

November 12, 2018

Expedited Processing Option for ITRAC Data Requests

Dear Valued Customer,

For many years, U.S. Customs & Border Protection, Office of Trade has been providing Importer Trade Activity (“ITRAC”) data to importers under the Freedom of Information Act (“FOIA”). Historically, this data has been requested via form letter, with payment made via check payable to U.S. Customs and Border Protection (“CBP”), and the data has been returned on disks. The processing time has averaged three weeks under this process.

As many of our clients are regular users of ITRAC data, C.H. Robinson would like to share that CBP now has an option available that can greatly reduce the processing time for these requests. This option includes an online payment option and receipt of the data via an E-Mail attachment in as little as one day from the date of payment. If you would like to request your ITRAC data under this new process, you may follow the below steps:

- Prepare your ITRAC Request Letter as per the requirements listed on CBP’s website at <https://www.cbp.gov/trade/itrac-requests>. C.H. Robinson has a template for this letter available for your use; please contact your C.H. Robinson representative to request a copy.
- E-Mail the completed ITRAC Request Letter to CBP at OSTAUTOMATIONSUPPORT@cbp.dhs.gov.
- Upon receipt of the invoice from CBP (which will be sent via reply E-Mail), complete payment by searching “ITRAC” at <https://www.pay.gov/public/home> and following the instructions there.
- Upon confirmation of your payment, CBP will E-Mail the data to the requestor in a zipped file attachment.

As always, C.H. Robinson’s Trade Policy Team is available to perform an analysis of your import data using our proprietary Global Trade Reports® tool. However, it is important to note that the ITRAC data – in its original, unaltered form in Microsoft Access – is the only format that is acceptable for upload into Global Trade Reports. Alternative formats – such as reporting generated from ACE or other external reporting – is not compatible with Global Trade Reports at this time. If you would like to make your data accessible to you in Global Trade Reports, forward the file attachment to your C.H. Robinson representative in its **original, unaltered format**. C.H. Robinson’s Trade Policy Team will then upload the data to the Global Trade Reports application within your secure, personalized account within Navisphere®.

If you are interested in this service or have any further questions regarding this advisory, please do not hesitate to contact your C.H. Robinson representative.

Thank you for being our Valued Customer.

Sincerely,
C.H. Robinson Trade Policy Team

Our information is compiled from a number of sources that to the best of our knowledge are accurate and correct. It is always the intent of our company to present accurate information. C.H. Robinson accepts no liability or responsibility for the information published herein.

