# PUBLIC SUBMISSION

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## Submitter Information

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## General Comment

I believe this new process to be very cumbersome, time consuming and an invasion of our customer's privacy. We are now giving you direct information of theirs that you would typically receive as a bulk number. You now will know information down to the vessel carrying the load. As for that information, you are expecting us to have all of that information readily available for the report when it may not be. Our logistics system is different than our contract system so you saying that once people are versed in entry it should be less than a 1/2 hr of work is extremely unreasonable. I see this process taking many hours to get you the information that you are deeming necessary.

In addition, I saw many gaps in the process during the training calls. Such as expecting users to remember what Item # 20 is... I haven't been doing the process long and I still have to look at all of those items. How am I supposed to train someone on what Item # 20 is when I don't even know. The only reason that I am apt to do this report weekly is because currently it doesn't take that long to do. It is minutes. If you are expecting us to do all of this new information, it is unrealistic to ask us to do all of this. It is double entry inputting the data into our own user base, and then having to enter it all over again into yours. Our system doesn't allow for excel reports, they are all PDF. Then I have to take the time to convert all the data just to even prepare it for you. And then, I have to go into 5 different areas to even get all of the data that you supposedly need.

I am disappointed in this "new and improved" process to say the least. I know many others feel the same way based on the training calls. When you have thousands of contracts, thousands of customers, this is truly mind numbing to think about.