U.S. Customs and Border Protection

Customs-Trade Partnership Against Terrorism

Portal Tutorial: Status Verification Interface (Partner Monitoring)

All partners who currently participate in SVI will have the "Partners Monitoring You" and the "Partners You Are Monitoring" information migrated from Portal 1.0.

Signing the SVI Agreement

Partner monitoring will allow C-TPAT partners to track the C-TPAT status of their business partners to facilitate an advanced network of trade partners with security-minded business practices. To participate in SVI, a company must:
  (1) Have an active C-TPAT account in good standing (certified or above).
  (2) Consent to share your status with other companies, as is stated in the SVI Agreement.
    NOTE: If SVI agreement is revoked, your company will be removed from all partners monitoring you and all partners you are monitoring will disappear.

To agree to participate in SVI by clicking on the desired Trade Account and selecting <SVI> from left menu. Sign the SVI Agreement by selecting the <SVI Agreement> tab and clicking in the <Agree> box on the desired account. Click <Apply Changes>.

Consent to share your status (Certified or Not Certified) with other companies by clicking in the <Agree> box. Click <Apply Changes> when data entry is complete.

Request Monitoring: Asking Partners to Monitor You

For each monitoring partner, a request must be sent to establish the list on the <Partner Monitoring You> tab. To add partners to your monitoring list:

(1) Search for the partner name using the Search box on the Request Monitoring tab.
Note: Only companies that have signed the SVI partner agreement and are currently in Certified status or above will appear in the results.

(2) Click in the <Select> box by the company that you want to monitor you, and click <Save Selections>.

(3) The status of the request (pending, accepted, declined) will appear in the **Partners Monitoring You** list. Once the monitoring company approves the request, the company's status will also appear in your **Partners Monitoring You** list.

Partners You Are Monitoring: Accepting and Denying Monitoring Requests

As a monitoring partner, the choice to accept, decline, or revoke (decline after initial acceptance) a partner requesting that you monitor them is your decision. To accept a request to monitor a partner:

(1) Click on <SVI> under the desired Trade Account.

(2) Select the <Partners You are Monitoring> tab.

(3) Click in the Request Status column to toggle through the choices—ACCEPT or DECLINE.

    a. If the request status is in **ACCEPT**, the company status (Certified or Not Certified) will appear in the Account Status column.

b. If the request status is in **DECLINE**, the company status will not appear in the Certified column. A **DECLINE** Request Status will act as a block to prevent further monitoring requests from this company. To allow a declined monitoring requester to request again, click in the <Remove Monitored> box next to the record and click <Apply Changes>. This will remove the block and allow future requests.

(4) Click <Apply Changes> when your choice is complete.

Partners Monitoring You: Reviewing Your Monitoring Partners and Requests

Previously unavailable in Portal 1.0, the "Partners Monitoring You" tab will allow you to see which companies are monitoring you. In Phase 1, you will not be able to request to monitor a company—requests can only be made to have a company monitor you. To filter companies on this page, click on the toggle button at the bottom of the window. The available filters will display companies which have: **Accepted, Declined, or Revoked** your monitoring requests.