

## ACCESS Release 4 Frequently Asked Questions

The International Trade Administration, Enforcement and Compliance has implemented Release 4 of ACCESS. E-Filers can now use electronic self-service forms for the management of Entries of Appearance (EOA) and Administrative Protective Order (APO) applications. All current EOAs, APOs, Public and APO Service Lists, are now managed in ACCESS.

Here is some essential information to help you navigate the Release 4 changes:

### **Where are the segment specific Service Lists?**

Segment specific Service Lists are now found in ACCESS at: <https://access.trade.gov>. NAFTA and Scope Inquiry Comprehensive Service Lists will not be maintained in ACCESS. They will continue to be available at: <https://enforcement.trade.gov/apo/apo-svc-lists.html>

### **What are the benefits of managing my EOAs and APO Applications in ACCESS?**

Using the electronic EOA and APO Application forms in ACCESS allows you to quickly and easily file and manage applications and amendments directly in the system. And, when you use the electronic forms, you will not need to separately serve parties with these documents.

**Can I still submit EOAs and APO Applications manually?** Yes, you may still e-file a letter to enter your appearance or e-file a hand-signed and hand-dated APO application using the paper form. However, keep in mind that when you use this method (instead of the electronic forms), you will still need to serve a copy to the other parties, as normal.

**When I manage my EOAs and APO applications electronically in ACCESS, must I separately serve the other parties?** When you use the electronic forms, you do not need to separately serve the other parties. The submitted form will be checked in to ACCESS and receive a barcode. That barcode will be included in the daily digest which will serve as notification to all segment parties that an application has been filed. Amendments to electronic EOA and APO applications will be included in a digest.

**How will I know that a service list has been created or updated?** When a service list has been created or updated by the APO Unit, notification of the creation or update will appear in the daily digest that is emailed to parties. You can also search for the service list in ACCESS soon after it is generated if you need to review it before the digest is issued.

**How will I find the most recent Service List to use when serving parties?** Only the most recent Public Service List and APO Service List will appear for a case segment. Use the ACCESS Search function and the case 'cluster' information (case number, segment and any segment specific information) to locate the current service list(s). Alternately, you may search by Case Number and Document Type "APO Service List" or "Public Service List", as appropriate, and select the service list from the list.

**What should I do if I cannot find my service lists?** If you cannot find a service list in a case segment for which you are a party, please contact the ACCESS Help Desk at [access@trade.gov](mailto:access@trade.gov).

**How can I obtain help in filling out the electronic forms?** Please refer to the [Release 4 User Guide](#) for step-by-step instructions to fill out the forms. Take advantage of the Release 4 Training Schedule as well. Please check the ACCESS Home Page at: <https://access.trade.gov> to locate the current schedule.

**How do I add someone from my firm who is not included in the list of applicants in the APO application form?** If someone from your firm is not included in the list, it is because the user profile needs to be updated. Please refer to the [Release 4 User Guide](#) which contains instructions for updating the user profile of employees within the same firm. If the firm employee does not want to or cannot update the user profile, then you will need to include a signature page for that employee. A [signature page template](#) is available at ACCESS website. You must include the signature page as a supporting document to your APO application.

**How do I add someone from outside my firm, such as a consultant?** Please refer to the [Release 4 User Guide](#) which contains instructions for adding external applicants. You will need to include a signature page for your consultant. A [signature page template](#) is available at ACCESS website. You must include the signature page as a supporting document to your APO application.

**My law firm set up a general mailbox for the receipt of submissions served to us by parties. We noticed that the new electronic forms don't provide a way for us to designate that mailbox. Can we still list it in the service lists?** The electronic forms are set up so that only the lead attorney's email is used for notifications. We believe that there might be ways to manage the mailbox to achieve the desired result. You may also consider using the waiver of service box to communicate any information to the other parties to the proceeding regarding special service requests such as specific uses for your firm's general mailbox.

**May I add supporting documents to my EOA or APO Application?** You may e-file supporting documents with your electronic EOA or APO application. However, make sure that information is public. Examples of what you may include in a supporting document include a list of company names or signature pages of consultants you have retained and want to include in your APO application.

**May I add business proprietary information in a supporting document?** No. Do not include business proprietary information such as Customs Form 7501s as supporting documentation. If you wish to file supporting information that contains business proprietary information, it must be e-filed and served as normal.