were three users on that and we can also click on view items to actually see the licenses that are in that.

So you can see there's eight pages. There's ten on a page. You can delete licenses if you've made a mistake. You can review those. You can, you know, work through next, next, next to see all of them.

But you can also add items right from this view. So let's go ahead and click on that. Yes, so you can add items. And you can search for items using these different filters in order to add them to this group because some folks have lots and lots of licenses and they'll want to do that.

So you can sort of see that this whole process really involves a lot of planning. And I would again encourage everyone to plan how you're going to work with DECCS because we give you a tremendous amount of flexibility in terms of these license groups and that sort of thing. But it does need to be well-thought out because if a user is not in the group with the license, they are not going to get access to the license.

And it will ultimately turn into a helpdesk call. And the helpdesk person is going to say to them they do not have access. You need to contact your corporate administrator to get access to this either through the group or through the role. And those are the two things that we kind of went through today.

All right. So now I want to talk a little bit about self-service. This is the industry portal and it's changed a little bit from what we had before. But on that right-hand corner about midway through the screen you'll see need help, create a support case.

So we're going to click on that. And this is a screen where you're actually going to submit your Service Now ticket to our help desk or the response team if it's a question that you have that isn't related to the DECCS.

So what can we help you with today. So let's just click on that. So sign up and sign in is what we're looking for. Corporate administrator access, so of course this is what we've been talking about. If I haven't done a good job of explaining things this is probably where you'll be on Tuesday or sometime after that.

You would write in a short description of what is actually happening when you're trying to sign up and sign in as a corporate administrator. And then you'll notice that a knowledge article has come underneath, who is my corporate administrator and who manages my licensing groups? We're unable to tell you the identity of that and that's an important point here.

For security reasons, if you're a third-party, you should know who the corporate administrator is of your client. So what we're not going to be able to

do is tell a user who the corporate administrator is. So you'd have to call the company and find out who actually has that role.

All right so in order to create a support case, we're going to scroll down here - oh, so this is the screen of where you actually see the case detail so you can actually see where we are in the process of handling your support case.

So this is a big difference from the help desk that you're experiencing right now, which by the way we have had unusually high call volumes. And so a lot of you have spent many, many moments on hold or maybe have even abandoned the calls.

And, you know, we have really staffed up and put some of this, you know, extra stuff on the Web so that you don't have to wait on hold because we know how important your time is.

All right. Yes, this is 20 minutes in and we've got plenty of time for some questions and answers. So do you want to start me off with some questions from the chat?

Woman 1: Sure. We had a couple of questions about the amount of corporate administrators you can have in the system. Is there a limit? Should you just have one or multiple?

Karen Wrege: Yes. Well that's going to be up to you. And depending on, you know, the nature of your company, there is no limit on the number of corporate administrators you can have. But I certainly wouldn't have everyone in the company be a corporate administrator.

It is a very - it has a lot of power in terms of being able to see everything and assign users and delete users and all of that sort of thing. So you certainly should have - if you can, you certainly should have more than one corporate administrator but you shouldn't have too many.

I've heard companies that have maybe up to five corporate administrators that are the largest companies in the space. So that should give you a good idea of, you know, kind of a sweet spot.

Woman 1: Great. Can you be a corporate administrator for multiple companies, one person, the (inaudible)?

Karen Wrege: No. You cannot be a corporate administrator for multiple companies because you have to be an employee of the company.

Woman 1: All right. So within the system, you showed the user management section with the dropdown for licensing and registration. Can a user have multiple roles for an application or would you just have to select this person as your empowered official, this person as your drafter?

Karen Wrege: Yes. So, I mean, they would have single roles because, you know, they're sort of nested roles. In other words, the drafter can only draft, can't sign. The empowered official can, you know, do more. You know, can draft if they want to or edit and also would sign.

Woman 1: Great. I'll ask one or two more questions from the chat and then we can turn it up to the phone lines. Can you just give a quick overview about the - we're

seeing a lot of questions about the certificates. So will their certificate still be valid when DECCS goes live, the digital certificate.

Karen Wrege: That's a great question. So your ACES certificate will still work in DECCS when we deploy on Tuesday. It will expire at the end of July at which point or before that you should be getting a new certificate.

And we have information on the Web site in an FAQ. We'll have an FAQ of exactly what certificates will work. And we haven't put that up yet because those new certificates don't work in DTrade.

Woman 1: Great. Let see. When will I get the email to make sure that my account is activated? So they saw the (inaudible) - they want to know sort of how do they know if they're actually in?

Karen Wrege: Yes. That's a good question. So we've sent out these emails at various times over the last three or four months and they're going to be sent out. They're already being sent out periodically throughout - you know, every hour we're sending out about 80 emails. So you're going to get it this week.

And if you don't get it, it's probably in your spam folder. And if you still don't get it and have looked through your spam folder, you can call the help desk and they can help you.

But please look through your spam folder first and your email inbox. And it's going to be an email that is from Okta but it's going to have the Department of State logo and it's going to look official. And you can come back to this.

You know, we're going to post a copy of the letter so that you can see what it looks like. And it's in here but, you know, we'll post it also to the Web site.

Woman 1: Great. And then one last question from the chat for now. Will people's existing registration and licenses be migrated from the legacy systems to DECCS? When they log in should they see their information?

Karen Wrege: Yes. So your registration is going to be migrated over and all of your licenses will be migrated over. The one thing that we are not migrating is registration applications, the DS-2032s that have come in recently that are still in progress. So those are going to stay in the old system.

We are going to process them in the old system and then we are going to migrate them over to DECCS once they have been - once the letter - you know, once the whole process has been completed and the registration has been renewed.

So that's a really important point for any of you that have recently put in your registration applications. You should not expect to see those in DECCS until they have been, you know, approved.

Woman 1: Great. And then one more question because I'm seeing it a couple times, is they understand that we are launching on Tuesday but when is the last day that they can get into the current system, DTrade?

Karen Wrege: That would be tomorrow night, 6:00 p.m. We're shutting it down.

Woman 1: Great.

Karen Wrege: All right. Well let's go ahead and take some live questions. Are there any out there?

Wendy Peebles: Operator, can you check and queue up any callers that may have questions please?

Karen Wrege: Maybe we can answer one more question on the...

Woman 1: Sure. So do we have a list of the certificates that will be available for DECCS. Understanding that the old ones are going to expire in July, where can they find a list and what will be accepted?

Karen Wrege: That's going to be on our Web site...

Woman 1: Great.

Karen Wrege: ...at launch.

Woman 1: Awesome.

Wendy Peebles: Okay. Operator, are there any questions in the queue? Okay. No questions. Karen, any further comment or questions in the chat?

Woman 1: We have plenty more questions. I just want to leave it open for the operator. Okay. Can you explain what will happen about any of the licenses that are currently sort of in process or registrations that are currently in process when the system goes down? Will they need to resubmit in DECCS?

Karen Wrege: No. There will be no – it'll not be necessary to resubmit anything. So as I mentioned in the last bit, the registrations are going to stay in the old system. And when they're approved, they're going to be moved over.

In terms of licenses, as long as you get your license in by 6 o'clock tomorrow evening it's going to go on - and it's accepted. It's going to go to U.S. exports. It's going to be adjudicated.

And it's going to end up in your track status once it's been adjudicated. And you'll be able to still maintain the ability to look at the status of your licenses in ELISA which is the DoD system.

Woman 1: Great. Okay. Do they have instructions for how they can reach the operator to ask a question? I do think that we do have some questions for the phone.

Coordinator: They need to press star 1 to ask a question.

Woman 1: Great. Okay. So for those of you - we'll go through one or two more on the chat. But for those of you who on the chat say that you do want to ask a question on the phone, sounds like you'll need to hit star 1 to be put in the queue.

Great. So is DECCS going to eliminate the need for ELISA?

Karen Wrege: Okay. So, no. I mean, eventually, potentially. But ELISA still has some very nice information about the current status in U.S. exports. So I would still encourage people to use ELISA to find out the latest and greatest information about their case.

Woman 1: Great. Okay. One moment to see if we have anyone on the line to ask any questions.

Wendy Peebles: Operator, do we have any callers?

Woman 1: All right. Okay. So back to that licensing group for the chocolate group. So can someone be in multiple licensing groups? Can the corporate administrator put them in multiple different licensing groups?

Karen Wrege: What a great question. Yes. I'm so glad you asked that question because you definitely can have individuals in multiple groups.

Woman 1: Wonderful. Okay. All right.

Wendy Peebles: Yes, operator, okay. The beeping sound has stopped. We do apologize for that.

Woman 1: Okay.

Karen Wrege: So do we have any questions, operator? All right. I'm going to just - I think we still have some questions coming in, but I think I'd like to just take a minute and talk a little bit about what you can expect on Tuesday.

We are going through this process of shutting down DTrade 6:00 p.m. on Friday. We're going to be spending the time over the weekend doing all of the migration of the data.

And then on Tuesday morning we're going to send out notification on the Web site that DECCS is live. And so you will not be able to enroll in DECCS or do any of those activities over this weekend because it will be an outage as we migrate all of this data.

And then on Tuesday you'll be able to continue doing your enrollments and you'll also be able to start using user management in order to assign roles to those users that have enrolled.

So really the first step is to identify who needs to have part of the system?  
Who needs to be in the system? Who currently tracks status for example?  
Who drafts these licenses or these registration applications?

Who is your empowered official? Who has a digital certificate that can sign?  
So all those different roles you're going to want to think through and probably document or whiteboard exactly what should happen in - how you want to see your DECCS enrollees getting into the system.

You would send out an email to all of them encouraging them to enroll. Give them a deadline that they need to enroll.

The enrollment process is in the previous webinar that I did. And so you can see that. But we also have a video right on our Web site that explains how to do that process.

So that's the first thing. Before you try to do anything, you've got to get your users enrolled. So then once they're enrolled and let's say that you have something that you want to submit right away as a license.

You're gonna have the drafter role. You're going to have to - the corporate administrator is going to have to identify one of those people or multiple people that are going to be drafters.

Invite them to be part of your group or your company. And then they'll go through the process of accepting the invitation and then they'll be able to go in. As a user associated with your company, they'll be able to go in and submit a license.

And then they go through that whole process. And if there's any questions during those processes, it's the same form. Nothing is changing about the form, but it's going to look a lot different than the PDF form that you're actually working with right now.

Anybody that is a drafter gets through the entire process and then submits for signature. And then the person with the digital certificate is the person that is able to actually sign the license so that it'll come into us and we can move it over to U.S. exports.

So you're obviously going to be able to continue to do your advisory opinions, your CJs all from one forum. Some of you may have already enrolled and not even realized it. Maybe not even remember that you actually enrolled in the system. That's common.

We've had some questions about that already. And what you're going to find is if you try to re-enroll it's going to say that there's already an enrollment. And if you have trouble logging in from there, you can contact the help desk.

So do we have any other questions?

Woman 1: I think while we're waiting for the operator, let's see for the - we do have a question asking if, is it true that only DSP-85s and general correspondence requests will be the only licenses that can remain as hard copy submittals. Can you confirm that?

Karen Wrege: So actually, what we have is three new forms that are available on DECCS that weren't available on DTrade. So that's a great question. The 85 is available in DECCS.

You want to be very, very careful that you don't put any classified information in DECCS. DECCS is not a system that can have any classified information. But you can and you should file electronically those 85 applications.

There is a retransfer application as well, the 6004. And that application you don't need a digital cert. You know, a person from a foreign country can apply for the DS-6004 and that is available on DECCS. They have to be enrolled and they have to go in and they will have that option to do that application, the 6004.

And then there's the brokering. And that also is a former general correspondence. And you have to be affiliated with a company and you can fill out that application.

And so the only the only thing that's really going to come in paper are our name and address changes. And I do not like name and address changes at all because, you know, they are about many, many applications, many, many records. And so we're going to be likely changing that process after we go live with DECCS. But for now, those general correspondence are going to be handled still in paper.

Woman 1: Great. All right. We have a question. The DS-2032 has highly sensitive PII in it and their company has very strict procedures on how to handle the information. Will administrators be able to see that information or how is it protected?

Karen Wrege: Yes. That's a great question. So I just want to remind everyone that the DS-2032 has been changed. There is still some PII but there is not the highly sensitive PII that I think you're referring to which are, you know, Social Security numbers and so on and so forth, birthdays that sort of thing.

So I would encourage you to, if you want to even before DECCS deploys that you can actually go to OMB site and see the new application, the 2032, that was, you know, fairly recently modified and like I said does not have as much PII on it.

To answer your question in terms of the corporate administrator will be able to see the registration application. And we felt that was going to be okay because we had pulled off a lot of that sensitive PII on the new form.

That's another reason to be careful about who you have your corporate administrator.

Woman 1: Great. Is it possible for multiple people to work on the same license? For example, if a third-party assists with drafting a license, can the client then log in and see the license application drafted, edit the application before signing and submitting?

Karen Wrege: That's a good question. I don't think that's - I don't think that they would be able to do that. Once a drafter is on it, they go through the whole process.

Woman 1: Great. So can you just remind everyone what you just mentioned about where can they see the copy of the latest DS-2032?

Karen Wrege: So it is - I don't know exactly where it is. But it went through the Paperwork Reduction Act and it's on OMB's site. So I would Google DS-2032 OMB and you should be able to find that new form.

Woman 1: Great. (Inaudible) Say it one more time. I do know a lot of people are trying to ask questions on this phone.

Wendy Peebles: Okay. Operator, and remember if you have a question to select star 1.

Coordinator: That is star 1, yes.

Karen Wrege: So are you not seeing anything in queue, operator?

Woman 1: There's a lot of people from chat about that they are pressing star 1 and not able to...

Coordinator: We do have a few questions, yes.

Karen Wrege: Oh, perfect. Let's do it.

(Caller 1): Yes. I'm curious as to how the Okta login is going to work?

Karen Wrege: Yes. That's a great question. So that was the subject of the previous webinar. But basically, the way that you're going to get into the system is to go to our Web site, click enroll now and that process that you would go through, there's a video on the right-hand side of the screen and then you're actually going to click to enroll in DECCS.

And that enrollment process is the Okta software platform. And Okta is great because there's two-factor authentication built in. They also take very seamlessly the digital certificates that we use, both ACES and the new certificates that we'll be using in DECCS.

So basically, that enrollment process is you interacting directly with Okta. And what Okta is going to require is this two-factor authentication. And there's a couple of ways that the two-factor authentication can work.

We have...you can assign a telephone number. There's also the option of downloading an app on your phone and that's called Okta Verify. And it will give you a code that you have to put in and that's to make sure that you are you and that we're not letting anybody in that shouldn't be in to the system.

(Caller 1): Okay. Thank you.

Karen Wrege: You're welcome.

(Caller 2): Thank you. My question is in the past with the DTrade system, we had issues with, you know, versions of operating systems, various Web sites and the exact version of each Web site will work or will not work. What are the technical requirements for this new DECCS system?

Karen Wrege: Yes. So people may have the opposite problem with DECCS because we're only really using the latest versions of all of these different browsers. So it'll work with Internet Explorer, with Safari, you know, different operating systems, different Web browsers.

But pretty much you're going to, you're going to need to have the latest and greatest and that's best practices from a security perspective anyway.

(Caller 2): Okay. Thank you very much.

Karen Wrege: Thank you.

(Caller 3): Hello.

Karen Wrege: Hi.

(Caller 3): Hi there. My question, you made the statement earlier that one person cannot be the administrative user for more than one company because you have to be an employee.

I actually own one company for which I would be that administrator and work for as the licensing capacity for another company. So it is a necessity to do it that way, is there a way around it?

Karen Wrege: Yes. I think that there is. I mean, I think I was I was sort of misinterpreting the question of, you know, that you'd be like just a third-party being the corporate administrator for multiple companies.

(Caller 3): Okay. So as long as I'm an employee or owner of each company, I can do separate enrollments and my identification will not be blocked from being the second company administrator.

Karen Wrege: That's correct. Yes.

(Caller 3): Okay. Marvelous. Thank you.

Karen Wrege: Thank you for that clarification question.

(Caller 3): Sure.

(Caller 4): My question concerns whether DSP-5s will still be used to submit applications for technical assistance agreements?

Karen Wrege: Yes. That's a great question. Thanks for asking that. We haven't made any changes to the forms. And so, yes, you'll still use the DSP-5 for those agreements. Did that answer your question?

(Caller 4): Yes, ma'am. It did. Thank you very much.

Karen Wrege: Thank you.

(Caller 5): Yes. I'm just curious to know if we still use the same DSP forms in DECCS.

Karen Wrege: Yes. All the DSP forms that you currently use in DTrade, it's the same information that we are collecting in DECCS. So the form is going to look a little different because, you know, we have the blocks, you know each block, you know, you'll answer in turn.

But, so, it's not the PDF file but it's exactly the same information that is required now. So all the guidance on any of the DSP forms is relevant to anything that you've ever had from SIA or any of those types of presentations all still relevant because we haven't changed the information collection with the roll out of DECCS.

(Caller 5): Okay. Thanks, Karen. One more quick question. I'm just starting to renew my registration now, which expires the end of March. Can I still do it through the DS-2032 or is there a new formula I have to use?

Karen Wrege: Yes. So you're going to need to finish that up by 6 o'clock tomorrow. You know, you'd have to submit it in EFS by 6 o'clock tomorrow or you're going to have to wait for the new system and redo it in the new system.

(Caller 5): No. I'll have it done by tomorrow morning. Thank you. Thanks very much.

Karen Wrege: All right.

Coordinator: Thank you. We have approximately 21 more people in the queue. If your question has been answered, you can press star 2 to withdraw your question. One moment, please.

(Caller 6): Hi. We have employees that need to use phone authentication to access DECCS and get their account fully set up. However, those employees are in Europe. And I guess what we're finding out is that you can only use phone authentication for Canada and the US and the app isn't always an option.

Is that something that you're looking at changing prior to the launch?

Karen Wrege: Yes. We're actually looking into that to see if we could do - you know, open it up to have more than just U.S. and Canada or do SMS or something else. So we are we are actively looking at that and would like to try to get it done by launch.

(Caller 6) Excellent. And I have one additional question. As far as the user rights go for advisory opinions, are we going to be able to manage those with the new functionality or, I believe that currently once an advisory opinion is in draft, everyone associated with the company can see it?

Karen Wrege: Yes. That's a great question. That's something that we're going to have to look into post-launch. Because right now, you know, the user management, as you noticed by my slides, it doesn't show advisory opinions or commodity jurisdictions.

(Caller 6): Okay. But it will be such that everyone will be able to see the advisory opinions? And I'm just asking so we can kind of set expectations to make sure no one puts kind of technical information or maybe proprietary information in those.

Karen Wrege: Yes. It's basically going to work as it works - as it currently works. There is going to be no change to how it currently operates. So, everybody would be able to see that.

(Caller 6): Okay. Yes, if there was a way to add some additional functionality around managing access to that that would be great. Thank you so much.

Karen Wrege: Yes. Thank you for that suggestion.

Coordinator: Thank you. Our next question.

(Caller 7): Hi. Good afternoon. I was just wondering I usually have templates for my DSP-5 that list - I use about six to seven different freight forwarders and I just use that template each time.

Will we have that option with DECCS? (Inaudible) be able to save freight forwarders in there so we don't have to enter them each license application?

Karen Wrege: Actually, no. But that's a great question. And that's something that we should really work on because that's going to be tedious if you're doing these manually.

Yes. It doesn't work now. But I really appreciate that feedback. That's a great idea.

(Caller 7): Thank you.

Karen Wrege: Thank you.

(Caller 8): Yes. My question is I manage two companies and I'm an employee of one of those companies. And I have two separate two DS-2032 applications. And when I log in, I can only see one of the companies. How do I get to be able to view both companies?

Karen Wrege: You have to - so you have to have two separate accounts. You can't have a single account and two companies.

So you're going to have to enroll and have a separate and a distinct email for the second company and then you'll be able to log in to each of the two companies and be able to see everything.

(Caller 8): Okay. Thank you.

Karen Wrege: You're welcome.

(Caller 9): Yes. Will there be a training session available on the uploading of the submittals and the downloading? Will it be similar or different?

Karen Wrege: Yes. I mean, it's going to be different from the standpoint that you're really not going to be uploading it. This is an interactive web application that you're going to go into to actually fill out the licensing forms.

And then in terms of track status, you know, you're actually going to be able to, you know, go in again. And if you have that role, you're going to be able to track the status and, you know, download those adjudicated licenses.

So, you know, what we're going to be doing is putting up videos for some of these activities so that people can actually walk through it. It's pretty simple to navigate, but we do recognize that we're going to need to have some additional training tools for people that are trying to accomplish these things because it's so different from DTrade.

(Caller 9): Okay. And do we need to submit, like, a request as far as the young lady's question in regards to freight forwarders. I do the same thing with templates. And I've got over 50 or 60 different parties on some of my licenses. So is there something we need to submit to help push that to get that up there available (inaudible)?

Karen Wrege: Yes, I get that. And, you know, I do a lot of the prioritization. So I'll definitely bring that back and be sure to prioritize that.

(Caller 9): Okay. Thank you, guys.

Karen Wrege: Thank you.

Coordinator: Would you like to go to the next question?

Karen Wrege: Sure.

(Caller 10): ...we're kind of in a bit of a panic here. Our registration is about to expire and the person that was the administrator is resigning.

So she let her digital certificate expire and (Name)'s trying to take over, but (inaudible) he's not assigned to a company. And so I'm just wondering, like, we're expiring in, like on the 29th or something. And we've been trying all this

time to figure everything out. So is there any way to get an extension that you know of or - I'm not sure what to do here because...

Karen Wrege: Yes. So what I would suggest is that you contact the response team and ask them that question. And they'll forward it up to the people that could make that determination.

(Caller 10): Okay. Yes, we have contacted them twice and we're not getting very far so I was hoping that maybe this would work. But I don't want to tie everyone up with this so we will just continue to try to figure it out on our own.

Karen Wrege: Okay. I'm sorry about that.

(Caller 10): No, no. That's okay. All right. Thank you for your time.

Karen Wrege: Thank you...

(Caller 11): Hello. I am just inquiring about the renewals of the DS-2032s. Are those still running roughly 45 days out from submittal? We are approaching that. Our registration expires at the end of the month and we haven't heard back. I was just – I'm wanting to get a feeler out there, I guess.

Karen Wrege: Yes. That's a great question. And that's again something that you're going to have to submit a request to the response team and be very specific about your concern about, you know, that your expiring on the 29th and then you should get something back from them--through them on where that stands.

(Caller 11): Okay. Thank you very much.

Karen Wrege: Thank you.

(Caller 12): My question is in regards to the super users being switched over to corporate administrators. I'm currently a super user and I haven't seen any kind of notification that my account in DECCS is going to be switched.

I can currently go to user management in DECCS but it just shows that I'm registered to a non-company. So I don't know - when I called the help desk, they told me that would transition on Tuesday. But I'm just kind of hearing conflicting things. I wanted to know what you guys had to say about that.

Karen Wrege: Yes, so it sounds to me like you're all set, I think. I mean, you can go into DECCS and what do you see?

(Caller 12): When I go to user management it tells me that I'm not registered with a company and it tells me, you know, you have to contact your corporate administrator.

Karen Wrege: Oh, okay. Okay, yes.

(Caller 12): Or set up a (inaudible) administrator.

Karen Wrege: Yes. So you are the corporate administrator. Do you recall getting an email and pushing through that to activate yourself?

(Caller 12): So I originally signed up back in June of last year so I think it was before you guys (inaudible) any kind of emails out.

Karen Wrege: Yes. So, yes. So we have to connect your current account and make it a super user account. You need to contact the help desk and they can do that.

(Caller 12): I will give them a call again and let them know.

Karen Wrege: Yes. They can definitely do that. We have been doing that a lot actually over the last few weeks so. Yes, that's a known question and we'll be able to sync up those to two accounts.

(Caller 12): All right. Thank you.

Karen Wrege: Thank you.

(Caller 13): Hi, there. Thanks for taking my question. It's in regards to digital certificates. And I was looking on the industry portal in the FAQ section and I came upon a DECCS FAQ that says does everyone need a digital certificate? And the answer was no, only users who are designated as empowered officials will require a digital certificate.

So I just wanted to make sure that that was true because our other users that have to upload and download from DTrade need a digital certificate today.

Karen Wrege: Yes. The only requirement is the person that's signing needs to have the digital certificate.

(Caller 13): Okay. So as...

Karen Wrege: And the reason for that is that Okta provides two factor authentication already for the other users. So our other system - you know, that was our two-factor authentication was the digital cert.

And that's why we used it for everyone. And so now we're saying you still need the digital cert if you're going to be signing it. But if you're going to have

a different role in it that you would be able to just use the two-factor authentication that is part of Okta.

(Caller 13): Okay great. Thank you so much.

Karen Wrege: You're welcome.

(Caller 14): I have a question. I contacted IdenTrust earlier this week and they informed me the certificate that I needed. So I went ahead and purchased it and I told them it was for DECCS, not DTrade. But you said that you don't know that which certificate it is. So I'm kind of afraid that I may have spent \$109 that we shouldn't had spent.

Karen Wrege: Because you're worried that you've got a DTrade certificate?

(Caller 14): Well it's in process. I had my form notarized. And we had our official sign it and I just FedEx'd it yesterday. So IdenTrust told me which certificate to purchase.

Karen Wrege: Yes. And I think that they - you know, if you said that it was going to be in DECCS there's a good chance that they picked the right one. If you said I want it for DTrade then there's a pretty good chance that you purchased the wrong one.

(Caller 14): No, I said it was for DECCS because I spoke to them. The week before I called them and a customer service rep had no clue. So I thought I would follow the week after and I got someone who actually stated you need this certificate. So I'm good with that.

Karen Wrege: Yes. I really think that, you know, they have two separate pages now where, you know, their customer reps know that DECCS is these and DTrade is these. So I'm hopeful that this is going to work out for you because I have heard reports that they didn't actually know anything.

And so we had some conversations with them and they've been very, very responsive and have done some additional knowledge articles in their system so that their customer service reps would know.

(Caller 14): Good deal. So can I ask two more questions?

Karen Wrege: Sure.

(Caller 14): Or do I have to get back in the - okay. So first, the question is in DTrade you know how once you submit a license, we could actually do a dropdown nullification for termination or if we need to upload another document, we could still do all those functions.

We will be able to do all those functions in DECCS, correct?

Karen Wrege: That's correct, yes.

(Caller 14): Okay. And one last question, I have an employee who her only function is - well she has other jobs but her only function in my world is she goes in to DTrade and she pulls the approved case. Does she still need a new DECCS certificate?

Karen Wrege: No, she won't need the certificate. She can pull those cases in check status.

(Caller 14): Oh, really. That's awesome. Good deal. Okay, that's all I have. Thank you very much.

Karen Wrege: Thank you.

(Caller 15): Yes. My question goes to - you had suggested the forms that we'll be using the same forms and say - I'm sorry. I'm trying to do three things at a time. The same forms that we're doing now the DSP-83s and things like that.

But in some part of this conversation you all said that you won't be doing any more submitting of forms. We have import licenses for various countries. And if I'm understanding it, are we not going to be submitting those anymore?

Karen Wrege: That's correct. I mean, basically when the first question was asked, I may have misinterpreted it. What I meant is that the information that we're collecting is the same in DECCS and in DTrade. It's going to be submitted differently.

So in DTrade you import it (inaudible) a PDF file. And in DECCS you're going to be using an interactive application, a Web-based application where you're actually going to be filling in the information and progressing through that as a Web-based form and not the PDF. Does that make sense?

(Caller 15): Yes. We're going to be transcribing the information off of an import license into DECCS because we have had trouble, and I'm sure all the other participants have had it as well. In some of the countries we deal in someone, you know, may not live on 123 Main Street. They may live in the woods. And that's all the addresses are.

So I put in a form, it's a letter of explanation about the weird addresses that we have to deal with, you know. And I put this and it seems to blow through

because we get rejected several times because they didn't have a proper house number or something. Well they don't have a house (inaudible) and there's no such thing in these places.

So is this going to be something that that when we go to fill out a form, are they going to start rejecting as they typically would for anything that's out of the skew?

Is this going to be something that we write a note in it about it or is this going to be something we're going to have to be calling up the help desk and saying or, you know, some of the inspectors and say look. They don't have house numbers at these places. It's on Nob Hill or whatever. You see I'm saying? Are those anomalies still going to be a problem?

Karen Wrege: Yes, potentially. You know, I would say that if you can't do, you know, you should try to do the address as close as you can do it. And if you want to submit, you know, an attachment that explains all of this you can do that as well.

(Caller 15): So we'll still back to back to my original question. But we will still be able to attach explaining documents for whatever it is, the address or some (inaudible). Okay.

Karen Wrege: Yes. There's a function where you can include attachments that you upload from your computer onto the...

(Caller 15): Okay. Similar to what we're doing now. Okay. All right. Last...

Karen Wrege: No. It's not similar to what you're doing now. Okay? It's not similar in that what you're doing now is - I mean, I just want to be clear for everybody on the

phone that it's an interactive application like you would have on any other, you know, any other government form.

But you have the ability to attach additional information that's a Word document or a PDF form or whatever onto that application. But everything else has to be entered in or it's not gonna - it's not even going to make it into the system. So all the required fields must be filled in in order for it to be able to be submitted into DECCS.

(Caller 15): Well that sounds great. It sounds like we're going to be doing more work on this thing because I've had numerous problems in the last couple of months with licenses. I can't get the dumb things to go in there and be accepted.

And I've been on the help desk line for hours a couple of weeks ago trying to sort it out. And they never could give me an answer. And I still have to call - I'm going to call as soon as I hang up with you guys, trying to call them and find out why they don't have it when I submitted it. It's not taking it.

Karen Wrege: Yes. What I would recommend is when you get into DECCS see how it works in DECCS with the required fields and then, you know, you can call the help desk if you find you're having any problems.

(Caller 15): Well it sounds like a good system. It sounds like it's going to help you guys more than it is us. We're going to have to do more work it sounds like. Would that be an observation that's somewhat correct?

Karen Wrege: I don't know how long it takes. I think this is going to be an improvement for both industry and the government (inaudible). It's a modern system. It's a secure system.

You don't have to use old versions of, you know, Internet Explorer for example.

(Caller 15): Yes. (Inaudible) and all of that.

Karen Wrege: But you do have to fill out the form and you have to fill out all the required information or it's not going to be able to be submitted.

(Caller 15): Oh, okay. It's kind of like the IRS making the CPA submit everything electronically now. Okay. I got it. All right.

Karen Wrege: Thank you very much.

(Caller 15): You're welcome.

Karen Wrege: I think we're going to stop the questions now. It's 3:05 p.m. I really appreciate everybody's time and attention to this webinar. And I really look forward to continuing to work with you next week and beyond as we all get used to working in DECCS.

Woman 1: And then just as a quick reminder for those of you who still have outstanding questions, the self-service that Karen showed towards the end of her presentation is a great place to log a ticket with us.

So feel free to go ahead and ask those question. Yes, right there that need help button that we're showing on the screen. So just (inaudible) go ahead and create a support case if you have a question that we did not get to today. Thank you.

Wendy Peebles: And once again I would like to thank Karen Wrege and her team of experts for this informative webinar. A lot of great questions and additional staff available to support you with your questions.

So wish you the very best with this new deployment. And this completes our webinar for today. Thank you for your participation.