

## DTrade Frequently Asked Questions (FAQs)

### BASIC USE

**Q: I'm new to DTrade. Where can I find information on how to start using DTrade?**

A: The DTrade Information Center web page is accessible via the DDTC's web site at <http://pmdtdc.state.gov/DTrade>.

**Q: Do I have to mail copies of my DSP application that I electronically submit on DTrade?**

A: No, DTrade is completely paperless. Paper applications are not allowed.

**Q: Does DTrade work with the other web browsers like Firefox, Safari or Google Chrome?**

A: No, it does not. The system requirement is to use Microsoft Internet Explorer, up to version 8.

**Q: Do I have to register with DTrade when I'm already registered with DDTC?**

A: Yes. Registration with DTrade is required for the industry users who will be submitting license applications or other DTrade forms or supporting documentation. In order to continue use of DTrade, a company's DDTC Registration must be current. See Part 122 of the ITAR for additional information.

**Q: I'm trying to register with DTrade and see multiple entries of my company's name. Which one do I select?**

A: Do not make a selection, call the DTrade Help Desk at 202-663-2838 or send an email to [DTradeHelpDesk@state.gov](mailto:DTradeHelpDesk@state.gov) for assistance. Please include DDTC registration code of the parent company in your email or have it available when you call.

**Q: What are the user types and their functions within DTrade?**

A: There are two types of users in DTrade:

a. **Super User:** can have multiple roles assigned to him/her and is responsible for managing all company users and their role assignments in DTrade.

b. **Regular User:** can have multiple roles assigned to him/her but cannot assign DTrade user roles to other company users.

**Q: Please define the user roles within DTrade.**

A: There are three user roles within DTrade:

a. **Industry Submitter:** assigned to users responsible for submitting applications and uploading additional documentation to active cases.

b. **Industry Status Retriever:** assigned to users responsible for tracking status, submitting additional documentation on active cases, and retrieving the finalized license.

c. **Industry Signature Authority:** assigned to empowered officials responsible for signing DTrade applications.

**Q: I'm responsible for submitting and tracking applications for my company. What do I need to do?**

A: You must be assigned the DTrade Industry Submitter and Industry Status Retriever roles by your company's Super User.

**Q: My application was rejected because of a signature error. My application was digitally signed by an empowered official. Please explain this error.**

A: Cases rejected due to signature errors indicates the empowered official who signed the application does not have the Industry Signature Authority role. Once the empowered official has that role assigned to him/her by the Super User, resubmit the application. You will receive a new DDTTC case number.

**Q: How do I log out of DTrade? I don't see a log out option.**

A: There isn't a log out option for DTrade. To end your session in DTrade, close the browser by pressing the "X" in the upper right hand corner of the window or by selecting File from the browser menu bar and then select Close.

## **FORM COMPLETION, SUBMISSION AND FOLLOW UP**

### **Q: I've tried to download the DSP forms but cannot view the forms. Why?**

A: You must first download and install the PureEdge Forms Viewer (or Lotus Forms Viewer for Windows 7 users) prior to downloading the DSP form. The Forms Viewer is available, free of charge, on the DTrade Information Center web page.

### **Q: How do I attach supporting documentation?**

A: In order to electronically attach supporting documentation, the documentation must be scanned or available electronically in an acceptable file format (see next question below). To attach supporting documentation to the DSP form you will submit:

- a) Click once on the document category in either Required Documents or Optional Documents
- b) Click on Open Document
- c) Select Add Attachments
- d) Click Attach
- e) Locate document you want to attach
- f) Click Open
- g) Repeat steps d, e, and f for each document you wish to attach in that category
- h) Click Done
- i) Click the Close button

### **Q: What are the acceptable file formats for attachments?**

A: For DTrade we recommend using searchable .PDF to expedite processing when staffed to outside agencies. Microsoft Word documents (.doc or .docx) are compatible as well. DDTC does not accept executable (.exe) files, zip files or hyperlinks.

### **Q: Can I submit requested information as an attachment and enter "See Attachment" or "See Continuation Sheet" in the block field?**

A: No. Information specifically required in a block on the form must be entered directly on the form. The form has the capability to accept additional information by pressing the Add button within those qualifying blocks.

**Q: Why am I not able to insert the name of the empowered official in the Applicant Statement box on the DTrade license applications?**

A: Whereas the cursor will appear to be active in the applicant statement, users will not be able to insert the name of the empowered official. Once the application is digitally signed, the empowered official's name will automatically be inserted.

**Q: How do I electronically sign the application?**

A: An empowered official must have a valid ACES digital certificate and the Industry Signature Authority role in order to electronically sign D-Trade applications. The Industry Signature Authority role is assigned to the empowered official by the company Super User.

**To apply a digital signature:**

Once the application has been completed, on the signature page the empowered official should:

- a. Click on Signature button (press only once, it may take a while for the next dialogue box to pop up);
- b. Within the Signature box, press Sign;
- c. If you have a password on your digital certificate, enter the password when prompted;
- d. Within the Signature is Valid window, press OK;
- e. You have digitally signed your application.

**Q: Why do I get the error message "The specified CSP cannot be found..." when I try to sign a DSP form on my Windows 7 system?**

A: With the deployment of Windows 7 with Internet Explorer 8, PureEdge Viewer cannot connect to the digital certificate on IE8 to complete the digital signature of the form. Industry users are directed to uninstall PureEdge Viewer and replace it Lotus Forms Viewer available on the DTrade Information Center web page.

**Q: Why is the submit button inactive on the form?**

A: All applications must be signed and saved locally on your system prior to submission. Ensure your application has been digitally signed and saved prior to submission. In addition, the SUBMIT button will be inactive if you have invalid or incomplete items on your form. On the signature page of the form, there is a "Validate Form" button that when clicked will display a list of errors (if any) preventing you from submitting. Correct any errors then once again validate and save the form.

**Q: How do I track the status of cases submitted?**

A: Once you are assigned the Industry Status Retriever role, log in to D-Trade and select Track Status on the left side of your screen. If you do not have a Track Status link, check to ensure you have been assigned the Status Retriever role by your company Super User. Once the Super User has assigned you the Industry Status Retriever role, the Track Status link will appear at your next log in to DTrade.

**Q: How do I resubmit an application that was returned without action?**

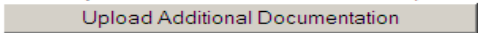
A: Applications returned without action may be resubmitted without having to retype the original information. Simply open the saved file, click on the digital signature to remove it, and modify the data as necessary. Once the revisions are made, resign the application; save a new file and press submit. You will be issued a new DDTC case number for tracking. **Please note: If you are resubmitting a returned or rejected application within seven (7) days, you must change the Transaction Number on the cover page to avoid it being flagged as a duplicate submission.**

**Q: How do I add documents to an existing application under review in DTrade?**

A: To upload additional documents to a case, log on to DTrade and call up the case in Track Status. When you click on the case number it will take you to the Application Detail page where you will see **Additional Documentation** and a button to upload additional documents as shown in the example below:

Additional Documentation			
File Name	Category	Comments	Date

You may click on the button below to upload any additional documentation for this case.



This will let you browse into your system to select the document and category type using this window as shown in the example below:



After you select your document type, attach the document and click the Submit button to complete the document upload.

## **DIGITAL CERTIFICATES**

### **Q: What is a digital certificate?**

A: A digital certificate is an electronic means of establishing your credentials when doing business or other transactions on the Web. It is issued by a certification authority (CA). The certificate contains your name, a serial number, expiration dates, a copy of the certificate holder's public key (used for encrypting and decrypting messages and digital signatures), and the digital signature of the certificate-issuing authority so that a recipient can verify that the certificate is real. For DTrade purposes, this allows you to apply your digital signature on DTrade license applications and to log on to DTrade.

### **Q: Who needs a digital certificate?**

A: A digital certificate is required for anyone who will require access to the DTrade Electronic Filing System. This includes individuals who will submit applications, track the status of applications and submit additional documentation for DTrade applications in process, the ability for empowered officials to digitally sign DTrade applications as required, as well as retrieve the finalized license. **All DTrade users must register their digital certificate under the parent company listing in DTrade.** (See "Do I have to register..." under BASIC USE.) **Note: A digital certificate is not required to download and fill out a DTrade application.**

### **Q: Can a single digital certificate be shared amongst several company employees?**

A: No. Digital certificates are for individual use only. A digital certificate electronically identifies the individual interacting with the application. Certificates may be revoked by the issuing authority if found to be used by anyone other than the individual to whom the certificate was issued.

**Q: I'm being asked for a CryptoAPI Private Key. Please explain.**

A: A Crypto Private Key is the password assigned to your digital certificate during installation. If your digital certificate is not password protected, you may simply press OK.

**Q: How long does it take to receive the digital certificate once ordered?**

A: Issuance of digital certificates is handled entirely by the issuing authority. Please contact your certificate vendor for processing and issuance guidelines.

**Q: My digital certificate is corrupt. Can DDTC send me a copy of the certificate?**

A: No. To receive a replacement certificate the user must contact the vendor who issued the certificate.

**Q: My digital certificate is about to expire. What should I do?**

A: Each digital certificate contains a unique identifier. When your certificate expires so does any roles/permissions assigned to you under that certificate. To prevent an interruption in DTrade access, prior to the expiration of your digital certificate, you must purchase a new certificate. Once you have received and installed your new digital certificate follow our online instructions ([http://pmddtc.state.gov/DTRADE/documents/Getting\\_Started\\_Instructions.pdf](http://pmddtc.state.gov/DTRADE/documents/Getting_Started_Instructions.pdf)) to register your certificate under your parent company listing.

**Then:**

**a. Super Users Only:** Follow the online instructions ([http://pmddtc.state.gov/DTRADE/documents/Getting\\_Started\\_Instructions.pdf](http://pmddtc.state.gov/DTRADE/documents/Getting_Started_Instructions.pdf)) for designating a Super User to have your Super User status reassigned to your new digital certificate. The DTrade Help Desk will then delete your expired certificate and reassign super user status to your new certificate.

**b. Regular Users:** Contact your company super user and request the deletion of your old certificate and the reassignment of your DTrade roles to your new digital certificate

## **SUPER USERS**

### **Q: What is a Super User?**

A: A Super User is a D-Trade user responsible for managing company users. Managing roles involves adding or removing roles a user has or deleting a user account.

To designate a Super User see the section **Designating a Super User** in [Getting Started with DTrade](#).

### **Q: I'm not an empowered official, but I am a Super User. Can I assign myself the Industry Signature Authority role?**

A: Per the ITAR, applications must be signed by an empowered official. Refer to Section 120.25 of the ITAR for the qualifications and responsibilities of an empowered official.

### **Q: How many Super Users may a company designate?**

A: As many as deemed necessary. It is recommended to have at least two if possible.

### **Q: I registered my digital certificate with my company's listing in DTrade and my Super User letter was faxed in. How are Super Users notified once they have been assigned this status in DTrade?**

A: You will be sent an email to the address given in your Super User letter. The email will contain final instructions on assigning the various user roles.

### **Q: After I faxed my Super User letter, I received an e-mail from the DTrade Helpdesk stating my request was not signed by an empowered official. Please explain.**

A: Super User designations must be signed by a senior company official or empowered official from the parent company. Please insure this information is captured in the context of the request or in the signature block of the Super User letter.

### **Q: After I faxed my Super User letter, I received an e-mail from the DTrade Helpdesk stating my request was not submitted on company stationery. Please explain.**

A: Super User requests must be submitted on the parent company stationery of the DTrade registered entity. Requests submitted on fax cover sheets and/or stationery of the subsidiary of the DTrade registered entity will not be processed.

**Q: After faxing my Super User letter, I received an e-mail from the DTrade Helpdesk stating I did not provide a valid registration code. Please explain.**

A: A valid DDTC registration is required to use the D-Trade Electronic System. Refer to Section 122 of the International Traffic in Arms Regulations (ITAR) for information on registration. If you did list a registration code it may be incorrect. You may also consult the DDTC Web site at <http://pmddtc.state.gov/registration/index.html>.

**Q: How do I delete a Super User?**

A: Only the DTrade Help Desk can add or delete Super Users. Requests must be submitted in writing (fax to the DTrade Helpdesk at 202-663-2756), requesting the creation or deletion of Super Users. Requests must be submitted on the parent company stationary, signed by the empowered official or a senior company official.

## **OTHER CONTACT INFORMATION**

### **DTrade Help Desk**

**Phone**            202-663-2838  
**Fax**                202-663-2756  
**Email**            [dtradehelpdesk@state.gov](mailto:dtradehelpdesk@state.gov)

### **DDTC Response Team *(for ITAR rules/policy/regulations questions)***

**Phone**            202-663-1282  
**Fax**                202-261-8199  
**Email**            [pmddtcresponseteam@state.gov](mailto:pmddtcresponseteam@state.gov)

To find other contact information please go to [http://pmddtc.state.gov/about/key\\_personnel.html](http://pmddtc.state.gov/about/key_personnel.html).