



Animal and  
Plant Health  
Inspection  
Service

Plant  
Protection and  
Quarantine

Quarantine  
Policy,  
Analysis &  
Support

September 2024

# Agricultural Risk Management

## Job Aids: Non-Urgent Diagnostic Module for U.S. Customs and Border Protection Agriculture Specialists

### FOR OFFICIAL USE ONLY

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This material was designed specifically for training purposes only.

Under no circumstances should the contents be used or cited as authority for setting or sustaining a technical position.

## Table of Contents

This document contains several job aids with detailed steps for U.S. Customs and Border Protection Agriculture Specialists (CBPAS) to use the Agricultural Risk Management (ARM) system to document Non-Urgent Diagnostic information for interceptions for the following entry pathways:

- Aircraft
- Pedestrian
- Vehicle
- Vessel
- Intermodal

Also included are these helpful job aids for using ARM:

- Add Articles or Conveyances
- Enter Data for a Diagnostic Request
- Complete and Submit a Diagnostic Request
- Navigating Common Fields in ARM CBPAS Workspace

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**Additional help is available by:**


- Calling the ARM Help Desk at 1-877-944-8457 (Monday–Friday, 7am–8pm EST)
- Emailing the ARM Help Desk at [Help@usda.gov](mailto:Help@usda.gov), typing “ARM CBP MAIL” in the subject line.





## Create a New Non-Urgent Diagnostic

This job aid provides steps to create a new Non-Urgent diagnostic in the ARM system for the following pathways:

- Aircraft
- Pedestrian
- Vehicle
- Vessel
- Intermodal


IF PATHWAY IS:	AND:	THEN:
Aircraft	Passenger <b>OR</b> Conveyance Interception	<a href="#">Go to Table 1</a>
Pedestrian		<a href="#">Go to Table 2</a>
Vehicle	Passenger <b>OR</b> Conveyance Interception	<a href="#">Go to Table 3</a>
Vessel	Passenger <b>OR</b> Conveyance Interception	<a href="#">Go to Table 4</a>
Intermodal	Passenger <b>OR</b> Conveyance Interception	<a href="#">Go to Table 5</a>

The Non-Urgent Diagnostic Page is on the ARM CBP Main Workspace.

 Non-Urgent Diagnostic  New


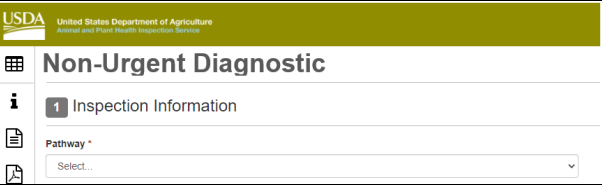
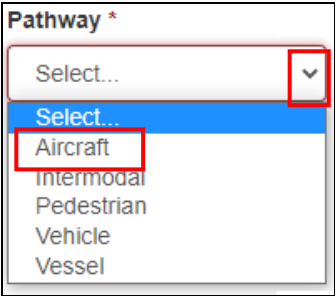
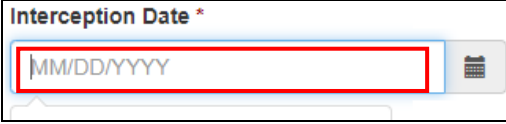
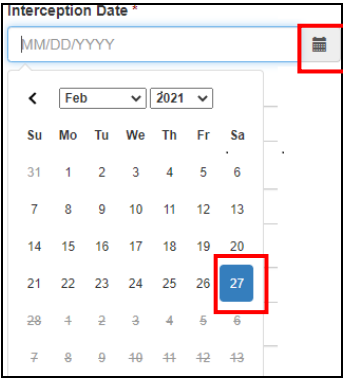
5 records per page
Filter 
Show Active
Date Range

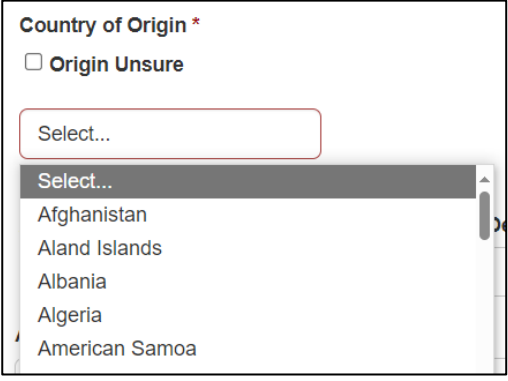
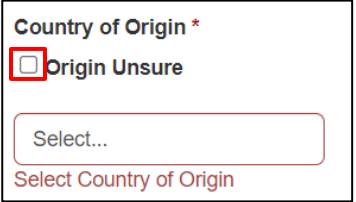
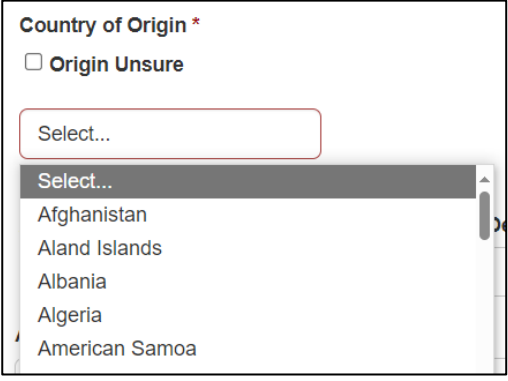
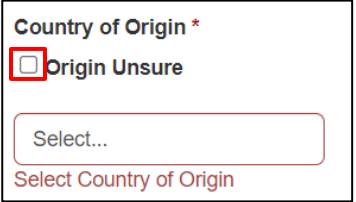
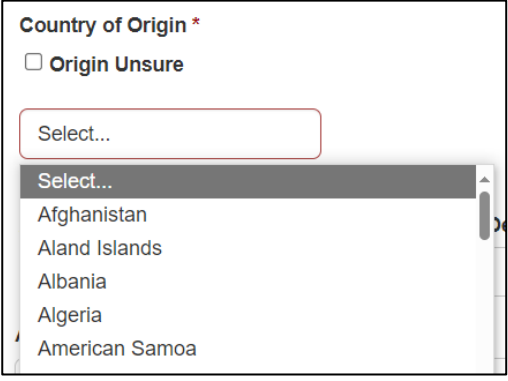
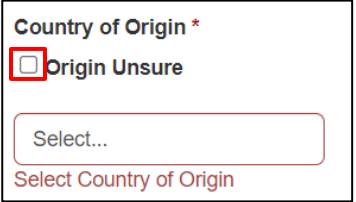
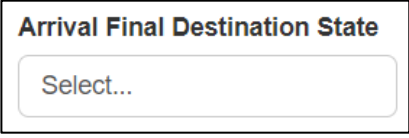
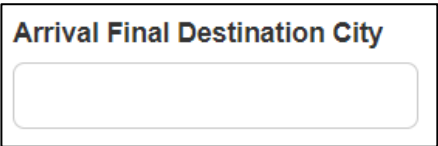
Priority	Interception Date	DR ID	Article	Determination	Discipline	Country Of Origin	Destination City	Destination State	Status
	09/19/2024	520624090015	Actinidia chinensis - KIWI (FV)	Pending		Azerbaijan			Draft Interception



ARM is a workflow-based system. We recommend that you complete as many fields as possible, even if they are *not* required fields with a red asterisk. \* Entered information will auto-populate subsequent pages, saving the user time.

**Table 1: Aircraft Pathway- Passenger OR Conveyance**

STEP	ACTION
<p><b>1</b></p>	<p>Click on New Tab next to Non-Urgent Diagnostic Pane.</p>  <p><b>Note:</b> After selecting the New tab, the screen will refresh to show the Non-Urgent Diagnostic Page as seen here:</p> 
<p><b>2</b></p>	<p>Select the from the dropdown list.</p>  <p><b>Note:</b> ARM will redirect you to the Aircraft Pathway page.</p>
<p><b>3</b></p>	<p>Type the Interception Date.</p>  <p><b>OR</b></p> <p>Click on the Calendar icon and select the date.</p>  <p><b>Note:</b> Future dates cannot be selected.</p>

STEP	ACTION						
4	<p>Select the Country of Origin from the dropdown list.</p> <table border="1" data-bbox="248 352 1518 1134"> <thead> <tr> <th data-bbox="248 352 578 394">IF:</th> <th data-bbox="578 352 1518 394">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 394 578 850">Known</td> <td data-bbox="578 394 1518 850"> <p>Select an Origin using the dropdown menu.</p>  </td> </tr> <tr> <td data-bbox="248 850 578 1134">Unknown</td> <td data-bbox="578 850 1518 1134"> <p>Check the Origin Unsure box</p>  </td> </tr> </tbody> </table>	IF:	THEN:	Known	<p>Select an Origin using the dropdown menu.</p> 	Unknown	<p>Check the Origin Unsure box</p> 
IF:	THEN:						
Known	<p>Select an Origin using the dropdown menu.</p> 						
Unknown	<p>Check the Origin Unsure box</p> 						
5	<p>Select the Arrival Final Destination State from the dropdown list.</p>  <p><b>Note:</b> Select passenger’s primary state of destination in the USA. If the passenger is in transit to a foreign country, select “In Transit” from the dropdown list.</p>						
6	<p>Enter the <b>full name</b> of the Arrival Final Destination City.</p> 						


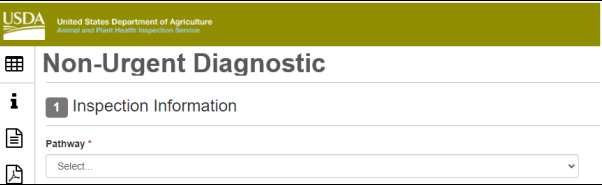
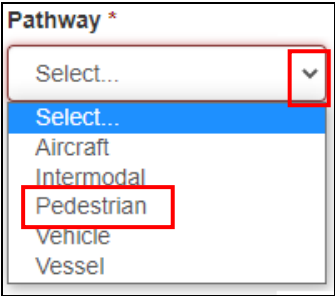
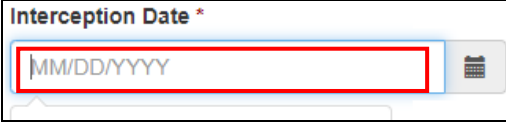
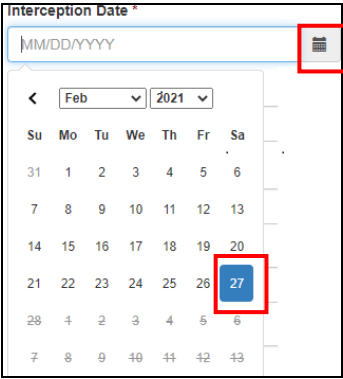
STEP	ACTION
7	<p>Select the Arrival Airport from the dropdown list <b>if</b> needed.</p> <div data-bbox="243 310 1175 422" style="border: 1px solid black; padding: 5px;"> <p>Arrival Airport</p> <input type="text" value="MIAMI INTERNATIONAL AIRPORT (5206)"/> </div> <p><b>Note:</b> This field will default to your location. <b>Change to</b> another location from the dropdown list <b>if</b> needed.</p>
8	<p>Select Terminal from the dropdown list.</p> <div data-bbox="250 611 847 747" style="border: 1px solid black; padding: 5px;"> <p>Terminal</p> <input type="text" value="Select..."/> </div>
9	<p>Select the Aircraft type from the dropdown list.</p> <div data-bbox="243 804 1127 1016" style="border: 1px solid black; padding: 5px;"> <p>Aircraft Type</p> <input type="text" value="Select..."/> <ul style="list-style-type: none"> <li style="background-color: #cccccc;">Select...</li> <li>Commercial</li> <li>Military</li> <li>Private</li> </ul> </div>

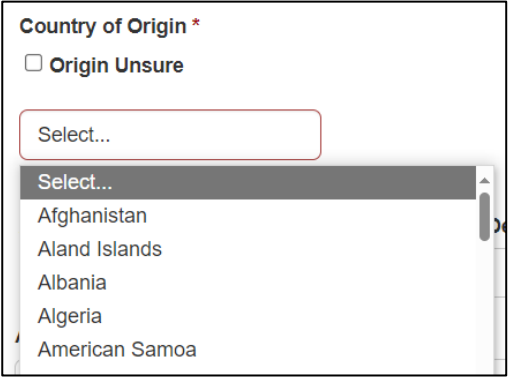
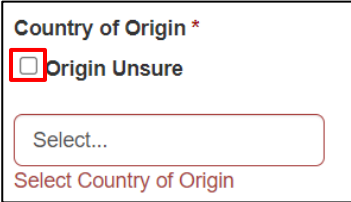
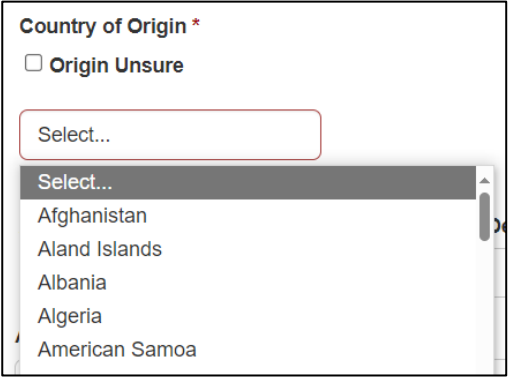
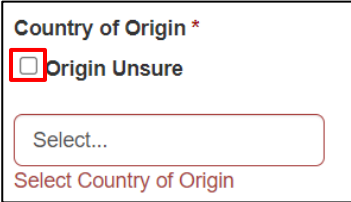
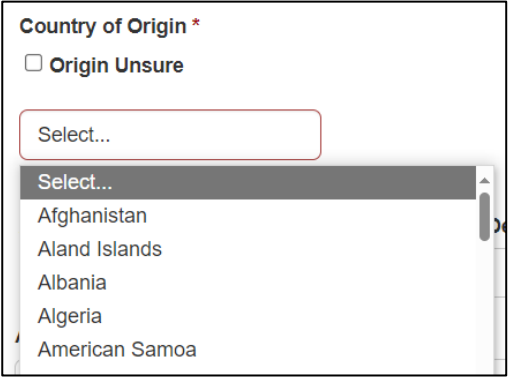
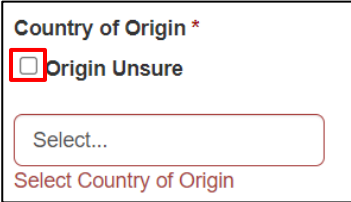
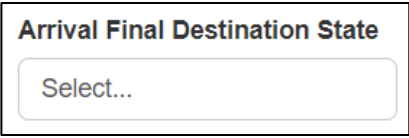
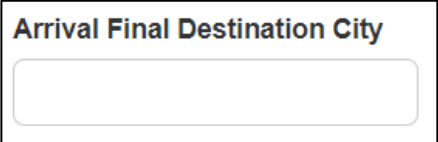


<p><b>9</b> Cont'd</p>	<p><b>IF:</b></p>	<p><b>THEN:</b></p>
	<p>Commercial</p>	<p>1. Select an Airline from the dropdown list.</p> <div data-bbox="586 296 1000 663" style="border: 1px solid black; padding: 5px;"> <p><b>Airline *</b></p> <div style="border: 1px solid gray; padding: 2px;"> <p>Select...</p> </div> <div style="border: 1px solid gray; padding: 2px;"> <p>Select...</p> <p>1Time Airline</p> <p>40-Mile Air</p> <p>ABSA Cargo</p> <p>ABX Air</p> <p>ACES Colombia</p> <p>ADC Airlines</p> <p>AIRDO</p> </div> </div> <p><b>Note:</b> If the airline is not in the list, <b>contact</b> the ARM Help Desk.</p> <p>2. Enter the Flight number.</p> <div data-bbox="586 810 935 936" style="border: 1px solid gray; padding: 5px;"> <p><b>Flight Number *</b></p> <p>ex: 1234</p> </div> <p><b>Note:</b> You will be able to enter up to 4 characters/numbers in this field.</p> <p>3. Enter the Tail Number of the Aircraft; <b>IF</b> available.</p> <div data-bbox="586 1119 883 1245" style="border: 1px solid gray; padding: 5px;"> <p><b>Tail Number</b></p> <p>N986RD </p> </div> <p><b>Note:</b> This field is non-required <b>SKIP</b> if needed.</p> <p><b>4. Go to Step 10.</b></p>
	<p>Military</p>	<p>1. Enter the Tail Number.</p> <div data-bbox="586 1440 899 1566" style="border: 1px solid gray; padding: 5px;"> <p><b>Tail Number *</b></p> <p>09-6599 </p> </div> <p>2. Enter the Mission Number <b>if</b> provided. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="586 1686 940 1812" style="border: 1px solid gray; padding: 5px;"> <p><b>Mission Number</b></p> <p> </p> </div> <p>3. <b>Go to Step 10.</b></p>
<p>Private</p>	<p>1. Enter the Tail Number.</p>	

	<div data-bbox="586 212 899 348" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>Tail Number *</b></p> <div style="border: 1px solid blue; padding: 2px; display: inline-block;">09-6599 </div> </div> <p>2. <b>Go to</b> Step 10.</p>
<p><b>10</b></p>	<p>Check the In Transit Indicator box <b>if</b> needed. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="240 579 591 695" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>In Transit Indicator</b></p> <input type="checkbox"/> </div>
<p><b>11</b></p>	<p>Click Save.</p>
<p><b>12</b></p>	<p><b>Go to</b> Job Aid: Add Articles and Conveyances.</p>


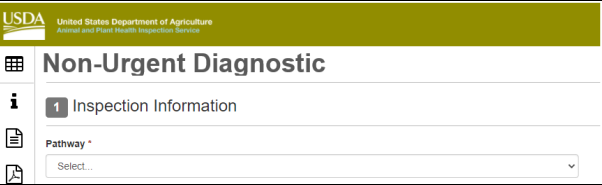
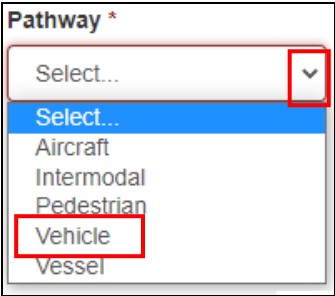
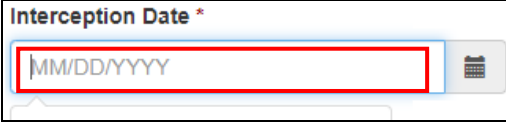
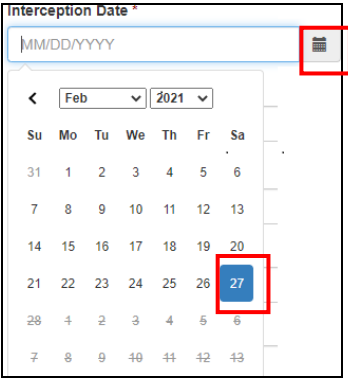
**Table 2: Pedestrian Interception**

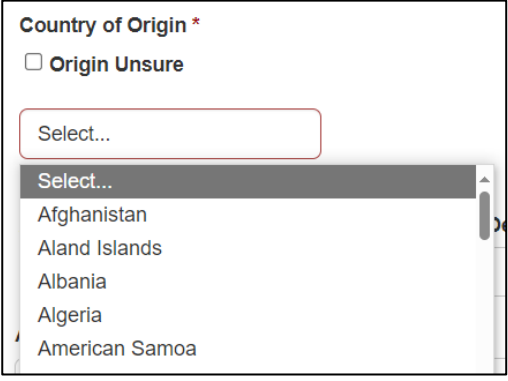
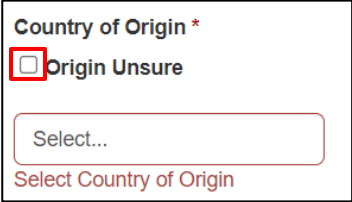
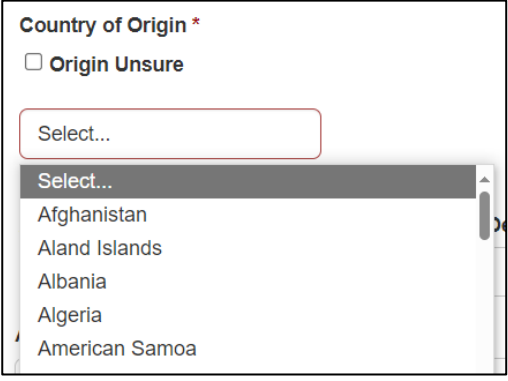
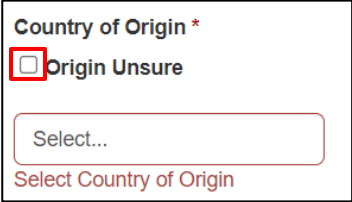
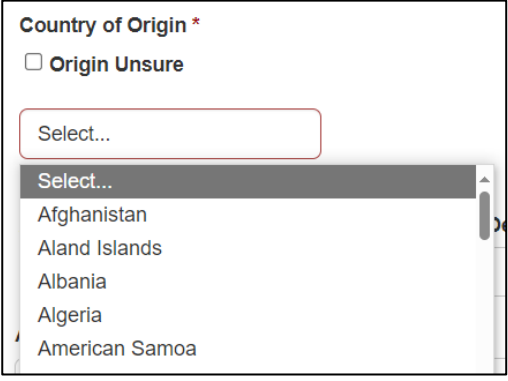
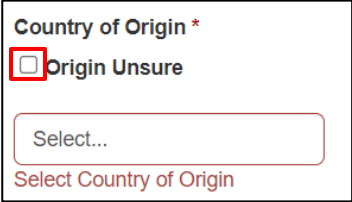
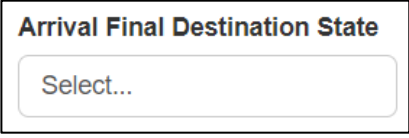
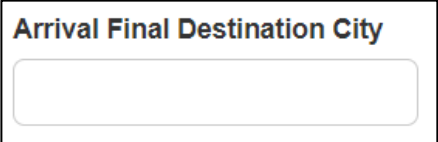
STEP	ACTION
<p><b>1</b></p>	<p>Click on New Tab next to Non-Urgent Diagnostic Pane.</p>  <p><b>Note:</b> After selecting the New tab, the screen will refresh to show the Non-Urgent Diagnostic Page as seen here:</p> 
<p><b>2</b></p>	<p>Select the Pedestrian pathway from the dropdown list.</p>  <p><b>Note:</b> ARM will redirect you to the Pedestrian Pathway page.</p>
<p><b>3</b></p>	<p>Type the Interception Date.</p>  <p><b>OR</b></p> <p>Click on the Calendar icon and select the date.</p>  <p><b>Note:</b> Future dates cannot be selected.</p>

STEP	ACTION						
4	<p>Select the Country of Origin from the dropdown list.</p> <table border="1" data-bbox="248 352 1518 1134"> <thead> <tr> <th data-bbox="248 352 578 394">IF:</th> <th data-bbox="578 352 1518 394">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 394 578 850">Known</td> <td data-bbox="578 394 1518 850"> <p>Select an Origin using the dropdown menu.</p>  </td> </tr> <tr> <td data-bbox="248 850 578 1134">Unknown</td> <td data-bbox="578 850 1518 1134"> <p>Check the Origin Unsure box</p>  </td> </tr> </tbody> </table>	IF:	THEN:	Known	<p>Select an Origin using the dropdown menu.</p> 	Unknown	<p>Check the Origin Unsure box</p> 
IF:	THEN:						
Known	<p>Select an Origin using the dropdown menu.</p> 						
Unknown	<p>Check the Origin Unsure box</p> 						
5	<p>Select the Arrival Final Destination State from the dropdown list.</p>  <p><b>Note:</b> Select passenger’s primary state of destination in the USA. If the passenger is in transit to a foreign country, select “In Transit” from the dropdown list.</p>						
6	<p>Enter the <b>full name</b> of the Arrival Final Destination City.</p> 						

STEP	ACTION
7	<p>Select the Port of Arrival from the dropdown list <b>if</b> needed.</p> <div data-bbox="241 310 1177 422" style="border: 1px solid black; padding: 5px;"> <p>Port of Arrival</p> <p>LAREDO, TX (2304)</p> </div> <p><b>Note:</b> This field will default to your location. <b>Change to</b> another location from the dropdown list <b>if</b> needed.</p>
8	<p>Select Bridge/Crossing from the dropdown list.</p> <div data-bbox="241 611 846 741" style="border: 1px solid black; padding: 5px;"> <p>Bridge/Crossing</p> <p>Select...</p> </div>
9	<p>Check the In Transit Indicator box <b>if</b> needed. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="241 835 592 947" style="border: 1px solid black; padding: 5px;"> <p><b>In Transit Indicator</b></p> <p><input type="checkbox"/></p> </div>
10	<p>Click Save.</p>
11	<p><b>Go to</b> Job Aid: Add Articles and Conveyances.</p>


**Table 3: Vehicle Pathway- Passenger OR Conveyance**

STEP	ACTION
<p><b>1</b></p>	<p>Click on New Tab next to Non-Urgent Diagnostic Pane.</p>  <p><b>Note:</b> After selecting the New tab, the screen will refresh to show the Non-Urgent Diagnostic Page as seen here:</p> 
<p><b>2</b></p>	<p>Select the Vehicle pathway from the dropdown list.</p>  <p><b>Note:</b> ARM will redirect you to the Vehicle Pathway page.</p>
<p><b>3</b></p>	<p>Type the Interception Date.</p>  <p><b>OR</b></p> <p>Click on the Calendar icon and select the date.</p>  <p><b>Note:</b> Future dates cannot be selected.</p>


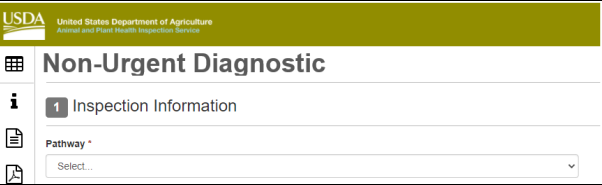
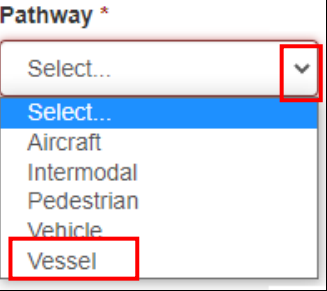
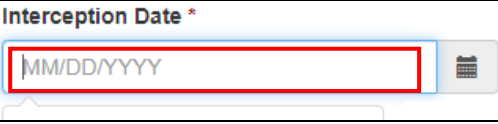
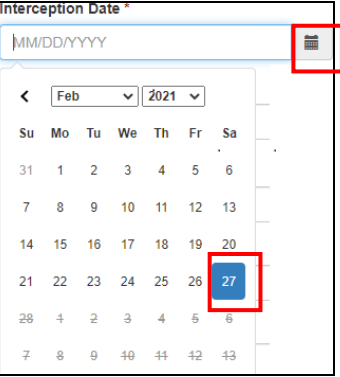
STEP	ACTION						
<p><b>4</b></p>	<p>Select the Country of Origin from the dropdown list.</p> <table border="1" data-bbox="248 352 1518 1134"> <thead> <tr> <th data-bbox="248 352 578 394">IF:</th> <th data-bbox="578 352 1518 394">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 394 578 850"> <p>Known</p> </td> <td data-bbox="578 394 1518 850"> <p>Select an Origin using the dropdown menu.</p>  </td> </tr> <tr> <td data-bbox="248 850 578 1134"> <p>Unknown</p> </td> <td data-bbox="578 850 1518 1134"> <p>Check the Origin Unsure box</p>  </td> </tr> </tbody> </table>	IF:	THEN:	<p>Known</p>	<p>Select an Origin using the dropdown menu.</p> 	<p>Unknown</p>	<p>Check the Origin Unsure box</p> 
IF:	THEN:						
<p>Known</p>	<p>Select an Origin using the dropdown menu.</p> 						
<p>Unknown</p>	<p>Check the Origin Unsure box</p> 						
<p><b>5</b></p>	<p>Select the Arrival Final Destination State from the dropdown list.</p>  <p><b>Note:</b> Select passenger’s primary state of destination in the USA. If the passenger is in transit to a foreign country, select “In Transit” from the dropdown list.</p>						
<p><b>6</b></p>	<p>Enter the <b>full name</b> of the Arrival Final Destination City.</p> 						

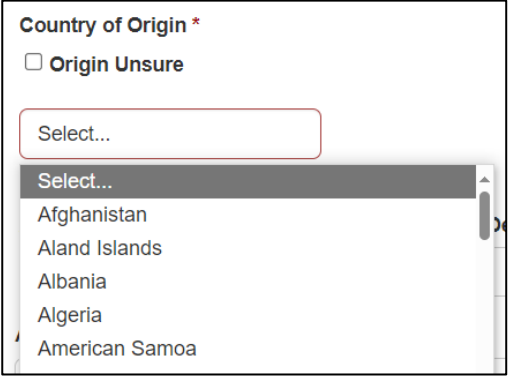
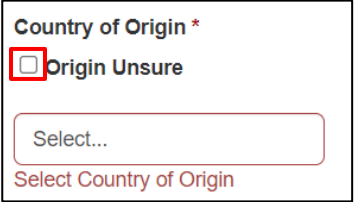
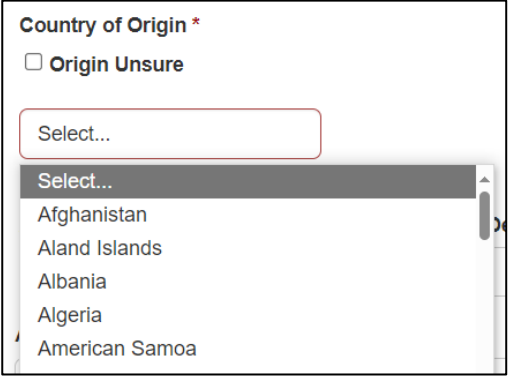
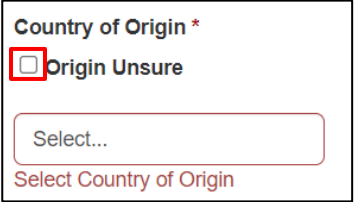
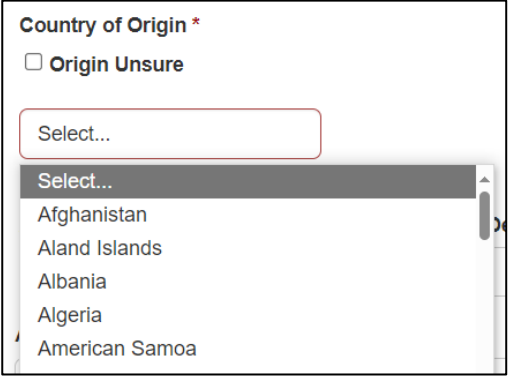
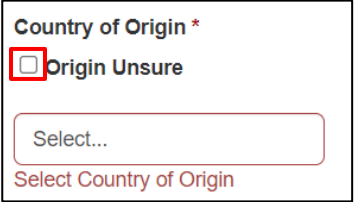
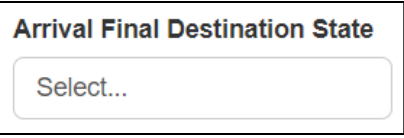
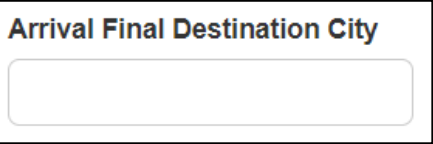
STEP	ACTION
7	<p>Select the Port of Arrival from the dropdown list <b>if</b> needed.</p> <div data-bbox="240 310 1177 422" style="border: 1px solid black; padding: 5px;"> <p>Port of Arrival</p> <input type="text" value="LAREDO, TX (2304)"/> </div> <p><b>Note:</b> This field will default to your location. <b>Change to</b> another location from the dropdown list <b>if</b> needed.</p>
8	<p>Enter Carrier SCAC</p> <div data-bbox="240 596 566 722" style="border: 1px solid black; padding: 5px;"> <p><b>Carrier SCAC</b></p> <input type="text" value="ex: abcd"/> </div>
9	<p>Select the Tag Country from the dropdown list.</p> <div data-bbox="240 785 1198 1020" style="border: 1px solid black; padding: 5px;"> <p>Tag Country</p> <div style="border: 1px solid black; padding: 2px;"> <p>Select...</p> <p style="background-color: #cccccc;">Select...</p> <p>Canada</p> <p>Mexico</p> <p>United States of America</p> </div> </div>
10	<p>Select Tag state.</p> <div data-bbox="240 1121 1188 1226" style="border: 1px solid black; padding: 5px;"> <p>Tag State</p> <input type="text" value="Select..."/> </div> <p><b>Note:</b> The options display are based on your selection of the Tag Country field.</p>
11	<p>Enter Tag number.</p> <div data-bbox="240 1331 1195 1436" style="border: 1px solid black; padding: 5px;"> <p>Tag Number</p> <input type="text" value="ex: AAA-1234"/> </div>
12	<p>Select Bridge/Crossing from the dropdown list.</p> <div data-bbox="240 1535 800 1654" style="border: 1px solid black; padding: 5px;"> <p><b>Bridge/Crossing</b></p> <input type="text" value="Select..."/> </div>
13	<p>Enter Container Number <b>if</b> needed. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="240 1751 662 1877" style="border: 1px solid black; padding: 5px;"> <p><b>Container Number</b></p> <input type="text"/> </div>



STEP	ACTION
14	Check the In Transit Indicator box <b>if</b> needed. This is not required and you may <b>Skip</b> this step if needed.  A screenshot of a rectangular box containing the text "In Transit Indicator" in a bold, dark font. Below the text is a small, empty square checkbox.
15	Click Save.
16	<b>Go to</b> Job Aid: Add Articles and Conveyances.


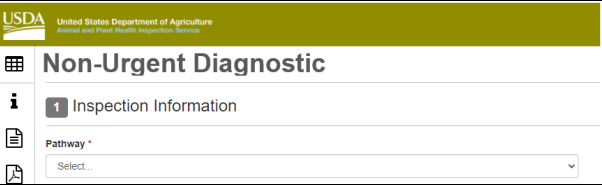
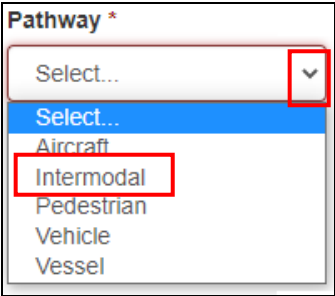
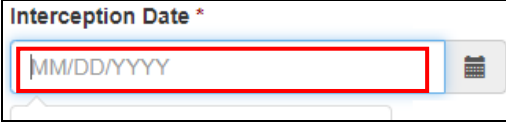
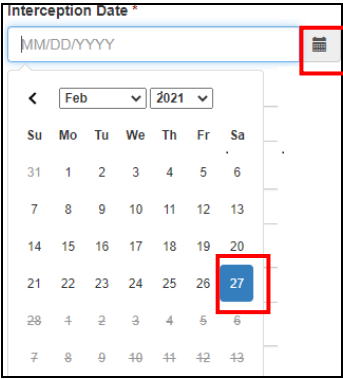
**Table 4: Vessel Pathway- Passenger OR Conveyance**

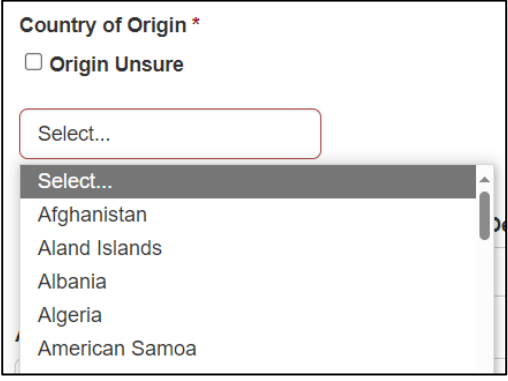
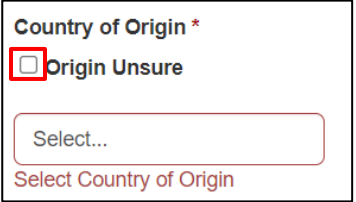
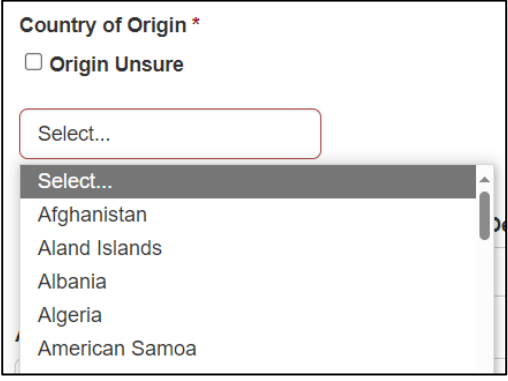
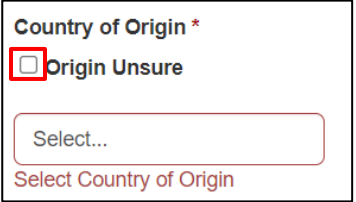
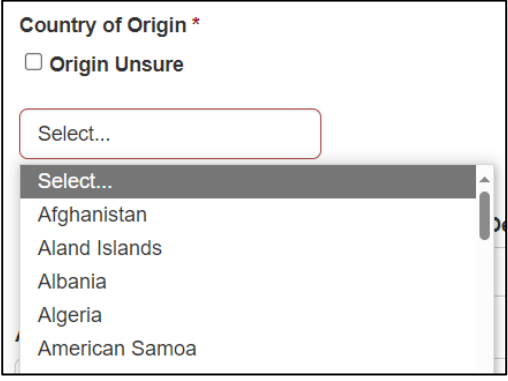
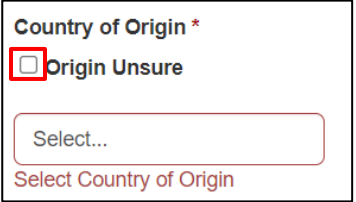
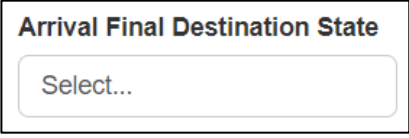
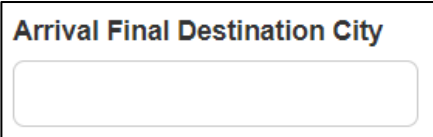
STEP	ACTION
<p><b>1</b></p>	<p>Click on New Tab next to Non-Urgent Diagnostic Pane.</p>  <p><b>Note:</b> After selecting the New tab, the screen will refresh to show the Non-Urgent Diagnostic Page as seen here:</p> 
<p><b>2</b></p>	<p>Select the Vessel pathway from the dropdown list.</p>  <p><b>Note:</b> ARM will redirect you to the Vessel Pathway page.</p>
<p><b>3</b></p>	<p>Type the Interception Date.</p>  <p><b>OR</b></p> <p>Click on the Calendar icon and select the date.</p>  <p><b>Note:</b> Future dates cannot be selected.</p>

STEP	ACTION						
4	<p>Select the Country of Origin from the dropdown list.</p> <table border="1" data-bbox="248 352 1518 1134"> <thead> <tr> <th data-bbox="248 352 576 394">IF:</th> <th data-bbox="576 352 1518 394">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 394 576 850">Known</td> <td data-bbox="576 394 1518 850"> <p>Select an Origin using the dropdown menu.</p>  </td> </tr> <tr> <td data-bbox="248 850 576 1134">Unknown</td> <td data-bbox="576 850 1518 1134"> <p>Check the Origin Unsure box</p>  </td> </tr> </tbody> </table>	IF:	THEN:	Known	<p>Select an Origin using the dropdown menu.</p> 	Unknown	<p>Check the Origin Unsure box</p> 
IF:	THEN:						
Known	<p>Select an Origin using the dropdown menu.</p> 						
Unknown	<p>Check the Origin Unsure box</p> 						
5	<p>Select the Arrival Final Destination State from the dropdown list.</p>  <p><b>Note:</b> Select passenger’s primary state of destination in the USA. If the passenger is in transit to a foreign country, select “In Transit” from the dropdown list.</p>						
6	<p>Enter the <b>full name</b> of the Arrival Final Destination City.</p> 						

STEP	ACTION
7	<p>Select the Port of Arrival from the dropdown list <b>if</b> needed.</p> <div data-bbox="240 310 1177 422" style="border: 1px solid black; padding: 5px;"> <p>Port of Arrival</p> <p>LAREDO, TX (2304)</p> </div> <p><b>Note:</b> This field will default to your location. <b>Change to</b> another location from the dropdown list <b>if</b> needed.</p>
8	<p>Enter Carrier SCAC</p> <div data-bbox="240 636 565 762" style="border: 1px solid black; padding: 5px;"> <p><b>Carrier SCAC</b></p> <p>ex: abcd</p> </div>
9	<p>Select Port/Terminal from the dropdown list.</p> <div data-bbox="240 835 792 961" style="border: 1px solid black; padding: 5px;"> <p>Port/Terminal</p> <p>Select...</p> </div>
10	<p>Enter Ship Name.</p> <div data-bbox="240 1062 591 1188" style="border: 1px solid black; padding: 5px;"> <p><b>Ship Name</b></p> <p>ex: abc ship</p> </div>
11	<p>Enter Voyage Number.</p> <div data-bbox="240 1251 604 1377" style="border: 1px solid black; padding: 5px;"> <p><b>Voyage Number</b></p> <p>ex: A-123456-12</p> </div>
12	<p>Check the In Transit Indicator box <b>if</b> needed. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="240 1503 591 1619" style="border: 1px solid black; padding: 5px;"> <p><b>In Transit Indicator</b></p> <p><input type="checkbox"/></p> </div>
13	<p>Click Save.</p>
14	<p><b>Go to</b> Job Aid: Add Articles and Conveyances</p>

**Table 5: Intermodal Pathway- Passenger OR Conveyance**

STEP	ACTION
<p><b>1</b></p>	<p>Click on New Tab next to Non-Urgent Diagnostic Pane.</p>  <p><b>Note:</b> After selecting the New tab, the screen will refresh to show the Non-Urgent Diagnostic Page as seen here:</p> 
<p><b>2</b></p>	<p>Select the Intermodal pathway from the dropdown list.</p>  <p><b>Note:</b> ARM will redirect you to the Intermodal Pathway page.</p>
<p><b>3</b></p>	<p>Type the Interception Date.</p>  <p><b>OR</b></p> <p>Click on the Calendar icon and select the date.</p>  <p><b>Note:</b> Future dates cannot be selected.</p>


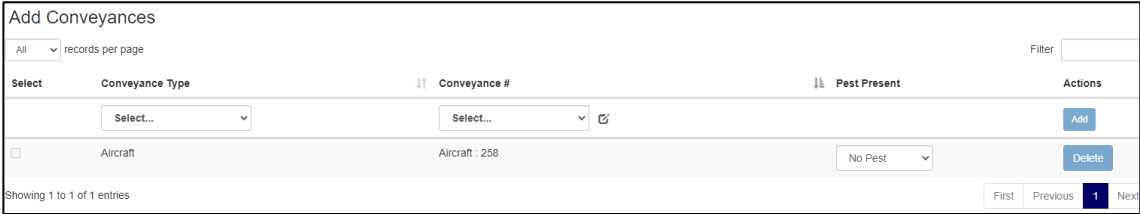
STEP	ACTION						
<p><b>4</b></p>	<p>Select the Country of Origin from the dropdown list.</p> <table border="1" data-bbox="248 352 1518 1134"> <thead> <tr> <th data-bbox="248 352 576 394">IF:</th> <th data-bbox="576 352 1518 394">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 394 576 850"> <p>Known</p> </td> <td data-bbox="576 394 1518 850"> <p>Select an Origin using the dropdown menu.</p>  </td> </tr> <tr> <td data-bbox="248 850 576 1134"> <p>Unknown</p> </td> <td data-bbox="576 850 1518 1134"> <p>Check the Origin Unsure box</p>  </td> </tr> </tbody> </table>	IF:	THEN:	<p>Known</p>	<p>Select an Origin using the dropdown menu.</p> 	<p>Unknown</p>	<p>Check the Origin Unsure box</p> 
IF:	THEN:						
<p>Known</p>	<p>Select an Origin using the dropdown menu.</p> 						
<p>Unknown</p>	<p>Check the Origin Unsure box</p> 						
<p><b>5</b></p>	<p>Select the Arrival Final Destination State from the dropdown list.</p>  <p><b>Note:</b> Select passenger’s primary state of destination in the USA. If the passenger is in transit to a foreign country, select “In Transit” from the dropdown list.</p>						
<p><b>6</b></p>	<p>Enter the <b>full name</b> of the Arrival Final Destination City.</p> 						

STEP	ACTION
7	<p>Select the Port of Arrival from the dropdown list <b>if</b> needed.</p> <div data-bbox="240 310 1177 422" style="border: 1px solid black; padding: 5px;"> <p>Port of Arrival</p> <p>LAREDO, TX (2304)</p> </div> <p><b>Note:</b> This field will default to your location. <b>Change to</b> another location from the dropdown list <b>if</b> needed.</p>
8	<p>Select Bridge/Crossing from the dropdown list.</p> <div data-bbox="240 611 800 730" style="border: 1px solid black; padding: 5px;"> <p>Bridge/Crossing</p> <p>Select...</p> </div>
9	<p>Enter Container Number <b>if</b> needed. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="240 814 599 947" style="border: 1px solid black; padding: 5px;"> <p>Container Number</p> <p></p> </div>
10	<p>Check the In Transit Indicator box <b>if</b> needed. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="240 1058 591 1171" style="border: 1px solid black; padding: 5px;"> <p>In Transit Indicator</p> <p><input type="checkbox"/></p> </div>
11	<p>Click Save.</p>
12	<p><b>Go to</b> Job Aid: Add Articles and Conveyances</p>

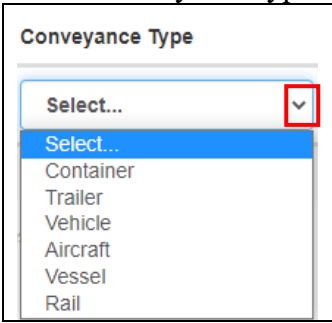

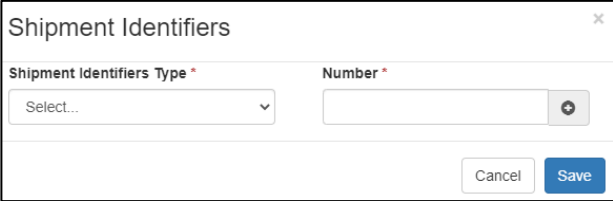
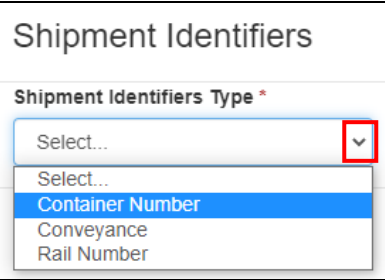
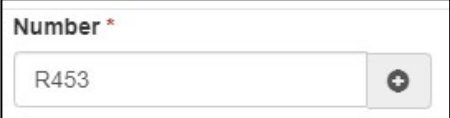

## Add Articles and Conveyances


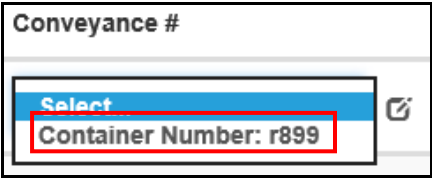

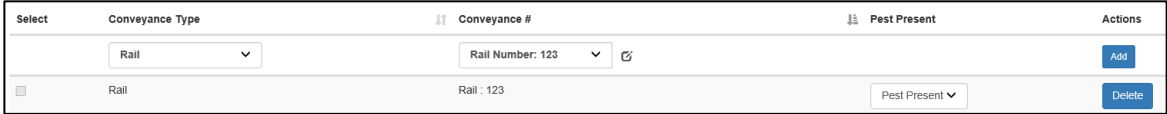
All Articles must be entered on Heading 3: Add Articles. Once added, they will appear on Heading 2. You can also add a conveyance when a pest is found at large on it.

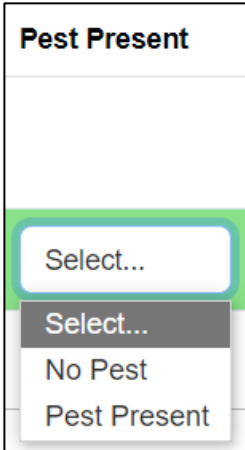
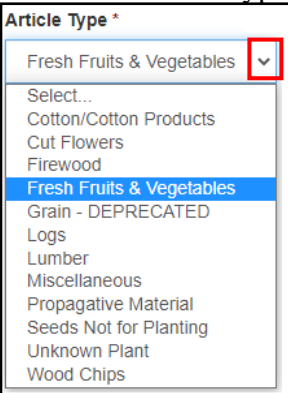

### Steps to add an Article and conveyance to the page


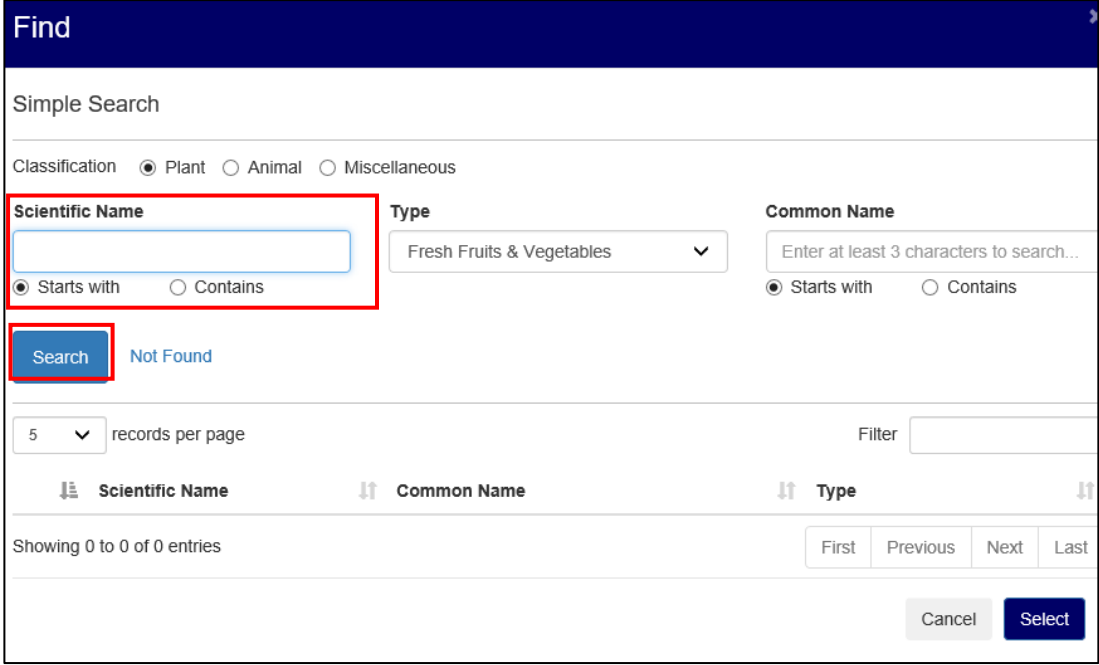
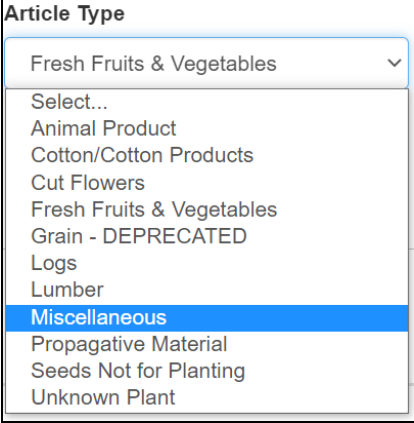
STEP	ACTION	
1	<b>IF ADDING:</b>	<b>THEN:</b>
	Conveyances	Go to Step 2A
	Articles	Go to Step 6
2A	Click on Save after completing all required fields on Heading number 1 Inspection information.	
2B	<p>Click on Add Conveyance tab on Heading 3 Add Articles.</p>  <p><b>Note:</b> The Add Conveyances table will appear.</p>  <p>The Conveyance associated with the pathway will appear.</p>	
2C	<b>IF CONVEYANCE INFORMATION FROM THE NEW NON-URGENT DIAGNOSTIC RECORD (TOPIC 1):</b>	<b>THEN:</b>
	Populates	Go to Step 4
	Does <u>Not</u> Populate	Go to Step 3A

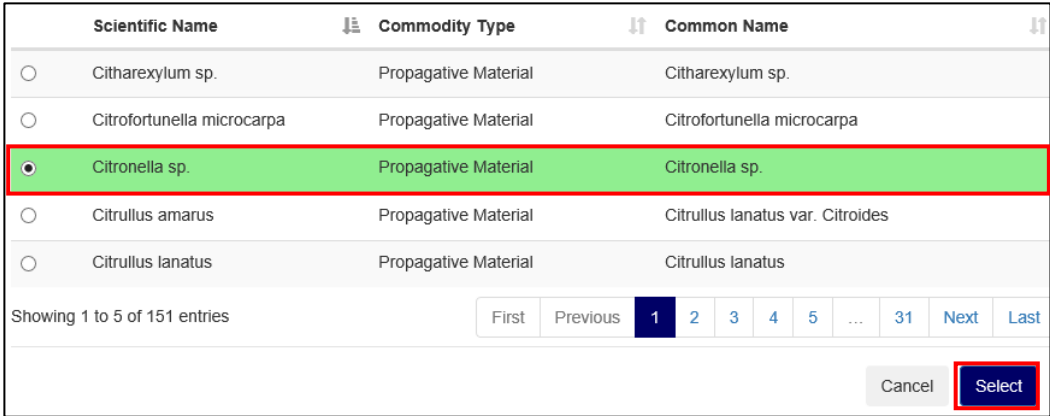
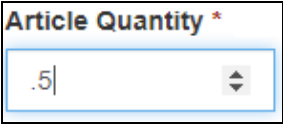
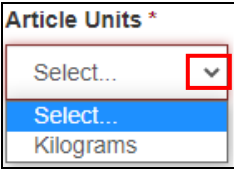
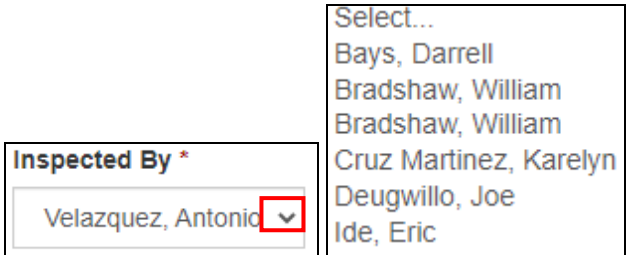
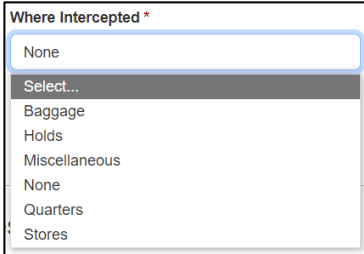


<p><b>3A</b></p>	<p>Select a conveyance type from the dropdown list.</p> 
<p><b>3B</b></p>	<p>Click on the pencil icon to add a Conveyance Number.</p>  <p><b>Note:</b> A new window will appear.</p> 
<p><b>3C</b></p>	<p>Select a Shipment Identifier Type from the dropdown list.</p> 
<p><b>3D</b></p>	<p>Enter the Shipment Identifier Number.</p> 
<p><b>3E</b></p>	<p>Click on Save.</p> 

<b>3F</b>	<b>IF YOU ARE:</b>	<b>THEN:</b>
	Deleting a Conveyance	<p>1. Click on the trash can icon.</p>  <p>2. <b>REPEAT</b> Step 3A and 3E to enter a new Shipment Identifier.</p> <p>3. <b>Go to</b> Step 3G.</p>
	<u>Not</u> Deleting a Conveyance	<b>Go to</b> Step 3G.
<b>3G</b>	Select the Conveyance number added to it.	
		
<b>3H</b>	Click on Add.	
	 <p><b>Note:</b> The conveyance will appear.</p> 	
<b>3I</b>	<b>IF YOU ARE:</b>	<b>THEN:</b>
	Deleting a Conveyance	<p>1. Click on Delete Tab.</p> <p>2. <b>REPEAT</b> Steps 3A-3G</p> <p>3. <b>Go to</b> Step 4</p>
	<u>Not</u> Deleting a Conveyance	<b>Go to</b> Step 4

<p><b>4</b></p>	<p>Select Pest Present.</p> 						
<p><b>5</b></p>	<p><b>Go to</b> the next Topic Add, Submit, and Recall a Non-Urgent Diagnostic Request</p>						
<p><b>6</b></p>	<p>Select an Article Type on Heading 3 <b>if</b> needed.</p>  <p><b>Note:</b> This field defaults to Fresh Fruits and Vegetables.</p>						
<p><b>7</b></p>	<p>Select the Article from the dropdown list or use the search feature to find the Article.</p>  <table border="1" data-bbox="240 1541 1503 1812"> <thead> <tr> <th data-bbox="240 1541 743 1614">IF THE ARTICLE IS:</th> <th data-bbox="743 1541 1503 1614">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 1614 743 1724">Listed</td> <td data-bbox="743 1614 1503 1724"> <ol style="list-style-type: none"> <li>1. Select an article.</li> <li>2. <b>Go to</b> Step 12.</li> </ol> </td> </tr> <tr> <td data-bbox="240 1724 743 1812"><b>Not</b> listed</td> <td data-bbox="743 1724 1503 1812"><b>Go to</b> Step 8.</td> </tr> </tbody> </table>	IF THE ARTICLE IS:	THEN:	Listed	<ol style="list-style-type: none"> <li>1. Select an article.</li> <li>2. <b>Go to</b> Step 12.</li> </ol>	<b>Not</b> listed	<b>Go to</b> Step 8.
IF THE ARTICLE IS:	THEN:						
Listed	<ol style="list-style-type: none"> <li>1. Select an article.</li> <li>2. <b>Go to</b> Step 12.</li> </ol>						
<b>Not</b> listed	<b>Go to</b> Step 8.						

<p><b>8</b></p>	<p>Click on the search icon.</p> 
<p><b>9</b></p>	<p>Enter at least 3 characters of a commodity and click Search</p>  <p><b>Note:</b> If the commodity is not found, <b>contact</b> the ARM Help Desk.</p>
<p><b>10</b></p>	<p>Select an Article Type <b>if</b> needed.</p>  <p><b>Note:</b> The Article Type defaults to Fresh Fruits&amp; Vegetables. Change this value as needed.</p>

<p><b>11</b></p>	<p>Select an Article using the radio button and then click Select.</p>  <table border="1"> <thead> <tr> <th>Scientific Name</th> <th>Commodity Type</th> <th>Common Name</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> Citharexylum sp.</td> <td>Propagative Material</td> <td>Citharexylum sp.</td> </tr> <tr> <td><input type="radio"/> Citrofortunella microcarpa</td> <td>Propagative Material</td> <td>Citrofortunella microcarpa</td> </tr> <tr style="background-color: #d9ead3;"> <td><input checked="" type="radio"/> Citronella sp.</td> <td>Propagative Material</td> <td>Citronella sp.</td> </tr> <tr> <td><input type="radio"/> Citrullus amarus</td> <td>Propagative Material</td> <td>Citrullus lanatus var. Citroides</td> </tr> <tr> <td><input type="radio"/> Citrullus lanatus</td> <td>Propagative Material</td> <td>Citrullus lanatus</td> </tr> </tbody> </table> <p>Showing 1 to 5 of 151 entries</p> <p>First Previous <b>1</b> 2 3 4 5 ... 31 Next Last</p> <p>Cancel <b>Select</b></p>	Scientific Name	Commodity Type	Common Name	<input type="radio"/> Citharexylum sp.	Propagative Material	Citharexylum sp.	<input type="radio"/> Citrofortunella microcarpa	Propagative Material	Citrofortunella microcarpa	<input checked="" type="radio"/> Citronella sp.	Propagative Material	Citronella sp.	<input type="radio"/> Citrullus amarus	Propagative Material	Citrullus lanatus var. Citroides	<input type="radio"/> Citrullus lanatus	Propagative Material	Citrullus lanatus
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<input type="radio"/> Citrullus lanatus	Propagative Material	Citrullus lanatus																	
<p><b>12</b></p>	<p>Enter the Article Quantity.</p>  <p><b>Article Quantity *</b></p> <p>.5</p>																		
<p><b>13</b></p>	<p>Select the Article Units.</p>  <p><b>Article Units *</b></p> <p>Select... Select... Kilograms</p> <p><b>Note:</b> Units will default according to the Article Type.</p>																		
<p><b>14</b></p>	<p>Select an Inspector <b>if</b> needed.</p>  <p><b>Inspected By *</b></p> <p>Velazquez, Antonio</p> <p>Select... Bays, Darrell Bradshaw, William Bradshaw, William Cruz Martinez, Karelyn Deugwillo, Joe Ide, Eric</p> <p><b>Note:</b> This field defaults to the user logged in to ARM. You can change the inspection name if needed.</p>																		
<p><b>15</b></p>	<p>Select Where the Article was Intercepted from the dropdown list.</p>  <p><b>Where Intercepted *</b></p> <p>None Select... Baggage Holds Miscellaneous None Quarters Stores</p> <p><b>Note:</b> This field defaults to None.</p>																		

16

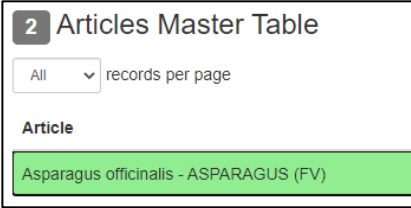

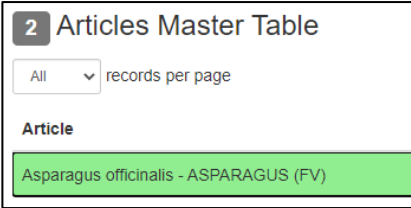

Click on Add Article Tab.



**Note:** All data entered will populate on Heading 2: Articles Master Table as seen here:

2 Articles Master Table				
All	records per page			Filter
Article	Article Determination	Qty	Units	Complete
Asparagus officinalis - ASPARAGUS (FV)	<input type="checkbox"/>	1	Kilograms	<input type="button" value="Pending Inspection"/>
Article	Article Determination	Qty	Units	Complete

17


IF THE ARTICLE:	THEN:
Needs to be updated	<ol style="list-style-type: none"> <li>Click on the article to be updated under Heading 2.</li> </ol>  <ol style="list-style-type: none"> <li>Update the article as needed.</li> </ol> <p><b>Note:</b> All data will populate back to Heading 3.</p> <ol style="list-style-type: none"> <li>Click on Update Article tab.</li> </ol>  <ol style="list-style-type: none"> <li><b>Go to Job Aid:</b> Submit Diagnostic Request.</li> </ol>
Needs to be deleted	<ol style="list-style-type: none"> <li>Click on the article to be deleted.</li> </ol>  <ol style="list-style-type: none"> <li>Click on Delete Article tab.</li> </ol>  <ol style="list-style-type: none"> <li>Enter new information <b>if</b> needed.</li> <li><b>Go to Job Aid:</b> Submit Diagnostic Request.</li> </ol>
Does <b>not</b> require further action	<b>Go to Job Aid:</b> Submit Diagnostic Request.

## Add, Submit, and Recall a Non-Urgent Diagnostic Request

This Job Aid describes steps for completing a Diagnostic Request (DR) in the CBP AQIM ARM workspace. The following areas are covered in the Enter Data for a Diagnostic Request Job Aid:

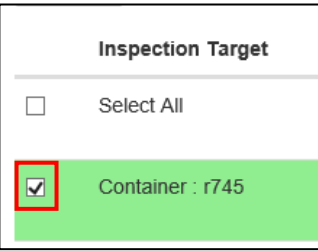

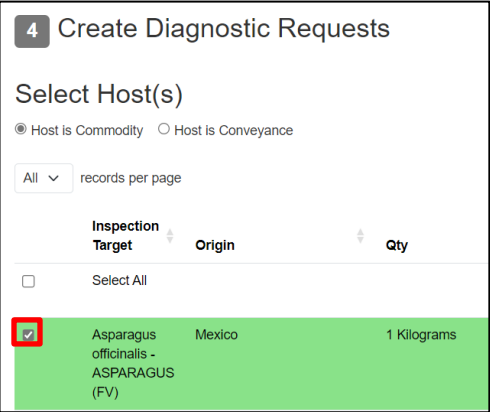
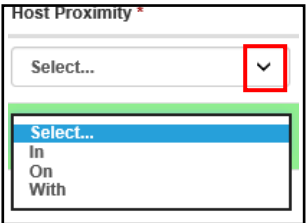
1. Add and Submit Diagnostic Request Information
  - A. Print Diagnostic Request Routing Form
2. Recall a Diagnostic Request to Update or Delete
3. Locate, Reopen, and Update a Diagnostic

### 1. Add and Submit Diagnostic Request Information

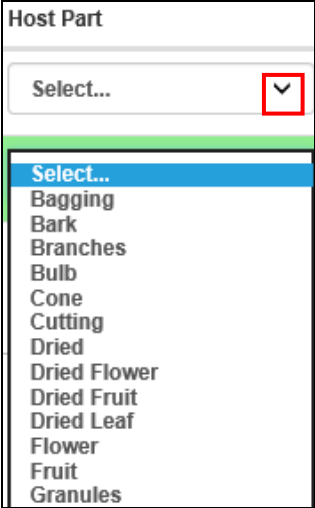


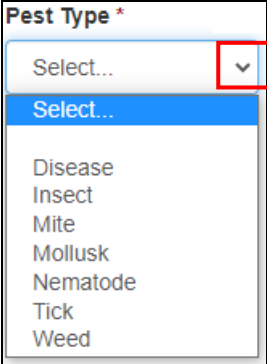


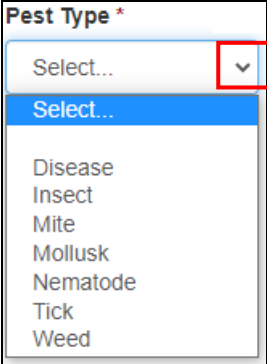


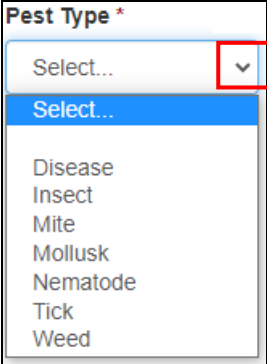


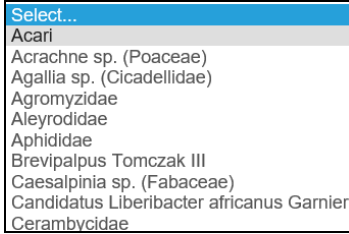

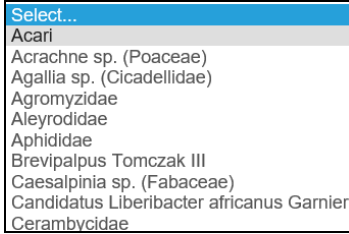

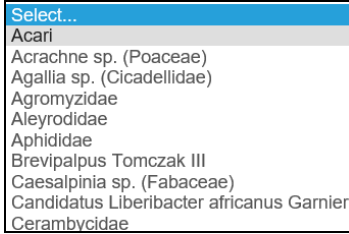

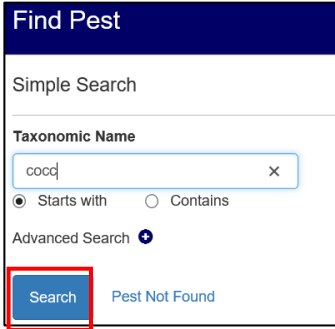
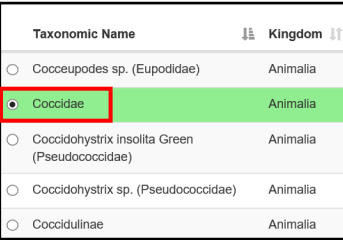
The user can add and submit a Diagnostic Request (DR) Routing Form directly from the AQIM Inspection Record page. This is only available for Non-Cargo AQIM Pathways.

STEP	ACTION																
<b>1</b>	<b>IF DIAGNOSTIC IS FOR A(N):</b>	<b>THEN:</b>															
	Conveyance	<b>Go to Step 2A</b>															
	Article	<b>Go to Step 3</b>															
<b>2A</b>	<p>Select Host is Conveyance.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <div style="background-color: #cccccc; padding: 2px; margin-bottom: 5px;">4 Create Diagnostic Requests</div> <p>Select Host(s)</p> <p><input type="radio"/> Host is Commodity <input checked="" type="radio"/> Host is Conveyance</p> <p>All records per page</p> </div> <p><b>Note:</b> The conveyance will show on the Host Table.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 40%;">Inspection Target</th> <th style="width: 15%;">Origin</th> <th style="width: 15%;">Qty</th> <th style="width: 15%;">Host Proximity *</th> <th style="width: 15%;">Host Part</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Select All</td> <td></td> <td></td> <td>Select...</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Container : r745</td> <td></td> <td></td> <td>Select...</td> <td></td> </tr> </tbody> </table>		Inspection Target	Origin	Qty	Host Proximity *	Host Part	<input type="checkbox"/> Select All			Select...		<input type="checkbox"/> Container : r745			Select...	
Inspection Target	Origin	Qty	Host Proximity *	Host Part													
<input type="checkbox"/> Select All			Select...														
<input type="checkbox"/> Container : r745			Select...														

STEP	ACTION
2B	<p>Click on the conveyance.</p>  <p><b>Note:</b> The row will turn green.</p>
2C	<p>Select Host Proximity from the Dropdown list.</p> 
2D	<p>Go to Step 6</p>
3	<p>Click on the article under Heading 4, Select Host(s).</p>  <p><b>Note:</b> The selected commodity row will be highlighted in green. If only one commodity is listed on the DR page, it will be auto checked by ARM.</p>
4	<p>Select Host Proximity from dropdown list.</p> 



<p><b>5</b></p>	<p>Select Host Part from dropdown list.</p>  <p><b>Note:</b> This field is <b>only</b> for Articles, <b>not</b> Conveyances. <b>Skip</b>, if needed.</p>						
<p><b>6</b></p>	<table border="1"> <thead> <tr> <th data-bbox="240 888 716 957">IF THE PEST TAXONOMY IS:</th> <th data-bbox="716 888 1507 957">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 957 716 1167"> <p>Known</p> </td> <td data-bbox="716 957 1507 1167"> <p>1. Click on Pest radio button.</p>  <p>2. <b>Go to</b> Step 7A.</p> </td> </tr> <tr> <td data-bbox="240 1167 716 1829"> <p><u><b>Not</b></u> known</p> </td> <td data-bbox="716 1167 1507 1829"> <p>1. Click on Pest Type radio button.</p>  <p>2. Select the Pest Type from the dropdown list.</p>  <p>3. <b>Go to</b> Step 7A.</p> </td> </tr> </tbody> </table>	IF THE PEST TAXONOMY IS:	THEN:	<p>Known</p>	<p>1. Click on Pest radio button.</p>  <p>2. <b>Go to</b> Step 7A.</p>	<p><u><b>Not</b></u> known</p>	<p>1. Click on Pest Type radio button.</p>  <p>2. Select the Pest Type from the dropdown list.</p>  <p>3. <b>Go to</b> Step 7A.</p>
IF THE PEST TAXONOMY IS:	THEN:						
<p>Known</p>	<p>1. Click on Pest radio button.</p>  <p>2. <b>Go to</b> Step 7A.</p>						
<p><u><b>Not</b></u> known</p>	<p>1. Click on Pest Type radio button.</p>  <p>2. Select the Pest Type from the dropdown list.</p>  <p>3. <b>Go to</b> Step 7A.</p>						

<p><b>7A</b></p>	<table border="1"> <thead> <tr> <th data-bbox="240 205 581 275">IF THE PEST IS:</th> <th data-bbox="581 205 1515 275">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 275 581 751"> <p>Listed</p> </td> <td data-bbox="581 275 1515 751"> <p>1. Select from Pest from the list.</p>  <p><b>Note:</b> This list will populate from searched and added Pest from users' Work Unit.</p> <p>2. <b>Go to Step 7D.</b></p> </td> </tr> <tr> <td data-bbox="240 751 581 989"> <p><b>Not</b> listed</p> </td> <td data-bbox="581 751 1515 989"> <p>1. Click on Search function in the field.</p>  <p>2. <b>Go to Step 7B.</b></p> </td> </tr> </tbody> </table>	IF THE PEST IS:	THEN:	<p>Listed</p>	<p>1. Select from Pest from the list.</p>  <p><b>Note:</b> This list will populate from searched and added Pest from users' Work Unit.</p> <p>2. <b>Go to Step 7D.</b></p>	<p><b>Not</b> listed</p>	<p>1. Click on Search function in the field.</p>  <p>2. <b>Go to Step 7B.</b></p>
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<p><b>Not</b> listed</p>	<p>1. Click on Search function in the field.</p>  <p>2. <b>Go to Step 7B.</b></p>						
<p><b>7B</b></p>	<p>Type at least 4 letters from the pest or full taxa. Click on Search or hit Enter.</p> 						
<p><b>7C</b></p>	<p>Select Pest from the list.</p> 						



<p><b>7D</b></p>	<p>Select a Method and Diagnostic Routing Type.</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p><b>Method *</b></p> <p>Morphological <span style="float: right;">▼</span></p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p><b>Diagnostic Routing Type *</b></p> <p>Morphological <span style="float: right;">▼</span></p> </div> </div> <p><b>Note:</b> Both fields will default to Morphological. <b>Skip</b> this step if needed.</p>																																																	
<p><b>8</b></p>	<p>Select or type Date Determined using the Calendar icon.</p> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p><b>Date Determined</b></p> <p>09/19/2024 <span style="float: right;"></span></p> </div> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; padding-bottom: 5px;"> <span>&lt; Sep 2024 &gt;</span> </div> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th> </tr> </thead> <tbody> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td style="background-color: #007bff; color: white;">19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> </tr> </tbody> </table> <div style="display: flex; justify-content: flex-end; gap: 10px; margin-top: 10px;"> <span>Clear</span> <span style="background-color: #007bff; color: white; padding: 2px 10px;">Apply</span> </div> </div> <p><b>Note:</b> This field will default to the current date. Users may change dates when required, or you may <b>Skip</b> this step if needed.</p>	Su	Mo	Tu	We	Th	Fr	Sa	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1	2	3	4	5
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<p><b>9</b></p>	<p>Select Determined By field.</p> <div style="display: flex; align-items: flex-start; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px; width: 30%;"> <p><b>Determined By *</b></p> <p>Velazquez, Antonio <span style="float: right;">▼</span></p> </div> <div style="border: 1px solid black; padding: 5px; width: 60%; margin-left: 10px;"> <p>Katsar, Catherine</p> <p>Khandwala, Ubaid</p> <p>Khandwala, Ubaid</p> <p>Kowalski, David</p> <p>Langston, Lauren</p> <p>Marasas, Carissa</p> <p>Marchena, Alex</p> <p>Marquez, Patrick</p> <p>Mireles, Oscar</p> </div> </div> <p><b>Note:</b> The system will default to the name of the logged-in user. Users can enter data for coworkers. <b>Skip</b> this step if needed.</p>																																																	

<p><b>10</b></p>	<table border="1"> <tr> <th data-bbox="240 205 586 310">IF THE PEST OR PEST DISCIPLINE:</th> <th data-bbox="586 205 1511 310">THEN:</th> </tr> <tr> <td data-bbox="240 310 586 625">Has a Pest Stage</td> <td data-bbox="586 310 1511 625"> <p>Type the number of specimens on the correct stage.</p> <div data-bbox="591 380 1235 520"> <table border="1"> <tr> <td colspan="3">Pest Stages</td> </tr> <tr> <td></td> <td>Immature</td> <td>Pupae</td> <td>Adults</td> </tr> <tr> <td>Alive</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Dead</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> </div> <p><b>Note:</b> This field will populate according to a pest or discipline chose by users.</p> </td> </tr> <tr> <td data-bbox="240 625 586 737">Does <b>not</b> have a Pest Stage</td> <td data-bbox="586 625 1511 737">The Pest Stages Field will <b>not</b> show. <b>Go to</b> Step 11.</td> </tr> </table>	IF THE PEST OR PEST DISCIPLINE:	THEN:	Has a Pest Stage	<p>Type the number of specimens on the correct stage.</p> <div data-bbox="591 380 1235 520"> <table border="1"> <tr> <td colspan="3">Pest Stages</td> </tr> <tr> <td></td> <td>Immature</td> <td>Pupae</td> <td>Adults</td> </tr> <tr> <td>Alive</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Dead</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> </div> <p><b>Note:</b> This field will populate according to a pest or discipline chose by users.</p>	Pest Stages				Immature	Pupae	Adults	Alive	<input type="text"/>	<input type="text"/>	<input type="text"/>	Dead	<input type="text"/>	<input type="text"/>	<input type="text"/>	Does <b>not</b> have a Pest Stage	The Pest Stages Field will <b>not</b> show. <b>Go to</b> Step 11.
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Does <b>not</b> have a Pest Stage	The Pest Stages Field will <b>not</b> show. <b>Go to</b> Step 11.																					
<p><b>11</b></p>	<p>Type Remarks. This is not required and you may <b>Skip</b> this step if needed.</p> <div data-bbox="245 806 1511 978"> <p>Inspector Remarks</p> <div style="border: 1px solid gray; height: 80px;"></div> </div>																					
<p><b>12</b></p>	<p>Click on Add.</p> <p><b>Note:</b> All the information entered Heading 4 will show on Heading 5, Diagnostic Requests.</p> <div data-bbox="245 1104 1511 1304"> <div style="border: 1px solid gray; padding: 5px;"> <p><b>5</b> Diagnostic Requests</p> <p>All records per page</p> <table border="1"> <thead> <tr> <th>DR #</th> <th>Status</th> <th>Determination</th> <th>Article</th> </tr> </thead> <tbody> <tr> <td>230421020005-DR01</td> <td>Draft Diagnostic Request</td> <td>Acari</td> <td>Ananas comosus - PINEAPPLE (FV)</td> </tr> </tbody> </table> </div> </div> <p><b>Note:</b> The status will show as Draft Diagnostic Request.</p>	DR #	Status	Determination	Article	230421020005-DR01	Draft Diagnostic Request	Acari	Ananas comosus - PINEAPPLE (FV)													
DR #	Status	Determination	Article																			
230421020005-DR01	Draft Diagnostic Request	Acari	Ananas comosus - PINEAPPLE (FV)																			
<p><b>13</b></p>	<p>Click on Submit DR</p> <div data-bbox="245 1440 1511 1675"> <div style="border: 1px solid gray; padding: 5px;"> <p><b>5</b> Diagnostic Requests</p> <p>All records per page</p> <table border="1"> <thead> <tr> <th>DR #</th> <th>Status</th> <th>Determination</th> <th>Article</th> </tr> </thead> <tbody> <tr> <td>230421020005-DR01</td> <td>AI Pending Specimen Receipt</td> <td>Acari</td> <td>Ananas comosus - PINEAPPLE (FV)</td> </tr> </tbody> </table> <p style="text-align: right;">Alive Immature - 1</p> </div> </div> <p><b>Note:</b> The status will show as AI Pending Specimen Receipt.</p>	DR #	Status	Determination	Article	230421020005-DR01	AI Pending Specimen Receipt	Acari	Ananas comosus - PINEAPPLE (FV)													
DR #	Status	Determination	Article																			
230421020005-DR01	AI Pending Specimen Receipt	Acari	Ananas comosus - PINEAPPLE (FV)																			

**Print a Diagnostic Request Routing Form**

After a Diagnostic Request has been submitted, ARM will generate a Diagnostic Request (DR) Routing Form. This form will show as a PDF file.

**Steps to print a Diagnostic Request Routing Form**

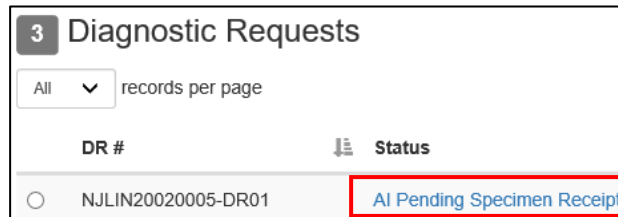
STEP	ACTION											
1	<p>Access the DR Routing Form by using one of these methods:</p> <p><b>ARM Generated Forms Icon</b></p> <ol style="list-style-type: none"> <li>Click on the PDF Icon to be redirected to the ARM Generated Forms Page</li> </ol>  <ol style="list-style-type: none"> <li>Click on the Event ID link</li> </ol> <table border="1" data-bbox="240 785 823 911"> <thead> <tr> <th>Event Id</th> <th>Commodity(ies)</th> <th>Origins</th> <th>User Role</th> </tr> </thead> <tbody> <tr> <td>230421020005-DR01</td> <td>Ananas comosus - PINEAPPLE (FV)</td> <td>Argentina</td> <td>Velazquez, Antonio</td> </tr> </tbody> </table> <p><b>OR</b></p> <p><b>Heading 3 Status Column</b></p> <ol style="list-style-type: none"> <li>Click on the AI Pending Specimen Receipt link</li> </ol> <table border="1" data-bbox="240 1087 574 1199"> <thead> <tr> <th>Status</th> </tr> </thead> <tbody> <tr> <td><a href="#">AI Pending Specimen Receipt</a></td> </tr> </tbody> </table> <p><b>OR</b></p> <p><b>The Information Panel</b></p> <ol style="list-style-type: none"> <li>Click on the Information Icon to be redirected to the ARM Information Panel.</li> </ol>  <ol style="list-style-type: none"> <li>On the DR Information Pane, click on the Diagnostic Routing PDF link.</li> </ol> <table border="1" data-bbox="240 1514 777 1570"> <tbody> <tr> <td>Diagnostic Routing PDF: <a href="#">routing.pdf</a></td> </tr> </tbody> </table>	Event Id	Commodity(ies)	Origins	User Role	230421020005-DR01	Ananas comosus - PINEAPPLE (FV)	Argentina	Velazquez, Antonio	Status	<a href="#">AI Pending Specimen Receipt</a>	Diagnostic Routing PDF: <a href="#">routing.pdf</a>
Event Id	Commodity(ies)	Origins	User Role									
230421020005-DR01	Ananas comosus - PINEAPPLE (FV)	Argentina	Velazquez, Antonio									
Status												
<a href="#">AI Pending Specimen Receipt</a>												
Diagnostic Routing PDF: <a href="#">routing.pdf</a>												
2	Open the PDF and select Print from the File dropdown menu.											

## 2. Recall a Diagnostic Request to Update or Delete


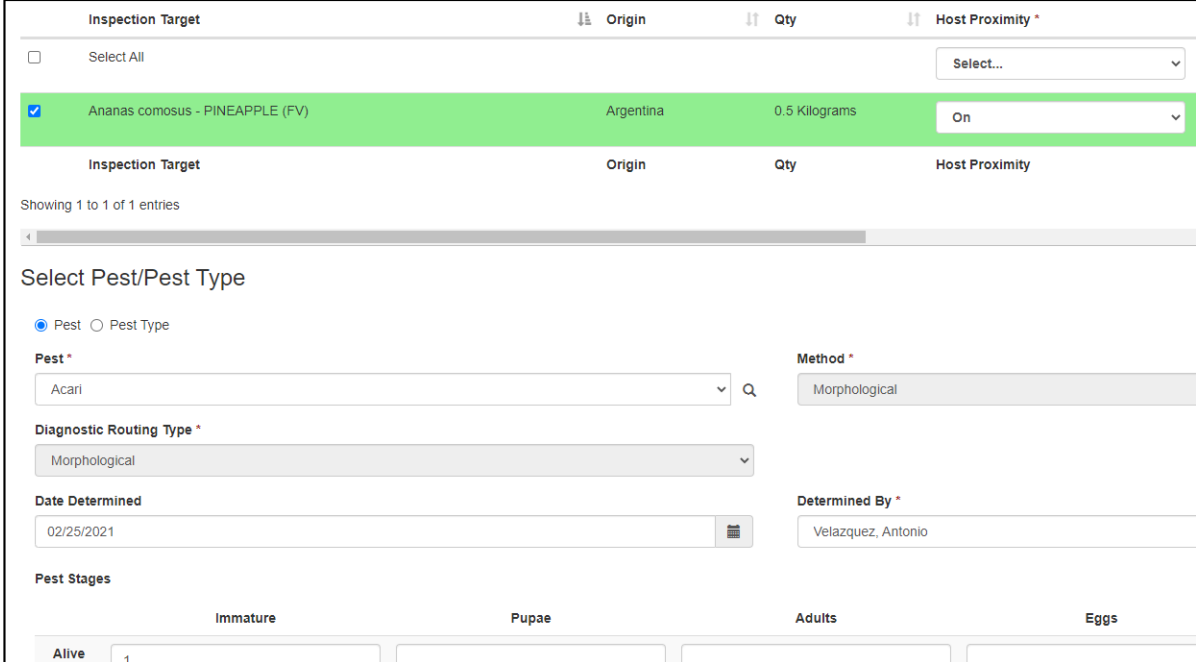
Before recalling a Diagnostic Request while still on the DR Page, users must ensure that:


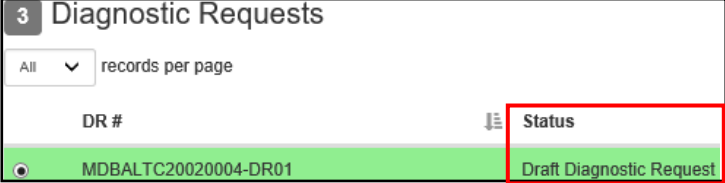







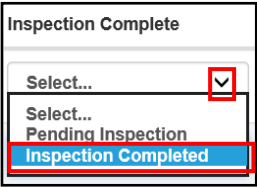


- The DR has **not** been received nor accepted by an Area Identifier (AI)
- The Status on Heading 3 in the record’s Diagnostic Request Page is set to “AI Pending Specimen Receipt”



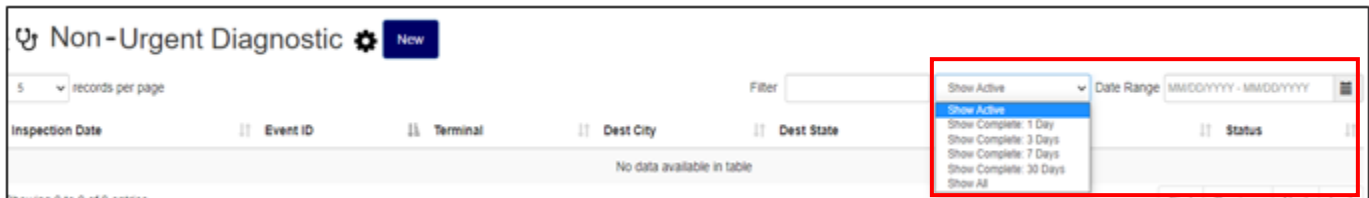
### Steps to recall a Diagnostic Request

STEP	ACTION
1	<p>Click on the Record DR radio button.</p>  <p>Note: All information for that DR will populate back on Heading 4, as shown here:</p> 

<p>2</p>	<p>Click on Recall Tab on Heading 2.</p>  <p><b>Note:</b> The status on Heading 3 will change to Draft Diagnostic Request (DR).</p> 						
<p>3</p>	<table border="1"> <thead> <tr> <th data-bbox="240 621 586 688">IF THE USER WILL:</th> <th data-bbox="586 621 1510 688">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 688 586 936"> <p>Update the DR</p> </td> <td data-bbox="586 688 1510 936"> <p>1. Update field(s) as needed. 2. Click on the Update tab.</p>  <p>3. <b>Go to</b> Step 4.</p> </td> </tr> <tr> <td data-bbox="240 936 586 1129"> <p>Delete the DR</p> </td> <td data-bbox="586 936 1510 1129"> <p>1. Click on the Delete tab.</p>  <p>2. Enter required information. Refer to Topic 2 on this job aid.</p> </td> </tr> </tbody> </table>	IF THE USER WILL:	THEN:	<p>Update the DR</p>	<p>1. Update field(s) as needed. 2. Click on the Update tab.</p>  <p>3. <b>Go to</b> Step 4.</p>	<p>Delete the DR</p>	<p>1. Click on the Delete tab.</p>  <p>2. Enter required information. Refer to Topic 2 on this job aid.</p>
IF THE USER WILL:	THEN:						
<p>Update the DR</p>	<p>1. Update field(s) as needed. 2. Click on the Update tab.</p>  <p>3. <b>Go to</b> Step 4.</p>						
<p>Delete the DR</p>	<p>1. Click on the Delete tab.</p>  <p>2. Enter required information. Refer to Topic 2 on this job aid.</p>						
<p>4</p>	<p>Submit the DR again</p> 						
<p>5</p>	<p>Scroll up to Heading 1 and select Inspection Completed in the Inspection Complete dropdown.</p> 						

### 3. Locate, Reopen, and Update a Non-Urgent Diagnostic.

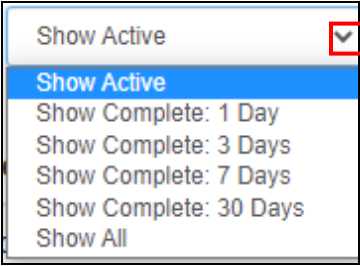
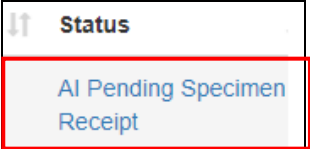
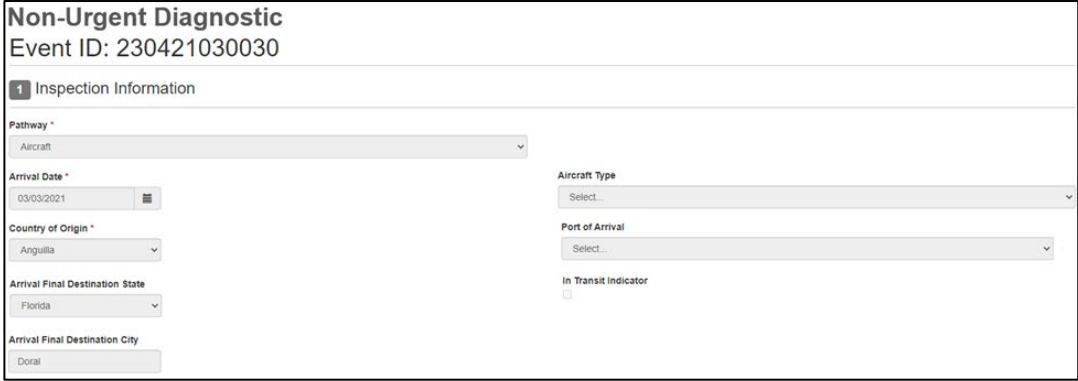

To update information on a closed Non-Urgent Diagnostic, users will need to locate and reopen the record. The Non-Urgent Diagnostic is on the Non-Urgent Diagnostic Pane using the Active View or the Date Range.




#### Steps to locate and reopen a Non-Urgent Diagnostic

STEP	ACTION																																																																																																			
<b>1</b>	<p><b>IF THE ARTICLE WAS CLOSED:</b></p>	<p><b>THEN:</b></p>																																																																																																		
	<p>Over 30 days ago</p>	<ol style="list-style-type: none"> <li>Click the calendar icon on the Date Range field.                             <div data-bbox="760 940 1317 1010" style="border: 1px solid black; padding: 5px; margin: 5px 0;">                                 Date Range 12/10/2020 - 12/10/2020  </div> </li> <li>Select a date range.                             <div data-bbox="760 1045 1495 1472" style="border: 1px solid black; padding: 5px; margin: 5px 0;">                                 Date Range 12/10/2020 - 12/10/2020                                 <div style="display: flex; justify-content: space-between; align-items: center; border: 1px solid #ccc; padding: 5px;"> <span>Last 7 Days</span> <span>&lt; Dec 2020 Jan 2021 &gt;</span> </div> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th><th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th> </tr> </thead> <tbody> <tr> <td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td> </tr> <tr> <td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> </tr> <tr> <td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td> </tr> <tr> <td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td> </tr> <tr> <td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td> </tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td> </tr> </tbody> </table> <div style="display: flex; justify-content: flex-end; align-items: center; margin-top: 5px;"> <span>12/10/2020 - 12/10/2020</span> <span style="margin-left: 10px;">Clear</span> <span style="margin-left: 10px; background-color: #007bff; color: white; padding: 2px 5px; border: 1px solid #007bff;">Apply</span> </div> </div> </li> <li>Click Apply.                             <div data-bbox="760 1507 1295 1577" style="border: 1px solid black; padding: 5px; margin: 5px 0;">                                 12/10/2020 - 12/10/2020 <span style="margin-left: 20px;">Clear</span> <span style="margin-left: 20px; background-color: #007bff; color: white; padding: 2px 5px; border: 1px solid #007bff;">Apply</span> </div> </li> <li>Locate the record and <b>Go to Step 2.</b></li> </ol> <p><b>Note:</b> You can also type the date range in the field.</p>	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	29	30	1	2	3	4	5	27	28	29	30	31	1	2	6	7	8	9	10	11	12	3	4	5	6	7	8	9	13	14	15	16	17	18	19	10	11	12	13	14	15	16	20	21	22	23	24	25	26	17	18	19	20	21	22	23	27	28	29	30	31	1	2	24	25	26	27	28	29	30	3	4	5	6	7	8	9	31	1	2	3	4	5	6
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa																																																																																							
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3	4	5	6	7	8	9	31	1	2	3	4	5	6																																																																																							



STEP	ACTION	
	<p>Less than 30 days ago</p>	<p>1. Select a view on the Active view field.</p>  <p>2. Locate the record and <b>Go to</b> Step 2.</p>
<p>2</p>	<p>Click on the Status link on the Non-Urgent Diagnostic Pane.</p>  <p><b>Note:</b> ARM will redirect you to the Aircraft Pathway Page. All fields will appear disabled, as shown here:</p>  <p><b>Note:</b> If the status is <b>not</b> AI Pending Specimen Receipt, contact the Area Identifier assigned to your location. The area identifier will have to reverse the actions done for you to have this status back. For any further issues, contact the ARM Help Desk.</p>	
<p>3</p>	<p>Click Reopen Tab at the right bottom side of the page.</p>  <p><b>Note:</b> After selecting Reopen, the inspection fields will enable again.</p>	
<p>4</p>	<p>Update any information on the fields as needed.</p>	

STEP	ACTION
5	Click on Close Tab. 

## Navigating Common Fields in ARM CBPAS Workspace

This job aid describes how to navigate thru the common fields in the ARM CBP Agriculture Specialist Workspace. The following areas (with the corresponding number on the image) are covered in the Navigating Common Fields in the ARM CBPAS Workspace job aid:

1. Number of Records to Display Per Page
2. Filtering Options
3. Total Number of Records in a Custom View
4. First, Previous, Next, and Last Navigation Buttons
5. Sorting Icons
6. Expand or Collapse Record Details View

The screenshot shows the 'Inspections' workspace interface. A red box highlights the top navigation area containing a dropdown menu for 'records per page' (set to 5), a 'Filter' input field, a 'Show Active' dropdown, and a 'Date Range' selector. Below this, a table lists inspection records with columns for Date of Arrival, Inspection Date, Pathway, Event ID, Shipment ID, Inspection Target, Quantity, Addressee, Postmark Country, and Status. Blue callout circles are placed over various elements: '1' is over the 'records per page' dropdown; '2' is over the 'Filter' field; '3' is over the 'Showing 1 to 5 of 13 entries' text; '4' is over the pagination buttons (First, Previous, 1, 2, 3, Next, Last); '5' is over the sorting icon for the 'Shipment ID' column; and '6' is over the expand/collapse icon for the first record.

Date Of Arrival	Inspection Date	Pathway	Event ID	Shipment ID	Inspection Target	Quantity	Addressee	Postmark Country	Status
+ Pending	01/07/2021	CBP Aircraft Mail	520621010009		Mangifera indica - MANGO (FV)	2 Kilograms	Adam Long	Andorra	Inspection In Progress
+ Pending	01/05/2021	CBP Aircraft Mail	520621010008		Echinocereus enneacanthus - STRAWBERRY CACTUS (FV)	15 Kilograms	Katie Pinto Beans LLC.	Anguilla	Inspection In Progress
	01/05/2021	CBP Aircraft Mail	520621010007		Mangifera indica - MANGO (FV)	12 Kilograms	ANTHONY ANAST	Azerbaijan	267 In Progress
+ Pending	Pending	CBP Aircraft Mail	520620120016		Carica papaya - Carica papaya (PM)	15 Kilograms	Maria Duby	Antarctica	Inspection In Progress
+ Pending	12/18/2020	Aircraft	520620120011		Live Insects - Live Insects (MC)	3246 Kilograms	Maria Duby	Belarus	Pending Commodity Determination


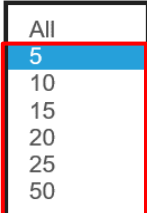
### 1. Number of Records to Display Per Page

ARM allows for users to choose the number of records to display within the pane. Follow the steps below to change the number of records per page.



Selecting over 10 records per page may affect the software speed and/or performance.

## Steps to change the number of records to display per page

STEP	ACTION
1	Click records per page dropdown arrow. 
2	Select the number of records to display per page from the options. 

## 2. Filtering Options

ARM allows for users to filter records in a variety of ways. The following fields and features can be used together or separately.

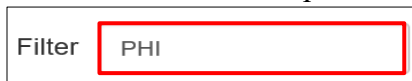
### *Filter Field*



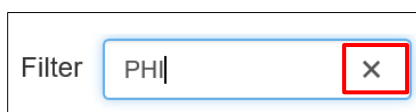
The Filter Field allows users to filter records displayed for a pane. Users can filter any data that is displayed in the pane, including, but not limited to:

- Event ID Numbers
- Shipment Identifiers
- Diagnostic Request Numbers
- Commodities, Origin
- Consignee

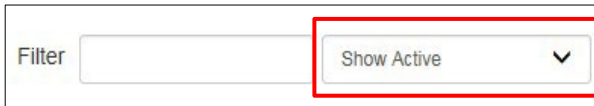
Type a full or partial alphanumeric identifier and filtering will occur automatically after a user types three characters. The more alphanumeric identifiers entered will narrow the filtered records displayed.



To undo the filter, hover the mouse over the right side of the Filter Pane until an “X” appears. Click on the “X” to delete the filter.




**Show Dropdown Menu**




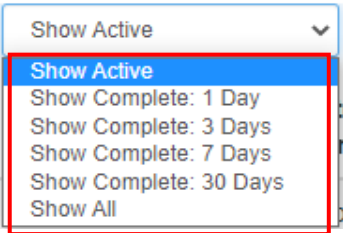
The Show Dropdown Menu allows users to filter records according to their status and can be used with the Filter Field or independently. Status options include:

- **Show Active:** Displays records that are currently Active and have not been completed
- **Show Complete:** Displays records that were completed in 1 Day, 3 Days, 7 Days, or 30 Days
- **Show All:** Displays all Active and Completed records within the date filters, defaulting to 30 days to present



The Show Dropdown Menu defaults to Show Active, as it is the recommended selection. Other options may affect the software speed and/or performance.


**Steps to filter records from the Show Dropdown**

STEP	ACTION
<b>1</b>	Click the drop-down arrow in the Show field. 
<b>2</b>	Select the desired view from the options. 

**Date Range Field**


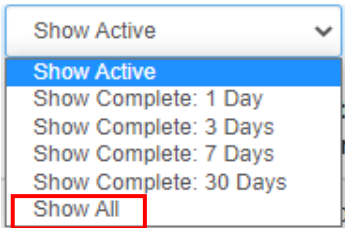


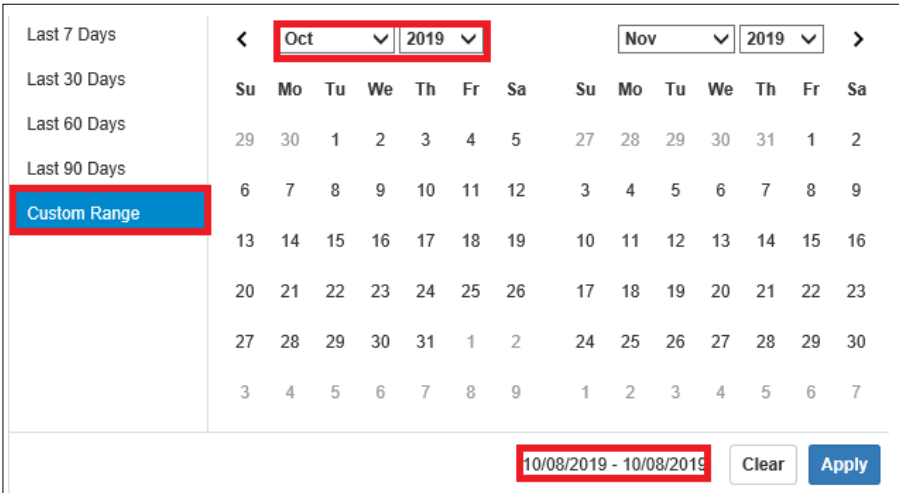


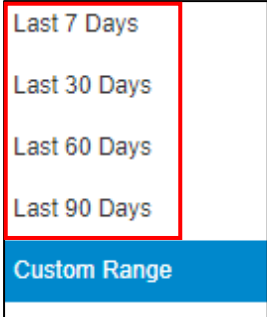

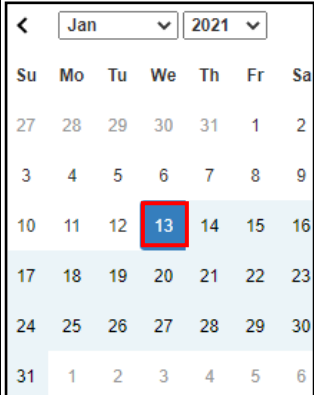

The Date Range Field allows users to find any records within a selected date range and can be used with the Filter Field or independently.



The Date Range Field is limited to a maximum 90-day date range.

### Steps to filter by a Date Range

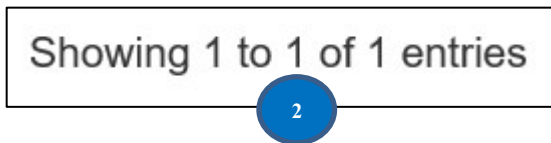
STEP	ACTION
1	Click the drop-down arrow in the Show field. 
2	Select the Show All view. 
3A	Type the dates in the Date Range field using the MM/DD/YYYY format.  <p><b>Note:</b> The date range must be 90 days or less. If over 90 days is entered, ARM will automatically change the range to fit the 90-day limit.</p> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>In the Date Range field, click on the Calendar Icon.  </li> <li><b>Go to</b> Step 3B.</li> </ol>
3B	Two calendars display simultaneously with a list of various date range options, with the Date Range option defaulted to Custom Range. 

STEP	ACTION	
<p><b>3B</b> Cont'd</p>	<p><b>IF YOU SEARCH BY A:</b></p>	<p><b>THEN:</b></p>
	<p>Preset Range</p>	<p>1. Click on one of the preset options.</p>  <p>2. <b>Go to Step 4.</b></p>
<p>Custom Range:</p>	<p>1. Click on the Month and Year dropdown list on the first calendar. This will be the “From” date.</p>  <p>2. Select a day.</p>  <p>3. Repeat Actions 1 and 2 on the second calendar. This will be the “Until” date.</p> <p>4. <b>Go to Step 4.</b></p>	
<p><b>4</b></p>	<p>Click Apply.</p>  <p><b>Note:</b> Records acted upon during the defined time period will display.</p>	

### 3. Total Number of Records in a Custom View.

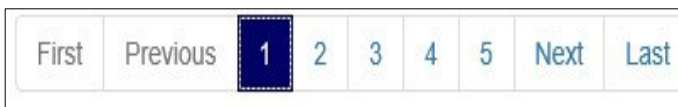
Once a user applies a custom view, the number of records will show on the bottom, left side of each pane. These numbers (with the corresponding number on the image) show:

1. Number of records displayed per page
2. Number of records for the custom view at the user's location
3. Number of total entries (also known as records)



### 4. First, Previous, Next, and Last Navigation Buttons

Users can navigate the records or search results by using the First, Previous, Numbered Pages, Next, or Last Navigation Buttons at the bottom, right side of each pane.



- A blue button with white text shows the current page.
- A white button with blue text shows an available page.
- A white button with light gray text (or a  $\emptyset$  sign when users hover over the button) shows an inactive button.
- The First button displays the initial page of results.
- The Previous button displays the previous page of results.
- The numbered buttons show the Page Numbers for multiple results pages and are in sequential order. ARM will default to Page 1 of the search results.
- The Next button displays the next set of sequential pages of results.
- The Last button displays the last page of results.

### 5. Sorting Icons




In the table of the results that display, each column has a sorting icon to the right side of the header.




To sort the data in the columns, the arrows are toggle buttons, allowing a user to sort in ascending or descending order.







Click the default state icon to see the ascending order and descending order icons.

ICON	DESCRIPTION
	This is the default state when results display.
	Selecting the ascending order (from smallest to greatest) lists items in this order: <ul style="list-style-type: none"> <li>• Any blank fields</li> <li>• Numerically (starting with the smallest number)</li> <li>• Alphabetically (starting with the letter a)</li> </ul>
	The descending order (from greatest to smallest) lists items in this order: <ul style="list-style-type: none"> <li>• Reverse alphabetical order</li> <li>• Reverse numerical order (starting with the largest number)</li> <li>• Any blank fields</li> </ul>

## 6. Expand or Collapse Record Details View

Throughout ARM, a  icon shows more information about that record is available.

Inspection Date	 Pathway
 03/18/2019	Predeparture Air Passenger

Click the  icon to expand and view the additional record details. When clicked, the  icon changes to a  icon. Click the  icon to collapse hide the additional record details from view.