

Electronic Forms Submission (EFS): Frequently Asked Questions

Technical

What is the EFS System used for?

The Electronic Forms Submission system is intended for use in submitting DS-2032 applications for registration.

What are the minimum requirements for using the EFS system?

System Requirements:

- Screen resolution of 1024x768 pixels.
- Internet Explorer 6.0 or higher (Mac OS 9, Safari, Firefox, and Chrome are not supported).
- JavaScript and ActiveX controls enabled.
- Adobe Acrobat Reader 8.0 and above. A free version of Adobe Reader may be downloaded at www.Adobe.com.

Why can I not use Mac, Firefox or Chrome browsers to use the EFS system?

The system was developed for use with an Internet Explorer 6.0 browser. Using these other browsers may result in errors during the submission, web pages may be displayed incorrectly, and certain features may not work properly. As a result, you may not be able to submit a form and/or supporting information. In addition, newer versions of Internet Explorer may not be fully supported by EFS.

Adobe Acrobat

What is the compatible version of Adobe Acrobat or Adobe Reader?

The recommended versions of Adobe Acrobat (Standard or Professional) software and Adobe Reader software are versions 8 and above (i.e. Adobe Reader 8.1.1/8.1.2/8.1.3/9.0, parallels Acrobat Standard or Professional 8.1.1/8.1.2/8.1.3/9.0, viewing function). They perform the same tasks and have matching version numbers.

How do I know which version I am using?

To check which version of Acrobat you are using go to the Help menu in Acrobat then select About Acrobat (version #), a text box will appear containing an Adobe logo with a number, under that information you will see another number, this is the version number of your software (i.e. 8.1.2).

I already have an earlier version of Adobe Acrobat software on my computer, what can I do?

If you are using an earlier version of Adobe Acrobat you can download the compatible version of Adobe Reader software from the www.adobe.com for free.

How do I compress an Adobe Acrobat PDF file?

1. Open PDF document.
2. Select File > Reduce File Size.
3. Select Save Document As...
4. Click OK.

How do I check my Adobe Acrobat file's font size?

1. Select Tools > Advanced Editing > Touch-Up Text Tool.
2. Right-click on text with mouse.
3. Once box appears around the text, right click mouse and select "Properties".

Privacy Policy

What do you do with the personal information I enter into EFS?

DDTC uses that information to track and process your submission. We will only share the information you give us with another government agency if your submission relates to that agency, or as otherwise required by law. We do not create individual EFS user profiles with the information you provide or give it to any private organizations. We do not collect information for commercial marketing.

PDF Form

How do I fill-out the application form?

To start, select the applicable electronic form , download and save to your computer. The form must be saved to your local computer in order to save information and upload it for submission. After the form has been completed, including the relevant attachments, return to the EFS Information Center webpage and follow the form submission instructions.

Why did I receive an error when I opened the application I downloaded (or received from another user) telling me I have an incompatible version of Adobe Acrobat or Adobe Reader?

The compatible version of Adobe Reader is not required for viewing, editing and submitting a complete Adobe PDF form; however, it is recommended that the application be completed using the compatible version of Adobe Reader.

What kind of information can be entered into form fields within my application?

Forms offer data entry fields to enter a set amount of data. When the limit is reached for a certain field, you will no longer be able to enter data into that field.

Can I copy and paste information into my application from a MS Word document?

Copying and pasting data into a form from MSWord may lead to errors in Adobe Reader itself, unless the information is copied and pasted from a text editor such as "Notepad" which does not have proprietary fonts and/or special characters.

I have form validation errors, how should I fix them?

It depends on the reasons for the failure. The validation failure could be an error related to ill formatted data or mandatory fields not completed. In both cases submission is not possible until the errors have been corrected.

Submitting the Application Package**Do I need to register to use the EFS system?**

No. EFS is open to all industry users and does not require user registration or a certificate.

I have validation errors, how should I fix them?

It depends on the reasons for the failure. The validation check could have warnings (e.g. mandatory fields left blank) or errors (e.g. ill formatted data, mandatory documents not uploaded). In both cases submission is not possible until the errors have been corrected.

Must I fill out all the mandatory fields within EFS?

Yes. In order to submit your application, you are required to complete the mandatory fields (each symbolized by an asterisk).

I am trying to fill the online form and the hints obscure the field that I need to write in. What can I do?

You have probably moved from one field to another using the Tab key and not the mouse. The hints appear/disappear based on the mouse movement. To remove the hints pop-up, use your mouse to navigate between fields.

How do I know you received my Submission?

Upon the successful transmission of your submission package, you will receive an on-screen completion confirmation and a receipt with the Transaction Number and details of the contents of your application. You can save this on-screen receipt as a PDF file for your records.

What if I do not receive a receipt confirmation?

If you do not receive a receipt confirmation following your submission, please contact the DDTC Help Desk at DtradeHelpDesk@state.gov or 202-663-2838.

What am I required to submit with my DS2032 Statement of Registration package?

A complete registration package consists of:

1. A completed “unsigned” DS2032
 - a. “Unsigned” refers to the completed DS2032 prior to signature
 - b. Only the unsigned version will be accepted in Step 2 of the EFS submission process
 - c. Electronic signatures will not be accepted
2. A completed “signed” DS2032
 - a. A “signed” version of the form must be submitted as an attachment.
 - b. The “signed” version refers to the completed, printed, signed, scanned copy of the DS2032
 - c. Electronic signatures will not be accepted
3. Additional applicable supporting documentation includes:
 - a. Articles of incorporation, business license, articles of organization or partnership agreement
 - b. Electronic payment confirmation
 - c. Annual Brokering report, if applicable

Uploading Files

Is there any limitation on the size of the uploaded files?

In order to have a fast upload process and avoid possible timeout errors, it is recommended that you not upload large files. To keep sizes down, make sure your file is in an acceptable file format and avoid color and unnecessary high resolution pictures and graphs. Users must not submit files 35 MB or larger.

How long should it take to upload my form package for submission?

The time it will take to upload your application for submission varies based on the size of files. The time and speed will also vary based on whether you are running various internet applications, your ISP’s connection, and if you have dedicated all your bandwidth (internet connection speed) to uploading the file.

Is the size and number of attachment files limited?

The DS-2032 is limited to 1 document for each required attachment identified in Block 12 of the form.

What type of attachments may be added to a form package?

Allowable file types are Document files (PDF, TXT, RTF, XML, and CSV) Image files (TIF, JPG, PNG, GIF and BMP).

Why do I get an error when I try to upload the PDF selected in Step 2 of the submission process?

During this part of the submission process, the system will not accept a scanned version of the DS forms. Please ensure the form you are attempting to upload is the completed version downloaded from the EFS site.

Why can't I upload a MS Word or Excel document?

EFS restricts the upload of files having the native MS Word (DOC and DOCX) and MS Excel (XLS and XLSX) file extensions for security reasons. Word documents should be saved as a PDF, TXT, RTF or XML file type, while Excel documents should be saved as PDF, TXT, XML or CSV file types.

How do I save a Word document as a PDF, TXT, RTF or XML file type?

1. Open Word document.
2. Select File > Save Document As.
3. Select Other Formats.
4. Next to the Save As Type dropdown, select PDF, TXT, RTF or XML,
5. Click Save.

How do I save an Excel document as a PDF, TXT, XML or CSV file type?

1. Open Excel document.
2. Select File > Save Document As.
3. Select Other Formats.
4. Next to the Save As Type dropdown, select PDF, TXT, XML or CSV.
5. Click Save.

Are there any restrictions on file names for attachments I include with my form package?

No, however, we do advise submitters to adhere to the following suggestions:

1. Limit file names to 50 characters
2. Do not use most special characters (example: &, -, *, %, /, #, ', blank spaces and accent marks) with the exception of underscores ("_").
3. Do not attach multiple documents with the same name.

Why do I receive an error message when attempting to upload documents?

Some organizations place security restrictions on network shared drives and Internet settings that may prevent files from being uploaded directly into EFS. If you cannot upload files directly from your network shared drive, save the file(s) locally (desktop).

I uploaded the wrong file, is it possible to delete it?

Yes, it is possible to delete files. Click on the red "X" icon adjacent to the file you wish to delete.

Why am I asked to verify and confirm the form data and uploaded documents?

When the submitter completes a form package, the submitter needs to make sure that the form and associated documents are indeed correct to his/her intention. For that purpose EFS will show the details of the submission, so that the submitter can verify the entire package prior to submission.

I have additional information that to provide to a previously submitted package. Is there a way to add additional documentation?

No, additional documentation cannot be submitted in support of a previously received electronic submission.

I received notification from DDTC that my DS-2032 submission was rejected because I did not provide all of the required documentation. Can I just resubmit the corrected information?

No, if you receive a rejection notice from DDTC a new registration package (in its entirety) must be re-submitted.