

# Business Partner Relationships



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Branch Chief

Evaluations and Assessments Branch

# Objectives

- **Identify practical, acceptable methods of screening business partners**
  - **Clients**
  - **Service providers**
- **Outreach and business partner education and verification**



# Benefits For Your Company

- **Security issues addressed proactively reduce future problems**
- **Marketability**
  - **As part of company Outreach program you should explain the benefits to your clients of these extra steps you take to ensure the security of the joint supply chain**



# Definitions

- **Business Partners**
  - **Clients**
    - **Companies who come to you and request your company's services**
  - **Service providers selected by you**
    - **Companies selected by your company who assist in the movement / transportation of merchandise, or who have access to the company's data**



# Clients

- **Verify legitimacy**
  - **C-TPAT SVI verification**
  - **Business reports**
  - **Financial references**
  - **Others**

| STATUS    | BUSINESS TYPE                      | DATE ADDED              | LAST MODIFIED DATE      |
|-----------|------------------------------------|-------------------------|-------------------------|
| Certified | Importer                           | 8/14/2011<br>3:05:09 AM | 8/14/2011<br>3:05:10 AM |
| Certified | Licensed U.S.<br>Customs Broker    | 8/14/2011<br>3:05:09 AM | 8/14/2011<br>3:05:10 AM |
| Certified | Importer                           | 8/14/2011<br>3:05:09 AM | 8/14/2011<br>3:05:10 AM |
| Certified | Highway Carrier -<br>U.S. / Canada | 8/14/2011<br>3:05:09 AM | 8/14/2011<br>3:05:10 AM |
| Certified | Rail Carrier                       | 8/14/2011<br>3:05:09 AM | 8/14/2011<br>3:05:10 AM |



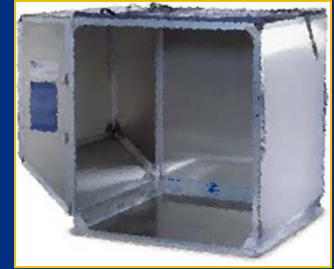
# Outreach

- **Explanatory letter on program benefits**
  - **Contact method for security inquiries**
- **Emailing appropriate MSC**
- **Site visits to provide presentations / education to partners**
- **Weblink from company's site to C-TPAT page on [cbp.gov](http://cbp.gov)**
- **Refer partners to your assigned SCSS**



# Outreach Focus Topics

- **Container inspections**
  - Documented, 7 and 17 point
- **Seal procedures**
  - ISO 17712, written procedures
- **Tracking and Monitoring**
  - Documented, responsibilities for all
- **Law enforcement notification**
  - Have specific procedures and numbers



# Business Partners (“Service Providers”)

- **First best option**
  - **C-TPAT SVI number verification**
- **Second best**
  - **Mutual Recognition Arrangement certificate**
    - **AEO, PIP, etc.**
- **Security questionnaire and physical verification conducted by company**





# Security Questionnaire

- Only as effective as you make it
- Only as effective as your partner believes it will be verified
- How do I design one?
  - Focus on the partner's function within the supply chain
- Why isn't there a standard one?



# Designing the Questionnaire

- Is it detailed enough?
- Is it appropriate to environment?
  - Focused on that partner's role
- Questions to ask other than the MSC
  - Other programs (TSA IACP)
  - Previous visits by C-TPAT
  - Visits by other companies/organizations



# Statement of Attestation

- **Written statement from company principal**
- **Acceptable under MSC**
- **Puts more work on you**



# How Do You Verify?

- Identify appropriate personnel to assign to the task
- Train those personnel
- Conduct a site visit to verify



# Evidence Defined

- **Written processes and completed documents**
- **Observations of processes being conducted**



# Documentation

- **Two elements**
  - **Written process itself**
  - **Evidence process has been completed during each “transaction”**
- **Example:**
  - **Written seal policy**
  - **Review of delivery receipts for shipments selected by you show drivers have been writing seal verifications upon them.**



# Legible and Complete

| Printed Name | Organization | Host | Photo ID Verified (Y/N) | Date | Time In | Time Out |
|--------------|--------------|------|-------------------------|------|---------|----------|
| ART Gilm     | NSM<br>CBC   |      | Y                       | 6-28 | 10:15   |          |

Art Who?

Never left?



U.S. Customs and  
Border Protection

Shawn Porter

Field Operations



# Observations

- **Walking around**
  - **Good for fences, gates, etc.**
- **Watching process in motion**
  - **Container inspections**
  - **Sealing**
  - **Visitor procedures**





# Visit Preparation

- **Training**
- **Risk Assessment**
- **Security Questionnaire completed by partner**
- **Minimum Security Criteria**



# After Visit

- **Written Report**
  - **To company management**
  - **To business partner**
- **Issues identified**
- **Expected actions**
- **Timeframes**
- **Future follow up -- contracts**



# What We Discussed

- Different types of business partners
- How each type should be screened
- Methods of Outreach / Education
- Criteria elements to focus on
- Verification of partners' statements



# Resources

- **Minimum Security Criteria**
  - **On [cbp.gov](http://cbp.gov) in multiple languages**
- **Public Document Library**
  - **Seal and Container Inspection Workshop**
- **Business Partners**
- **Supply Chain Security Specialist**



# Partner Screening and Outreach

- **Information to aid in:**
  - **Screening different types of partners**
  - **Conducting Outreach and Education to partners**
  - **Verifying statements of partners**
- **Will also aid in preparing for your own validation**



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