WILLIAMS, SHADE

From: Liz Gant <liz@shapiro.com>
Sent: Friday, April 2, 2021 2:38 PM
To: CBP_PRA
Subject: OMB Control Number 1651–NEW U.S. Customs and Border Protection

Categories: Yellow category

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Dear Madam/Sir,

We are responding to OMB Control Number 1651–NEW, Stakeholder Scheduling Application for CBP published in the Federal Register on February 18, 2021, Page 10115.

The Stakeholder Scheduling capability is a mobile application within the ''CBP OneTM'' app that will standardize and automate the manual process of brokers and travelers making and updating appointments with CBP for various services.

We fully support the idea of an application to schedule appointments.
It has been very difficult at some ports to get Customs to answer, respond, or schedule anything, so we appreciate anything that would save time and trouble for the brokers, truckers and forwarders, as well as Customs.
We do have some questions below.

Some of the questions we have are:

- Will we be able to see the CBP One App prior to implementation?
- Is this for everyone-including ports? Many exams are done right at some of the ports and all xray exams are done at the port – so we assume that they will all utilize this App?
- Is this for airlines?
- Is this for air export?
- Is this for LCL warehouses where the freight is broken down?
- Will instructions be provided on how to use the App?
- Will CBP clear the freight once inspection takes place?
- Will there be more than one user able to access the App from a particular company?
- Will the APP be able to show all exams or appointments for one company?
- Will the APP be able to show history?
- Will the APP have a point of contact if a trucker shows up for a scheduled exam and a CBP Agriculture specialist is not there?
- Will FDA be a part of this APP for scheduling their inspections also?

Thank you,
Liz Gant

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