

SNAP-R Frequently Asked Questions (FAQ)



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General

What do I need for access to SNAP-R?

- Internet access.
- A Company Identification Number (CIN) and an active user account.
- Click [here](#) to log into SNAP-R.

I didn't get the email code when trying to sign into SNAP-R. What should I do?

The verification code should be delivered within 5 minutes after your request. If you haven't received it within that time frame, please reach out to your IT administrators to check if emails are being blocked.

What are the minimum system requirements to access SNAP-R?

- A web browser: Chrome, Firefox, Edge, or Safari, session cookies, and PDF file download enabled.

How do I obtain a Company Identification Number (CIN)?

Go to the [SNAP-R Registration Page](#) for instructions on how to obtain a CIN.

The individual submitting the information will be designated as the account administrator, who has the same abilities within SNAP-R as other users in the system but additionally has the responsibility and authority to maintain the account via the self-management portion of the system.

If your firm/company has ever had a CIN, you will need to recover access to it. Do not attempt to create a replacement one. Refer to the [How do I recover my account?](#) section for more information.

How do I activate a user account or add a new one?

- If you are the first SNAP-R user in your company, and therefore requesting a CIN, you will be instructed on how to activate a user account while obtaining the CIN via email. You need to use the link sent in the email to activate the account.
- If your company's CIN has already been established, contact your company's **SNAP-R account administrator** and he/she will assist you in setting up a user account.
- If your company's CIN has already been established but your company's **SNAP-R account administrator** is no longer with your company, you will need to follow the account recovery procedures. Refer to the [How do I recover my account?](#) section for more information.

How do I recover my account?

The holder of the CIN must submit a letter on company letterhead signed by an empowered official listing the CIN (if known), the company name and physical address as it appears in SNAP-R (if known) and currently (if different). The letter must include the names of individuals who should be added to the account as account administrators and individuals who should be added as users. Provide role, name, e-mail, and phone number for each individual. E-mail the letter as a .pdf to ECDOEXS@bis.doc.gov.

Is SNAP-R secure?

To provide for secure data transmission, **https** is the only supported protocol (you cannot log in via http). SNAP-R also uses multi-factor authentication.

I see the term “Work Item” being used often in the SNAP-R documentation and in the application itself. What is a Work Item?

A Work Item is one of the four types of submissions that can be made through SNAP-R: applications for export, reexport or transfer (in-country) licenses, requests for commodity classifications and License Exception AGR notices.

SNAP-R asks for a valid email address as part of my User Profile. How is this information used?

Your e-mail address is necessary for multi-factor authentication at sign-in. SNAP-R will use your email address to notify you of any messages sent to you by BIS concerning Work Items you have submitted. These include acknowledgments of the receipt of your Work Item submissions, requests for additional information, and validation and license approval notices. The texts of these messages are not included in the emails, you must log into SNAP-R to view them.

Is the messaging system secure?

All communications between your browser and SNAP-R are encrypted, as are all communications between BIS employees and SNAP-R. Your browser should indicate it is communicating using the secure HTTP protocol (“https”).

SNAP-R Account Administrator

What is a SNAP-R account administrator?

A SNAP-R account administrator can submit applications, classification requests, and notifications to BIS on behalf of the company just as any user would. Account administrators are automatically granted access to all the work items created by users in the CIN account. Account administrators have access to Self-Management to allow them to perform administrative actions. Refer to [What are the responsibilities of the account administrator?](#) for more information.

Note: It is a best practice to have more than one administrator at all times, to help avoid losing access to the CIN account. Account administrators should deactivate users immediately whenever they leave the company or otherwise cease to be authorized by the company to submit applications via SNAP-R on the company’s behalf.

What are the responsibilities of the account administrator?

A SNAP-R account administrator is responsible for the following:

- Add new individual users who will be able to submit applications, classification requests, and notifications to BIS on behalf of the company/firm.
- Disable the user account of any existing individual user who has been authorized to submit on behalf of the company/firm.
- Reenable the account of any individual user whose account was previously disabled.
- Designate any individual user who has the power to submit on behalf of the company as an account administrator who will have all of the powers described in this statement.
- Remove account administrator authority from any user designated as an account administrator for the company.

- Update the company's identifying information, such as name and address as listed in its SNAP-R account.
- Update the identifying information, such as name and telephone number of any individual user who is authorized to submit on behalf of the company.
- Ensure all users have a unique email within the CIN.
- Manage trusted third party relationships. Refer to the [What is a Trusted Third Party?](#) section for more information.

What is a Trusted Third Party?

Trusted third parties are a new feature of the SNAP-R application. More information about this feature can be found in the [Trusted Third Party Guide](#).

Can a SNAP-R account administrator grant another user access to work items?

A SNAP-R account administrator can grant access to all the work items that belong to a user in their CIN to another user in their CIN using the Self-Management portion of the system. Navigate to the user whose work items need to be given access to, click the Grant Admin Access button, and select the user who will be given access to those work items.

Note: It is not possible to move the electronic record for any work item from one CIN to another within SNAP-R. See EAR § 750.10 Transfers of licenses for exports for instructions on how to request transfer of a valid authorization to another party. If BIS approves this request by the transferor, the transferor must forward the license(s) [copy(ies) of the record(s)] to the transferee along with the validation letter received from BIS authorizing the transfer.

Is there a limit to the number of SNAP-R account administrators?

No. There is no limit to the number of account administrators within a company. BIS encourages the designation of multiple account administrators.

What should I do when our only account administrator has left?

Refer to the [How do I recover my account?](#) section on how to contact BIS for assistance. BIS will require that an empowered official sign a letter on letterhead designating new personnel and providing their roles and contact information.

Users/Accounts

What are the responsibilities of the company?

The company shall be responsible for ensuring that both the company and user(s) report the loss, theft, or compromise of a password immediately to their SNAP-R account administrator so they can disable the compromised account.

If the SNAP-R account administrator is not available, refer to the [What should I do when our only account administrator has left?](#) section.

What are my responsibilities as a user?

Users should protect their password at all times:

- Never disclose it to anyone.
- Record it, either in writing or electronically, in a secure location.
- Never authorize another person to use it (including supervisors or coworkers).

Failure to meet the above guidelines will result in the termination of his/her authorization for SNAP-R by BIS or by the applicant company.

I forgot my password. How do I regain access to my SNAP-R account?

If you have forgotten your password, click on the button labeled **Sign In** and enter the email address on your account. On the next screen where you would enter your password, click on the **Forgot password** link. Follow the instructions on screen to reset your password.

What do I do if I forgot my CIN?

If you have forgotten your CIN, see your SNAP-R account administrator. If an account administrator is not available, refer to the [What should I do when our only account administrator has left?](#) section.

Is there a way for me to grant other SNAP-R users within my company/firm permission to edit and/or submit these Work Items to BIS?

Yes. From the Work Item overview page for the Work Item in question, click on the **Manage User Permissions** link. From this link you can assign permissions for any Work Item under your control to any other SNAP-R users within your company, regardless of whether or not the Work Item has been submitted.

Is there a way to access all draft and submitted Work Items created by a user that has left the company?

SNAP-R account administrators have the ability to grant users in their CIN access to all work items belonging to another user in their CIN. See the [Can a SNAP-R account administrator grant another user access to work items?](#) section for more information.

How do I update my company's information in SNAP-R if my company has moved within the United States?

Your account administrator can update your account with the company's new address within the SNAP-R Self-Management module.

How do I update my company's information in SNAP-R if my company's name has changed?

Your account administrator can update your account with the company's new name within the SNAP-R Self-Management module. See Sections 748.6(f) and 750.7(c)(2) of the EAR for information on changes to issued licenses.

What information is required if I only need a company identification number (CIN)?

The name of the Principal Party in Interest (company/firm or individual name), physical address (P.O. boxes are not acceptable), contact phone number, and contact e-mail are required. The Employer Identification Number (EIN) is required if you will mark “Export” in Block 5 when submitting a license application. You must include your company’s Employer Identification Number (EIN) unless you are filing as an individual or as an agent on behalf of the exporter (see EAR part 748, Supplement no. 1, Block 14).

Note: Acronyms and/or abbreviations for a company's name are acceptable only if they are the legal name of the company. Any company that has submitted an application to BIS will have a BIS-assigned CIN on file with BIS.

I’ve submitted information on the registration page but never received an email. What should I do?

Try the following:

- Check your spam folder
- Trust emails from no-reply@bis.doc.gov
- Refer to the [How can I contact BIS for assistance?](#) section on how to contact BIS for assistance.

Application Submission

What is a “First Party”?

A **First Party** is a Principal Party in Interest under the Export Administration Regulations (EAR), 15 C.F.R. parts 730-774: an exporter, reexporter, or transferor and/or a company/firm that submits applications, classification requests, and/or a notification to BIS for their or their company's/firm's use.

What is a “Third Party”?

A **Third Party** submitter is an individual and/or a company or firm that submits applications, classification requests, and/or a notifications to BIS on behalf of a First Party, the Principal Party in Interest under the EAR, for their use. In SNAP-R, a Third Party submitter must now complete the steps to establish a Trusted Third Party relationship. For more information, refer to the [What is a Trusted Third Party?](#) section.

Note: If a corporate headquarters chooses to use the Third Party modalities to apply for a corporate sub-unit that will appear as the Licensee and will file EEI for an export from the sub-unit's location, that is at their discretion. Refer to the [How can I submit applications on behalf of my subsidiaries?](#) section for more information.

What kinds of messages can BIS send to me?

- **Acknowledgment.** This message type informs you of intermediate status changes to Work Items. One intermediate status is Accepted (the Work Item has been received by BIS and accepted for processing). An acknowledgment of acceptance will include the ACN (Application Control Number) for that application. A Work Item may also be rejected, if it cannot be processed due to inaccurate or incomplete information. Rejected submissions are also communicated to the user as an acknowledgment.

- **Validation.** This message type informs you of final status changes to Work Items. The statuses are:
 - Approved (license granted, often with specified conditions that need to be adhered to).
 - If the Work Item was approved, a license is also issued and is part of the validation.
 - Return without Action (RWA) (no license was issued, because the application was 'cancelled' per the exporter's request or because additional information requested by the licensing officer was not provided in a timely way).
 - Denied
- **Request.** This message type informs you additional information is needed by BIS in order to further process the Work Item in question. You can respond only once to a given request, so it is important to wait until you have the requested information in hand. Your response will be completed in a form in SNAP-R, and you can optionally attach documents (.pdf format only). This is the only message type to which you can respond directly.

Why does SNAP-R limit the number of messages from applicants to Licensing Officers?

The number of messages applicants can send to Licensing Officers is limited in order to allow BIS to process license applications efficiently. Therefore, for each request message sent from the Licensing Officer, there is only one reply allowed from the applicant. The Licensing Officer must initiate the request message. Once a Work Item has been validated, the applicant will be unable to respond to any outstanding messages sent before validation. However, the Licensing Officer may initiate a new message after the Work Item has been validated and the exporter may reply.

What format of document does BIS currently accept when uploading to SNAP-R?

At the present time, BIS accepts PDF (Portable Document Format) documents that are not password-protected and are not encrypted.

Can I correct a mistake to an application I have already submitted?

Possibly, depending on the type of correction(s) needed. Contact BIS (refer to the [How can I contact BIS for assistance?](#)) regarding your request, to include the ACN assigned to the application and a description of the error and correct information for your application. The counselor will forward your request to the BIS licensing officer assigned to the application. If the licensing officer is unable to update the application, the licensing officer will mark your application "Returned without Action" (RWA). Once the application has been RWA'd, you can **Create a Work Item** and use the **Reuse a Work Item** option in SNAP-R to auto-fill your application, correct the error(s), and resubmit the work item to BIS.

Can I attach a supporting document to an application I have already submitted?

Yes, in some circumstances, but not directly. Contact BIS (refer to the [How can I contact BIS for assistance?](#)) regarding your request, and the counselor will forward your request to the BIS licensing officer assigned to the application. If the application has not already been referred to other agencies for review, the licensing officer will subsequently send you a message in SNAP-R requesting the documentation. You can then attach the documentation to your response in SNAP-R. Depending on the stage of the review process, the licensing officer may need to RWA the application. Once the application has been RWA'd, you can **Create a Work Item** and use the **Reuse a Work Item** option in SNAP-R to auto-fill your application, upload the additional attachment, and resubmit the work item to BIS.

Can I reuse the information I entered in a previously submitted application to avoid re-entering all of that data?

Yes, to do so follow these steps:

1. Find the work item you wish to reuse
 - a. Starting from the Work Items page
 - i. Click on the button labeled **Create a Work Item**
 - ii. On the next screen click on the button labeled **Search to Reuse**
 - iii. In the search result page, click the **Reuse** link on the Work Item that will be reused
 - b. Starting from the Work Item Detail page that will be reused
 - i. Click the button labeled **Copy and Reuse** on the top right
2. Once a Work Item has been selected, enter a new Reference Number (as if you were creating a new Work Item from scratch)
3. If you wish to reuse the documents from the original Work Item on this new Work Item, check the **Reuse the supporting documents** checkbox
4. Click on the button labeled **Create**

Note: Documents attached to the original Work Item are not copied and attached to the new Work Item by default. Use the checkbox to copy documents if desired.

Can I reuse a document I submitted previously for other export related applications?

Yes. From the Work Item Detail page, navigate to the Documents attached to application section, click on the dropdown labeled **Add Document**, and select **Reuse Document**. In the search results table, click the checkbox in the first column for any documents you wish to attach to the current Work Item. Then scroll down and click on the button labeled **Attach Selected Document(s)**. Multiple documents can be selected at one time.

How do I save my changes in SNAP-R?

Your changes on a Work Item are saved when clicking on the button labeled **Save and Continue** in each section. Clicking this button is not the same as submitting it; your work Item will remain in Draft status, and you will still be able to make changes to it. Also, your changes on a Work Item are saved each time you navigate to a new section on the Work Item Detail page or navigate from the Work Item Detail page to another page on SNAP-R.

Will I get logged out after a period of time?

For security reasons, SNAP-R browser sessions expire automatically (log out) after sixty (60) minutes of inactivity. Work that was not saved before being logged out will be lost.

How can I contact BIS for assistance?

Refer to the [Contact Us](#) page on SNAP-R for information.

If you have encountered an error, please provide information on what you were doing before the error message was displayed, and what browser you were using.

How do I get access rights to Work Items?

Your SNAP-R account administrator(s) has/have the ability to grant users in the CIN access to all work items belonging to another user in the CIN. See the [Can a SNAP-R account administrator grant another user access to work items?](#) section for more information. The user who creates a Work Item can also grant access to their Work Item by clicking on the link labeled **Manage User Permissions** when on the Work Item Detail page. SNAP-R account administrators will be automatically granted administrative rights to all Work Items created in the CIN.

What Identification Number should I provide to BIS when I have a question regarding a prior Work Item submission?

When contacting BIS regarding a registered Work Item submission, please provide the Application Control Number (ACN). The ACN will be assigned to your Work Item once it has been submitted and accepted by BIS. This number can be found on the Work Items page on the table under the ACN column or on a Work Item Detail page at the top under the **View Messages** link. The user-generated application reference number should only be referenced if your Work Item submission is rejected by BIS as denoted in the Work Item acknowledgment.

How can I submit applications on behalf of my subsidiaries?

Each subsidiary company can obtain a CIN using the on-line registration system.

As a parent company submitting applications on behalf of subsidiaries, there are several options available:

- One or more parent company employees can establish user accounts within those subsidiary CIN accounts to process Work Items for subsidiary companies.
- The parent company can submit Third Party Work Items for its subsidiaries. More information about this can be found in the [Trusted Third Party Guide](#).

Note: Only companies located in the United States may submit export license Work Items via SNAP-R. Parent companies that do not want their subsidiaries to have SNAP-R accounts may make direct application for their subsidiaries, but should note that their subsidiaries will not have access to any parent company Work Item submissions. In addition, if the electronic bill of lading or airway bill for the export is in the name of the subsidiary and not the name of the parent company licensee, the conformity of documents requirement of the EAR will not have been met, and Customs and Border Protection may detain the shipment. See EAR § 758.1(f)(2) but also § 758.5.

When should I utilize Block 10 (Resubmission ACN)?

This information should be provided only if your original application was **Returned Without Action**. Do not use Block 10 if your submission was rejected prior to registration by BIS.

How should a Third Party submitter acquire a First Party's CIN?

If the first party already has a CIN assigned by BIS, the third party should obtain the CIN directly from the First Party (exporter or reexporter) on whose behalf they are submitting the applications. Normally this will be in the context of the required power of attorney or other written authorization that sets forth the agent's authority to apply for the license on behalf of the Principal Party in Interest, unless there is a

preexisting relationship by ownership, control, position of responsibility or affiliation. More information can be found in the [Trusted Third Party Guide](#).

[Can a foreign \(non-U.S.\) company submit an Export License Application?](#)

Only parties located in the United States may submit export license applications. Applicants abroad may only submit reexport or transfer (in-country) license applications. A foreign party subsidiary cannot submit an Export License Application on behalf of their U.S. parent company. Anyone, wherever located, may submit other types of applications, such as a commodity classification request.

[How should I fill out the address on a Deemed Export License Application?](#)

When submitting a deemed export license application, BIS recommends a single foreign national be contained in the license application. The applicant or third party submitter should list the U.S. address and state the foreign national will be visiting or working in (e.g., CT, VA in the State/Province field), in the ultimate consignee section of the Work Item. In the same section, the country field should denote the foreign country of the foreign national's most recent permanent residency or citizenship. Refer to the [Deemed Exports section on BIS's website](#) for more information.

Note: When validating the address for the deemed export, it is advised to click on the button labeled **Certify** to ensure that the country does not get altered.

[How do I submit report\(s\) to BIS in SNAP-R pertaining to an export license condition?](#)

If you receive a license with reporting requirements to BIS, you will receive a SNAP-R message at the same time as the license, alerting you to this report requirement. Do not reply to that message until your report is due. Access your SNAP-R account when the report is due to submit your report to BIS by sending a SNAP-R reply message. As necessary, you can scan and attach PDF documents to your SNAP-R reply. If the requirement is for multiple reports (i.e., every 6 months), BIS will send you a request message in SNAP-R. This SNAP-R request should be used to submit your next report when due.

[Can I add multiple export items at once?](#)

Yes, you may upload a maximum of 100 export items at a time. In the Export Item Information section, download the bulk entry template in CSV format, update the details in the file, and then choose the option to add bulk export items. It is essential to download and use the template in CSV format for it to work properly. Do not convert the file to Excel format (.xls or .xlsx). Select "Append Export Items" to add new items from the file to the end of the existing list, or deselect it to replace the current list with the items from the file. Upload the file and click "Add Export Items".

[Can I add multiple end users at once?](#)

Yes, you may upload a maximum of 100 end users at a time. In the End User Information section, download the bulk entry template in CSV format, update the details in the file, and then choose the option to add bulk end users. It is essential to download and use the template in CSV format for it to work properly. Do not convert the file to Excel format (.xls or .xlsx). Select "Append End Users" to add new items from the file to the end of the existing list, or deselect it to replace the current list with the items from the file. Upload the file and click "Add End Users". You are required to review the address for each end user by clicking "Edit." You can either certify the entered address or use the suggested address.

When adding multiple end users at once using the bulk entry template, what is a valid value for Country Name?

When adding an end user on SNAP-R through the **Add End User** button, there is a dropdown for “Country”. All of the values listed in this dropdown are valid country names that can be used in the “Country Name” column on the End User bulk entry template.

How do I verify multiple end user addresses when using the bulk entry template?

When adding end users through the **Add Bulk End Users** button, the resulting end users will need to have their addresses verified. To do so follow these steps for each end user:

1. Click the **Edit End User** button
2. You will be presented with the option to **Edit**, **Certify**, or **Use This Address** on the suggested addresses (if any)
3. If changes need to be made, click the **Edit** button
4. If you would like to use a suggested address, click the **Use This Address** button
5. If you would like to certify the address you entered is correct, click the **Certify** button
6. After selecting an option, click the **Save and Continue** button
7. Now on the End Users list, you should see that for that End User the “Address Verified?” column shows a YES value