



United States Department of Agriculture



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

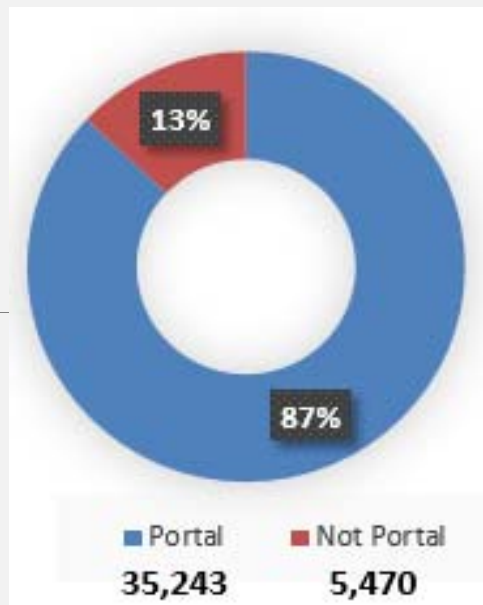
- **475** Total firm employees enabled for access

87% (35,243) Total submissions via NCAH Portal

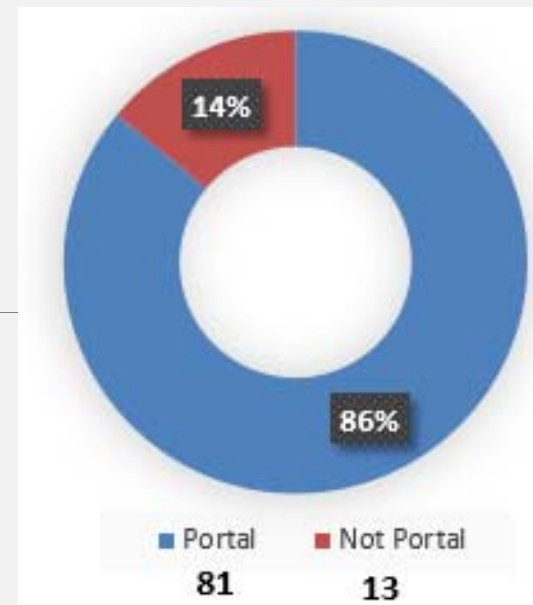
- **13%** increase from FY2017 @74% (28,443 submissions)

Total CVB Submissions & Firms Enabled for the NCAH Portal in FY2018

Total Submissions to CVB via NCAH Portal

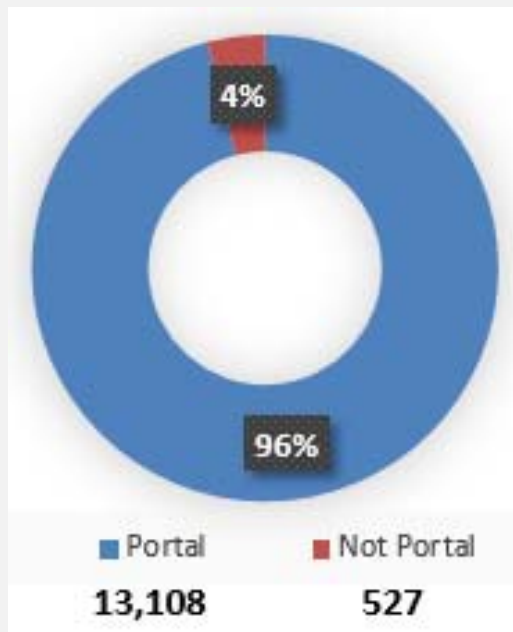


Active Firms Enabled for Access

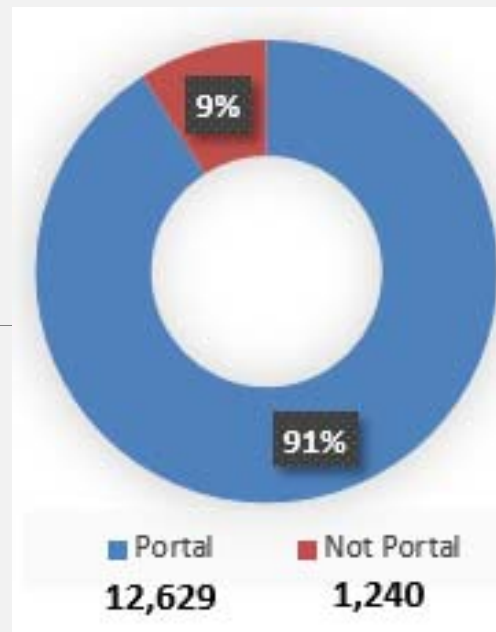


Submissions Received from NCAH Portal in FY2018 by Type

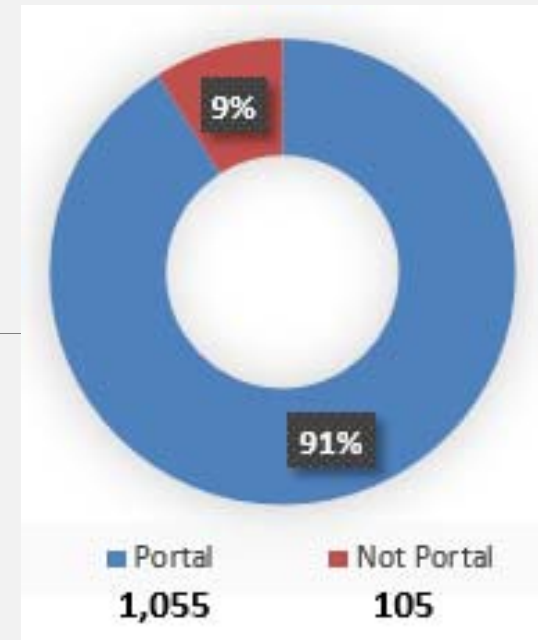
APHIS Form 2008s



SAMPLES

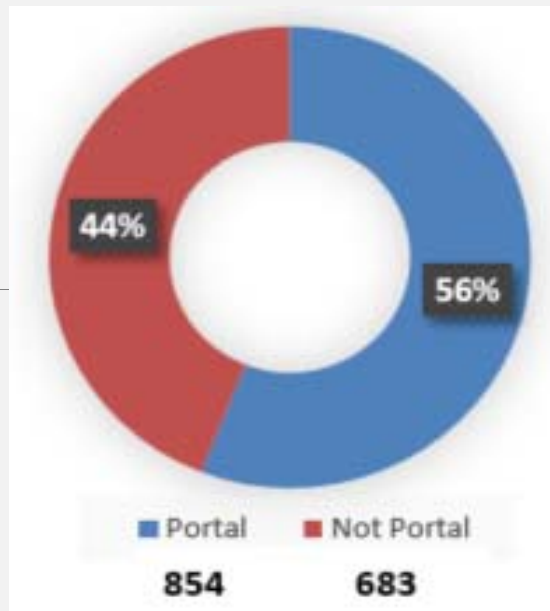


APHIS Form 2007s

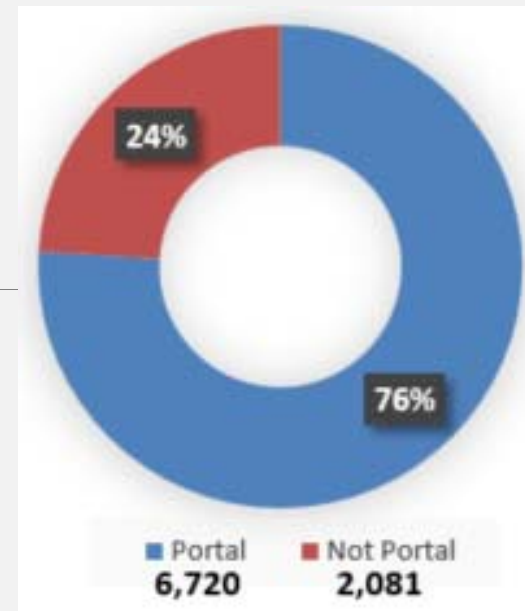


Correspondence Submitted via the NCAH Portal in FY2018

Inspection & Compliance Correspondence

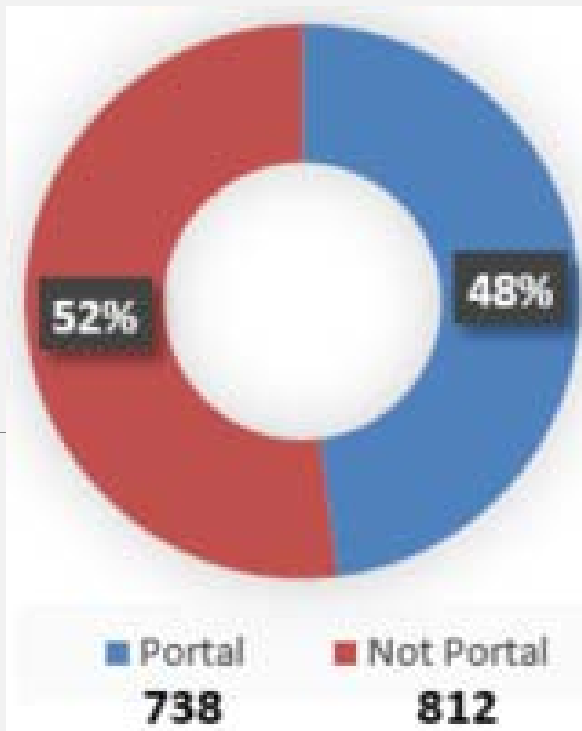


Policy, Evaluation & Licensing Correspondence

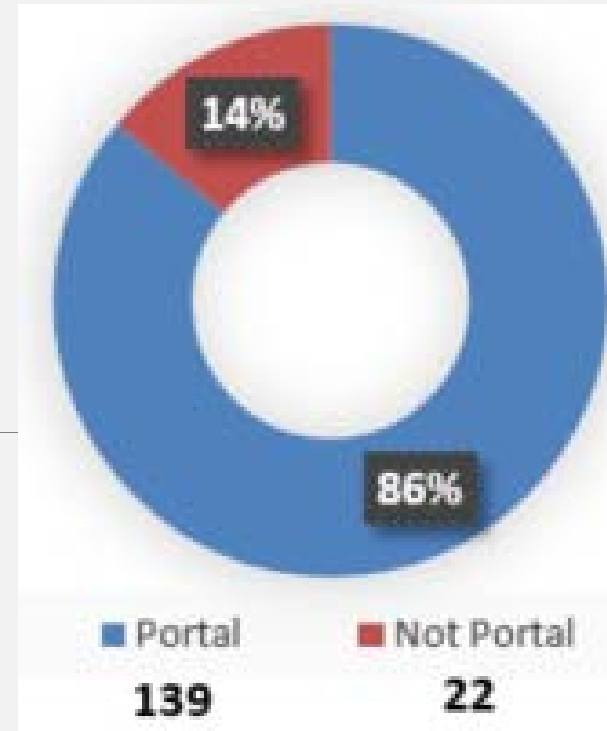


Submissions Added to NCAH Portal in FY2018

Export Certification



Facility Documents





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