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General Comment

1. Current time to complete task in old current system is 10 minutes versus a minimum of 2 hours minimum in the new system.
2. The new system is contract to contract? for Paper reduction? Before was one piece of paper, new system is going to be multiple pages every week. We enter all this information for the sale, we enter it for FAS, we enter it for AES, we enter is for Phytos. 4x we have to enter all this information?
3. The spreadsheets provided do not work, we had to make adjustments etc. to work in the system you provided. It also limits how many records that can be done, then if there are multiple issues you might as well delete and start over. When you state we should have IT involved in the training, did you take into consideration some companies that aren't super large contract outside the company? It isn't always convenient because it is for you.
4. Error messages do not tell you what is wrong. I spend more time looking for errors than necessary. This should come up and tell you exactly what is wrong, even if multiple reasons.
5. We should not have to look up codes and countries in the manual. This should be out to the side where you can scroll and click, including what task we are trying to do, new sale, shipment, change etc. IF a program states refer to the manual then it is too cumbersome.
6. Who decided we had to drop all punctuation? This is another reason to not enter contract by contract. Every company has it's rules about how to enter customers and vendors. So another rewrite?
7. Why doesn't the information give you one line once you enter the contract? Once the contract ships you pull the same line, you change the code, tonnage and enter. Then close it all on the same line. Could be a two point step.
8. Seems the new system was geared more for whole grains as it is very rare that exact tonnage can be loaded for processed product. Having a tolerance is extremely important and would prevent having to make changes time consuming changes, etc.
9. The entry you are asking us to do every week, is the same information we have fulltime Merchandisers

doing everyday and now you want us to try and accomplish it in 30 min?

10. You state in your summary sent along with this that Estimated Total Annual Reporting Burden: 44,720 hours, how many hours of burden are there with the old system?

11. Video Manuals need to be online at all times. If we need to hire, I'm not training anyone for a system that is not ours, that should be the publishers and controllers of it.

My biggest concern is that this is going to be so time consuming that we will not be able to do our full time jobs; specifically for anyone in export as it is a very timely job and could be cost prohibitive. I feel like the accuracy will be in jeopardy as we will have to juggle timing of export documents and shipments to FAS as customers and business will be the top priority. The current system worked great and you were done in a matter of minutes. Why does the new system have to be so cumbersome?