

# Frequently Asked Questions (FAQ)

## Introduction

This FAQ document was created from questions generated from webinars presented by the Agricultural Risk Management (ARM) Program Support team. These webinars trained Predeparture Mail staff on how to enter Predeparture Mail Data, generate warrant documents and issue a Mail Interception Notice (PPQ 287) in ARM. Questions asked during the webinars were placed into this frequently asked questions document in order for all Predeparture Mail staff to receive answers on compiled questions asked during the webinars. This document will be revisited and updated after the ARM Predeparture Mail function in ARM has been implemented.

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## Mail Policy/Operations Questions

1. Will we need our own database to track the Letters of Information (LOI's)?
  - a. LOIs are uploaded and stored on the Compliance & Enforcement SharePoint site:  
<https://usdagcc.sharepoint.com/sites/aphis-ppq/crosscut/CandE/default.aspx>
2. Information on port of arrival is not found on a mail package, could this be an optional field?
  - a. This was an ARM development oversight. The Port of Arrival field will be hidden from user's view.
3. If cut flowers are rejected, officers are required to include the weight in the total seizure report. Will the article units include measurements of weight as well as the current options?
  - a. The Predeparture Program Managers will consult with PPQ risk analysts/managers on the most appropriate units of measures for recording articles.
4. Can we add a unit for leis?
  - a. In order to ensure the fitness of the data and in consultation with PPQ data managers, when recording inspections of leis, users will select Cut Flowers from the Article Type drop down. On the Article Description field, users can describe the cut article as "lei". The Article Unit of Measure to be used will be stems.

## ARM Application Questions

1. How do canine names get updated?
  - a. Predeparture Program Managers Cross Functional Working Group (CFWG) have provided a current list of canine names to the ARM Team for inclusion in ARM.
  - b. In the future, the Predeparture Program Managers CFWG will develop a process for maintaining the list.
2. Would it be possible to have a preset selection of reasons for detaining parcels along with the ability to type in a specific reason for detaining?
  - a. Yes, a list of proposed selections have been provided to the Predeparture Program Managers CFWG. Currently this list is under CFWG review.
  - b. In the meantime, continue typing information in the field as needed.
3. How critical are punctuations in the address or free text fields?
  - a. When adding a new Addressee and Addressor it's critical. This could lead users to add multiple addressees and addressors with the same information.
  - b. For free text fields, punctuations are also critical for data analysis and reporting.
4. Canine officers don't enter Addressee/Addressor information. Could Warrant Officers enter this information instead?
  - a. The current ARM system's design provides for this data to be captured upfront by users with either the Canine Officer or Warrant Officer role.
5. Can the postal supervisor be a drop down menu or will we have to type it in each time?
  - a. Yes – a drop down is possible. A current list of postal supervisors has been provided to the ARM development team.
  - b. The Predeparture Program Managers CFWG will review, and provide a final decision on the request for the drop down menu.
  - c. In the meantime, continue typing information in the field as needed.
6. Could the "Copy of Warrant left with" field on IR page default to "Within Subject Parcel"?
  - a. Yes – this is possible and has been approved by the Predeparture Program Managers CFWG.
  - b. The ARM team will update the system to default to "Within Inspected Parcel"