CVB WEB-BASED SUBMISSIONS: NCAH PORTAL

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NCAH PORTAL TIMELINE:

CVB SUBMISSION TYPES (APHIS FORMS)

• JUNE 6, 2016
  1. 2007s (Qualification of Veterinary Biologics Personnel)
  2. 2008s (Veterinary Biologics Production and Test Report)
  3. 2020s (Shipment and Receipt of Biologics Samples)

• SEPTEMBER 15, 2016
  1. 2048s (E-submission to Inspection and Compliance)
  2. 2049s (E-submission to Policy, Evaluation and Licensing)

• MARCH 16, 2017
  2049s Expanded to include Outlines of Production and Special Outlines

• March 22, 2018
  2017, 2046 & 2047 added (Export Certification)

• June 11, 2018
  Facility Documents added
NCAH Portal Use: FY 2018

13 New firms enabled for access
  ◦ 88 Total firms enabled
    ◦ 81/94 Active firms (86%)
    ◦ 7/42 Prelicense firms (17%)

72 New firm employees enabled for access
  ◦ 475 Total firm employees enabled for access

87% (35,243) Total submissions via NCAH Portal
  ◦ 13% increase from FY2017 @74% (28,443 submissions)
Total CVB Submissions & Firms Enabled for the NCAH Portal in FY2018

Total Submissions to CVB via NCAH Portal

- Portal: 35,243 (87%)
- Not Portal: 5,470 (13%)

Active Firms Enabled for Access

- Portal: 81 (86%)
- Not Portal: 13 (14%)
Submissions Received from NCAH Portal in FY2018 by Type

APHIS Form 2008s

- Portal: 13,108 (96%)
- Not Portal: 527 (4%)

SAMPLES

- Portal: 12,629 (91%)
- Not Portal: 1,240 (9%)

APHIS Form 2007s

- Portal: 1,055 (91%)
- Not Portal: 105 (9%)
Correspondence Submitted via the NCAH Portal in FY2018

**Inspection & Compliance Correspondence**

- Portal: 854
- Not Portal: 683

**Policy, Evaluation & Licensing Correspondence**

- Portal: 6,720
- Not Portal: 2,081
Submissions Added to NCAH Portal in FY2018

Export Certification

- Portal: 738
- Not Portal: 812

Facility Documents

- Portal: 139
- Not Portal: 22
Customer Service Summary FY 2018

344 Emails responded to regarding questions
51 Phone logs entered with NCAH Portal questions

NCAH Portal Page on CVB website updated regularly
- 26 User Guides available
- 27 Training Videos available
  - 1,918 views since March 30, 2017
- 2 Flow charts for how to become enabled for access
- Information available on USDA eAuthentication process & FAQs

1 Newsletter sent out to CVB NCAH Portal users announcing Exports being available
- Historical newsletters posted on the NCAH Portal page of CVB website
FY2018 Administrative Inspection Review Responses

55 Responses: 49 NCAH Portal users

1. Favorite Feature
   1. 20% Easy to use
   2. 18% Reduced turn-around time
   3. 15% Tracking of submissions

2. Business Improvement for Firm
   1. 21% Faster turn-around time
   2. 14% Serial submissions
   3. 13% Electronic submissions

3. Difficult or Confusing
   1. 29% Nothing
   2. 10% Speed of uploading files
   3. 8% Label templates

4. Are the Guidance Materials Helpful
   1. 93% Yes
   2. 4% Videos very helpful