# eCountry Clearance Help System Content

# Table Of Contents

# eCountry Clearance Help Home

---

This is the main page of the help system for eCC.

To the left of the help screen is a command bar (shown below) containing several buttons you can use to begin your search. See the table below for instructions on how to use the buttons.

Select **Table of Contents** (located at the top each Help screen) to view the Table of Contents for the Help System.

For additional help, contact [eCCHelpDesk-DL@state.gov](mailto:eCCHelpDesk-DL@state.gov).

| Name of Button | Symbol | Action |
|---|---|---|
| **Contents** |  | Reveals a table of contents to the left of the screen. Click any of the entries to open the related topic. |
| **Index** |  | Reveals an index of topics in eCC. Click any of the entries to open a related topic. |
| **Search** |  | Allows you to search for a topic.<br>▪ Typing a word in the Search box. If you type two words, all topics containing either of the words will be included in the search.<br>▪ Clicking Go to generate a list of all topics containing that word. (This list replaces the Table of Contents).<br>▪ You can then click any of the entries to open the related topic.<br>▪ Click Contents to display the Table of Contents. |
| **Previous Topic** |  | Reveals the previous page in the browse sequence. |
| **Next Topic** |  | Reveals the next page in the browse sequence. |
| **Hide Navigation Component** |  | Hides the table of contents (click **Contents** to display again) |

## See Also:

[Introduction]
[Country Clearance Request Process]
[Business Flow Chart]
[Requestor]
[Post Approver]
[Post Administrator]
[Roles & Distribution Lists]

# Overview

## Introduction

---

The purpose of eCountry Clearance (eCC) is to create a web based request system that is easy to monitor and maintain. eCC has separate roles: Global Administrator, Post Administrator, Requestor, Approver, Draft Responder, Agency Administrator, and Country Desk Administrator. Each role has separate tasks in eCC. This help system will explain the Country Clearance Request Process, the different roles that each users have, and instructions on how to complete the eCC process.

Select **Table of Contents** (located at the top each Help screen) to view the Table of Contents for the Help System.

For additional help, contact eCCHelpDesk-DL@state.gov.

**See Also:**

eCC Help Home
Requestor
Post Approver
Post Administrator
Draft Responder
Roles & Distribution Lists
Country Clearance Request Process
Business Flow Chart
Agency Administrator
Country Desk Administrator

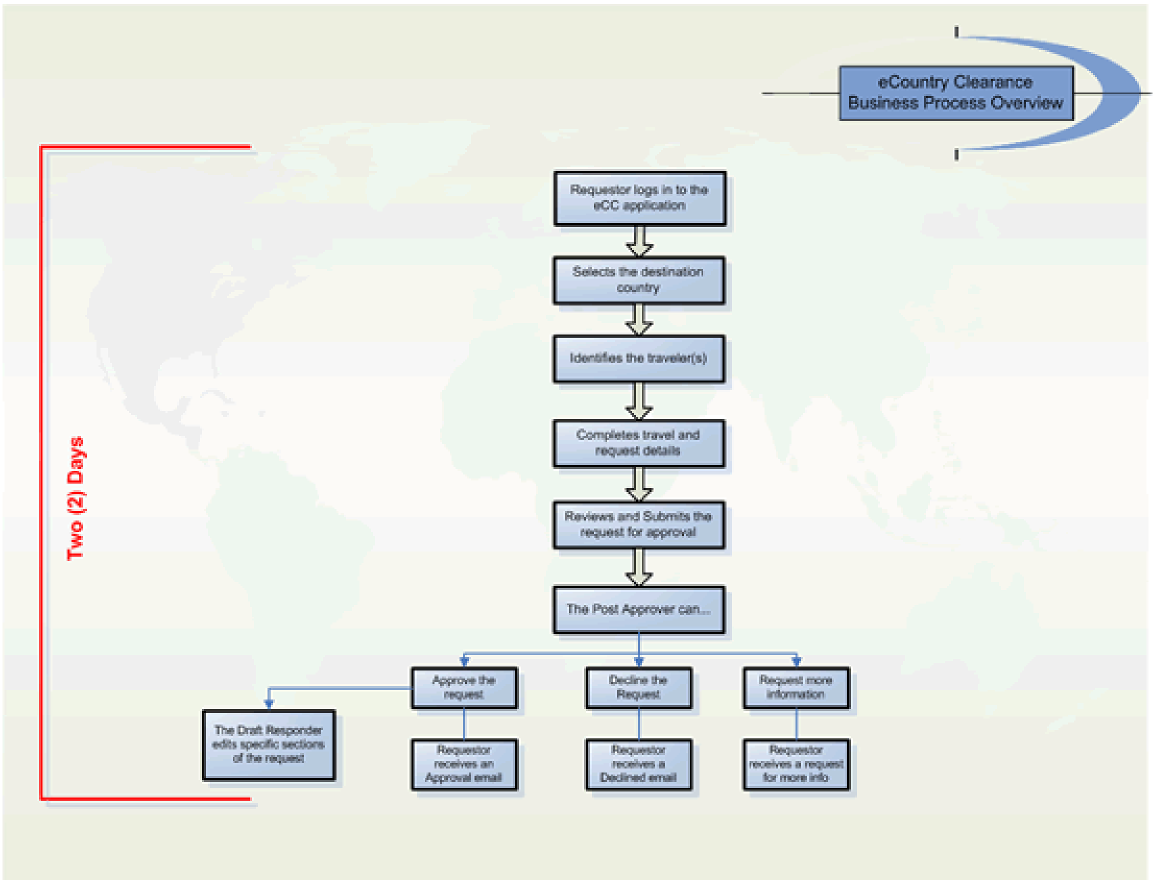
# eCountry Clearance Request Process Overview

The eCountry Clearance (eCC) request has two separate processes: the Requestor creates requests for clearance to visit one or more countries, and Post Approvers review submitted requests and determine whether they can be approved, declined, or require more information. Each role has separate tasks in eCC.

Creating a request involves the following tasks:
1) Navigate to eCC at http://eCC.state.gov (for DoS users) and https://ecc.state.gov for internet/agency users
2) Select Plan Itinerary on the left side of the screen.
3) Choose a destination country from the list of available countries
Review information regarding travel to the selected country
4)Select either Add to Itinerary to include this country in the new travel itinerary or Do Not Add to Itinerary.
5) Input traveler information. Enter details for each traveler included in the Country Clearance request. There can be multiple travelers on the itinerary as long as each one is traveling on exactly the same flights, times, and countries. If any traveler is not following the same exact itinerary, a new request must be done for those travelers. After completing the information, select Continue. When finished entering travelers, select Continue.
6) Repeat steps 3 through 5 until all countries for this itinerary have been reviewed and selected, then click Continue
7) Travel/Flight information (This can include flights/trains, POV, GOV details and transit cities). Select Continue when done.
7) Fill in the information about each destination included in the itinerary on the next two screens. These 2 screens are repeated for each country selected. Incomplete information could result in a slower processing time for your request.
8) Review and confirm the details of your request. At this point the requester can either Click Submit Request to finish, or Save Draft, if not ready to send, or return to previous screens to modify request information. The modify button is in the upper right corner of each section and will return you to that section to make changes.
The following tasks occur for submitted requests:
10) The request is sent to the Approver, who can Approve, Decline, Forward or Request more Information for your request. The approver is already set up at post and is based on the section you selected to approve the request.
11) If approved, a granted email notification will be sent to the Requestor.
If declined, an email and decline reason will be sent to the Requestor.
If forwarded, (post may forward the request to a different post/section than the one the requestor selected if they feel it was misdirected) notification shall be sent to the new post and section now responsible for this request.
If more information is needed, an action email and details about what is needed will be sent to the Requestor.

Click here to see the eCC Request Process Diagram

# Business Flow Chart



# Registering and User Profile

## Registering Non-OpenNet users for eCountry Clearance

Navigate to https://ecc.state.gov web site, first time non-OpenNet and other agency users are required to register and create a new account in order to access eCC.

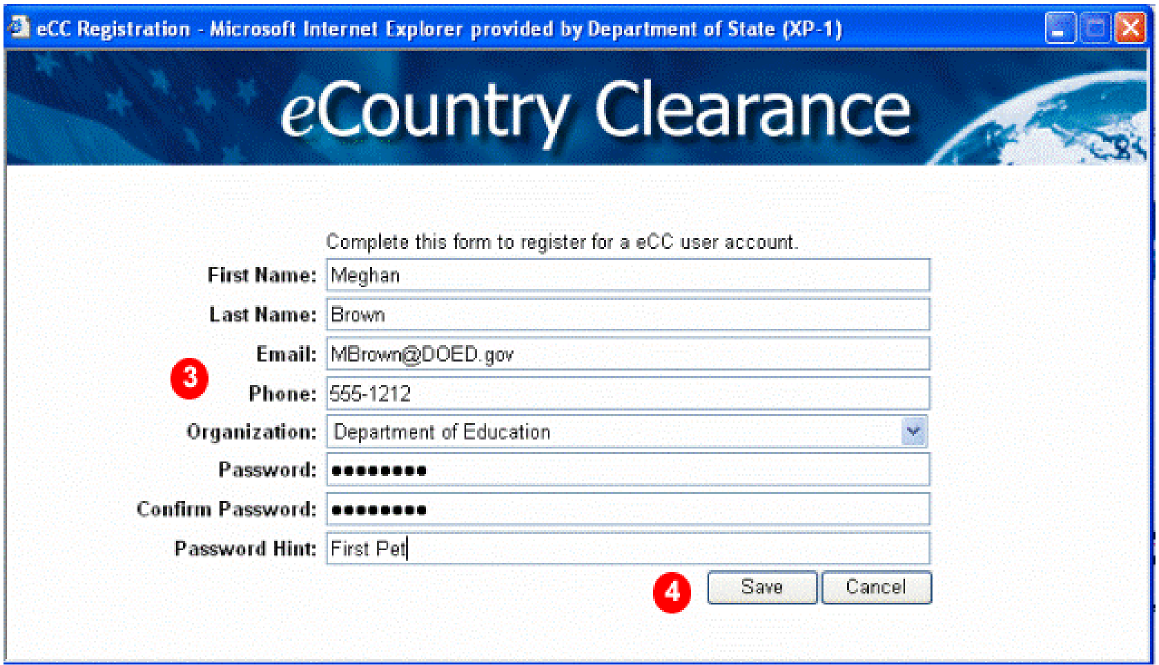
### New User Registration

To register for eCC:

1. Navigate to https://ecc.state.gov. This brings you to the eCC login page.


2. Click the **Create New Account** button. The **eCC Registration** popup window appears.
3. Complete the information in the fields (all fields are required). Your email address must be your work email address, not your personal one. Please note that the **Hint** field is important and must remind you of what your password it.

**Note:** If you do not see your organization in the dropdown list, please send an email to eCCHelpDesk-DL@state.gov




4. Click the **Save** button. A small gray window opens to confirm your information is correct. After verifying the information, click the **OK** button and the small gray window closes. A notice that your activation code has been sent to your email address will appear.

## Activate Your Account

Once you have created your account the last step is to activate it. The registration process is not complete until you have done this last step. The activation code to complete this step is sent via email within seconds of submitting the registration information.

1. Open your work email account that you entered in the eCC Registration screen.
2. You will see an email from the eCC system. The email contains an Activation Code and a link to the registration page.
3. Copy the Activation Code. Click the link at the bottom of the email. You are brought back to the eCC Login page.
4. Enter your email, password, select **Login**, and paste the Activation Code into the correct field.
5. Click the **Login** button. This completes your account creation and registration. Note: If you click Login and it does not take you to the eCC Home page, please contact: **eCCHelpDesk-DL@state.gov.**

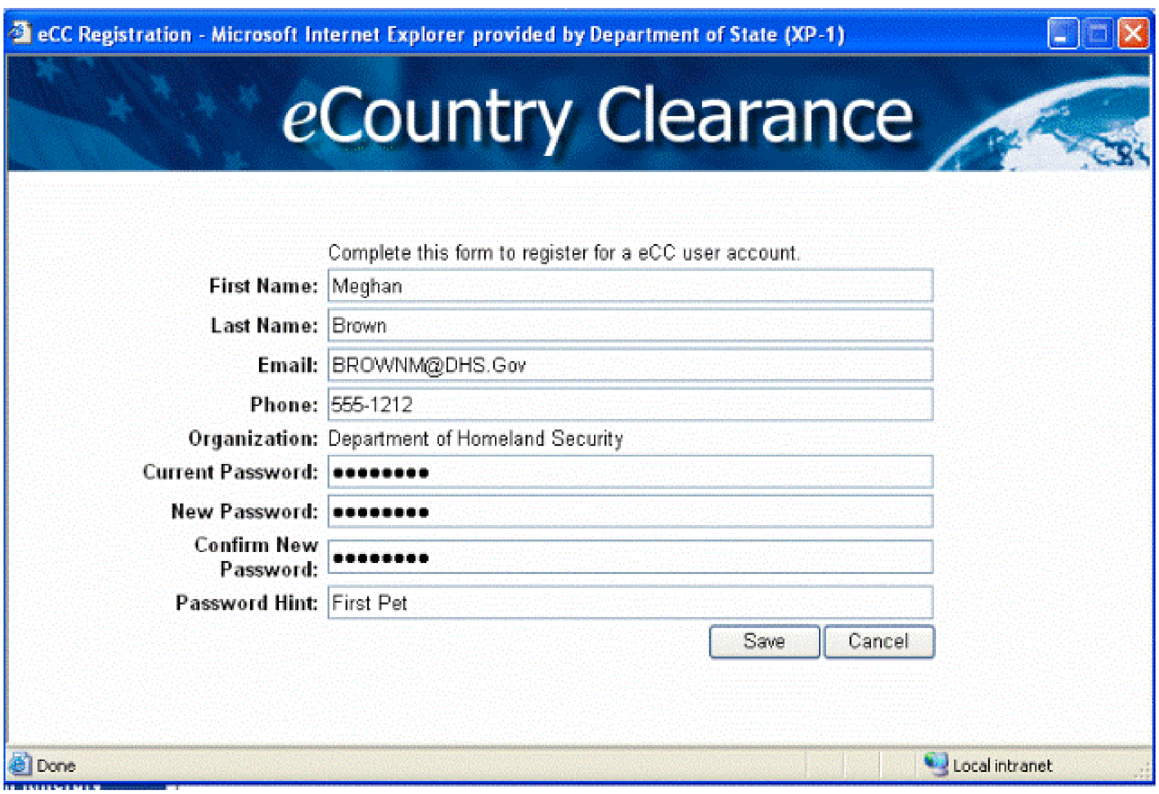
Account creation and activation is a one-time occurrence. The next time you go to the eCC site, just enter your email and password and click the **Login** button.

# User Profile

The User Profile button, which is located at the top right-hand of the screen, allows users to update their eCC profile. To update your user profile, click the User Profile button, this opens the eCC User Profile dialog box (see image below). From here, you can update email addresses, telephone numbers, passwords, and password hints.

Users cannot change their organization once the profile is created. Should a user change organizations, a new profile and password has to be registered when logging in for the first time with the new organization's email address.

Department of State users need to create a password if access to eCC is required via the internet. To create your password, open the User Profile, and skip the Current Password text box and enter the password in the new password box, confirm the password, and add the hint that will remind you of the password should you forget it later. Once this process is done, DOS users will have access to eCC using their logon and password from the internet.



# Plan Itinerary

## Requestor

The Requestor is responsible for starting the clearance request process. The Requestor plans the itinerary, identifies the traveler and destination information, and submits the request to a designated post and section for review and approval.

The Requestor receives confirmation of the request's status from the Post Approver, which includes approved, declined, or a request for additional information. The emails are system generated, users should not reply to them, but should check in the application for the status of their requests.

Email notification subjects will be one of the following:

eCC - REQUEST GRANTED/#4523/Traveler's Last Name
eCC - REQUEST DECLINED/Itinerary #4333/Traveler's last name
eCC - [ACTION] - Additional Information Requested, Itinerary #4491

**Note:** If additional changes need to be made to a request after submission, the Requestor must copy the request, modify it, re-submit the request, and then cancel the first request.

**Comments and Status**

The status of a request can be checked at any time by going to the **Plan Itinerary** screen. The **Submitted Itineraries** table shows the request number, travelers name, country, and the status. The status can be **Pending**, **Approved**, **Declined**, or **More Info**.

If the approvers at post add in comments or information to the request, the Requestor can view them by clicking on the **Itinerary Number**. This will bring up the request summary and comments added will be highlighted in yellow.

**See Also:**

New/Saved Itineraries
Plan Itinerary Destination
Identify Travelers
Request Summary
Distribution Lists
Copy and Cancel a Request

# New/Saved Itineraries

From the New/Saved Itinerary screen the Requestor can begin a new itinerary, complete or edit a saved itinerary, and **Copy** or **Cancel** the request.

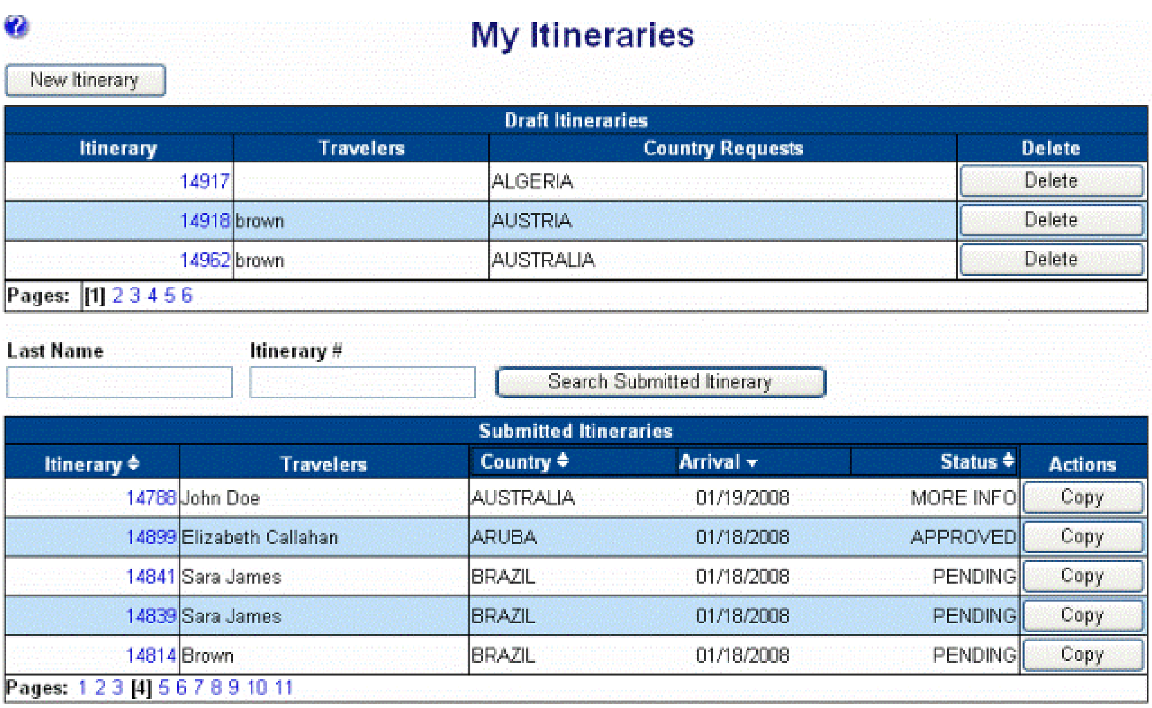
To begin the itinerary process, select the **New Itinerary** button (see image below).

To edit an existing itinerary, click on the Itinerary Number. This will open the request summary page that highlights in red areas that need additional information.

To add a country to a saved request, choose a destination country from the dropdown list, click **Add Another Country to Itinerary**. Select the country from the dropdown list, and the country info page appears, click **Add Country to Itinerary**.

To delete a country from an itinerary, select the **Delete** button.

Only requests that have not been submitted can be edited. If additional changes need to be made to the request after submission, the Requestor must copy the request, modify it, re-submit the request, and then cancel the old request. However, if the Requestor receives a request for additional information, they can click on the Update Request link at the bottom of the email, add the information and re-submit the request.



My Itineraries

New Itinerary

| Draft Itineraries | | | |
|---|---|---|---|
| Itinerary | Travelers | Country Requests | Delete |
| 14917 | | ALGERIA | Delete |
| 14918 | brown | AUSTRIA | Delete |
| 14962 | brown | AUSTRALIA | Delete |
| Pages: [1] 2 3 4 5 6 | | | |

Last Name | Itinerary # | Search Submitted Itinerary

| Submitted Itineraries | | | | | |
|---|---|---|---|---|---|
| Itinerary | Travelers | Country | Arrival | Status | Actions |
| 14788 | John Doe | AUSTRALIA | 01/19/2008 | MORE INFO | Copy |
| 14899 | Elizabeth Callahan | ARUBA | 01/18/2008 | APPROVED | Copy |
| 14841 | Sara James | BRAZIL | 01/18/2008 | PENDING | Copy |
| 14839 | Sara James | BRAZIL | 01/18/2008 | PENDING | Copy |
| 14814 | Brown | BRAZIL | 01/18/2008 | PENDING | Copy |
| Pages: 1 2 3 [4] 5 6 7 8 9 10 11 | | | | | |

**Itinerary #:**
*Automatically generated number that acts as a unique identifier for an itinerary.*

**Travelers**

*Lists the travelers on the country clearance request.*

**Itinerary Status:**
*Status of the itinerary. Can be either Pending, Approved, Declined, or More Info Requested.*

**Country Requests:**
*List of countries that appear on the clearance request.*

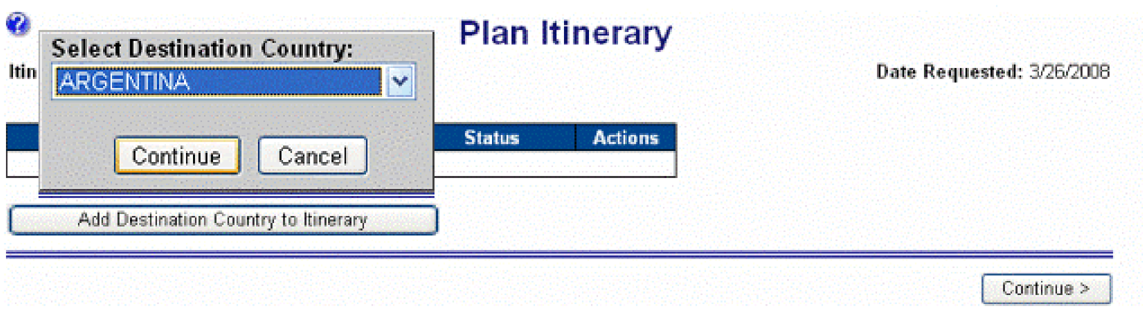
**Last Name:**
*Search function where the user can search for an itinerary by the traveler's last name.*

**Itinerary #:**
*Search function where the user can search for an itinerary by the traveler's last name.*


The Copy button creates a duplicate request that contains the same information as the original, except for arrival, departure date, and Carrier Information. The copy also receives a different request number.


Users can **Cancel** a request after it has been submitted. You can cancel the request at any time **until** 24 hours prior to the travel date. To cancel a request, go to the select the Cancel button. A popup message appears confirming the cancellation. Select **OK** and the request is cancelled. Email notification of the cancellation is sent to the Requestor and the Post Approver.

The following screen is the **Plan Itinerary** screen. Click the **Add Destination Country to Itinerary** button, then choose a **Country** from the dropdown list and click the **Continue** button.



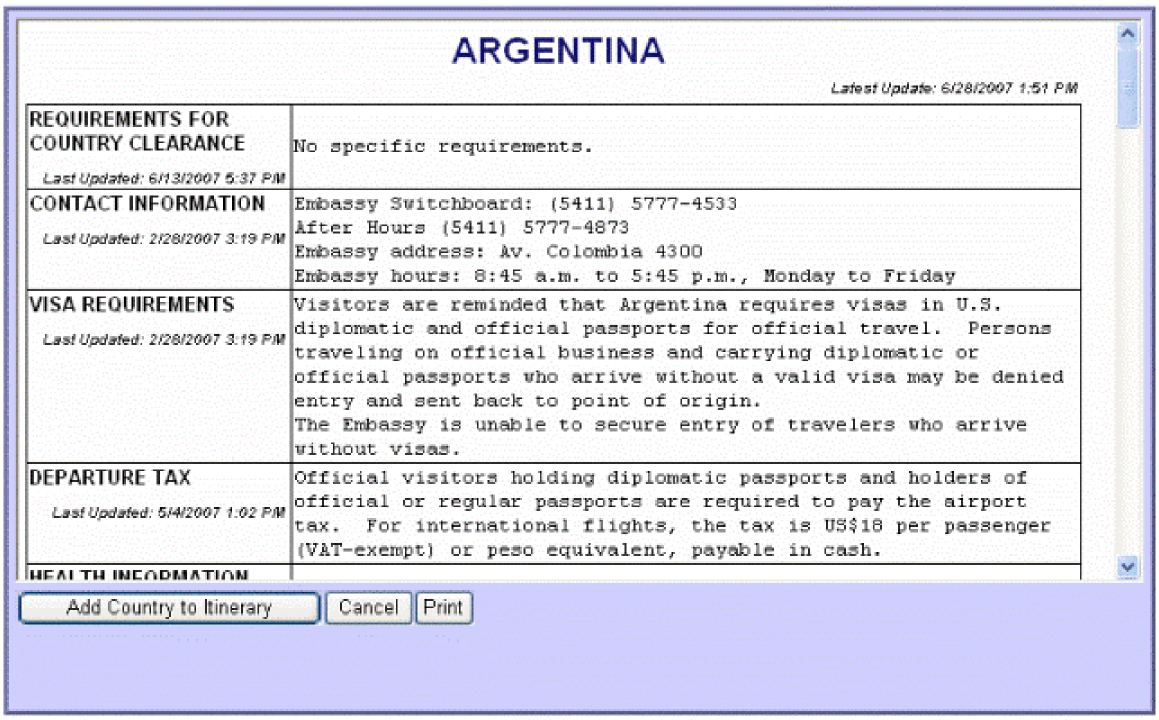

This opens the **Travel Information** screen (see below), review the information and click **Add Country to Itinerary**.

**Note:** Items with an asterisk are required.

# Travel Information

## Travel Information:

After a country is chosen and the user selected **Add Country to Itinerary**, the Travel Information screen appears. Users review this information, then decides whether to **Add Country to Itinerary**, **Cancel**, or **Print** the information on the screen.




**Travel Information Screen:**

*The Travel Information screen contains detailed information about the country the user selected from the dropdown list. Topics included in this screen are: Requirements for Security Clearance, Contact Information, Visa Requirements, Departure Tax, Health Information,Security Threat Information, Immigration, Customs, and Quarantine, TDY ICASS, Currency, Climate, Embassy Policy on Electronic Devices, Embassy Holidays, Transportation Information from Airport to Hotel, and Other.*

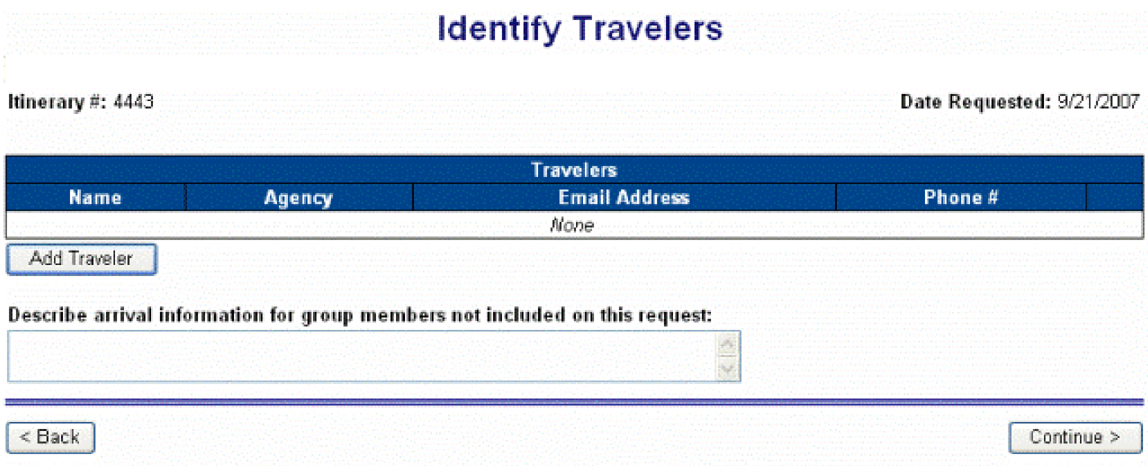
### See Also:

Plan Itinerary Destination
Identify Travelers
Assistance Required
Request Summary
Copy and Cancel a Request

# Identify Travelers

The Identify Travelers screen is used to list travelers on the country clearance request. At least one traveler must be identified before the Requestor can proceed to the next screen.

To begin the Identify Travelers process, click the **Add Travelers** button. This opens the Add Traveler dialog box, from here, the user completes the information and selects **Add Traveler** to add this person to the itinerary or **Cancel** to stop the add traveler process. Repeat this process to add additional travelers. There is no limit to the number of travelers that can be included on the request.

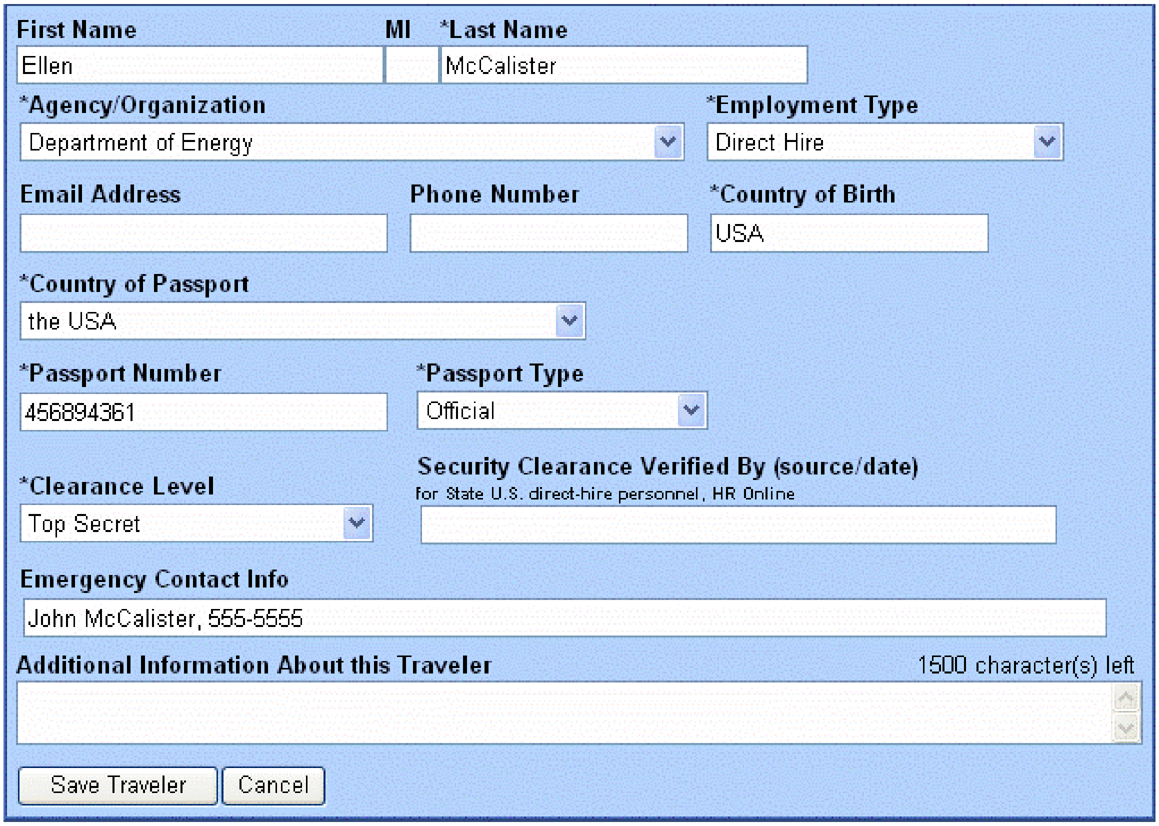



To edit information about the traveler, click the **Edit** button.

After the traveler has been added, users can complete the **Describe arrival information for group members not included on this request** box. Requestors use this area to list any additional travelers that will travel to post, but who are on separate itineraries. This allows posts to group travelers together.

**Note:** Items with an asterisk are required.

*Click an area of the image to jump to the description of the selected area*




**Describe arrival information for group members not included on this request:**
*Requestors can use this box to list any additional travelers that will travel to post but who are on separate itineraries.*

**First Name:**
*Traveler's first name.*

**MI:**
*Traveler's middle initial.*

***Last Name:**
*Traveler's last name.*

***Agency/Organization:**
*Organization that the traveler is employed by or a representative of or sponsored by.*

**Employment Type:**
*Traveler's employment type. Can be Personal Services Contractor, Personal Services Agreement Other Direct Hire, or Contractor.*

**Email Address:**
*Traveler's email address.*

**Phone Number:**
*Phone number that the traveler can be reached at.*

***Place of Birth:**
*Traveler's place of birth.*

***Country of Passport:**
*Country of traveler's passport.*

***Passport Number:**

*Traveler's passport number.*

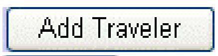
***Passport Type:**
*Traveler's passport type. Can be Diplomatic, Official, or Personal.*

***Clearance Level:**
*Traveler's Clearance level. Can be None, FSN SBU, Secret, Interim/Temporary Secret, Interim/Temporary Top Secret, or Top Secret.*

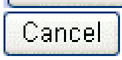
**Security Clearance Verified By (source/date):**
*Personnel enter when and by whom they received their clearance information verified by and the date. For Department of State employees, enter HR Online and the date. For outside agency employees, enter the correct security clearance verification office and phone number, as well as the date.*

**Emergency Contact**
*Use this field to enter the name and phone number of your emergency contact.*

**Additional Info About the Traveler:**
*Use this area to explain any important information about the traveler that pertains to the country clearance request.*



Use this button to add the Traveler Information to the itinerary.



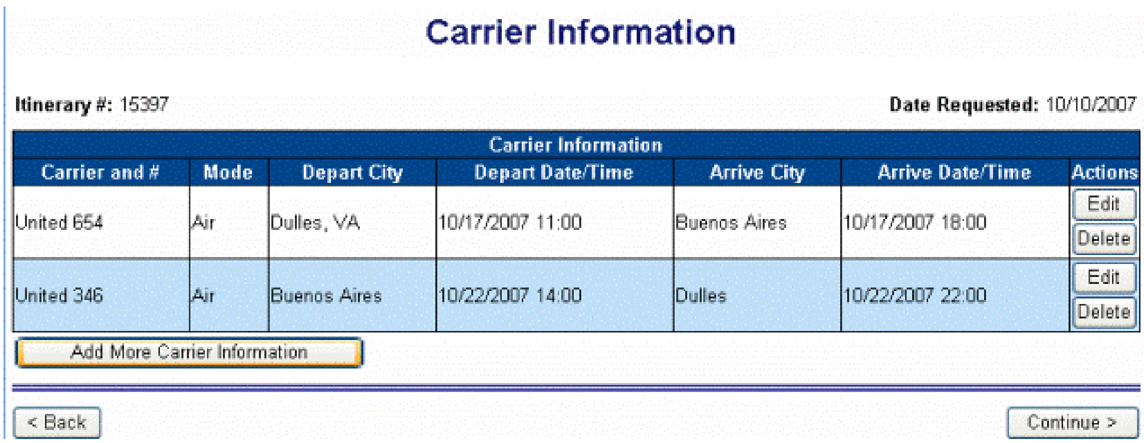
Use this button to cancel the add traveler process.

**See Also:**

[New/Saved Itineraries]
[Plan Itinerary]
[Assistance Required]

# Carrier Information

The Carrier Information screen is where the Requestor enters in the travel information. The Requestor can enter as many different carriers and modes of travel as they need and they can also edit information that they have previously entered.


Carrier Information

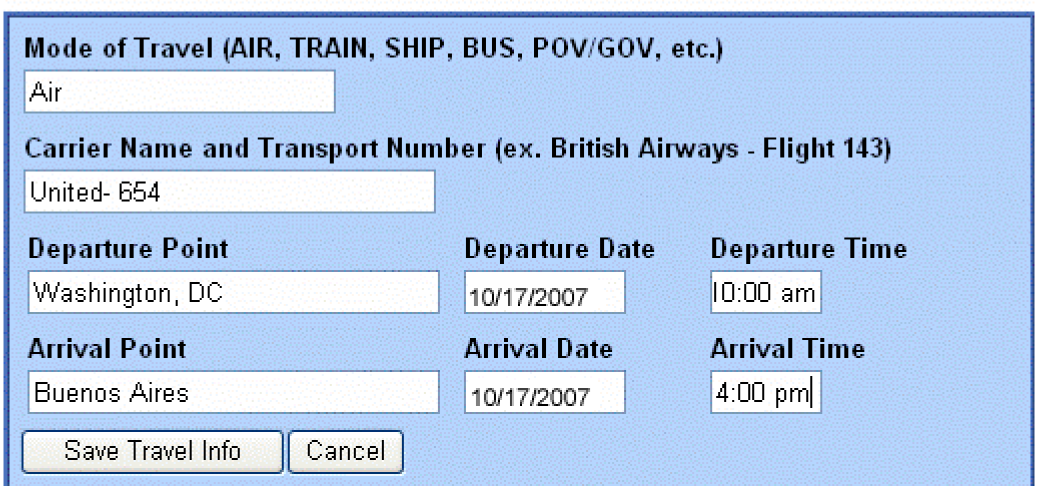
**Itinerary #:** 15397 **Date Requested:** 10/10/2007

| Carrier Information | | | | | | |
|---|---|---|---|---|---|---|
| Carrier and # | Mode | Depart City | Depart Date/Time | Arrive City | Arrive Date/Time | Actions |
| United 654 | Air | Dulles, VA | 10/17/2007 11:00 | Buenos Aires | 10/17/2007 18:00 | Edit Delete |
| United 346 | Air | Buenos Aires | 10/22/2007 14:00 | Dulles | 10/22/2007 22:00 | Edit Delete |

Add More Carrier Information

< Back Continue >

To add carrier information, click the **Add Carrier Information** button. This opens the travel dialog box (see the image below). From here, the Requestor enters in the mode of travel, the carrier name and transport number, the departure point, date, and time and the arrival point, date and time.




To add another carrier, click the **Add More Carrier Information** button, and repeat the add carrier process.

**Note:** It is recommended that the Requestor enter in as much information as possible, including transit information, on the Carrier Information page. This will assist post in coordinating the visit as well as allowing them the ability to monitor the travel information in case of delays or other issues that may arise.

**Carrier and #:**
*Transportation type and number.*

**Mode:**
*Type of travel.*

**Depart City:**
*City the carrier leaves from.*

**Depart Date/Time:**
*Date and Time of departure.*

**Arrive City:**
*Where the carrier arrives.*

**Arrive Date/Time:**
*Date and Time of arrival.*

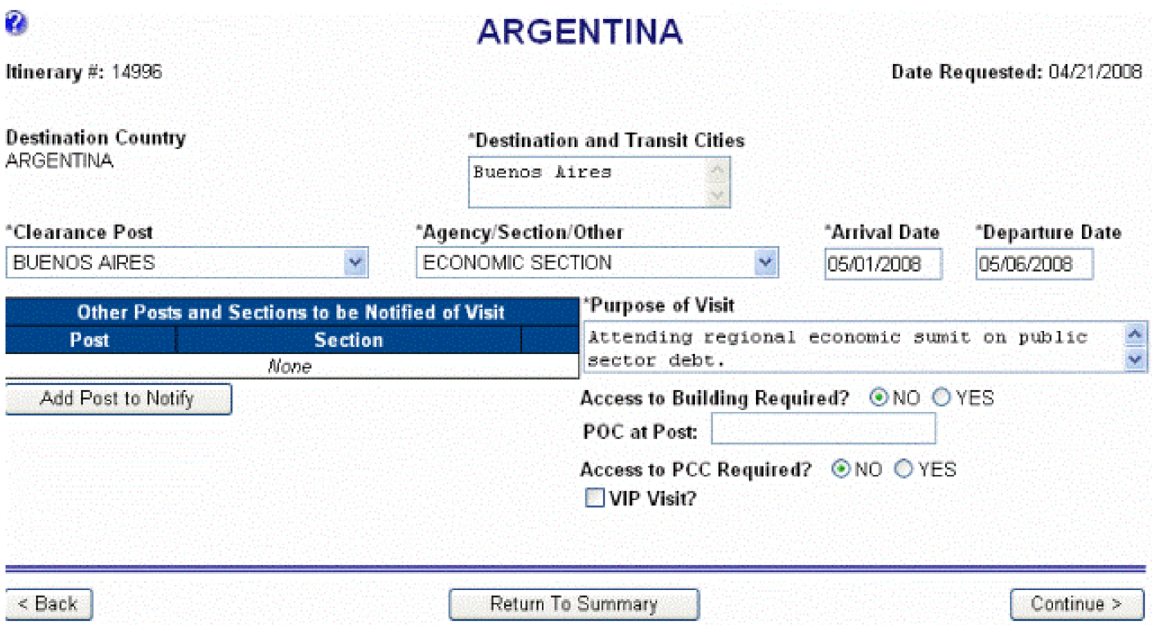
**Actions:**
*From here the Requestor can Edit or Delete carrier information,*

# Plan Itinerary Destination

Requestors use the Plan Itinerary Destination screen to identify specific details concerning the destination information portion of a clearance request. To complete this page, users input the necessary information and select **Continue**.

**Note:** Items with an asterisk are required.

*Click an area of the image to jump to the description of the selected area*




**Itinerary #:**
*Unique number assigned to each itinerary as an identifier.*

**Itinerary Status:**
*Status of the itinerary. Can be either Draft or Submitted.*

**Date Requested :**
*Date the request process began.*

***Destination Country :**
*Name of the destination country in the itinerary.*

***Destination and Transit Cities :**
*List of the destination city(ies) and any transit cities.*

***Clearance Post:**
*Post that the Requestor needs clearance from.*

***Agency/Sections/Other:**
*Agency at Post that the traveler will is requesting country clearance approval.*

***Arrival Date:**
*Date the visitor will arrive in country*

***Departure Date:**
*Date the visitor will depart from the country.*

**Other Posts and Sections to be Notified of Visit:**
*Additional Posts or sections that need to be notified of the clearance request.*

***Purpose of Visit :**
*Detailed description of the reason for the visit. This box can hold 1500 characters.*

**Access to Building Required?:**
*Indicates if the visitor needs access to the Embassy or building. If the Requestor clicks 'yes', then the POC field becomes mandatory.*

**POC at Post (if known):**
*The Requestor indicates if there is already an established point of contact at Post. Mandatory if the traveler needs access to the building.*

**Access to PCC Required?:**
*Indicates if the visitor needs access to the Post Communications Center.*

**VIP Visit:**
*Checkbox that states if the traveler is a VIP. Current values include: SECSTATE, CODEL, STAFFDEL, WHITE HOUSE, OTHER CABINET, and OTHER VIP.*

### Common Issue:

**Users do not know which section to send the request to.**
If you do not know which section to send the request to, take an educated guess on which section might be appropriate, i.e. for Environmental issues, send to Econ if there is no EST section. If you guessed incorrectly, the Post Approver will forward your request to the correct section. Also, view the Travel Info for the country, often times the post will list which sections to send the requests to.

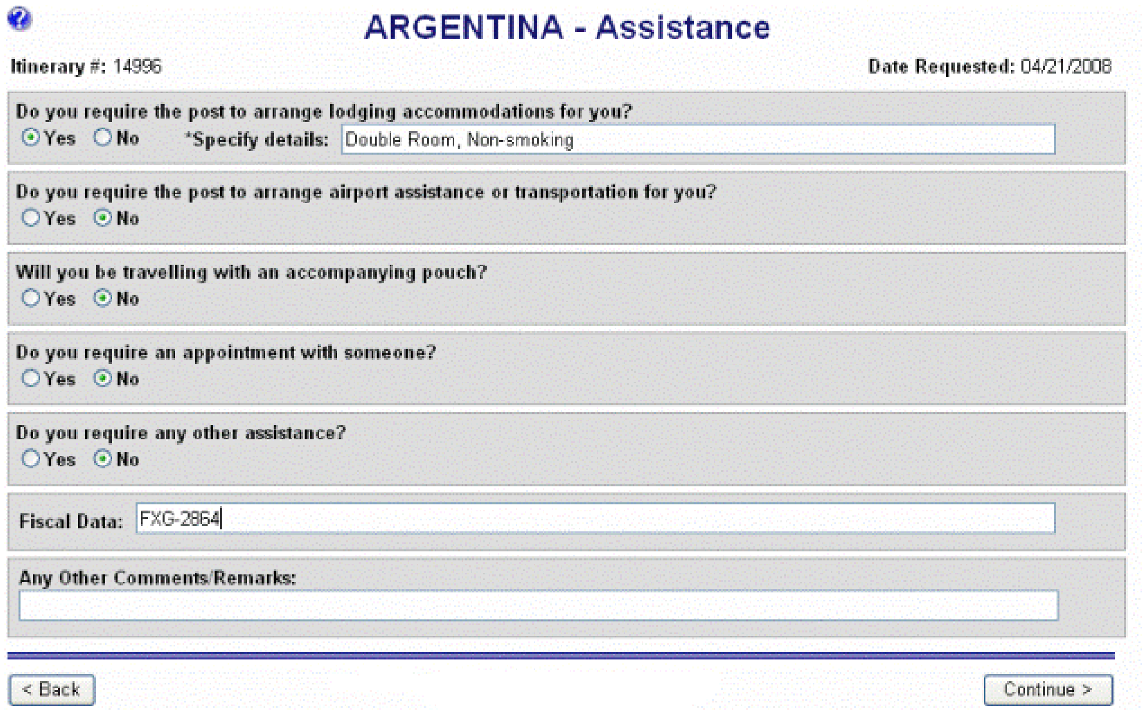
### See Also:

New/Saved Itineraries
Identify Travelers
Assistance Required

# Assistance Required

This screen is for information about assistance required by the traveler, as well as their lodgings. To complete this page, users input the necessary information and select **Continue**.

*Click an area of the image to jump to the description of the selected area*




**Assistance:**

*This section allows the Requestor to list and explain any items or assistance needed for the visit. Including: Lodging accomodation (this check box is checked if the requestor wants post to make hotel reservations for the traveller), Airport Assistance/Transportation, Accompanying Pouch, and Appointment Requests. If the Hotel Reservations checkbox is selected, the requestor cannot enter information under the lodging section.*

**Fiscal Data:**

*An alphanumeric strip of 16-20 characters. This data is needed for Posts to charge expenses for the requested services, if necessary.*

**Any other Comments/Remarks:**

*The requestor can enter any additional information or remarks in this field. This box holds 4,000 characters.*

## Lodging Accommodations Page

This page only appears if the Requestor does not want the post to make hotel reservations for them.

**Lodging Accommodations:**

*If the requestor already has hotel reservations, the requestor clicks the* ***Add Lodging*** *button, the Lodging Accommodations pop up appears (see image below). From here, the user completes the information and selects* ***Add Lodging*** *or* **Cancel***. If the requestor has selected the Lodging Reservations checkbox under the* ***Do you require*** *section, this area is not available. This is where the requestor can add other accommodations, such as the address of a friend's house.*


**See Also:**

New/Saved Itineraries
Identify Travelers
Carrier Information
Plan Itinerary Destination
Request Summary
Copy and Cancel a Request

# Request Summary

The Request Summary screen shows the Requestor a summary of the details inputted into the Plan Itinerary screens. From here, the Requestor can review the information to ensure completeness and accuracy.

To modify any of the data, select the **Modify** button located in the right corner of each text box. This will take you to the section where modifications can be made.

After review, Requestors can either **Save Draft**, **Submit the Request**, or **Print** the request. After the request is submitted, a system generated email notifies the Requestor.

## Request Summary

**Itinerary #:** 14996 **Date Requested:** 04/21/2008

**Request Summary**

| Travel Itinerary | | | | |
|---|---|---|---|---|
| **Destination Country** | **Destination Cities** | **Start Date** | **End Date** | **Status** |
| ARGENTINA | Buenos Aires | 05/01/2008 | 05/06/2008 | DRAFT |

Modify

**Travelers** Modify

**Name:** Tom Jones
**Contact Info:** tjones@dhs.gov
**Country of Birth:** usa
**Emergency Contact:** Michelle Jones- (123) 555-5565
**Clearance:** Secret
**Clearance Verification:**

**Agency:** Department of Homeland Security
**Employment Type:** Direct Hire
**Passport Type:** Official
**Passport #:** 423523
**Passport Country:** the USA

**Other Group Members:**
*None*

**Carrier Information** Modify

| Carrier and # | Mode | Departure Point | Departure Date/Time | Arrival Point | Arrival Date/Time |
|---|---|---|---|---|---|
| US Air- 12389 | Air | DCA | 05/01/2008 | Buenos Aires | 05/01/2008 |
| US Air- 3857 | Air | Buenos Aires | 05/06/2008 | DCA | 05/06/2008 |

**Request Details**

**ARGENTINA** Modify

| Clearance From | Agency/Section/Other | Arrival Date | Departure Date | Status |
|---|---|---|---|---|
| ARGENTINA/BUENOS AIRES | ECONOMIC SECTION | 05/01/2008 | 05/06/2008 | DRAFT |

| Notify Posts | |
|---|---|
| **Post** | **Section** |
| *None* | |

**Destination Cities:** Buenos Aires
**Purpose of Visit:** Attending regional economic sumit on public sector debt.
**Access to Building Required?** No
**POC at Post:** *None*
**Access to PCC Required?** No
**VIP Visit?** No

**Assistance** Modify

**Need Lodging Reservations?**
No

**Appointment Request?**
No

**Need Airport Assistance/Transportation?**
No

**Other Needed Assistance?**
No

**Have Accompanying Pouch?**
No

**Fiscal Data**
*None*

**Other Comments/Remarks**

**Lodging Accommodations** Modify

| Lodging Name | Street Address | City | Local Telephone # | Confirmation # |
|---|---|---|---|---|
| *None* | | | | |

Save Draft | Submit Request | Save As Text File | Print

**Modify:**
*Use the Modify button to return to a section of the request for editing purposes.*

**Save Draft:**

*The Save Draft button does not submit the itinerary, but rather saves it in the eCC application.*

**Submit Itinerary:**

*Submit the Itinerary when the request is complete. This button will send the request to the selected Post Approver DG.*

**Save As Text File**

*Allows the Requestor to create a text version of the request summary that can easily be placed in an email or printed.*

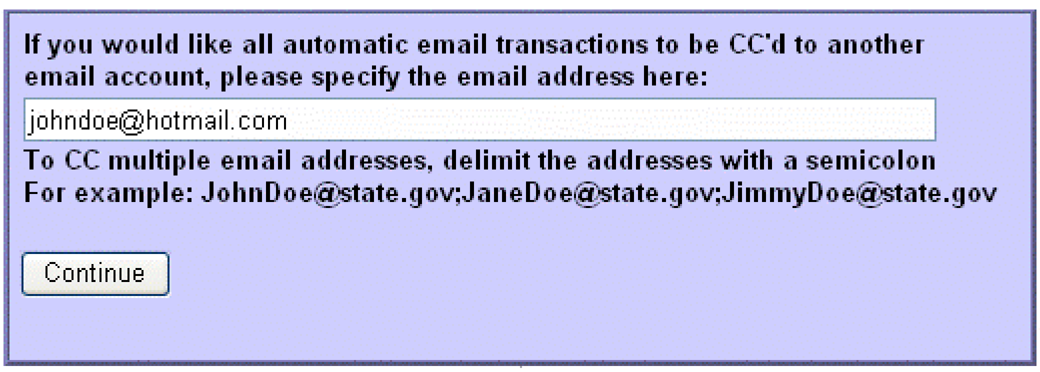
**Print:**

*The Print button allows the Requestor to print a copy of the itinerary.*

## CC Function

After the Requestor clicks the **Submit Itinerary** button, a popup screen appears (see image below) asking users if they would like to enter in additional email addresses to be notified of the request. You can enter any type of email address, it does not have to be .gov or .mil. Multiple addresses are separated by a semi-colon.

If an email address is entered, that person will receive an info copy of the request when it is submitted and again when a decision is made.




After you click the “Submit Request” button, the screen should display a time and date that the request was submitted in a yellow banner at the top of the page. Also, when you go back to “Plan Itinerary” first screen, you should see the request is listed under “Submitted Itineraries”. Those that you created but saved are listed under “Draft Itineraries”.

### Common Issues:

**What happens after request is submitted?**

When you click the “Submit Request” button, the request is sent directly to post(s) for action, as well as a copy is sent automatically to the corresponding Country Desk in the department. This action should take only a minute or two, depending on bandwidth capability at post, some posts with low bandwidth may take several minutes.

Some agencies have also set up eCC for particular persons to automatically receive an information copy of any request sent by a member of their agency.

You can view the status of the request by navigating to the Plan Itinerary screen, and then clicking on the itinerary number. The status of the request appears at the top of the page under the heading **Travel Itinerary**.

**See Also:**

Plan Itinerary
Identify Travelers
Assistance Required

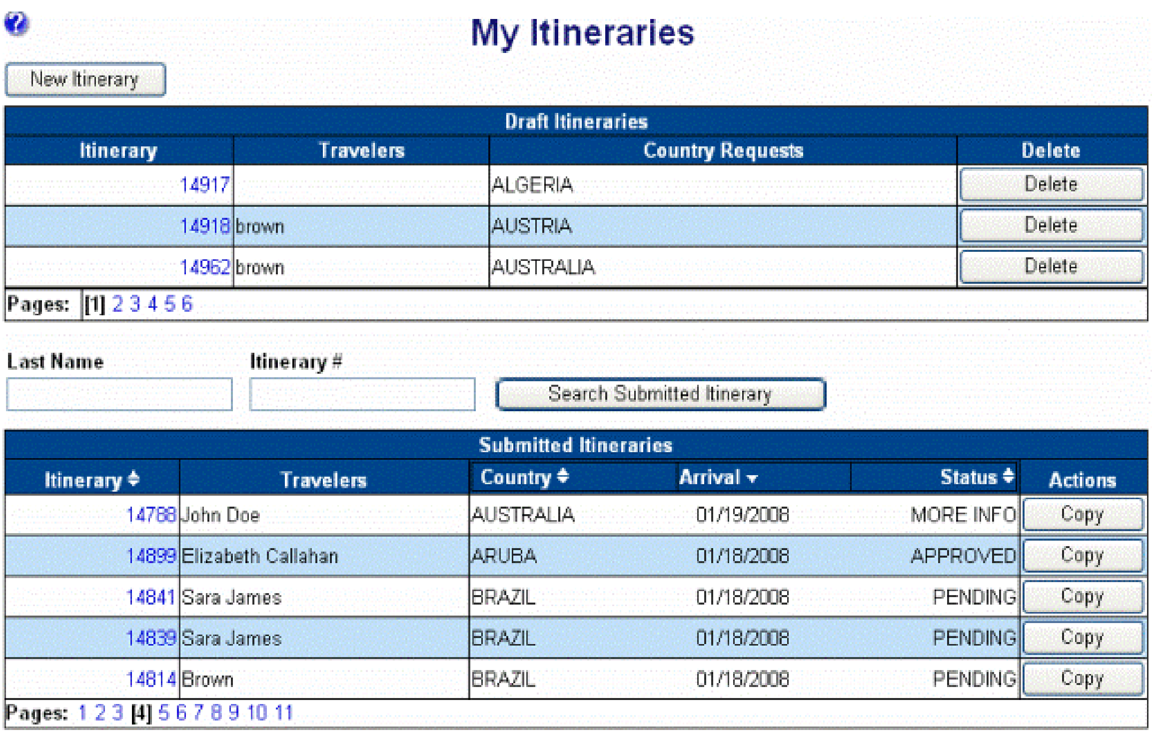
# Modify, Copy, and Cancel a request

After users submit an itinerary, they have the option to Copy or Cancel the itinerary. If a request needs to be modified after submission (i.e. if dates need to be changed, or another traveler needs to be added), users must Copy the already submitted request, make changes to it, and re-submit it. **You cannot edit a request after it has been submitted.** The only exception is when the post selects Additional Information Needed. If you receive this email, you will be able to modify certain parts of the itinerary: Destination Information and Assistance Required/Hotel Accommodations.

After copying the request, the user should be sure to **Cancel** the request that they copied to let post know that a request was cancelled and the new request has the correct information.

The **Copy** function can be used if travelers consistently make the same trip or if the same traveler is traveling again, copying an itinerary saves the traveler information.

Users can copy the itinerary and then enter in the Arrival and Departure date, as well as the flight information and modify any of the other information, including adding or deleting countries and travelers.



My Itineraries

New Itinerary

Draft Itineraries

| Itinerary | Travelers | Country Requests | Delete |
|---|---|---|---|
| 14917 | | ALGERIA | Delete |
| 14918 | brown | AUSTRIA | Delete |
| 14962 | brown | AUSTRALIA | Delete |

Pages: [1] 2 3 4 5 6

Last Name · Itinerary # · Search Submitted Itinerary

Submitted Itineraries

| Itinerary | Travelers | Country | Arrival | Status | Actions |
|---|---|---|---|---|---|
| 14788 | John Doe | AUSTRALIA | 01/19/2008 | MORE INFO | Copy |
| 14899 | Elizabeth Callahan | ARUBA | 01/18/2008 | APPROVED | Copy |
| 14841 | Sara James | BRAZIL | 01/18/2008 | PENDING | Copy |
| 14839 | Sara James | BRAZIL | 01/18/2008 | PENDING | Copy |
| 14814 | Brown | BRAZIL | 01/18/2008 | PENDING | Copy |

Pages: 1 2 3 [4] 5 6 7 8 9 10 11

To Copy a request, click the **Copy** button. A popup appears confirming that you want to copy the request, click **OK**. The new itinerary appears in the Draft Itineraries table with a new itinerary number.

When you click on the copied itinerary, a request summary screen appears (see below) that highlights areas where information is needed.

# Request Summary

**Itinerary #:** 4363 **Date Requested:** 09/11/2007

Areas in RED need attention before request can be submitted.

## Request Summary

| Travel Itinerary | | | | | |
|---|---|---|---|---|---|
| **Destination Country** | **Post** | **Destination Cities** | **Start Date** | **End Date** | **Status** |
| ARGENTINA | BUENOS AIRES | Bueons Aires | | | DRAFT |

Modify

### Travelers

Modify

**Name:** Mario Esteban
**Contact Info:**
**Place of Birth:** Puerto Rico
**Clearance:** Confidential

**Agency:** Department of Treasury
**Passport Type:** Official
**Passport #:** 43547653
**Passport Country:** USA

**Name:** John Cortes
**Contact Info:**
**Place of Birth:** MA
**Clearance:** Secret

**Agency:** Department of Education
**Passport Type:** Official
**Passport #:** 432789
**Passport Country:** USA

**Other Group Members:**
*None*

| Carrier Information | | | | | |
|---|---|---|---|---|---|
| **Carrier and #** | **Mode** | **Departure Point** | **Departure Date/Time** | **Arrival Point** | **Arrival Date/Time** |
| *None* | | | | | |

Modify

## Request Details

ARGENTINA

Modify

| Country | Clearance From | Agency/Section/Other | Arrival Date | Departure Date | Status |
|---|---|---|---|---|---|
| ARGENTINA | BUENOS AIRES | ECONOMIC SECTION | | | DRAFT |

| Notify Posts | |
|---|---|
| **Post** | **Section** |
| *None* | |

**Destination Cities**
Bueons Aires

**VIP Visit?**
No

**Purpose of Visit**
Attending Economic Summit

**Access to Building Required?**
No

**Access to PPC Required?**
No

**POC at post**
*None*

**Fiscal information**
*None*

**Hotel Reservations?**
No

**Airport Assistance/Transportation?**
No

**Accompanying Pouch?**
No

**Appointment Request?**
No

**Other Needed Assistance?**
No

| Hotel Accommodations | | | | |
|---|---|---|---|---|
| **Hotel Name** | **Street Address** | **City** | **Local Telephone #** | **Confirmation #** |
| *None* | | | | |

Save As Text File | Print

To Cancel a request, click the **Cancel** button to the right of the itinerary in the **Submitted Itineraries** table. A popup appears confirming that you want to cancel the request, click **OK**. The status of the request is now cancelled and an email notification is generated and sent to the Requestor and to the post listed on the country clearance request.

The Cancel function can also be used if the traveler has arranged a trip and can no longer attend after the request has been approved. The request can be cancelled at any time before travel commences.


The Copy button creates a duplicate request that contains the same information as the original, except for arrival and departure date. The copy also receives a different request number.


Users can **Cancel** a request after it has been submitted. To cancel a request, select the Cancel button. A popup message appears confirming the cancellation. Select **OK** and the request is cancelled. Email notification of the cancellation is sent to the Requestor and the Post Approver.

### Common Issue:

After a request is submitted, users believe that a request can still be edited. Users must follow the copy directions in order to make changes to a request. After the request is copied and re-submitted, the user must cancel the original request.

# Request for More Info

If you receive a Request for More Info, it means the request is still pending and needs more information before a decision can be made on the country clearance request. When you receive the email, look for a section called **Additional Information Requested**, this will tell what information is needed for a decision to be made. To update the request, click on the **Update Request** link at the bottom of the email. This will bring you to the Request Summary page. Click on the **Modify** button to edit the request.

Click **Submit Request** when additional information has been entered and is ready to be returned to post.

When you modify the request to add additional information, you will notice that you cannot update certain parts of the itinerary, including: the traveler information and carrier information. If you need to add information, add it in the country/destination information screen or in the Other Assistance Required field on the Accessibility screen.

# Processing Requests

## Post Approver

Post Approvers are the action officers for eCC. Post Approvers are responsible for reviewing requests, making sure that all the requested information is included, and determining whether the request should be approved, declined, or more info is needed. There can be multiple groups of Post Approvers at a Post. The post approver section is selected by the requestor from the list of approver sections as determined by post.

When a request is submitted it goes to the selected Post Approver section for processing. The Post Approvers are the authorized granters for eCountry Clearance requests. The request can be accessed in two ways: via the email notification or by going into the eCC application online, and is reviewed for completeness and accuracy. After the review, the Post Approver can approve, decline, request additional information about the visit or traveler, or Forward the Request to another section at Post. When a decision is reached, the eCC system sends an email notification to the Requestor that conveys the action taken.

Post Approvers can also be Requestors and Draft Responders, which means that they can request Country Clearances in addition to their approving functions.

The email notification a person receives indicates the role of that person for a particular request. If the email notification has ACTION in the subject line then the receiver's role is as an approver or a drafter and must use the 'Process a Request" or 'Draft a Response' function to process this request. If the email notification has INFO in the subject line, then the receiver has no role in the process except to receive a copy of the request. Since one person can have many roles, the email notification defines the role for each request. It is the individual who must note their role for each request and access the request via the appropriate function.

**See Also:**


Process a Request
Process Email Requests
Approve Requests
Decline Requests
Forward Requests
Request Additional Information
Distribution Lists

# Process a Request

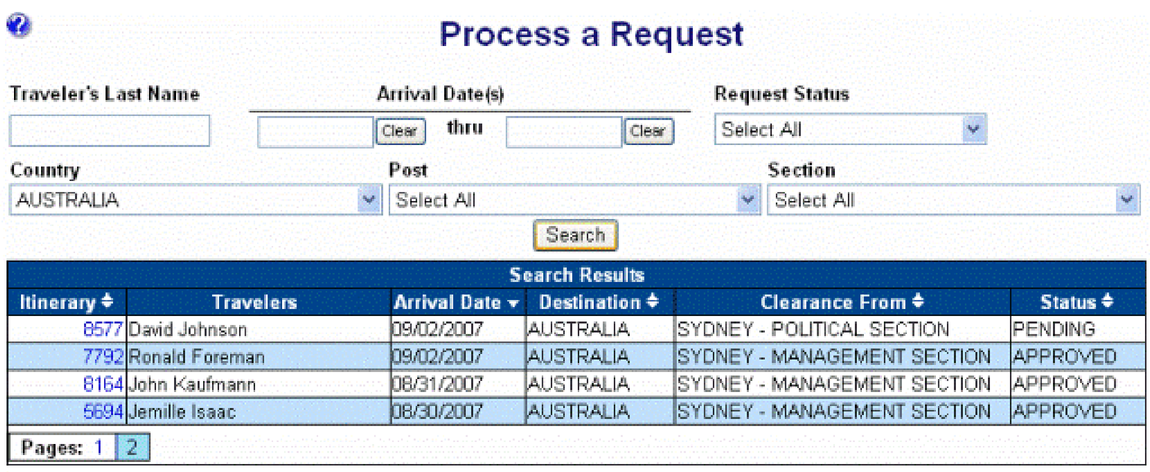
The Process a Request screen allows the Approver to look up requests based on the traveler's last name, arrival dates, status, country, post, or section, or the approver can look up all requests by leaving the search fields at their default setting of **Select All**. If you do not know the travelers complete last name, you can do a wildcard search. Enter the letters of the last name that you know, then type a * and click search.

To access the requests:

1. Click the Process a Request button located in the left hand navigation bar.
2. Click **Search** to look up the requests.
3. To select a request, click on the **Request Number**.

To process a request by email, see Process Email Requests.

*Click an area of the image to jump to the description of the selected area.*




**Itinerary:**
*Automatically generated number that acts as a unique identifier for a request.*

**Travelers:**
*Lists the first traveler on the request (Only the first traveler's name displays, even for requests where there are multiple travelers).*

**Arrival Date:**
*Shows the Arrival Date in country of the traveler.*

**Destination:**
*Limited list of countries that the approver has approval authority.*

**Clearance From:**
*Lists the post and section that the request was sent to.*

**Status:**
*Dropdown list that allows the Approver to select one status to limit the search field. The status can either be Pending, Approved, Declined, or Requested More Info.*

After selecting the itinerary number, a summary of the request opens. The Post Approver should review the details of the request and then decide whether to Approve, Decline, Request Additional Information, or Forward the request to another section to begin the processing.

Requests can be sorted by Request #, Date Requested, Country, Post, Section, or Request Status. To sort the requests, click on one of the column arrows in the column title.

# Approve Request

---

The Approve Request screen appears after a Post Approver selects the *Approve Request* button either from a request email or if the request was processed online (see Process a Request for additional information).

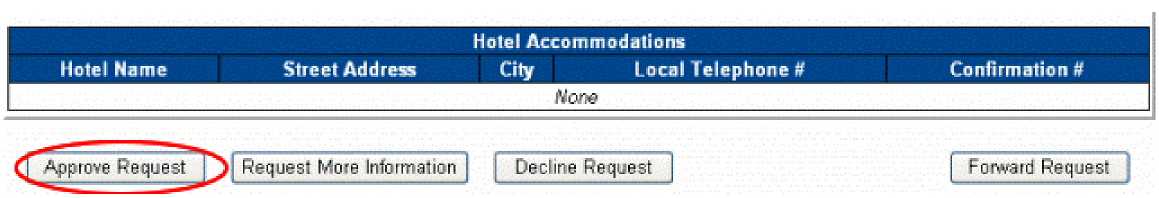
Post Approvers provide the needed information and select **Approve & Notify** to alert the Requestor of the request's status or Draft Responders can add information in responses to traveler requests after the request has been approved and then select **Save Current Details** to temporarily store the request in the eCC system.

After a request has been approved, you can edit the request by opening the appropriate request and clicking the **Edit** button at the bottom of the screen.

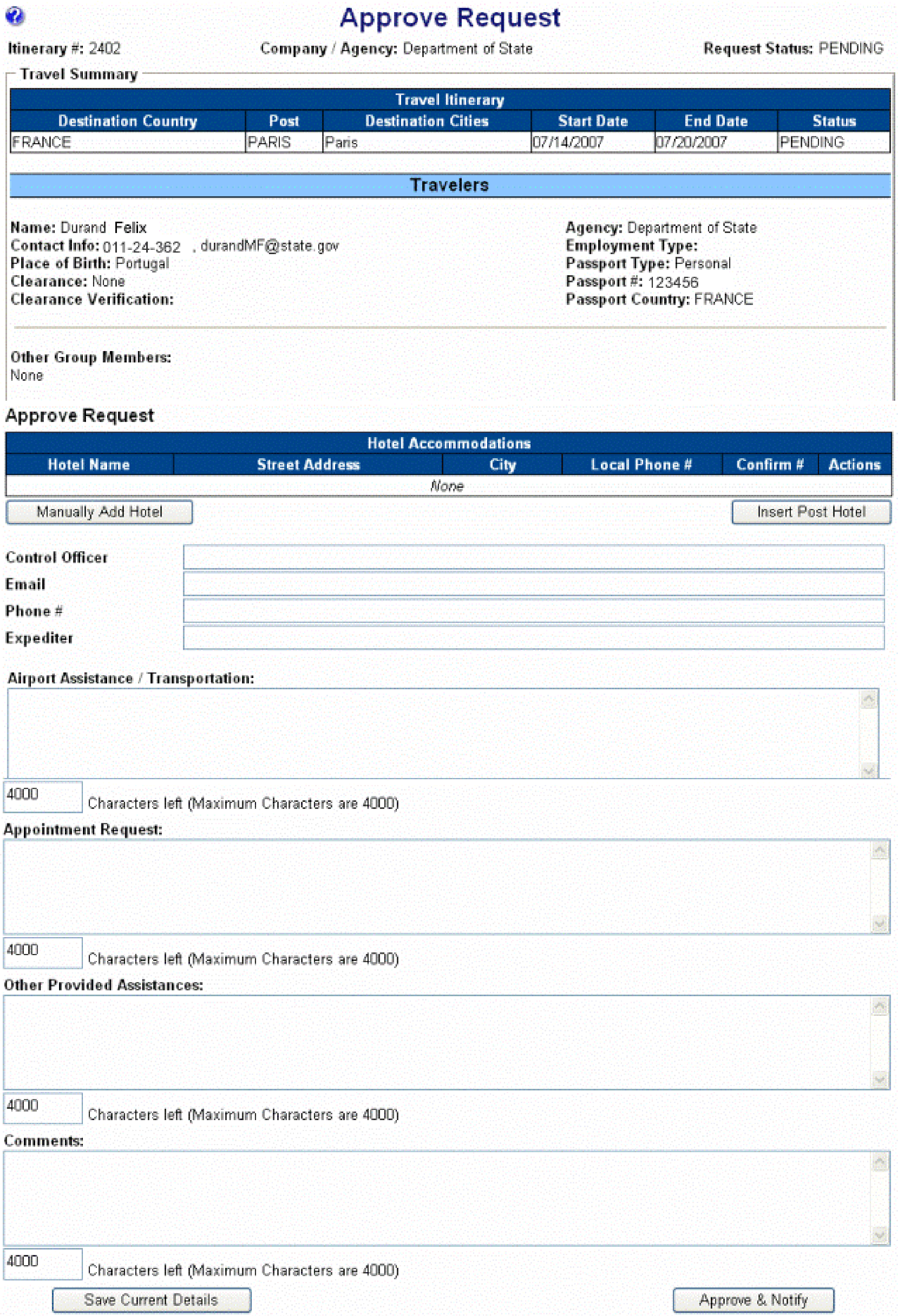
## Approve a Request

**To Approve the request:**

1. Click the **Approve Request** button located at the bottom of the request. This opens the Approve Request screen




2. Type in any comments on the Approval Screen



# Approve Request

**Itinerary #:** 2402 **Company / Agency:** Department of State **Request Status:** PENDING

**Travel Summary**

| Travel Itinerary | | | | | |
|---|---|---|---|---|---|
| **Destination Country** | **Post** | **Destination Cities** | **Start Date** | **End Date** | **Status** |
| FRANCE | PARIS | Paris | 07/14/2007 | 07/20/2007 | PENDING |

**Travelers**

**Name:** Durand Felix
**Contact Info:** 011-24-362 , durandMF@state.gov
**Place of Birth:** Portugal
**Clearance:** None
**Clearance Verification:**

**Agency:** Department of State
**Employment Type:**
**Passport Type:** Personal
**Passport #:** 123456
**Passport Country:** FRANCE

**Other Group Members:**
None

**Approve Request**

| Hotel Accommodations | | | | | |
|---|---|---|---|---|---|
| **Hotel Name** | **Street Address** | **City** | **Local Phone #** | **Confirm #** | **Actions** |
| | | *None* | | | |

Manually Add Hotel Insert Post Hotel

**Control Officer**
**Email**
**Phone #**
**Expediter**

**Airport Assistance / Transportation:**

4000 Characters left (Maximum Characters are 4000)

**Appointment Request:**

4000 Characters left (Maximum Characters are 4000)

**Other Provided Assistances:**

4000 Characters left (Maximum Characters are 4000)

**Comments:**

4000 Characters left (Maximum Characters are 4000)

Save Current Details Approve & Notify

**Insert Post Lodging:**
*Allows the Approver or Draft Responder to insert an already existing hotel, or enter a new hotel for the traveler. This is done if the requestor selected the Hotel Accommodations checkbox under the **Do you require** section.*

**Manually Add lodging:**
*Allows the Approver to insert a hotel other than the hotel.*

**Control Officer:**
*Add name of the Control Officer designated at Post.*

**Email:**
*Add email address for the designated Control Officer at Post.*

**Phone #:**
*Add phone number for the designated Control Officer at Post.*

**Expediter:**
*Add name of the Post Expediter, if applicable.*

**Airport Assistance:**
*Add any assistance arrangements, if applicable. This information is provided under the **Do you require** section by the requestor.*

**Appointment Request:**
*Any appointments requested by the traveler during their country visit. This information is provided under the **Do you require** section by the requestor.*

**Other Provided Assistances:**
*Lists any additional assistance required by the traveler. This information is provided under the **Do you require** section by the requestor.*

**Comments:**
*Area for additional comments about the traveler.*

**Back to List:**
*After a request is approved, the Back to List link appears that will navigate Approvers back to the Process a Request screen.*

3. Click the **Approve and Notify** button at the bottom of the screen. A **Granted** email notification is sent to the Requestor and to the other approvers in that section.
4. For **Approved requests only-**if an Approver makes a change to a hotel, control officer, etc., the requestor, approvers, and other drafters will be notified of the changes via email.

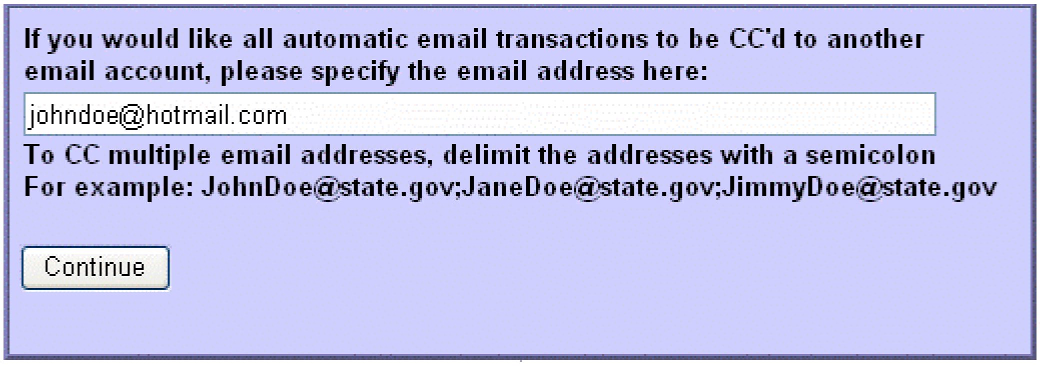
**Common Issue:**

If you copy and paste information into the Comments, Appointments, Airport Assistance, etc. fields, and attempt to Save the request or Notify the requestor, you could receive an error message. This is because, often times, pasted texts include characters that are unrecognized by eCC. Try typing in the information and then save or notify. If this does not correct the error, contact eCCHelpDesk-DL@state.gov

## CC Function

After the Post Approver clicks the **Approver and Notify** button, a popup screen appears (see image below) asking users if they would like to enter in additional email addresses to be notified of the request.

If an email address is entered, that person will receive an info copy of the email notification sent to the Requestor.




## Approval Email

When a request is approved, an email is automatically generated and confirmation is sent to the Requestor and to the Approver DG. The status is stated in the subject and the email confirms the visitor's accommodations for the trip.

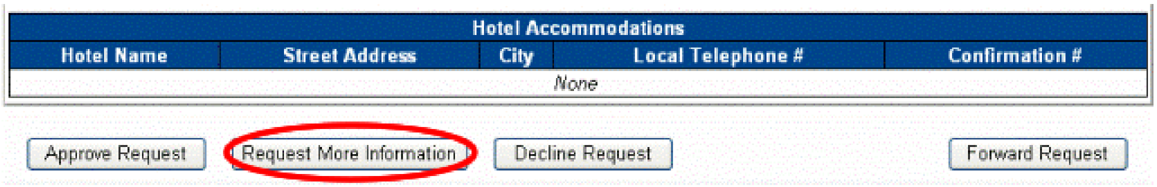
**See Also:**

Process a Request
Process Email Requests
Decline Requests
Forward Requests
Request Additional Information

# Request Additional Information

**To Request Additional Information for the request:**

1. Click the **Request More Information** button located at the bottom of the request. This opens the Request More Information screen



| Hotel Accommodations | | | | |
|---|---|---|---|---|
| Hotel Name | Street Address | City | Local Telephone # | Confirmation # |
| None | | | | |

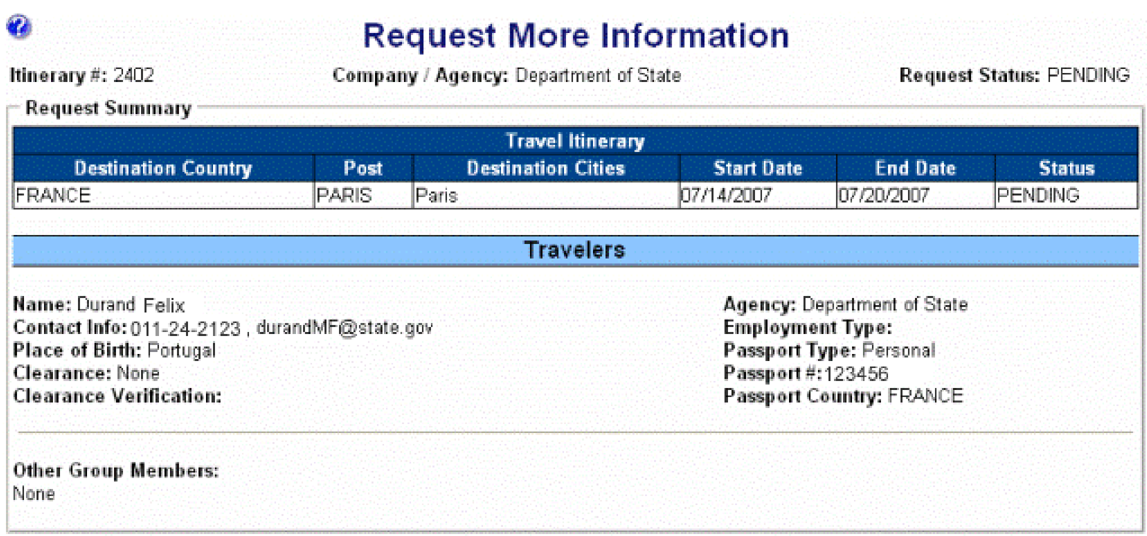


2. Type in what information is needed from the Requestor
3. Click the **Save and Notify** button at the bottom of the screen. An Additional Info email notification is sent to the Requestor.
4. Once the requestor replies to the email request for more information, the approvers can finalize the request.

# Request More Information

The Request Additional Information screen allows Post Staff to request additional information for a request if it is incomplete or if information needs clarification. This screen appears if the Post Approver has already selected the *More Info* button from either a request email or if the request was processed online (see Process a Request for additional information). Post Approver describes the needed information in the **Request More Information** box then selects **Save & Notify** that generates an email and alerts the Requestor of the status of their request. The Requestor can then supply the requested information by editing the itinerary and re-submitting it with the new information.

*Click an area of the image to jump to the description of the selected area.*



Request More Information

**Itinerary #:** 2402 **Company / Agency:** Department of State **Request Status:** PENDING

Request Summary

| Travel Itinerary | | | | | |
|---|---|---|---|---|---|
| Destination Country | Post | Destination Cities | Start Date | End Date | Status |
| FRANCE | PARIS | Paris | 07/14/2007 | 07/20/2007 | PENDING |

Travelers

**Name:** Durand Felix
**Contact Info:** 011-24-2123 , durandMF@state.gov
**Place of Birth:** Portugal
**Clearance:** None
**Clearance Verification:**
**Agency:** Department of State
**Employment Type:**
**Passport Type:** Personal
**Passport #:** 123456
**Passport Country:** FRANCE

**Other Group Members:**
None


Request Status**:**
*The Request Status box states MORE INFO to clarify the status to the Requestor.*

**Request More Information:**
*Allows the Post Approver to explain what information is needed for a decision to be made on the clearance request.*

## Request More Information Email

After this screen has been completed and the Post staff selects *Save & Notify*, an email is generated and sent to the Requestor and the Post Approver DG. The email shows the specifics of the request, in particular, the request number, where, when, and what the status of the request is. The Requestor can update the request by selecting the Update Request link at the bottom of the email, or can access the request online.

**See Also:**

Process a Request
Process Email Requests
Approve Requests
Decline Requests
Forward Requests
Request Additional Information

# Decline Request

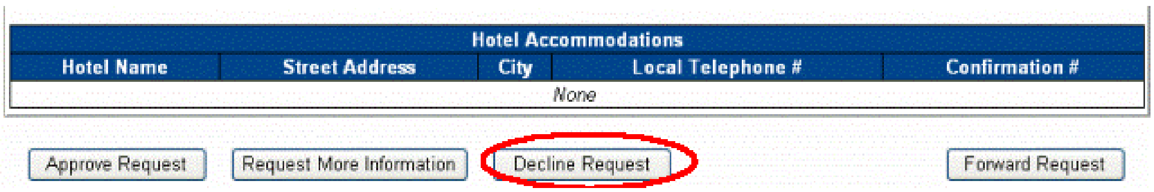
---

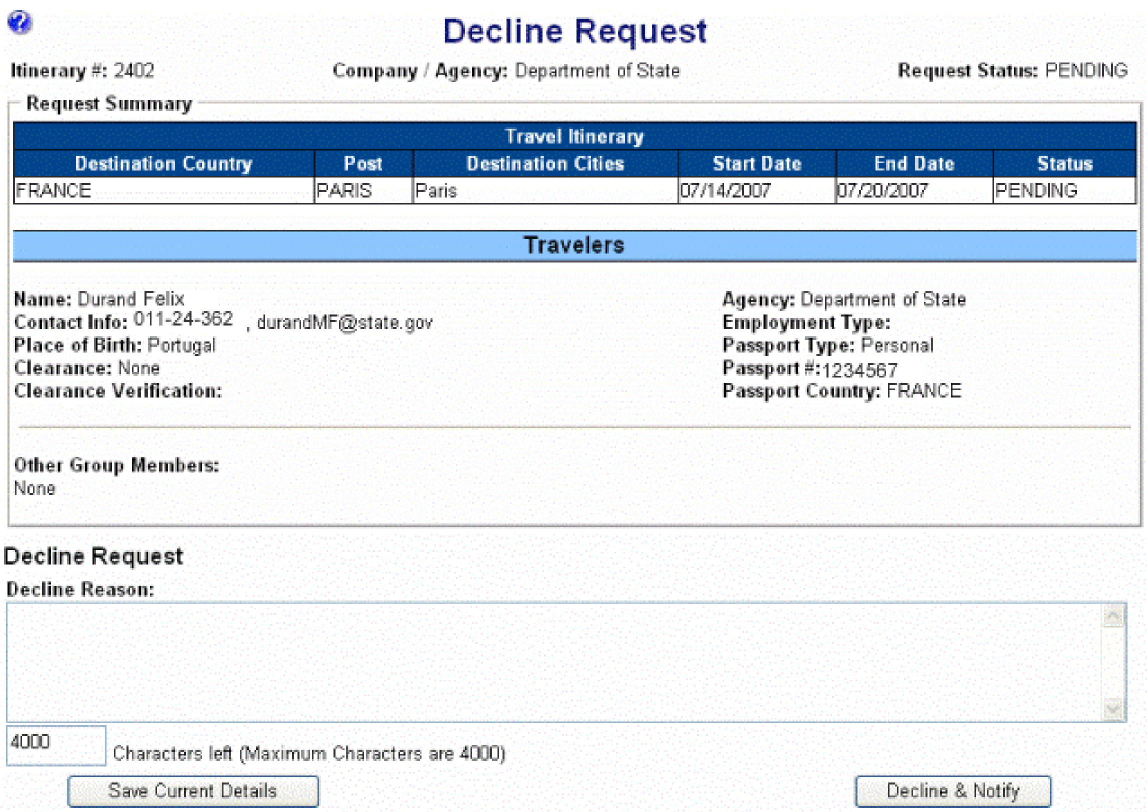
The Decline Request screen allows Post Approvers to provide an explanation of why a request was declined. This screen appears if the Post Approver has already selected the *Decline Request* button from either a request email or if the request was processed online (see Process a Request for additional information). The Post Approver explains the reason for the decline and selects **Decline & Notify** to alert the Requestor to the status of their request.

## Decline a Request

**To Decline the request:**

1. Click the **Decline Request** button located at the bottom of the request. This opens the Decline Request screen




2. Type in the Decline Reason

**Decline Reason:**
Detailed explanation of the reasons for declining the eCC request.

3. Click the **Decline and Notify** button at the bottom of the screen. An Declined email notification is sent to the Requestor.

## Decline Request Email

If a request is declined, the Requestor and Post Approver DG receive an email that includes limited details about the request and the reason for the decline. The email is sent to all the original approvers and includes the traveler's name and arrival date.

**See Also:**

[Process a Request]
[Process Email Requests]
[Approve Requests]
[Forward Requests]
[Request Additional Information]

# Forward Request

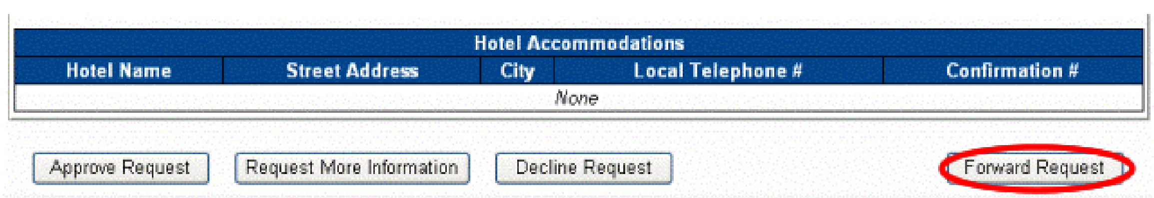
---

Using the Forward Request option, Post Approvers can direct a request for country clearance to another Approver section. The section can either be within the same post or a different post within the same country. This screen appears after Post staff selects the *Forward Request* button from either a request email or if the request was processed online (see Process a Request for additional information).  Select a Post and Section from the dropdown list, and then select **Forward & Notify** to send the request, or Approvers can select **Save Current Details** to temporarily store the request in the eCC system.

## Forward a Request

**To Forward a Request:**

1. Click the **Forward Request** button at the bottom of the screen. This opens the Forward Request screen.




2. Select the post and section to forward the request to. Type in any important comments. A request can only be forwarded to another section that has approval authority, not to individual email addresses or sections that do not have approval authority.


Forward Request

Itinerary #: 2402 Company / Agency: Department of State Request Status: PENDING

Request Summary

| Travel Itinerary | | | | | |
|---|---|---|---|---|---|
| Destination Country | Post | Destination Cities | Start Date | End Date | Status |
| FRANCE | PARIS | Paris | 07/14/2007 | 07/20/2007 | PENDING |

Travelers

Name: Durand Felix
Contact Info: 011-24-362 , durandMF@state.gov
Place of Birth: Portugal
Clearance: None
Clearance Verification:

Agency: Department of State
Employment Type:
Passport Type: Personal
Passport #:123456
Passport Country: FRANCE

Other Group Members:
None

Forward the Request

*Post: Select a Post *Section: Select a Section

Comments:

4000 Characters left (Maximum Characters are 4000)

Save Current Details Forward & Notify

**Post:**
*Post Approver can select another Post (within the same country) to forward the request to, or to another country and post.*

**Section:**
*Post Approver can select which section to forward the request to.*

**Comments:**
*Area for additional comments about the request that is being forwarded.*

3. Click the Forward & Notify button at the bottom of the screen. The request is sent to the other section and the forwarder section no longer has jurisdiction over that request. An email is sent to all the original approvers to alert them that the request is no longer in their section.

### Common Error:

Many users do not realize that after a request is forwarded, they no longer have jurisdiction over that request. If you forward the request to another post or section (that you are not a member of) you will not be able to Approve, Decline, or Request Additional Information on the request, or see the request in the archive.

**Note**: Items with an asterisk are required.

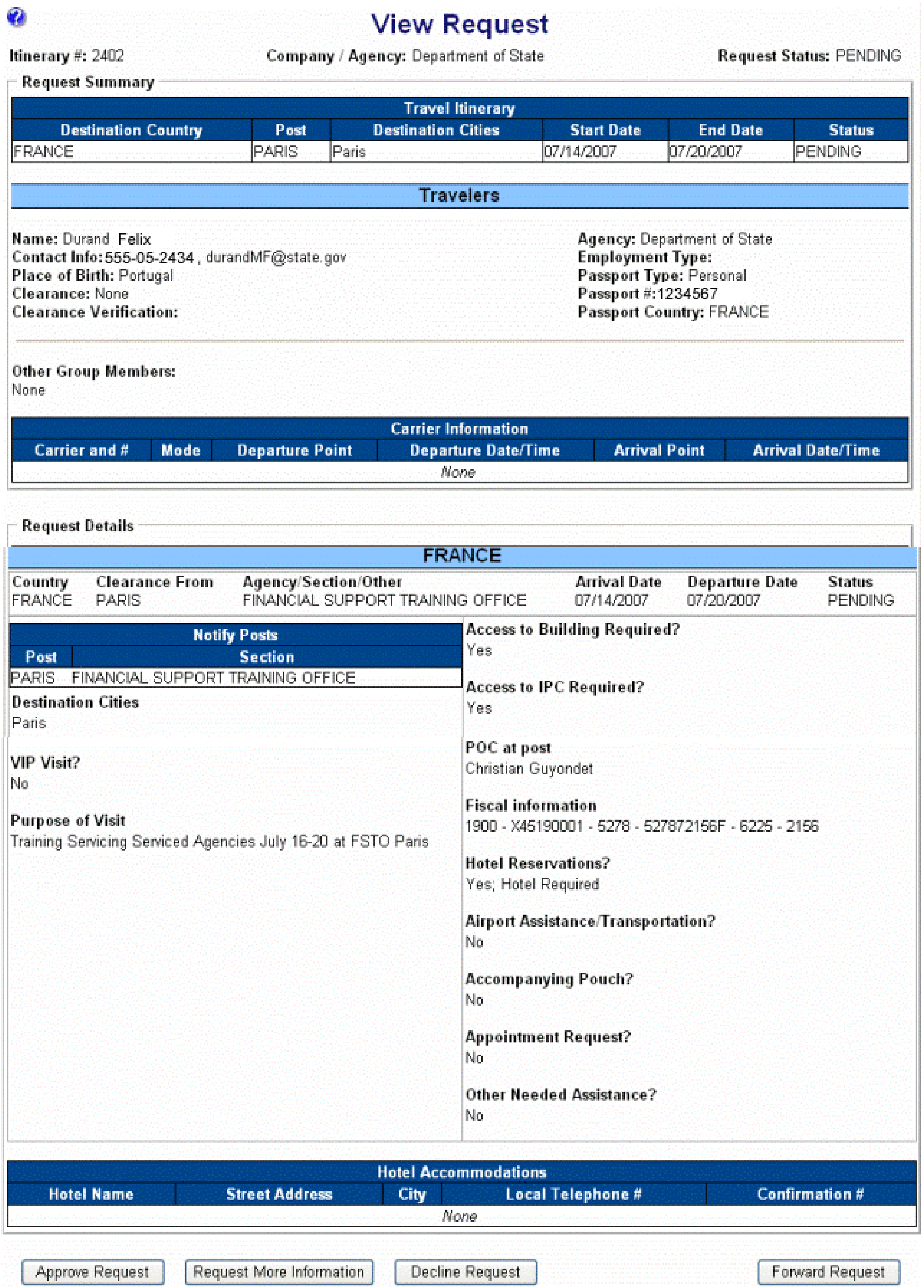
### See Also:

# Request Review Online

After the Post Approver selects a request, the details of the request appear on the View Request screen. This screen allows Post staff to review the information provided on the request and decide whether to Approve, Decline, Request More Information, or Forward the request to the appropriate section.

For processing requests by email, see Process Email Requests. After the Post Approver has made a decision concerning the request, the eCC system generates a confirmation email to the Requestor and to the Post Approver. The subject of the email states the itinerary number and the status of the request.

*Click an area of the image to jump to the description of the selected area.*



## View Request

**Itinerary #:** 2402 **Company / Agency:** Department of State **Request Status:** PENDING

**Request Summary**

| Travel Itinerary | | | | | |
|---|---|---|---|---|---|
| **Destination Country** | **Post** | **Destination Cities** | **Start Date** | **End Date** | **Status** |
| FRANCE | PARIS | Paris | 07/14/2007 | 07/20/2007 | PENDING |

**Travelers**

**Name:** Durand Felix
**Contact Info:** 555-05-2434 , durandMF@state.gov
**Place of Birth:** Portugal
**Clearance:** None
**Clearance Verification:**

**Agency:** Department of State
**Employment Type:**
**Passport Type:** Personal
**Passport #:** 1234567
**Passport Country:** FRANCE

**Other Group Members:**
None

| Carrier Information | | | | | |
|---|---|---|---|---|---|
| **Carrier and #** | **Mode** | **Departure Point** | **Departure Date/Time** | **Arrival Point** | **Arrival Date/Time** |
| *None* | | | | | |

**Request Details**

**FRANCE**

| Country | Clearance From | Agency/Section/Other | Arrival Date | Departure Date | Status |
|---|---|---|---|---|---|
| FRANCE | PARIS | FINANCIAL SUPPORT TRAINING OFFICE | 07/14/2007 | 07/20/2007 | PENDING |

| Notify Posts | |
|---|---|
| **Post** | **Section** |
| PARIS | FINANCIAL SUPPORT TRAINING OFFICE |

**Destination Cities**
Paris

**VIP Visit?**
No

**Purpose of Visit**
Training Servicing Serviced Agencies July 16-20 at FSTO Paris

**Access to Building Required?**
Yes

**Access to IPC Required?**
Yes

**POC at post**
Christian Guyondet

**Fiscal information**
1900 - X45190001 - 5278 - 527872156F - 6225 - 2156

**Hotel Reservations?**
Yes; Hotel Required

**Airport Assistance/Transportation?**
No

**Accompanying Pouch?**
No

**Appointment Request?**
No

**Other Needed Assistance?**
No

| Hotel Accommodations | | | | |
|---|---|---|---|---|
| **Hotel Name** | **Street Address** | **City** | **Local Telephone #** | **Confirmation #** |
| *None* | | | | |

Approve Request | Request More Information | Decline Request | Forward Request

**Itinerary #:**
*Shows the itinerary number created by the requestor.*

**Company/Agency:**
*Organization that the requestor is employed by or a representative of.*

**Request Status:**
*Dropdown list that allows the Approver to select one status to limit the search field. The status can either be Pending, Approved, Declined, Requested More Info, or Forwarded.*

**Travel Itinerary:**
*Itinerary information that includes the Destination Country, Post, Destination and Transit Cities, Start Date, and End Date.*

**Traveler List:**
*Lists details about the traveler, including Name, Agency, Country, Passport details,Contact information, and additional information.*

**Request Information:**
*Shows details about the request, including*

**Assistance Requests:**
*Shows the details of any special requests for the traveler.*

**Other Posts & Sections to be Notified of Visit:**
*This section states if any other Posts, Sections, or Agencies need to be notified of this clearance request.*

**Travel Information:**
*Detailed information about the visitors travel plans. Includes Airline, flight number, depart airport, arrival airport, and arrival date. If the traveler is not flying, ground transportation can be substituted.*

**Hotel Accommodations:**
*Detailed information about the travelers hotel accommodations.*

**See Also:**

Process a Request
Process Email Requests
Approve Requests
Decline Requests
Forward Requests
Request Additional Information

# Process Email Requests

When an eCountry Clearance request is submitted, the system automatically generates an email to whoever is set up in the system to receive eCC requests for that section at post. The Post Approver opens the mail and reviews the itinerary details provided by the Requestor. From here, the Post Approver selects the View Request link located at the bottom of the email. This link opens the eCC View Request screen where the Post Approver can Approve, Decline, Forward, or Request Additional information about the request.

For Post Approvers, the subject of the email states **eCC [ACTION] -Request Submitted, Itinerary #**
The Post Approver email also contains a hyperlink that says "View Request", which the Post Approvers can click on and are taken into the eCC system directly to the request.

For Draft Responders, the subject of the email states **eCC [ACTION] -Request Submitted, Itinerary #**
The Draft Responder email also contains a hyperlink that says "Draft a Response", which the Draft Responders can click on and are taken into the eCC system directly to the request.

At the bottom of the email (see image below) there is a complete list of users that the request was sent to. This includes Post Approvers as well as any emails that were entered in as info copies (CCs).

File Edit View Insert Format Tools Actions Express Help

Reply | Reply to All | Forward

From: eCountry Clearance [no-reply@state.gov]
Sent: Wed 9/12/2007 11:59 AM
To: Brown, Meghan
Cc:
Subject: eCC - [ACTION] - REQUEST SUBMITTED, Itinerary #4363

**Itinerary Number** 4363

**Travel Itinerary**

| Destination Country | Post | Dest & Tran Cities | Start Date | End Date |
|---|---|---|---|---|
| ARGENTINA | BUENOS AIRES | Bueons Aires | 09/20/2007 | 09/21/2007 |

**Traveler List**

**Name:** Mario Esteban
**Contact Info:**
**Place of Birth:** Puerto Rico
**Clearance:** Confidential
**Additional Info:**

**Agency:** Department of Treasury
**Passport Type:** Official
**Passport #:** 43547653
**Passport Country:** USA

**Name:** John Cortes
**Contact Info:**
**Place of Birth:** MA
**Clearance:** Secret
**Additional Info:**

**Agency:** Department of Education
**Passport Type:** Official
**Passport #:** 432789
**Passport Country:** USA

**Other Group Members:**

**Request Details**

| ARGENTINA | | | | |
|---|---|---|---|---|
| Country | Clearance From | Agency/Section/Other | Arrival Date | Departure Date |
| ARGENTINA | BUENOS AIRES | ECONOMIC SECTION | 09/20/2007 | 09/21/2007 |

| Notify Posts | |
|---|---|
| Post | Section |
| None | |

**Destination Cities**
Bueons Aires

**VIP Visit?**
No

**Purpose of Visit**
Attending Economic Summit

**Access to Building Required?**
No

**Access to PPC Required?**
No

**POC at post**
None

**Fiscal information**
*BXY 2890094300*

**Hotel Reservations?**
Yes; Single Room, Non-Smoking

**Airport Assistance/Transportation?**
No.

**Accompanying Pouch?**
No.

**Appointment Request?**
No.

**Other Needed Assistance?**
No.

**Hotel Accommodations**

| Hotel Name | Street Address | City | Local Telephone # | Confirmation # |
|---|---|---|---|---|
| None | | | | |

**Carrier Information**

| Carrier and # | Mode | Departure Point | Departure Date/Time | Arrival Point | Arrival Date/Time |
|---|---|---|---|---|---|
| Aer Lingus | Air | dulles | | buenos aires | |
| United flight 224 | Air | IAD | 09/27/2007 10:00 am | Buenos Aires | 09/27/2007 4:00 pm |

View Request

**List of carbon-copy recipients:**

[ACTION]-REQUEST APPROVER:
smithgr@apd.dev
burkertjd@apd.dev
leoboldtta@apd.dev

**See Also:**

Process a Request
Approve Requests
Decline Requests
Forward Requests
Request Additional Information

# Drafter

Draft responders receive an email notification on incoming requests and can access the request while it is Pending or Approved. If the approvers select decline, more info, or forward, the draft responders will not have access to the request.

Draft Responders have access to all requests that have been designated to be available to others to add information. Users assigned this role can review requests and input data, but cannot approve the requests, only save them. Draft Responders receive email notifications when a request is received as well as when a request has been processed.

Approvers and post administrators can also have the role of draft responder depending on the post section and notification data post has set up.

The email notification a person receives indicates the role of that person for a particular request. If the email notification has ACTION in the subject line then the receiver's role is as an approver and must use the 'Process a Request" function to process this request. If the email notification has DRAFT RESPONSE in the subject line, then the role assigned to the receiver is to input data but not approve and the receiver must access the request via the "Draft Response" function button. If the email notification has INFO in the subject line, then the receiver has no role in the process except to receive a copy of the request. Since one person can have many roles, the email notification defines the role for each request. It is the individual who must note their role for each request and access the request via the appropriate function.

Draft Responders can edit the following fields:
Hotel Accommodations
Control Officer
(Control Officer's) Email
(Control Officer's) Phone #
Expediter
Airport Assistance Transportation
Appointment Request
Other Provided Assistances
Comments
See Also:
Distribution Groups
Draft a Response

### See Also:

[Distribution Groups]
[Draft a Response]

# Draft a Response

The Draft Response screen allows the Drafter to look up requests based on the traveler's last name, arrival dates, country, post, or section, or the Drafter can look up all requests by leaving the search fields at their default setting of **Select All**. If you do not know the travelers complete last name, you can do a wildcard search. Enter the letters of the last name that you know, then type a * and click search.

Click **Search** to look up the requests. To select a request, click on the **Request Number**. When the user selects a request, the **Draft Response** screen opens.

The **Draft Response** screen allows the Draft Responder to review the details of the request, insert a post hotel or manually insert a hotel, and edit the following fields: Control Officer, Expediter, Airport Assistance/Transportation, Appointment Request, Other Provided Assistance, and Comments. The Drafter only has the option to save any changes made.

For **APPROVED** requests only, if a Drafter makes a change to a hotel, control officer, etc., the requestor, approvers, and other drafters will be notified of the changes via email.

Draft Response

Traveler's Last Name: Doe

Arrival Date(s): Clear thru Clear

Country: AUSTRALIA

Post: Select All

Section: Select All

Search

Search Results

| Itinerary | Travelers | Arrival Date | Destination | Clearance From | Status |
|---|---|---|---|---|---|
| 14975 | John Doe | 04/17/2008 | AUSTRALIA | SYDNEY - ECONOMIC SECTION | PENDING |
| 14788 | John Doe | 01/19/2008 | AUSTRALIA | SYDNEY - MANAGEMENT SECTION | MORE INFO |
| 14687 | John Doe | 11/15/2007 | AUSTRALIA | SYDNEY - MANAGEMENT SECTION | MORE INFO |
| 14686 | John Doe | 11/14/2007 | AUSTRALIA | SYDNEY - MANAGEMENT SECTION | PENDING |

**Country:**
*Limited list of countries that the current user has Drafter rights over.*

**Post:**
*The list of Posts is limited to those over which the current Drafter has drafting rights in eCC.*

**Arrival Date:**
*Shows the Arrival Date of the traveler.*

**Destination Country:**
*Limited list of countries that the current user has approver rights over.*

**Clearance From:**
*Lists the post and section that the request was sent to..*

**Request Status:**
*Current Status of the request. For Drafters, the status can be Pending or Approved.*

# Creating Distribution Groups and Approving Requests

## Creating Distribution Groups and Assigning Roles

### Distribution Groups

**DISTRIBUTION GROUPS AND ROLES OF MEMBERS:**
The purpose of the distribution group is to automatically direct the eCC request through the system and to the right people and to assign roles within the eCC process.

**APPROVER** Distribution Groups:
**PURPOSE**: Approvers are the action officers for eCC, the people to whom the COM has delegated authority to grant country clearances. If there are many sections and agencies at a post, this may mean that several people will have authority to approve country clearance. For small posts, this could mean just the DCM and/or Mgt officer. Posts should decide who will be given the authority. Some sections do not need to have anyone designated, (i.e. CLO, ), as the section does not receive country clearance requests or the office is overseen by the section head (i.e. MGT). Therefore not all sections need to be included in the approval distribution groups.

**TASKS COVERED IN THE APPROVER ROLE:**
Those members in the approver Distribution groups are given approver rights and will have access to the processing of the country clearance requests screens in the eCC application via the 'Process a Request' function button. If an individual is not an approver, these screens will be blocked from view and access.
Approvers receive the request in one of two ways, either via an email notification from eCC or the individual goes into the eCC application to check for requests. Approvers determine if the request will be approved or not and sends the response back to the requestor.

**DRAFT RESPONDER GROUPS:**
**PURPOSE**: eCC Draft Responder groups provide automatic copies to designated sections that need to assist the approver by adding relevant data to the requests. Draft responder copies are distributed each time a request is made to a section that has a draft distribution group assigned to it.

**TASKS COVERED IN THE DRAFT RESPONDER ROLE:**
Draft responders are the people that need to be informed on every request for a particular section and have the ability to input data into the response. For example, the travel section in GSO to arrange hotels and hotel transport if requested. The persons in GSO will see the request and input the hotel and transport information that the approver will review and then send on to the requestor.

**INFO DISTRIBUTION GROUPS**: Post may also wish to have groups that receive info copies of all requests or only the ones to a certain section. There is no role assigned to this group as the function is only to receive a copy. For example, RSO needs to see all country clearance requests to register the security clearance of the traveler for access purposes. The RSO has no role in the response but needs the info copy to complete the post request for access.

Again, sections/people that have little or nothing to do with the country clearance process at post should be excluded from these distribution groups.

**Post Administrator Distribution Groups**
**PURPOSE**: Post Administrator groups, distinguish the individuals at post who will be able to administer and maintain the eCC Distribution groups, maintain the processes in the post data modules, and manage post travel information.

**TASKS COVERED IN THE POST ADMINISTRATOR ROLE:**

Post administrators will monitor and maintain all the distribution groups and members created and associated with the post. Post Administrators will ensure the Distribution groups are updated when individuals at post leave or arrive; the travel information is reviewed and/or updated at least twice a year; and address problems as identified by users, Washington Global Administrator, or DOS IT personnel.

Post Administrator Distribution groups should have a minimum of two active members, but 3 or 4 is a better number, to cover gaps. This also applies to all the other distribution groups.

Post Administrators also have the ability to create a stored list of Control Officers for their post. Similar to the Post Lodging screen, Post Administrators can create a list of Control Officers, their email address and phone number to be used by the Post Approvers when approving a request.

Post administrators will have two administrative function buttons on their navigation bar: These are **Post Admin** and **Modify Travel Info**.

These administrative modules are what Post Administrators will use to manage the eCC process at post. Post Administrators are given administrative rights from the Global Administrator in M/PRI only for the countries/posts the COM has authority. So while some countries will only have one post to oversee, others will have access to multiple countries and posts that are administered by the post.

**CREATING DISTRIBUTION GROUPS:**

Distribution Groups (DGs) contain lists of email addresses that will receive eCC notifications when a request is sent to post. Post Administrators are responsible for creating/naming DGs and maintaining the list of emails. Post Administrators also set up the roles of the DGs. The role can be Approver, Draft Responder, or Info Only.

To create a DG, navigate to the **Post Admin** page in eCC. Ensure that the section you want to add a DG to is listed in the **Post Sections** tab. If the section is not there, you need to add it. To do this, click the **Add Section** button located at the bottom of the screen. Select the section from the list and click the **Save** button. The section is now available.

If the section is there, click on the **Post Groups** tab and click on the section. Click the **Add Groups** button. Here is where the Post Administrator creates and names a DG.

It is important to name DGs in a way that makes it obvious who is in the DG. For example, if you are creating a DG for the Post Approvers in the management section, name the DG “Management Approver DG”, or something along those lines. Following this type of naming convention will make it easier for the current and future Post Administrators to maintain the DGs.

After you have created the DG, click on the name of the group and the Users list appears. Click the **Add Users** button to add additional email addresses to the DG. The DG has been created and has members in it, now you can tie the section and the DG together.

Click the **Section Notification** tab. Next, select the section that you want to add a DG to. Click the **Add Section** button located at the bottom of the screen. Select the **Country**, **Post**, **Section**, **DG**, and **Role** of the users in the DG from the dropdown lists, and then click the OK button.

One section can have multiple DGs assigned to it. For example, the Paris RSO office could have eCC Paris RSO Approver and eCC Paris RSO Draft Responder DGs assigned to their section. Follow the instructions in the previous paragraph to add an additional DG to a section.

After you have added DGs to the section, you can review the setup in the **Notification List** table. It shows you the Post, Section, Distribution Group, Role, and has an Action column that allows you to remove the DG from a section.

**See Also:**

Modify Travel Info
Post Sections
Post Groups
Section Notification
Post Lodgings
Control Officer
User Groups
View Traveler Info All Countries
Post Administrator
Post Approver

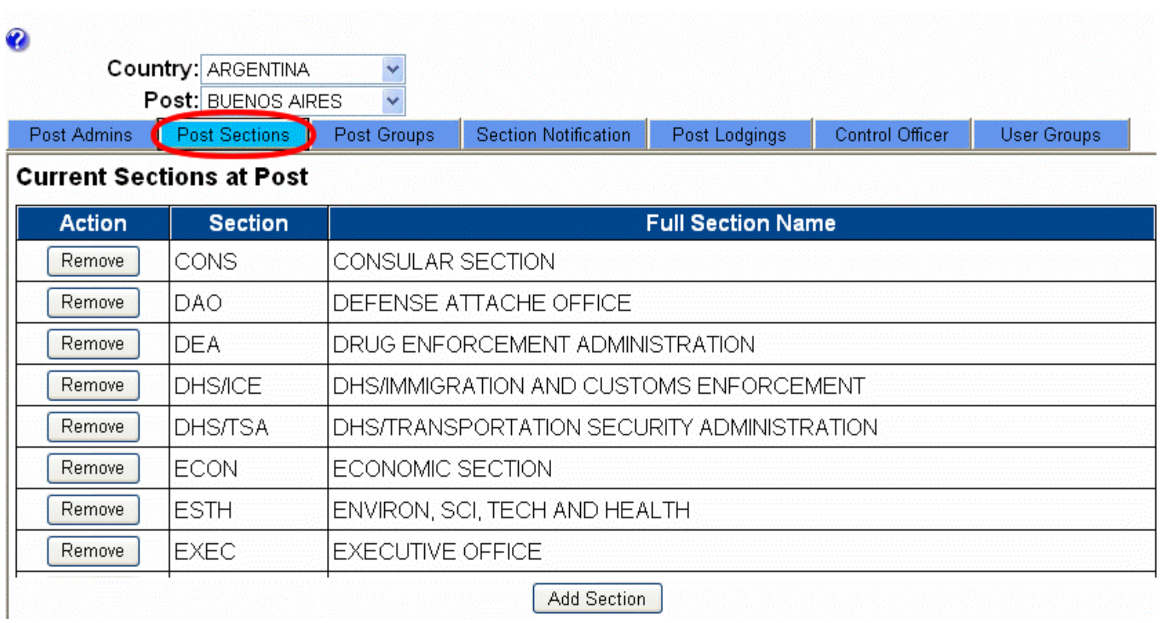
# Creating Distribution Groups Using Post Administrator Screens

Distribution Groups (DGs) contain lists of email addresses that will receive eCC notifications when a request is sent to post. Post Administrators are responsible for creating/naming DGs and maintaining the list of emails. Post Administrators also set up the roles of the DGs. The role can be Approver, Draft Responder, or Info Only.

**Note:** The Distribution Groups tab only contains the lists of groups and the users in them. To set up email notifications, the Post Admin must set the groups up in the Section Notification tab.

**Section Notifications and Distribution Groups cannot be deleted if there are Pending requests attached to the group.** To delete, you must approve or decline all pending requests, then you will be able to delete the notification or DG.

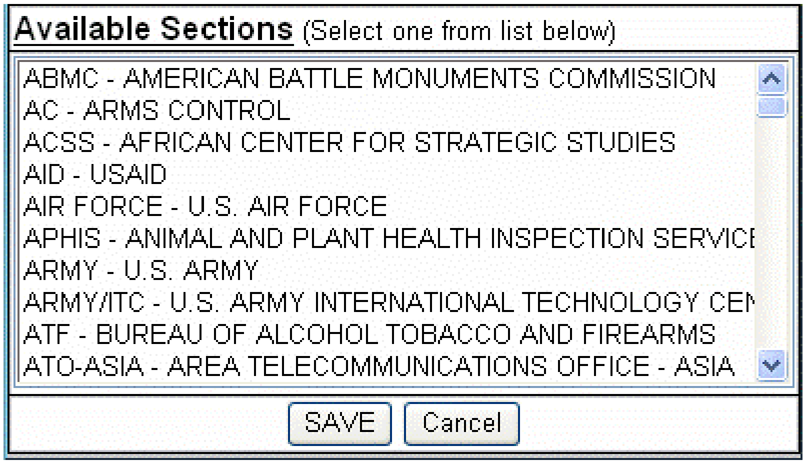
To create a DG, navigate to the **Post Admin** page in eCC. Ensure that the section you want to add a DG to is listed in the **Post Sections** tab. If the section is not there, you need to add it.




| Action | Section | Full Section Name |
|---|---|---|
| Remove | CONS | CONSULAR SECTION |
| Remove | DAO | DEFENSE ATTACHE OFFICE |
| Remove | DEA | DRUG ENFORCEMENT ADMINISTRATION |
| Remove | DHS/ICE | DHS/IMMIGRATION AND CUSTOMS ENFORCEMENT |
| Remove | DHS/TSA | DHS/TRANSPORTATION SECURITY ADMINISTRATION |
| Remove | ECON | ECONOMIC SECTION |
| Remove | ESTH | ENVIRON, SCI, TECH AND HEALTH |
| Remove | EXEC | EXECUTIVE OFFICE |

## Adding a Section

To add a section, click the **Add Section** button located at the bottom of the screen, the **Available Sections** popup appears (see image below). Select the section from the list and click the **Save** button. The section is available and visible on the Post Sections screen.




If your section is not listed in the **Available Sections** list, notify the Global Administrator via eCCHelpDesk-DL@state.gov.

**If you need to change a section and there are pending requests in the current section:**

1. You should create the new office first with the distribution groups and members and assign roles via the section notification tab.

2. You should either process all pending requests or forward them to the new office and then process.

3. Once all pending requests are processed or forwarded, you can remove the approver role from the section notification table, but leave a drafter role there so if you need to retrieve the requests at a later date you will be able to.

4. Once the travel dates have passed for all the processed requests in the old section, you can delete the section from your post section list. You will still be able to see the requests in the reports lists as they will still be held in the application.

5. If you are just changing the distribution group names and members and not the sections, again, make sure all pending requests are processed, then change the group name. The new distribution group members will be able to see the old requests for the section when they do a search of approved/declined requests.

## Post Groups

After the Post Administrator verifies that the section is available, Post Administrators add Distribution Groups (DGs) to a section. This is accomplished in the Post Admin pages and under the Post Groups tab.

A Distribution Group is not the same as a Distribution List. Distribution Groups do not rely on Active Directory, they are only the name of a group of users at post. Users in eCC DGs must have signed into the eCC application at least once to be available in the list of users.

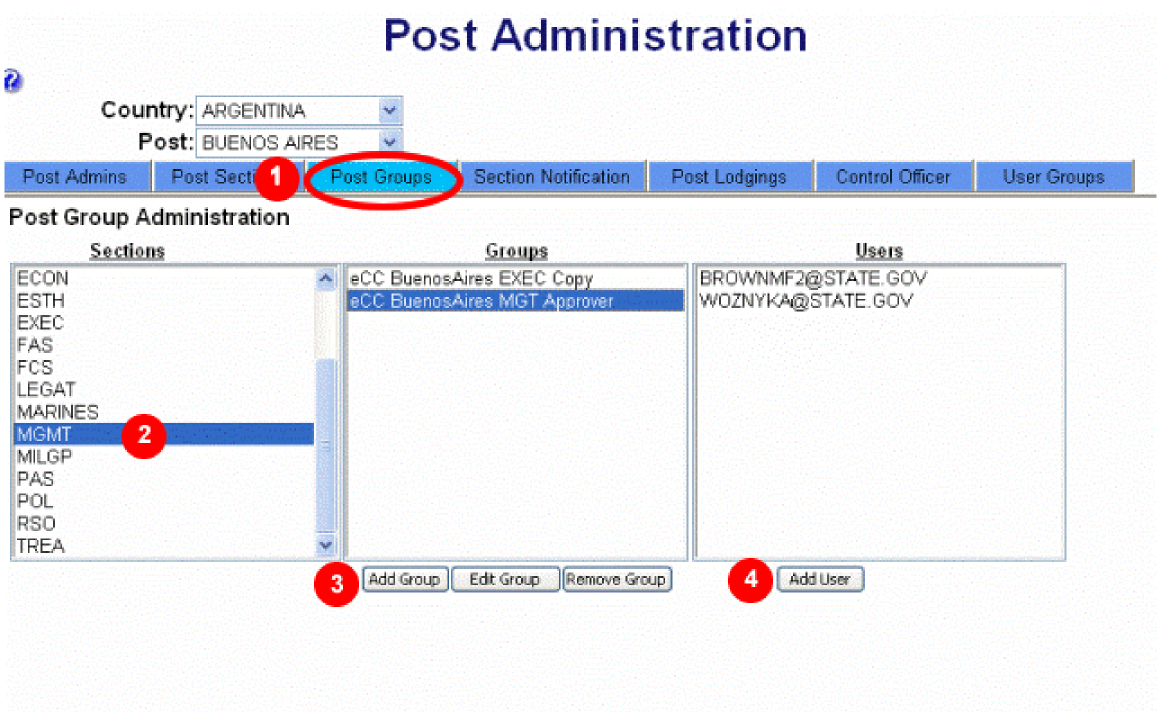
Existing DLs will be transferred to DGs, therefore, if Post Administrator's do not want to, they do not need to change the names of existing DGs. If Post Administrators do decide to create new DGs to replace old lists, do not delete the old DG until you have verified that the correct members are in the new DG.

The **naming convention** for Distribution Groups are as follows: Post Section Role, for example: Buenos Aires Econ Approvers, or Buenos Aires Econ Draft Responders. A consistent naming convention helps in the maintenance and clarity for the current and future Post Administrators.

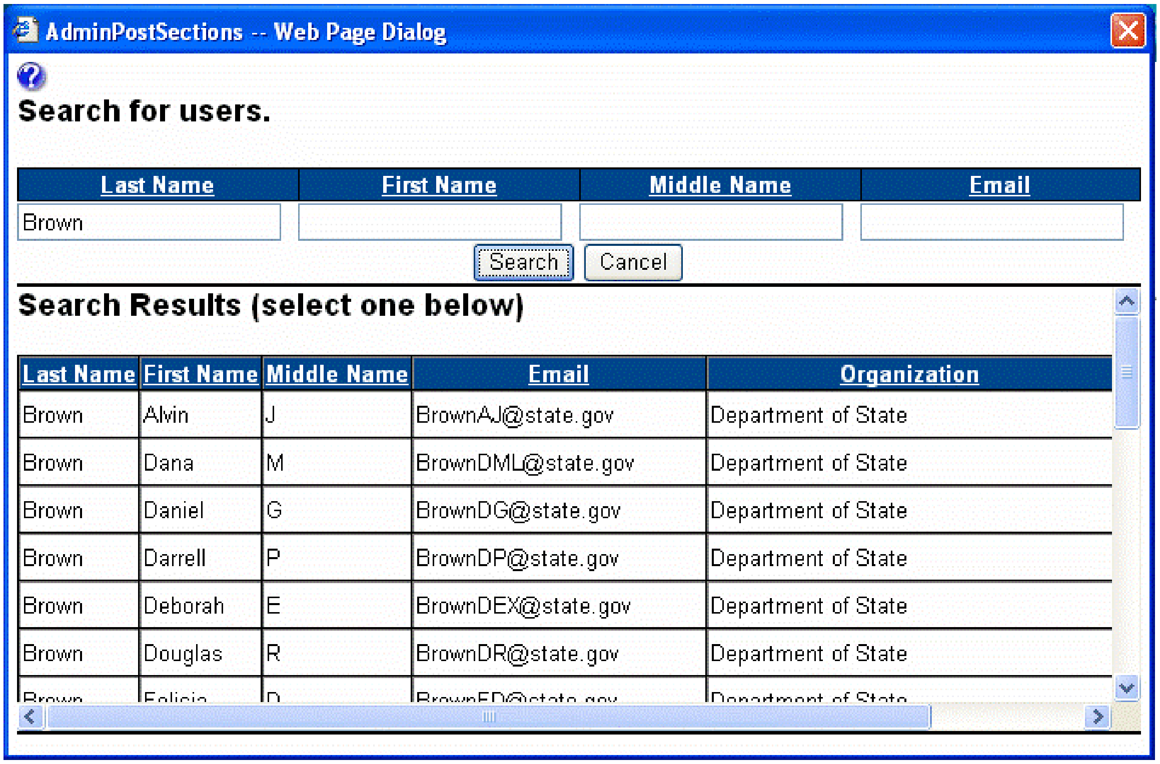
**Note:** In order for the Post Groups to receive email notifications of requests, the Post Admin must set up the groups in the Section Notification tab. Please scroll down to the Section Notification tab for additional information.

## To add DGs to sections and users to DGs:

1. From the **Post Groups** tab, select a Country and Post from the dropdown lists.
2. Click on a section you want to add a DG to




3. Click the **Add Group** button, and type in a name for the Group (refer to the naming convention section above).
4. Add users to the Group by clicking the **Add User** button. This opens the **Search** screen (see image below). Type in the user's last or first name and click search. Click on the users name you wish to add. For State Department users, if you are unsure which user to pick, you may refer to the GAL to further clarify the user's information.




**Note:** For users to be available in the eCC Database, they must have logged into or opened the eCC application at least one time prior to you searching for them. In the case of other agency and AIDnet users, they must have registered in eCC by creating an account before being able to make them a member of a DG.

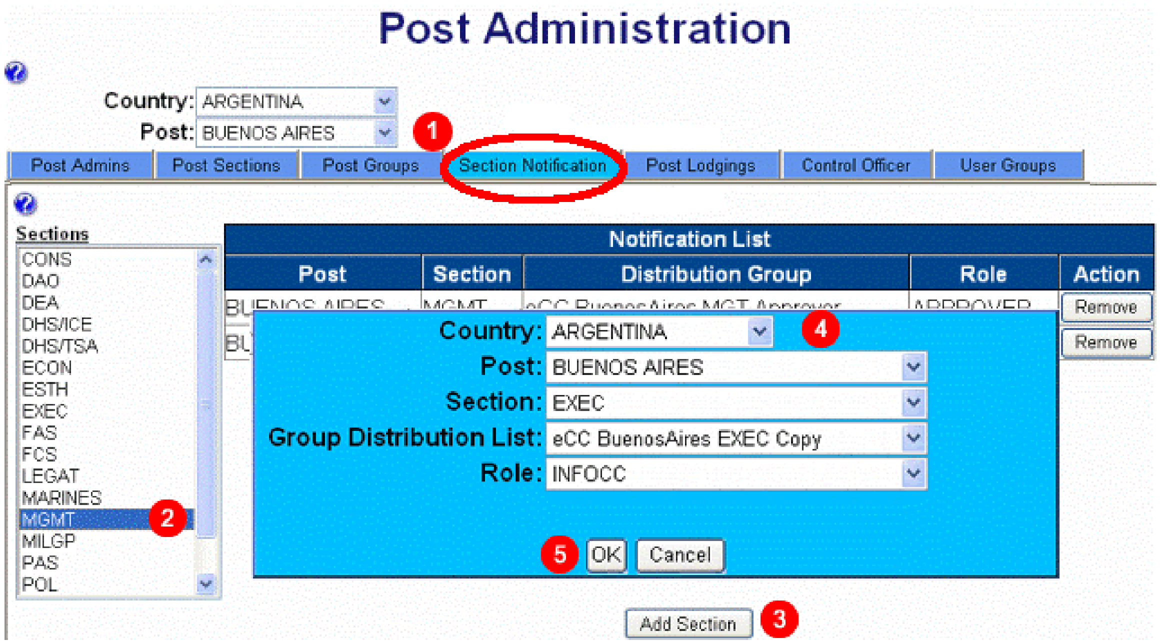
## Section Notification and Role Assignment

The **Section Notification** tab allows the Post Administrator, or administrative staff, to edit or confirm which sections will be automatically notified when an eCountry Clearance request is received at the Post. From this screen, the Post Administrator can define the roles (for a DG) of Approver, Draft Responder, or Info Only (CC) copy.

**Note:** Section Notifications cannot be deleted if there are Pending requests attached to the group.

To add a DG to a section (see the image below):

1. From the **Section Notification** tab, select your country and post from the dropdown lists
2. Select the Section from the **Sections** list
3. Click the **Add Sections** button at the bottom of the screen
4. Select the **Country**, **Post**, **Section**, **Group Distribution List** and **Role** from the dropdown lists. Click the **OK** button.



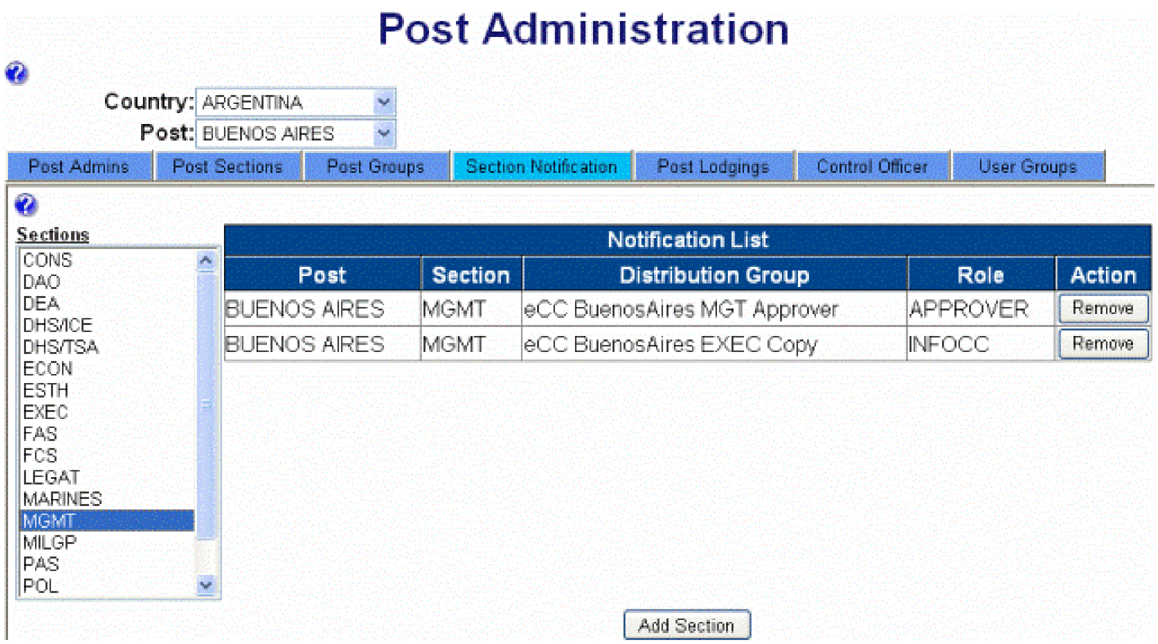

Each section can have multiple DGs assigned to it. For example, the Buenos Aires RSO section could have Buenos Aires RSO Approver <u>and</u> Paris RSO Draft Responder DGs assigned to their section. To assign another DG to a section, repeat steps 1-4 in the above directions.

After the Post Administrator clicks the **OK** button, they can review the information in the **Notification List** table.

This screen (see image below) shows that **both** the BuenosAires MGT Approver and BuenosAires EXEC Copy DG receives a notification whenever a request is sent to the Consular section.

The **Role** column shows that the eCC BuenosAires EXEC Copy DG gets an Info Copy whenever a request is sent to the MGT section. The eCC BuenosAires MGT Approver DG Role is an Approver, therefore, they will be able to approve all requests received by the management section.

**Note:** Only add one Approver role per section. You can have multiple Draft Responders and Info CC's, but if you have more than one Approver, email notifications will not work correctly.




**Note:** All changes made to DGs are immediately effective. Post Administrators no longer have to wait for AD or GAL replication because all emails and DGs are stored in eCC's database.

# Post Administration

## Post Administrator

Post Administrators are responsible for updating Post eCC information, inputting members in the Distribution Groups (DGs), and are in charge of Post eCC business data.

The functions available to Post Administrators are: Modify Traveler Information, Modify Post eCC Data, and View Traveler Info for All Countries. Within the Post Admin function, there are seven sub-functions: Post Admins, Post Sections, Post Groups, Section Notification, Post Hotels, User Groups, and Control Officers.

Post Administrators are also Requestors, which means that they can request Country Clearances in addition to their administrator rights and can access the Plan Itinerary screen. At some posts, Post Administrators are also in approving and draft responder DGs.

**See Also:**

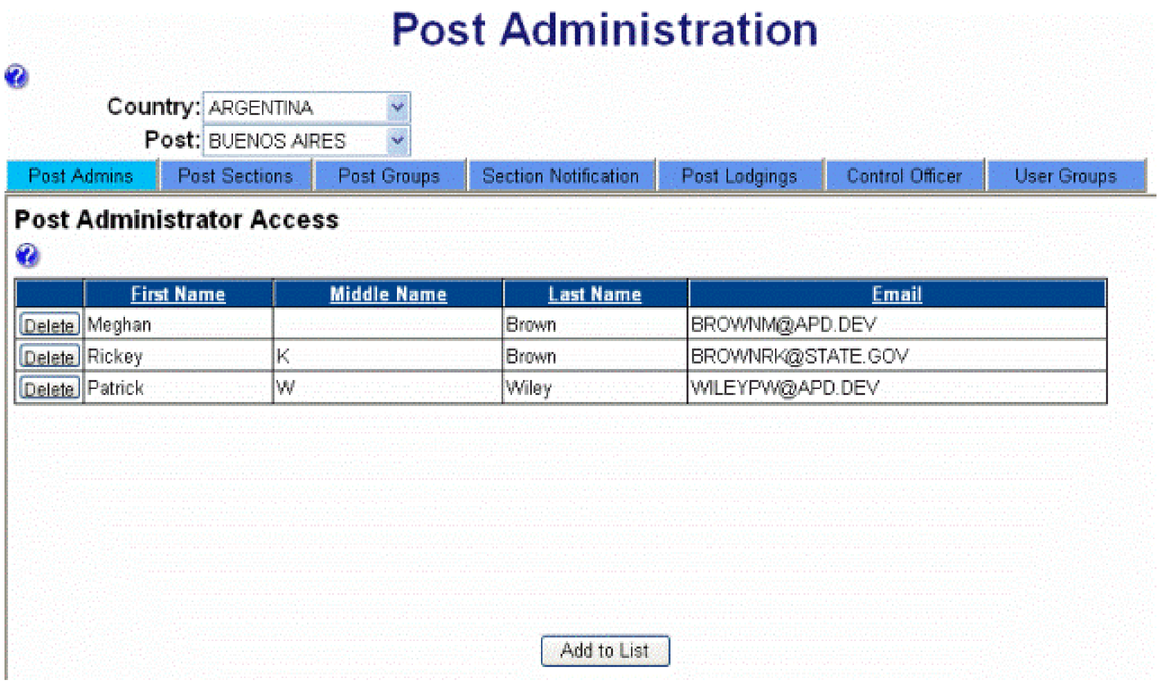
Creating Distribution Groups
About the Post Administrator Role
Post Admin List
Post Sections
Post Groups
Section Notification
Post Accommodations
Control Officer
Modify Travel Info

# Post Administrator Access

From the Post Administrator Access screen, eCC Post Administrators can add or remove Post Administrators. Please note that you cannot remove your own name from the list.

To add a new Post Administrator, click the **Add to List** button located at the bottom of the screen. When the search screen appears, type in the users last name and first name then click the **Search** button. Click on the users name.

To remove a user, click the **Delete** button located to the left of the user's name. A popup appears confirming that you wish to remove the user, click **OK**.




**Note:** For users to be available in the eCC Database, they must have logged into or opened the eCC application at least one time prior to you searching for them. In the case of other agency and AIDnet users, they must have registered in eCC by creating an account before being able to make them a member of a DG.

**See Also:**

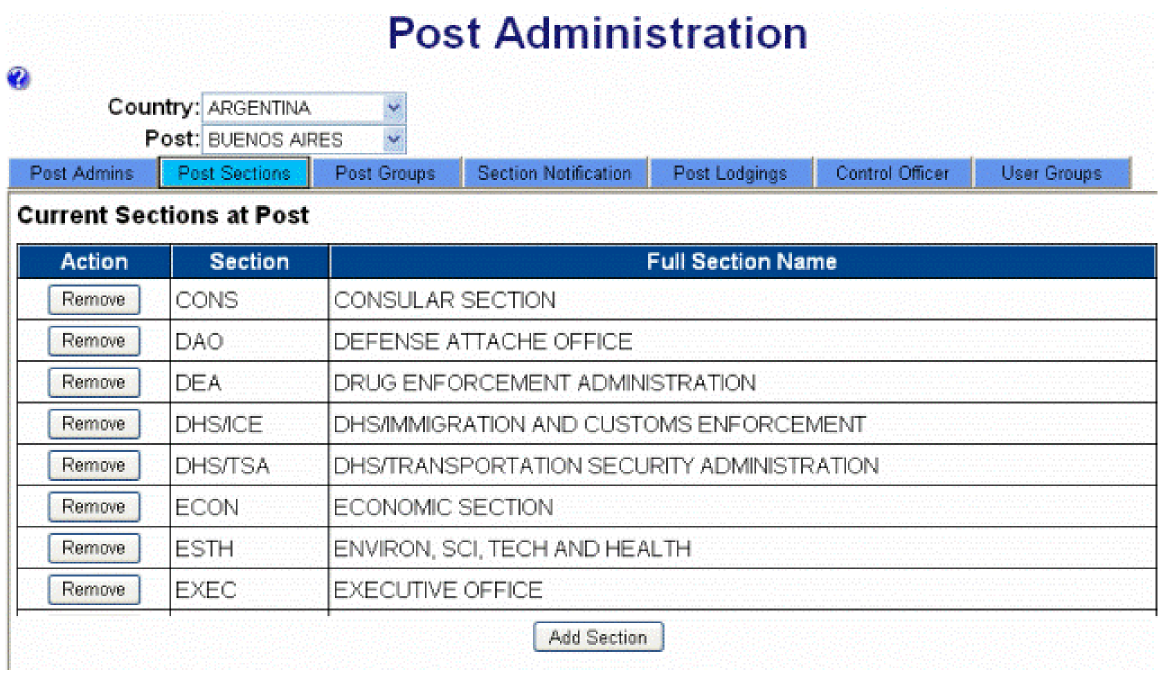
Creating Distribution Groups
About the Post Administrator Role
Post Admin
Post Sections
Post Groups
Post Accommodations

# Post Sections

The Post Sections screen allows the Post Administrator, or administrative staff, to add, view, or remove sections at their post.

To use this page, Select your **Country** from the dropdown list, then select a **Post**. Click the **Add Section** button to add an additional section to your post.

*Click an area of the image to jump to the description of the selected area.*




**Country:**
*List of countries that the current user has administrative rights over.*

**Post:**
*The list of posts is limited to those over which the current administrator has administrative rights in eCC.*

**Section:**
*Section's acronym.*

**Full Section Name:**
*List of sections identified for this Post.*


Allows the user to add additional sections and additional Approvers at Post. Clicking the Add Section button opens a pop up window where the user can enter the new Section, Distribution List, and whether this section has approval authority or not.

**Common Issue:**

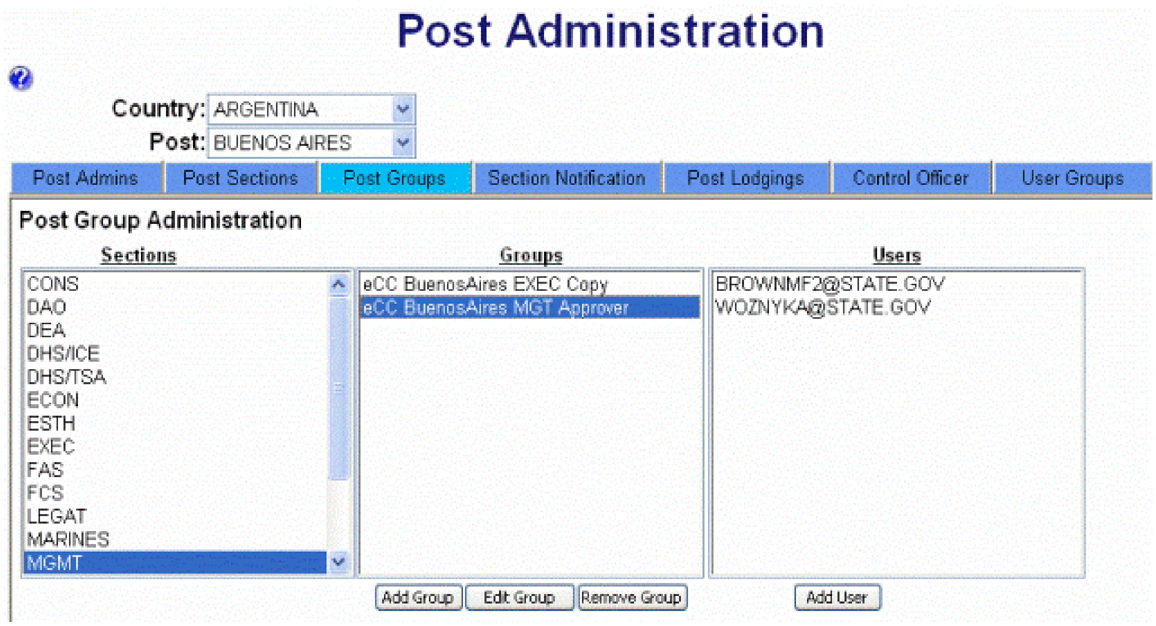
Once a section is added, the user must add a Distribution Group (DG) to that section. If no DG is added, the section will not have any users attached to it and the requests will not reach their intended audience.

**See Also:**

Creating Distribution Groups
About the Post Administrator Role
Post Admin
Post Sections
Post Groups
Post Accommodations

# Post Groups

The Post Groups tab allows the Post Administrator to add Distribution Groups (DG) to a section. A Distribution Group is not the same as a Distribution List. Distribution Groups do not rely on Active Directory, they are only the name of a group of users at post.  Post Administrators can name the DGs however they like, but it is recommended that they are named in a way that is obvious to the user who is in that list. As an example, for the Economic Section, a Post Administrator would name the DG: Econ Approvers, or Econ Draft Responders, depending on the role of the users in the group.




From this screen, Post Administrators can add new groups, edit an existing group, or remove groups. Please see Creating Distribution Groups for additional information.

The **Edit Group** function allows the Post Administrator to update an existing group name. Changes made on this screen will update the groups in the **Section Notification** tab as well.

### Common Issue:

For instructions on how to add groups, see Creating Distribution Groups
Users believe that this screen determines a persons role. This screen is only used to join sections with Distribution Groups and to add emails to DGs. The role is determined in the Section Notification screen.

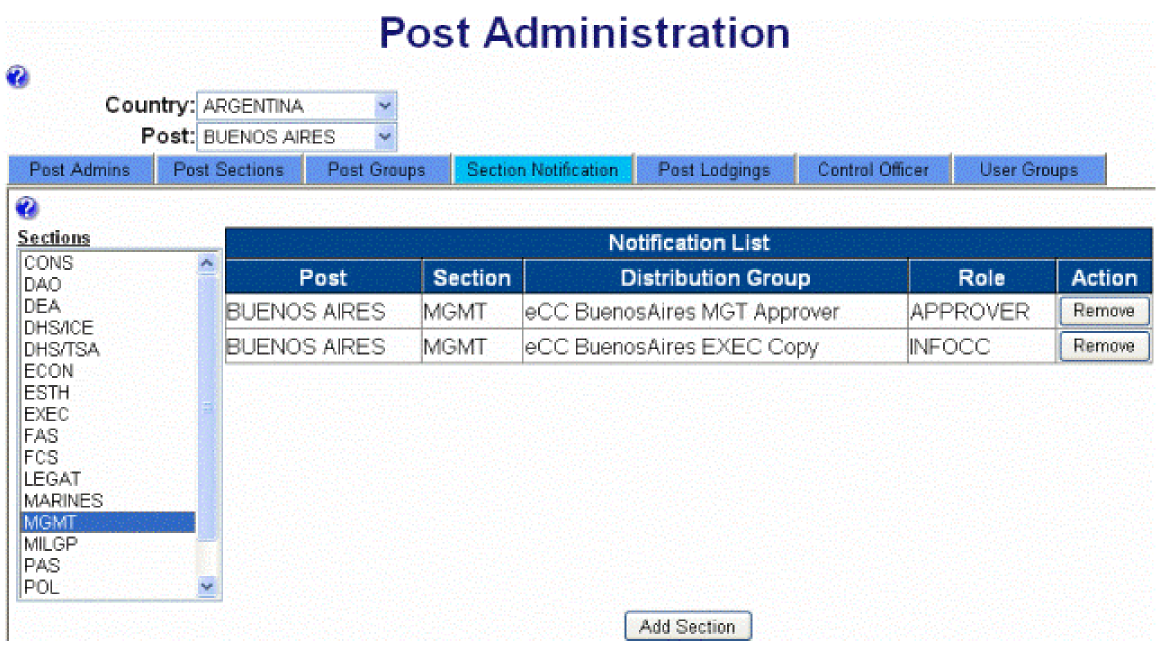
### See Also:

Creating Distribution Groups
About the Post Administrator Role
Post Admin

Post Sections
Post Groups
Post Accommodations
User Groups
Control Officers

# Section Notification

The Section Notification screen allows the Post Administrators to edit or confirm which sections will be automatically notified when an eCountry Clearance request is received at the Post. From this screen, the Post Administrator can define the roles of Approver, Draft Responder, or Info Only (CC) copy.




**Country:**
*Limited list of countries that the user has administrative rights over.*

**Post:**
*The list of posts is limited to those over which the user has administrative rights in eCC.*

**Section:**
*List of available sections at post.*

**Group Distribution List:**
*Dropdown list of available groups at that post.*

**Role:**
*Displays the role of the Distribution Group. Can either be Approver, Draft Responder, or Info CC.*

**Section Select:**
*List of all active sections at the above selected Post as defined on the Post Sections tab.*


Allows the user to remove the selected row from the table and stop notifications to that country/post/section.


Allows the user to add additional sections to be notified of a new clearance request. Clicking Add Section opens a pop up window where the user can enter the Country, Post, and Section to be notified.

For instructions on how to set up **Section Notifications**, see Creating Distribution Groups

**See Also:**

Creating Distribution Groups
About the Post Administrator Role
Post Admin
Post Groups
Post Sections
Post Accommodations
User Groups
Control Officers

# Post Accommodations

Using the Post Hotels screen, the Post Administrator, or administrative staff, can set up default values for their specific Post that will be available for inclusion in a response. Users can enter multiple hotels for their post.

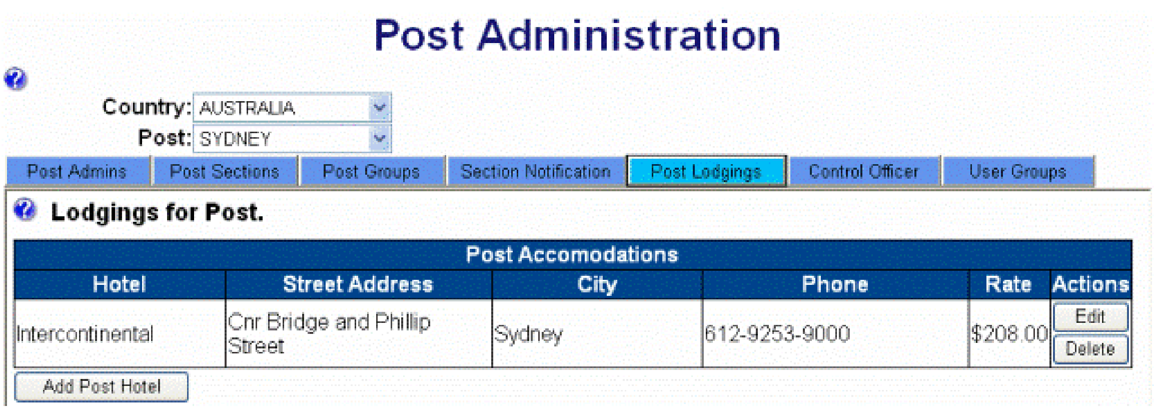
To use this page, select a **Country** from the dropdown list, then select a **Post**. From here, the user can enter default information for their Post.

To add a hotel:
Click the **Add Hotel** button. Enter in the appropriate information and click the **Save** button.

To edit an existing hotel:
Click the **Edit** button. Make your changes and click the **Save** button.

To delete a hotel:
Click the **Delete** button.

*Click an area of the image to jump to the description of the selected area.*




**Country:**
*Limited list of countries that the current user has administrative rights over.*

**Post:**
*The list of Posts is limited to those over which the current administrator has administrative rights in eCC.*

**Hotel Name:**
*Name of hotel used by post for Requestors lodging.*

**Street Address:**
*Full street address of the hotel(s) used by Post for Requestors lodging requests.*

**Phone:**
*Local telephone number of default hotel.*

**City:**
*City of hotel.*

**Rate:**
*Room cost of hotel.*

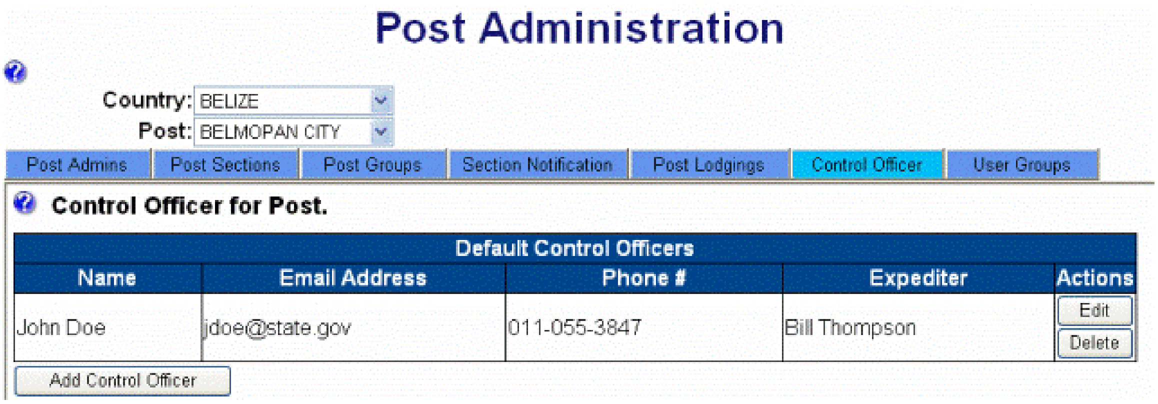
| | |
|---|---|
| Add Post Hotel | Allows the user to add a hotel listing for their post. |
| Edit | The Edit button allows the user to edit the selected default hotel. |
| Delete | The Delete button deletes  the selected default hotel. |

**See Also:**

About the Post Administrator Role
Post Admin
Post Groups
Post Sections
Section Notifications
Creating Distribution Groups
User Groups
Control Officers

# Control Officers

The Control Officers screen allows the eCC Post Administrator to create default Control Officers that can be entered into a request by an approver or draft responder. This will save the approver/drafter time by pre-populating the Control Officer's Name, Phone Number, Email Address, and the Expediter's name.




To add a Control Officer, click the **Add Control Officer** button. This opens the Add Control Officer screen. From here, enter the Control Officer's name, email address, and phone number. Then, click the **Save Control Officer** button.

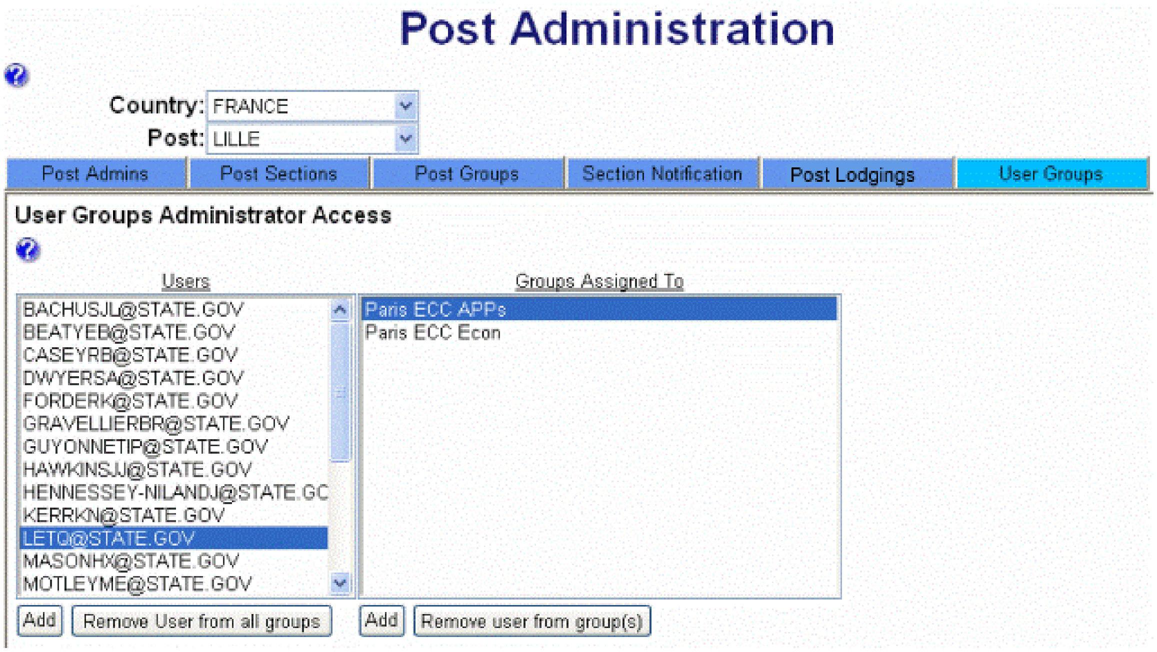

To add more control officer, repeat the above listed steps.

### See Also:

About the Post Administrator Role
Post Admin
Post Groups
Post Sections
Section Notifications
Creating Distribution Groups
User Groups
Post Accommodations

# User Groups

From the User Groups screen, Post Administrators can view a list of all approvers and drafters at the post and what Distribution Group (or Distribution Groups) they are a member of. They can remove a user from the group (or groups) they are assigned to or add the user to another group.




To add a new user to the list, click the **Add** button located below the **Users** box. In the search box, type the user's last and first names, click **Search**. Click their name to add them to the list. If their name does not appear in a search, it means they have not accessed eCC before. Have the user navigate to http://ecc.state.gov and open the website. Non-OpenNet users must navigate to https://ecc.state.gov and create an account. After this is done, they will appear in the search.

To add a user to another Distribution Group, highlight the user's name by clicking on it. Then click the **Add** button located below the **Groups Assigned To** box. Select the DG from the dropdown list and click **Add**.

To remove a user from a DG, highlight the user's name by clicking on it. Then click on the DG you want to remove them from. Click the **Remove user from group(s)** button located below the **Groups Assigned To** box.

### See Also:

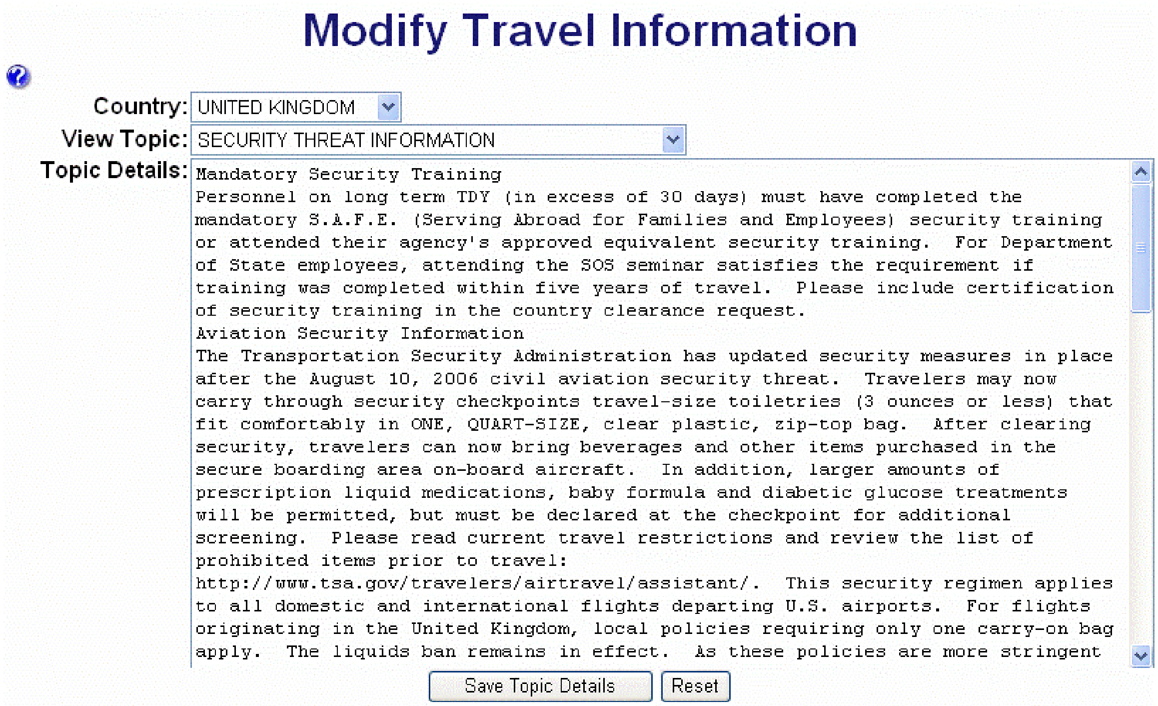
About the Post Administrator Role
[Post Admin]()
[Post Groups]()
[Post Sections]()
[Section Notifications]()
[Creating Distribution Groups]()
[Control Officers]()
[Post Accommodations]()

# Modify Travel Information

Post Administrators are responsible for updating and maintaining critical post information on the Modify Travel Information screen. There are 14 categories that are pertinent to Requestors, the categories are: Requirements for Country Clearance, Contact Information, Visa Requirements, Departure Tax, Health Information, Security Threat Information, Immigration, Customs, and Quarantine, TDY ICASS Policy, Currency, Climate, Embassy Policy on Electronic Devices, Embassy Holidays, Transportation Information from Airport to Hotel, and Other.

To use this page, select your **Country** from the dropdown list, then select a topic from the **View Topic** dropdown list. Make any required changes and then click the **Save Topic Details** button.

*Click an area of the image to jump to the description of the selected area*




**Country:**

*Limited list of countries that the current user has administrative rights over.*

**View Topic:**

*Dropdown list of Traveler Information topics that can be updated by the Post Administrator. Topics include: Climate, Contact information, Currency, Departure Tax, Embassy Holidays, Embassy Policy on Electronic Devices, Health Information, Immigration, Customs, and Quarantine, Other, Requirements for Country Clearance, Security Threat Information, TDY ICASS Policy, Transportation Information from Airport to Hotel, and Visa Requirements.*

**Topic Details:**

*Text box where the detailed changes of to traveler information are entered.*

| | |
|---|---|
|   | Allows the user to save changes made. |
|   | Clears any changes made by the user. |

**See Also:**

About the Post Administrator Role
Distribution Groups

# Agency Administrator

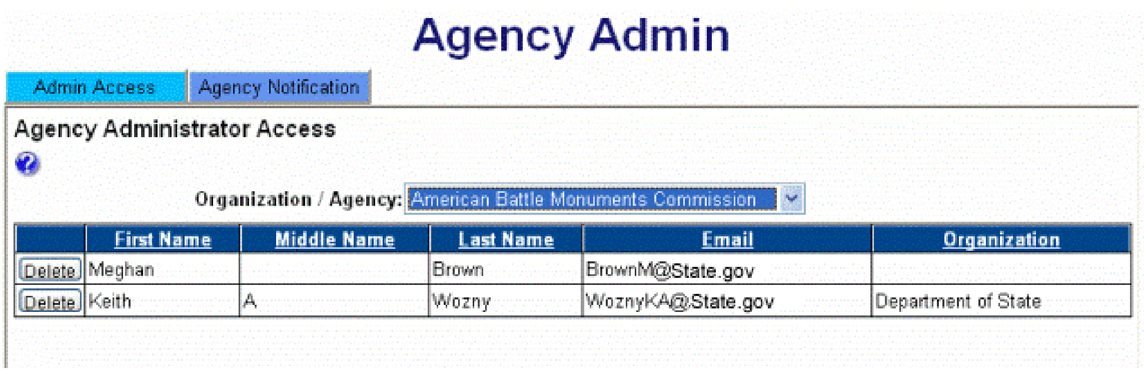
The Agency Administrator has access to the following screens: Agency Admin, Plan Itinerary, View Info All Countries, and FAQs.

On the Agency Admin screen, the user is responsible for two tabs: **Admin Access** and **Agency Notification.**

## Admin Access Tab

The **Agency Access** tab allows the Agency Administrator to add in additional users as Agency Administrators in eCC.

**Note:** You can only add users to a section where you are an administrator. Also, users must register prior to you adding them. If they have not registered, their name will not show up in the search.

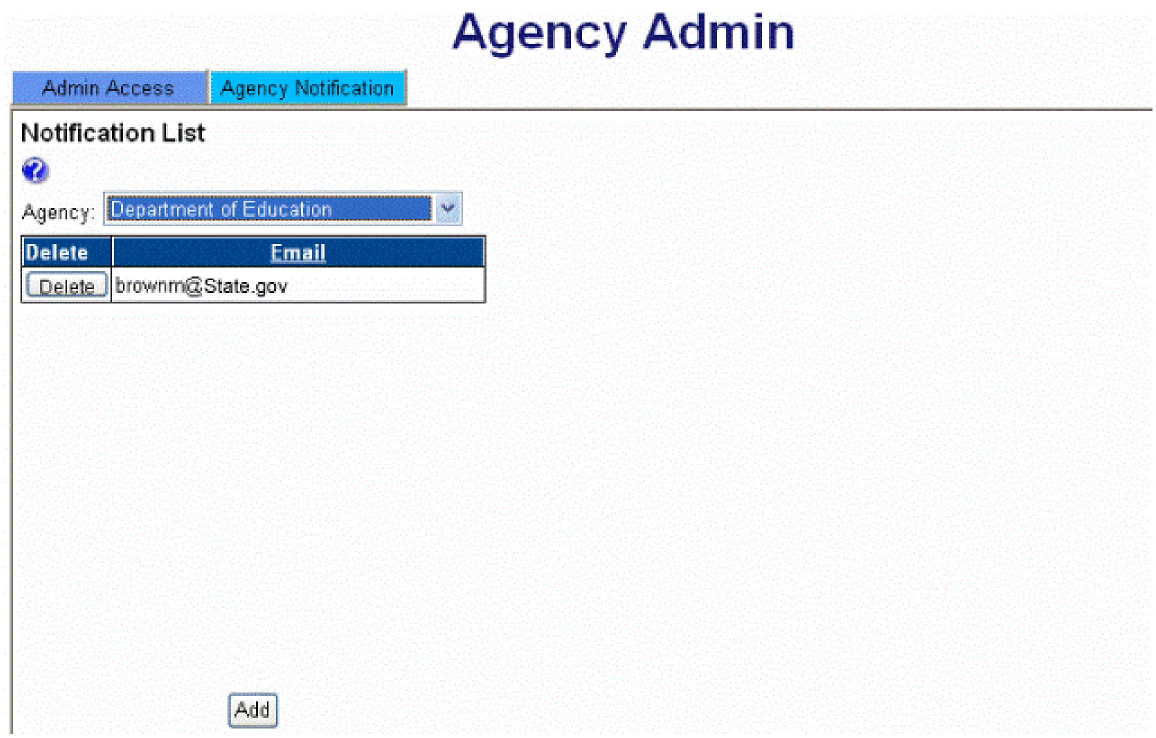



To add an Agency Administrator:

1. Select your agency from the dropdown list.
2. Click the **Add** button at the bottom of the screen.
3. Type in the last or first name of the administrator you want to add and click the **Search** button.
4. Click on the user's name. They are now Agency Administrators.

## Agency Notification Tab

The **Agency Notification** tab allows the Agency Administrator(s) to add in email addresses that will be automatically notified if a country clearance request is sent to or from someone in their agency.




To add email addresses to be notified:

1. Select your agency from the dropdown list.
2. Click the **Add** button at the bottom of the screen.
3. Type in the email address and click the **Save** button.

**Note:** If you cannot find a user, they probably have not registered for eCC. All users must register for eCC before their names can be added.

Agency Administrators also have access to Reports. The report allows the Agency Admin to view who traveled and where they traveled to. The report displays the traveler's name, travel dates, itinerary number, status, country, and post.

# Country Desk Admin

## Country Desk Admin Role

The Country Desk Administrator is a member of a regional bureau in the Department who manages the distribution of copies of country clearance requests section/bureau via the eCC.

The Country Desk Administrator has access to the following screens: Country Desk Administration, Plan Itinerary, View Info All Countries, and FAQs.

**See Also:**

Country Desk Admin

# Country Desk Administration

The Country Desk Administration screen allows the Country Desk Administrators in the Department to manage  distribution of copies of country clearance requests section/bureau.

The Country Desk Administrator has access to the following screens: Country Desk Administration, Plan Itinerary, View Info All Countries, and FAQs.

The Global Administrator assigns the first Country Desk Administrator, who subsequently assigns other country desk administrators for their bureau and maintains the country desk administrator screens.

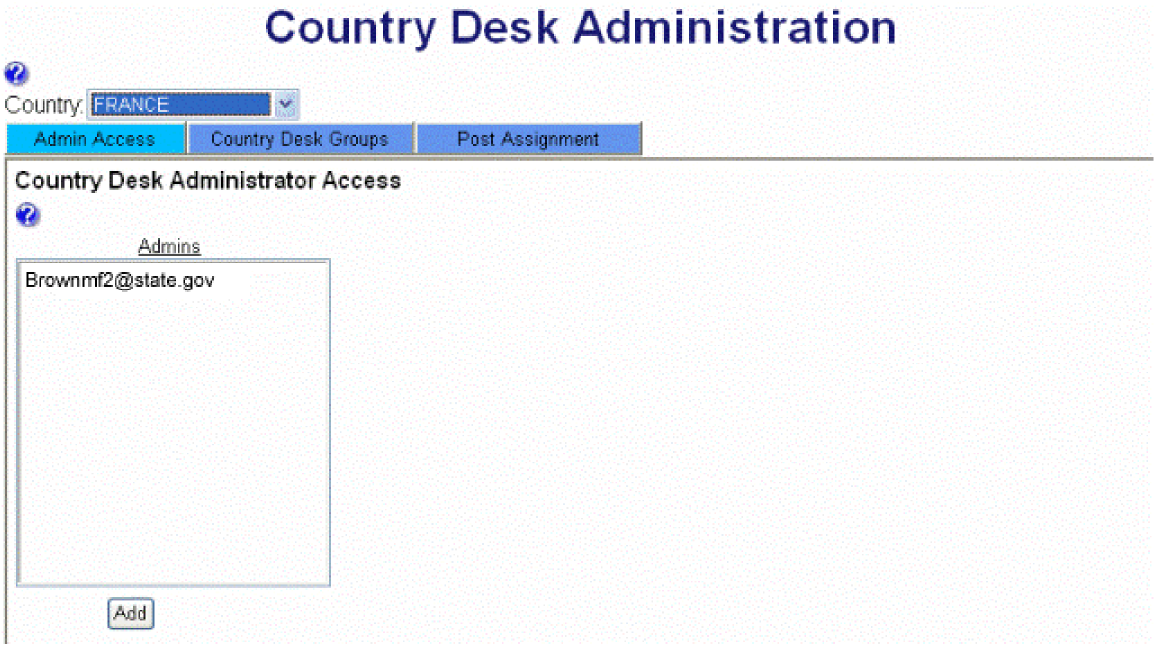
## Admin Access Tab

The **Admin Access** tab allows the Country Desk Administrator to add in additional users as Country Desk Administrators in eCC.

**Note:** You can only add users to a country where you are an administrator. Also, users must register in the eCC application prior to adding them. If they have not registered, their name will not show up in the search of users.  Users register by simply opening the application (eCC.state.gov) from their desk top.

To add an Country Desk Administrator:

1. Select your country from the dropdown list.
2. Click the **Add** button at the bottom of the screen.
3. Type in the user's (the administrator being added) last or first name and click the **Search** button.
4. Click on the users name. They are now Country Desk Administrators.
5. To add another administrator, repeat steps 1-4
6. When done, exit the screen

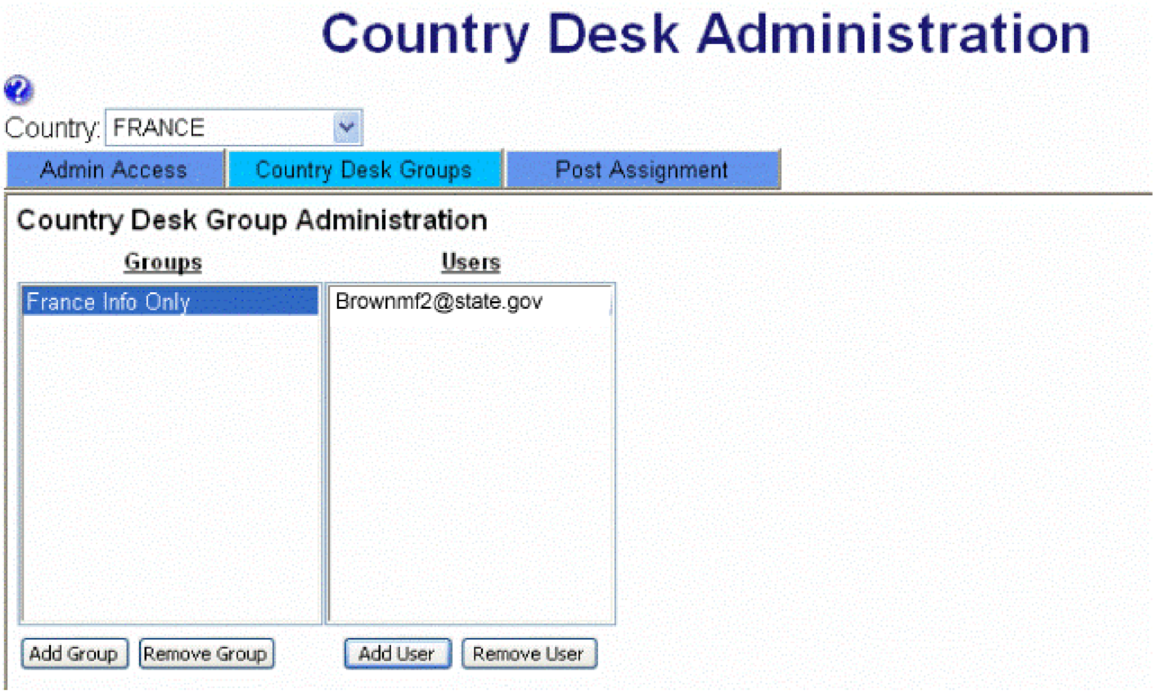



## Country Desk Groups

The **Country Desk Notification** tab allows the Country Desk Administrator(s) to create Distribution Groups (DGs). DGs contain a list of email addresses that will be automatically notified if a country clearance request is sent to or from someone in their country/region. There is no naming convention for DGs; however, it is recommended that the Country Desk Administrator select a name that is intuitive and related to the list. For example, the Country Desk Admin for France might name a DG, France Country Desk Copy. This makes it easy to recognize and copy for other users.

To add Distribution Groups to be notified:

1. select your **Country** from the dropdown list.
2. Click the **Add Group** button at the bottom of the screen.
3. Type in the name of the Country Desk Distribution Group and click the **Save** button.
4. To add users to the DG, click on the DG name, the **Users** list appears.
5. Click the **Add Users** button. Type in the users last or first name and click **Search**.
6. Click on the users name to add them to the group
7. Repeat steps 4-6 to add additional users to the group
8. Exit the screen when finished

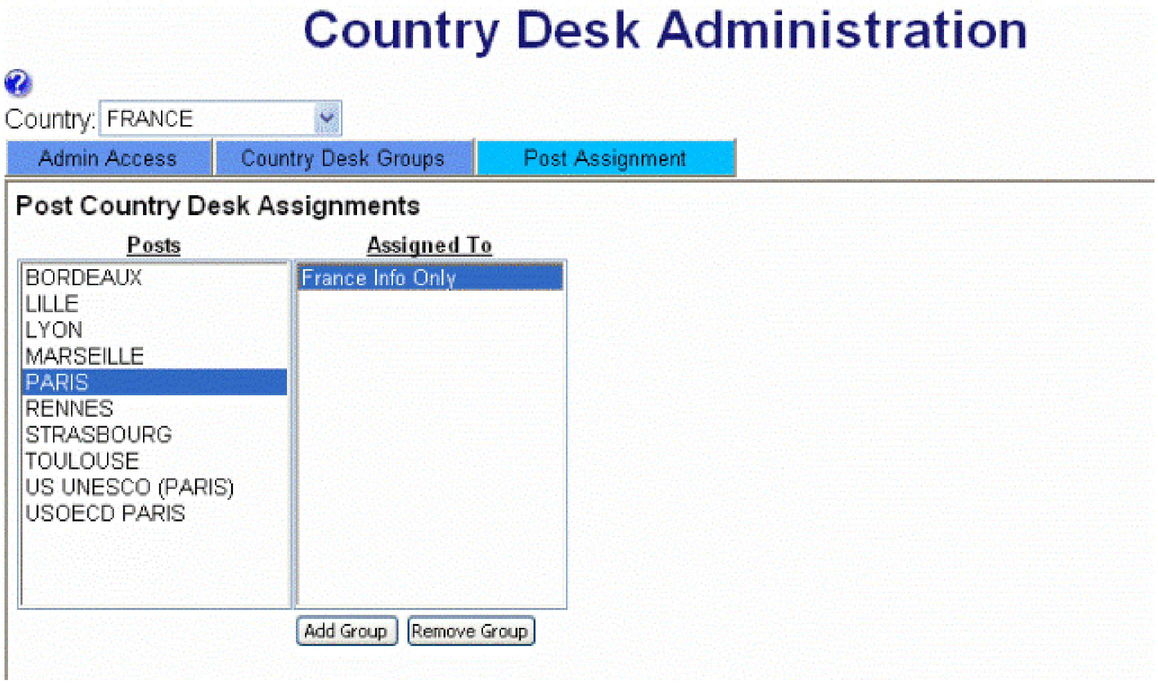



## Post Assignment

The Post Assignment tab allows Country Desk Administrators to assign a Distribution Group to a particular post.

To add a DG to Post:

1. Select your **Country** from the dropdown list
2. Click on the post
3. Click on the **Add Group** button and select the DG name from the dropdown list
4. Click the **OK** button and the DG is added to the post


Country Desk Administration
Country: FRANCE
Admin Access
Country Desk Groups
Post Assignment
Post Country Desk Assignments
Posts
Assigned To
BORDEAUX
LILLE
LYON
MARSEILLE
PARIS
RENNES
STRASBOURG
TOULOUSE
US UNESCO (PARIS)
USOECD PARIS
France Info Only
Add Group
Remove Group

# Global Administrator

## Global Administrator

The Global Administrator role includes one or more individuals from the M/PRI office in Washington, DC, who have administrative responsibilities for eCC operations. The administrators are responsible for managing Global eCC Business Data and producing reports of Global eCC Data.

Global Administrators have access to every post's data and can assist posts in the eCC set up process and with the use of DGs.

Global Administrators manage all users of eCC and can deactivate posts and users as needed.

Global Administrators can be reached via email at eCCHelpDesk-DL@state.gov

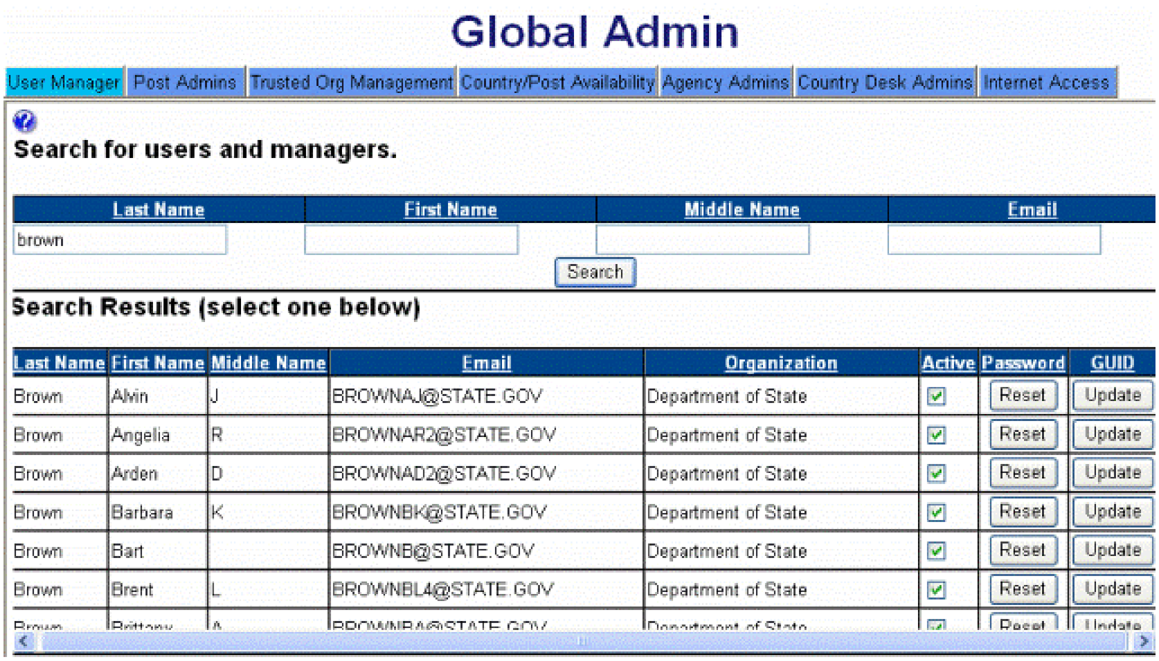
**See Also:**

Distribution Groups
User Manager
Post Admin Access
Trusted Org Management
Country/Post Availability
Agency Admin Access
Country Desk Admin Access

# User Manager Tab

The User Manager tab allows Global Administrators to search for, activate, and deactivate user accounts, as well as reset passwords and update GUIDs. in the eCountry Clearance system. The Global Administrator can enter one, all, or none of the fields and then click **Search** to find a user.

*Click an area of the image to jump to the description of the selected area*




**Last Name:**
*Requester's last name.*

**First Name:**
*Requester's first name.*

**Middle Name:**
*Requester's middle name.*

**Email:**
*Requester's email address.*

**Organization:**
*Organization that the requester is employed by or a representative of.*

**Password:**
*Use this button to reset the user's password.*

**GUID:**
*Use this button to update the user's GUID*

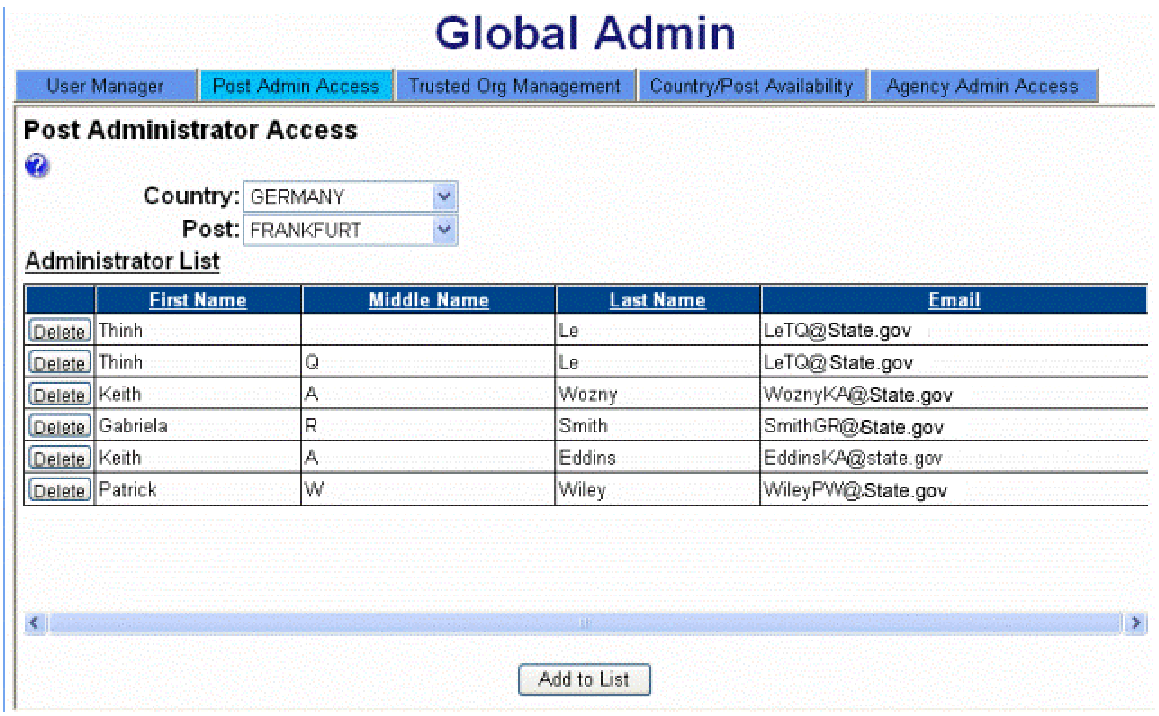
**Active:**
*Checkbox that shows whether a user is active or not.*

# Post Administrator Access Tab

The Post Administration Access tab allows the Global Administrator to assign a Post Administrator to a Country and post.

To use this page:
Select a **Country** and **Post** from the dropdown list.
Click the **Add to List** button, a Search popup window appears.
Type in the persons last or first name and click **Search**.
Click on the users name.

*Click an area of the image to jump to the description of the selected area*




**Country:**
*List of countries that can be selected to retrieve it and its included Posts.*

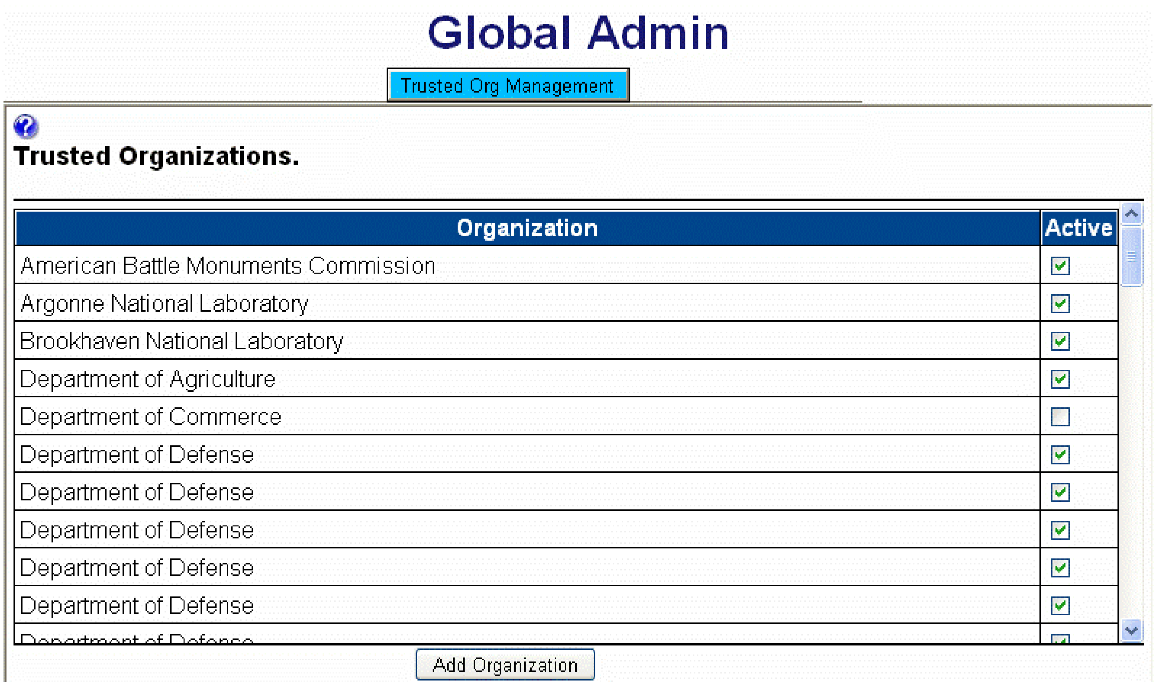
**Post:**
*List of Posts within the selected country.*

| | |
|---|---|
| Delete | Deletes the Post Administrator from the list |
| Add to List | Allows the Global Administrator to enter in additional Post Administrators |

# Trusted Org Management Tab

The Trusted Org Management tab allows the Global Administrator to manage the list of organizations whose staff can create accounts in the eCountry Clearance system. From this screen the administrator can view existing trusted organizations, and activate or inactivate them.

*Click an area of the image to jump to the description of the selected area*




**Organization:**
*Name of the trusted organization.*

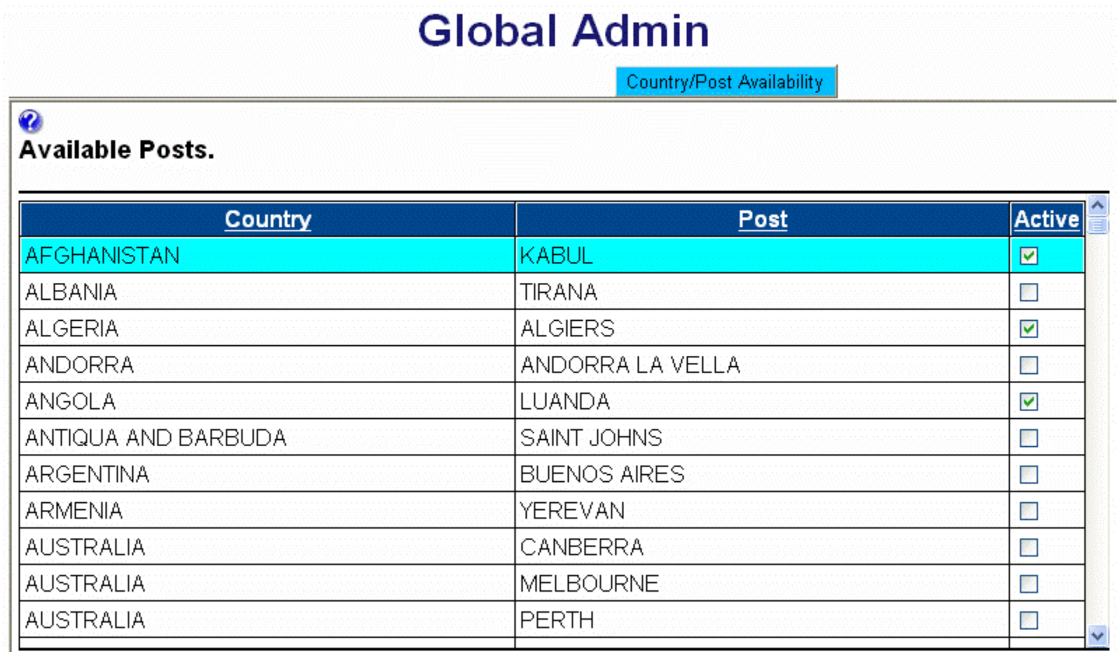
**Active:**
*From here the administrator can activate the organization.*

**Add Organization:**
*Allows the administrator to add additional trusted organizations.*

# Country/Post Availability Tab

From this tab, the Global Administrator can activate or deactivate posts availability for Requestors. Select the checkbox to activate the Country/Post, or un-check the checkbox to deactivate it.

*Click an area of the image to jump to the description of the selected area*




| Country | Post | Active |
|---|---|---|
| AFGHANISTAN | KABUL | ☑ |
| ALBANIA | TIRANA | ☐ |
| ALGERIA | ALGIERS | ☑ |
| ANDORRA | ANDORRA LA VELLA | ☐ |
| ANGOLA | LUANDA | ☑ |
| ANTIQUA AND BARBUDA | SAINT JOHNS | ☐ |
| ARGENTINA | BUENOS AIRES | ☐ |
| ARMENIA | YEREVAN | ☐ |
| AUSTRALIA | CANBERRA | ☐ |
| AUSTRALIA | MELBOURNE | ☐ |
| AUSTRALIA | PERTH | ☐ |

**Active:**
*Allows the administrator to activate or deactivate a Country/Post.*

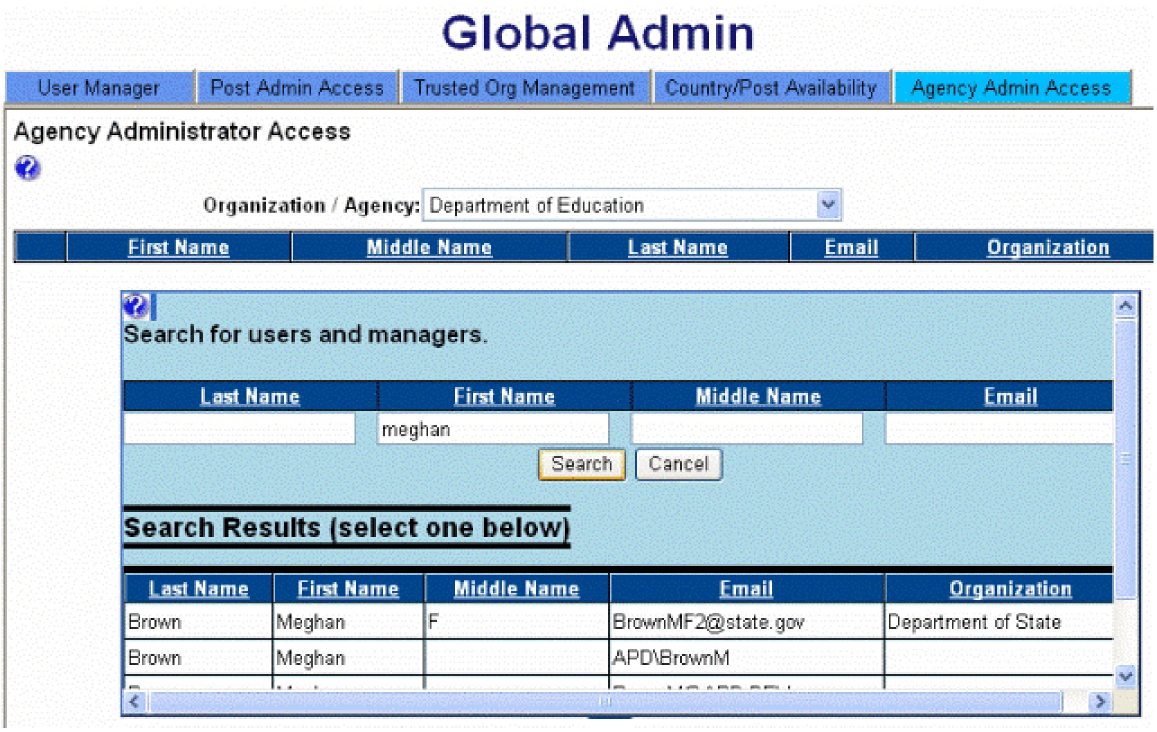
# Agency Admin Access

From the Agency Admin Access tab, Global Administrators grant non-State Department users administrator access.

To use this page: Select an **Organization/Agency** from the dropdown list. Then click the **Add** button at the bottom of the screen.

This opens the search screen. Type in the users last or first name. Click the **Search** button. Click on the users name. They are added as Agency Administrators.

**Note:** In order for a users name to show up in the search, they must register for eCC prior to attempting to add their name.



# Country Desk Administration Tab

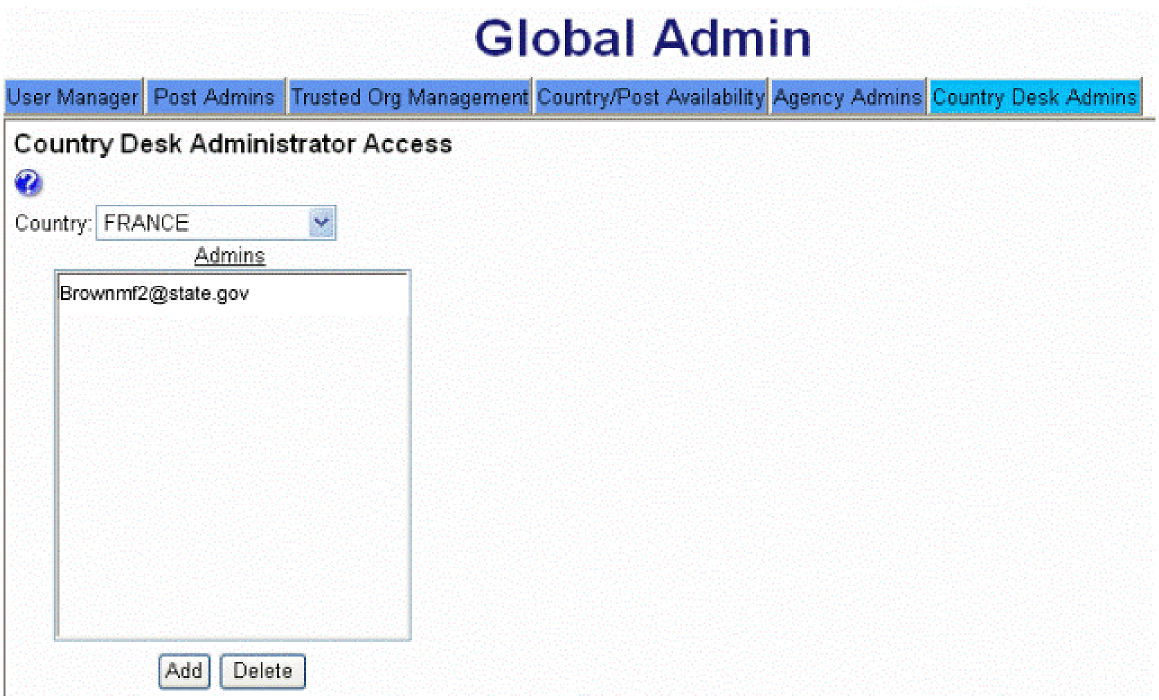
From the Country Desk Administration Access tab, Global Administrators grant Country Desk Administrators access to eCC.

To use this page: Select a **Country** from the dropdown list. Then click the **Add** button at the bottom of the screen.

This opens the search screen. Type in the users Last or First name. Click the **Search** button. Click on the users name. They are added as Agency Administrators.

To **Delete** a user, select the email address and click the **Delete** button.

**Note:** If the users are not State Department employees, in order for a users name to show up in the search, they must register for eCC prior to you adding their name.




**See Also:**

[Country Desk Admin]
[Country Desk Admin Role]

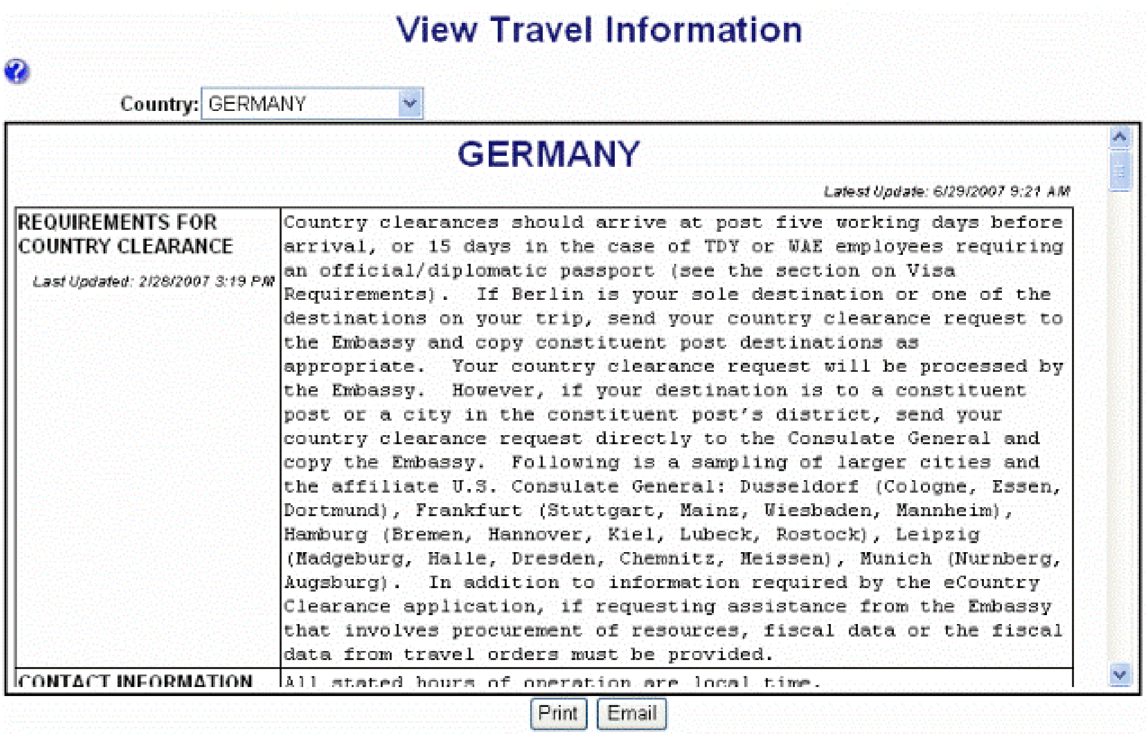
# View Travel Info All Countries

The View Traveler Info All Countries screen displays the Current Traveler Information for each country. Users can select a country and view the description of each topic. The topics include: Requirements for Country Clearance, Contact Information, Visa Requirements, Departure Tax, Health Information, Security Threat Information, Immigration, Customs, and Quarantine, TDY ICASS Policy, Currency, Climate, Embassy Policy on Electronic Devices, Embassy Holidays, Transportation Information from Airport to Hotel, and Other.

From this screen users can **Print** or **Email** the information to a different user.

**Note:** This is a view only screen. To edit the Traveler Information screen, see Modify Traveler Information.

*Click an area of the image to jump to the description of the selected area.*




**Country:**
*Dropdown list of all countries with US diplomatic representation.*

## See Also:

About the Post Administrator Role
Modify Travel Information

# Post and Country Desk Reports

Post Administrators, Approvers, and Country Desk Administrators can generate several reports for post or bureau use with eCountry-Clearance. Reports can be used for daily maintenance of eCC requests, daily, monthly, or yearly tracking of visitors at post or in country. They can also be used for reporting the frequency of approvals or denials by a post. In addition, the reports also track travelers by Agency for ICASS purposes. All reports can either be printed or exported with one click to Microsoft Excel.

To export a report to an Excel spreadsheet, scroll down to the bottom of the open report. Click the **Export** button. A gray popup message appears, you can click either **Open** or **Save**. A new Excel window opens and contains the report information.

**Note:** If you already have a report open and try to open a new report, the report will not open in a new window, but rather, will appear in the already open report window.

To access the reports, navigate to eCC and click on the **Report** button on the left side navigation panel. From the **Select Report** dropdown list select a report and country.

Currently, the following reports are available in eCC:

**Visitor List:**

*Shows a detailed list of past, present, and future travelers to a particular country. Users can search by Country, Last Name, and Start and End date, itinerary number, or if access to the building is required, or Agency/Organization. Users can also search for requests by any status, declined or more info, using this report.*

*The report displays the Itinerary #, Traveler Name, Organization (that the traveler is a part of or sponsored by), Destination and Transit (cities or posts), Control Officer, Arrival and Departure dates, Country and Post Name, Section Name, and the Hotel Name (where the traveler is staying during their visit).*

**Country Clearance Request by Status:**

*Shows a detailed count of past, present, and future travelers to a particular country. Users can search by Country, Last Name, and Start and End date.*

*The report displays the Itinerary #, Traveler Name, Organization (that the traveler is a part of or sponsored by), Destination and Transit (cities or posts), Arrival and Departure dates, Status (of the request) Country and Post Name, Section Name, and the lodging.*

**Approved Visitor Count by Agency/Month:**

*Shows the number of approved requests per agency by fiscal year. Users can limit the search by post and month.*

**Declined Visitor Count by Agency/Month:**

*Shows the number of declined requests per agency by fiscal year. Users can limit the search by post and month.*

**Country Clearance Request Visitor Counts by Post/Month/Section:**

*Shows the number of visitors to each post by month, and section.*

**Country Clearance Request Counts:**

*Shows the number of visitors to each post by month.*

**Audit Report:**

*Shows the itinerary number, status, actions taken and by whom, and on what date (this report is not available for Country Desk Administrators).*

# FAQs

The FAQs listed below are a compilation of the most frequently asked questions about eCC. The questions are split into four sections: General, Requestor, Approver, and Post Administrator FAQs. If your question is not addressed, please contact eCCHelpDesk-DL@state.gov .

**General FAQs**

[What is eCC?](#)
[Who can access eCC?](#)
[When I try to login I'm prompted for a user name and password, why?](#)
[Can I still send country clearance cables?](#)
[Can DoS users access eCC from the Internet?](#)
[Can I send the request and response to someone else?](#)
[How do OpenNet users set up their internet passwords?](#)
[I forgot my password, what do I do?](#)
[The eCC site doesn't accept my activation code, what do I do?](#)
[I get a Server Error when I try to login, why?](#)
[I get a Script Error when I try to access eCC, why?](#)
[What is the difference between APACS and eCC?](#)
[Which browsers work with eCC?](#)
[Can posts require that I give my social security number for country clearance?](#)

**Requestor FAQs:**

[What if I do not know what section to choose when requesting a clearance?](#)
[I cannot enter an arrival or departure date, what do I do?](#)
[Do I still need to send a cable when requesting a country clearance?](#)
[How do I notify other sections at the Post of my visit?](#)
[Can I set up a request for other people?](#)
[How many requests can I send?](#)
[How do I know my request was sent to post?](#)
[Once I submit my request, what happens? How do I know it was sent?](#)
[How long does it take to get a response from post with eCC?](#)
[Can I check the status of my request online?](#)
[What happens if my request is approved and I can no longer go on the trip?](#)
[I received a Request for More Info, what do I do?](#)
[I can't enter a departure and arrival date in the Carrier Information screen](#)
[I can't enter all of the Traveler's Information](#)
[What if I'm traveling to multiple consulates in the same country, how do I request the clearance?](#)
[What is the difference between employment types?](#)

**Approver FAQs:**

[Can I work online only and not get the email notifications?](#)
[How many Approvers should there be at a Post?](#)
[The Approvers cannot access the Process a Request screen, what do I do?](#)
[Who grants country clearances?](#)

**Post Administrator FAQs:**

**General FAQs:**

**What is eCC?**
The purpose of eCountry Clearance (eCC) is to create a web-based request system that is easy to monitor, maintain, and use. eCC has five separate roles: Global Administrator, Post Administrator, Post Approver, Drafter, and Requestor. Each role has separate tasks and responsibilities in eCC.

**Can I still send country clearance cables?**
According to 2 FAM 116.1-6(b) all DoS and agencies with a.mil, or .gov email address, as well as ndu.edu, frb.org, or si.org, must send country clearance requests though eCC . All classified clearance requests will still be sent by cable.

**Who can access eCC?**
Anyone with a .gov, .mil, ndu.edu, si.org, or frb.org email address can access eCC. Non-OpenNet and AIDNet users must register prior to accessing eCC.

**When I try to login I'm prompted for a user name and password, why?**
The logon popup happens because the workstation is not a member of domains in SBU and the IE browser does not have either Enable Integrated Windows Authentication or Trusted Zone configured properly. In this case, the user may enter in their DOMAIN\username and password of their OpenNet account. eCC is setup as single sign-on for all OpenNet users using Integrated Windows Authentication.

Adding eCC as a trusted site can also alleviate this issue. To do this, open up an internet browser. Click on Tools>Internet Options. Click the Security tab and the click on the Trusted Sites icon. Click the Sites button and then type in eCC.state.gov.

**Can DoS users access eCC from the Internet?**
Yes, DoS users can access eCC via the Internet; however, prior to this, they must open the eCC system on OpenNet at least one time prior to using the internet version. The email address and password will be the same as the regular login to an OpenNet computer.

**Can I send the request and response to someone else?**
Yes, there is the option to CC additional users on the request. This will send the users an informational copy of the request and the response. Requestors and Post Approvers can enter email addresses to CC a copy of the request on the Request Summary screen. . A pop-up screen to enter the additional cc addresses will appear when the requester selects the 'Submit Request' button at the bottom of the Request Summary screen, or the approver selects any of the processing functions, except 'Forward', on the 'Process a Request' screens. See Request Summary for additional information on the CC function.

**How do OpenNet users set up their internet passwords?**
Navigate to http://ecc.state.gov and click on the User Profile button located in the top right-hand side of the screen. Complete all the fields except for the Current Password field. Click the Save Registration button and you have set up your internet login.

**I forgot my password, what do I do?**
If you have forgotten your password, click the **Forgot Password** button on the eCC login screen, this will email you the password hint you entered when you registered for eCC. If the hint does not remind you of your password, contact eCCHelpDesk-DL@state.gov.

If you are a State Department user who is updating your User Profile, the first time you do this, leave the field for **Current Password** blank and then complete the rest of the information.

**The eCC site doesn't accept my activation code, what do I do?**
Contact eCCHelpDesk-DL@state.gov, the developers can either send you a new activation code or assist you in activating your account.

**I get a Server Error when I try to login, why?**
**This is for Non-State Department users only**. Try using https://ecc.state.gov to access eCC. If you are using a bookmark to access eCC, update the bookmark with the above link.

**I get a Script Error when I try to access eCC, why?**
Getting a script error can mean that you need to add eCC as a Trusted Site. To do this, open an Internet Explorer browser. Click on Tools (in the top toolbar)>Internet Options. A popup appears, click on the Security tab, then click on the Trusted Site icon and click on the Sites button. Type in https://ecc.state.gov and click Add. Click the OK button. If you do not have access to the Trusted Sites, please ask your System Administrator to add it to your Trusted Sites.

**What is the difference between APACS and eCC?**
eCountry Clearance provides clearance for USG employees that fall under Chief of Mission authority. APACS is a system for DOD personnel that fall under a Commander's authority while in country and for moving military aircraft and crews.

Any DOD personnel coming to post that do not fall under the Commander, then fall under Chief of Mission and must submit a request for country clearance via eCC. The DOD system does not allow the request to go to the Ambassador so it cannot be used for clearances from the embassy.

**Which browsers work with eCC?**
eCC currently works with Internet Explorer and Mozilla Firefox ( version 2.0 or higher is recommended). It does not work with Macs, however, after the 3.0 release, eCC will work with all internet browsers.

**Can posts require that I give my social security number for country clearance?**
**No, eCC is set up so that no Privacy Act information is used or collected when requesting eCountry Clearances. Any post requesting Privacy Act information should be referred to eCCHelpDesk-DL@state.gov.**

-Top-

**Requestor FAQs:**

**What if I do not know what section to choose when requesting a clearance?**

If you are unsure about which section to choose when sending a request, contact your POC at post to make sure that you identify the right section. Or, take an educated guess on which section might be appropriate, i.e. for Environmental issues, send to Econ if there is no EST section. If you guessed incorrectly, the Post Approver will forward your request to the correct section.

**I cannot enter an arrival or departure date, what do I do?**
Try turning off your pop-up blocker. This should allow a small calendar to pop-up and you will be able to enter your arrival and departure dates.

**Do I still need to send a cable when requesting a country clearance?**
No, according to 2 FAM 116.1-6(b) all DoS and agencies with a.mil, or .gov email address, as well as ndu.edu, frb.org, or si.org, must send country clearance requests though eCC . All classified clearance requests will still be sent by cable.

**How do I notify other sections at the Post of my visit?**
In the Plan Itinerary screen there is an area called Other Posts and Sections to be notified of visit, this is where the Requestor can select a Post (in the same or a different country) and section to be notified of the request.

**Can I set up a request for other people?**
Yes, provided you have specific information about the traveler. This includes: their Name, Agency or Sponsor, travel information, phone number where they can be reached, email address, Passport country and number, clearance level, and place of birth.
If you do not have all the information, the request can be saved as a draft in the eCC system until you have the complete information.

**How many requests can I send?**
There is no limit on the number of requests a person can send. Also, the requests are stored in eCC (on the Plan Itinerary screen under Submitted Itineraries) currently for an unlimited amount of time.

**How do I know my request has been sent to post?**
When you click the “Submit Request” button, the date and time of submission will be displayed at the top of the “Request Summary” screen. Or if you go into the application and navigate to the “Plan Itinerary” screen, click on the itinerary you want to check and and at the top of the request summary, the **Date Requested** is displayed.

**Once I submit my request, what happens? How do I know it was received?**
When you click the “Submit Request” button, the request is sent directly to post(s) for action, as well as a copy is sent to the corresponding Country Desk in the Department.
This action should take only a minute or two, depending on bandwidth capability at post, some posts with low bandwidth may take several minutes.
After you click the “Submit Request” button, the screen should display a time and date that the request was submitted in a yellow banner at the top of the page. Also, when you go back to the “Plan Itinerary” first screen, you should see the request is listed under “Submitted Itineraries”. Those that you created but saved are listed under “Draft Itineraries”. Also, if you open a request in the submitted itineraries list, the first screen will display the name of the countries included in the itinerary and the status of the request. Requests should be listed as pending, approved, declined, or request more info.

**How long does it take to get a response from post with eCC?**
The turnaround time depends on the Post, whether they receive multiple requests each day, if they are well-staffed or not, and how well their internet connection works.
However, the process should generally take between two (2) to three (3) business days.

**Can I check the status of my request online?**

Yes, if you navigate to the first page of the Plan Itinerary screen and in the **Submitted Itineraries** table, the status of the request is displayed. The status can be Pending, Approved, Declined, or Request Additional Information.

**What happens if my request is approved and I can no longer go on the trip?**
The requestor has the option to cancel an eCC request at any time. To do this, navigate to the Plan Itinerary screen. Find the request that you wish to cancel, to the right of the request there are two buttons; click the Cancel button. Once you have done this, an email is automatically sent to the Post that granted the request. You should also notice that the status of the request now says “Cancelled”.

**I received a Request for More Info, what do I do?**
When you receive a Request for More Info, it means the request is still pending and needs more information before a decision can be made on the country clearance request. When you receive the email, there is a section called **Additional Information Requested**, which tells you what information is needed. To update the request, click on the **Update Request** link at the bottom of the email. Add the additional information the post is requesting, then submit the request again.

**I can't enter a departure and arrival date in the Carrier Information screen**
Make sure that your pop-up blocker is turned off and then click on the area for the Departure or Arrival time.

**I can't enter all of the Traveler's Information**
Make sure that your screen is maximized, close the add traveler box, and then open a new Add Traveler box.

If your screen is already maximized, please adjust your screen resolution to 1024x768. To do this, click Start>Control Panel> Appearance and Themes> Change Screen Resolution. Under Screen Resolution, slide the bar to 1024x768. Then, close the add traveler box, and open a new Add Traveler box.

**What if I'm traveling to multiple consulates in the same country, how do I request the clearance?**
First, select the country you wish to travel to (only select the country once). Enter in the traveler and carrier information, then, in the Destination and Transit Cities field, list all the consulate cities and the Embassy. Request the clearance from the Embassy. In the field called **Other Posts/Sections to Notify**, enter in the other consulates. For hotel information, if you need the post/consulate to make reservations for you, list the dates and city where you will need hotel accommodations. Do the same for each field as necessary.

**What is the difference between employment types?**

**Employment Type: Definitions in accordance with 3 FAM 7120**

**Personal Services Contract (PSC)** – A contract characterized by the employer-employee relationship it creates between the Government and the contractor. For purposes of this definition, the PSC is used as an employment mechanism for individuals abroad under Section 2(c) of the State Department Basic Authorities Act of 1956 (22 U.S.C. 2669(c)). These contracts, by statute, are not subject to procurement law and the Procurement Executive has waived application of procurement regulations, such as the Federal Acquisition Regulation (FAR), when obtaining personal services under this statutory authority. These exemptions and waivers avoid conflict with local labor law and permit the agency to administer the PSC as an employment system.

**Personal Services Agreement (PSA)** – A personal services employment mechanism that is not subject to the U.S. Government's Federal Acquisitions Regulations. PSAs are administered by the embassy's Human Resources Officer in accordance with 3 FAM 7000 and 8000 regulations. The Department of State's PSA authority is found in Section 2(c) of the State Department Basic Authorities Act of 1956 (22 U.S.C. 2669(c) and (n)).

**Contractor-** a civilian hired to provide services to the government according to a signed contract stating type of service to be rendered, monetary amount and length of time.

**Direct-Hire Appointment** – A hiring action that is taken under one of the below general U.S. Government appointment authorities or other agency specific appointment authorities:
• Section 303 of the Foreign Service Act of 1980 (22 U.S.C. 3943), as amended (Foreign Affairs Agencies' employment authority for U.S. citizens and foreign nationals)
• 5 CFR 8.3 (general USG executive branch authority for employing foreign nationals abroad)
• 5 CFR 8.1, 8.2 and 301.201 et seq. (general USG executive branch authority for employing U.S. citizens abroad)
• Section 202(a)(4)(A) of the Foreign Service Act of 1980 (22 U.S.C. 3922(a)(4)(A)), as amended (Non-Foreign Affairs Agencies' employment authority for U.S. citizen Eligible Family Members or Locally Employed Resident U.S. Citizens, authorized by the Department of State, utilizing the Foreign Service personnel system)

-Top-

**Approver FAQs:**

**Can I work online only and not get the email notifications?**
At this time, no. eCC grants permissions based on users in Distribution Groups . In order to stop the emails, the user must be removed from the Distribution Group. Therefore, if the user is removed from the DG, they will lose their permissions and access to approver eCC functions or any role in eCC as well. However, you can create in your Outlook inbox,a rule that puts any incoming e-mail with eCC in the subject line into a separate folder, so the eCC requests do not get mixed in with all your other emails.

**How many Approvers should there be at a Post?**
Post setup largely depends on the Post, the size, how many requests they receive, etc. However, we recommend having a minimum of two people in each DG, with 3 to 4 as ideal. While this might seem repetitive, it allows for backup in the event that the Approver is out of the office.

**The Approvers cannot access the Process a Request screen, what do I do?**
If Approvers, Draft Responders, or Administrators cannot access the correct sections in eCC, it tends to be a problem with Distribution Groups. Have the Post Administrator make sure that the person is listed in the correct DG.

**Who grants country clearances?**
The President's Letter of Instruction delegates to Chiefs of Mission decision-making on who can and cannot visit their post on official travel. They can further delegate this authority to as many agencies and sections as they like 2 FAM 116.1-6. Therefore, it is left to the discretion of each Post to decide who can approve, decline, or request more information. Please also note that Country Desks are copied on all requests that their respective country receives so they can see all the activity and visitors traveling to those countries.

-Top-

**Post Administrator FAQs:**

**How can another section be copied on a request?**
There are multiple ways that one section can be copied on a request. First, Requestors and Post Approvers have the option to CC other users when creating or approving requests (see Process a Request or Request summary for more information).

If users need to be notified of all requests that come in, but they cannot approve the request, the Post Administrator can assign them the Draft Responder role or Info CC role.

Draft Responders can access the request after it has been approved and they can enter specific information into the request, including, Hotel Accommodations, appointment requests, expediter and control officer information, and assistance requests.

The Info CC receives a read-only summary of the request details. They cannot access the request in eCC.

To set up either of these roles, see Creating Distribution Groups or Section Notification.

**Who updates the Post Administrator DGs?**
eCC Post Administrators are responsible for adding and removing users from the eCC Post Admin list. The list is located on the Post Administrator pages, in the tab called Post Admin.

**Why Can't I see the DGs I've created in the GAL?**
DGs, unlike DLs, do not rely on Active Directory or the GAL. The DGs and emails associated with them are stored in the eCC database and are not visible in either active directory or the GAL.

**What are DGs?**
Distribution Groups (DGs) contain lists of email addresses that will receive eCC notifications when a request is sent to post. Post Administrators are responsible for creating/naming DGs and maintaining the list of members in each post DG. Post Administrators, in consultation with post management, also set up the roles of the DGs. The role can be Approver, Draft Responder, or Info Only. For more information, see Distribution Groups.

**Where can Post Administrators find out what someone's role is?**
Post Administrators navigate to the **Post Admin** screen in eCC. The User Groups tab lists all of the Post Administrators, approvers, and drafters at the post. Click on one of the user's emails and it will show you which distribution groups they are in. For more information, see User Groups.

**Do I have to re-create all the DLs and change them to DGs?**
No, the eCC Development Team transferred all existing data into version 2.0. Any changes will be made directly in eCC. But since the DGs live in the application now, post should clean out all the distribution lists created for use in eCC in the GAL.

**Do I have to update DGs in the GAL or Active Directory?**
With the version 2.0, you do not have to update email address or Distribution Groups in the GAL or AD, eCC automatically updates and stores email addresses and DGs. In addition, the eCC Development Team transferred all existing eCC DL data into version 2.0.

**Post Approvers are not receiving email notifications, why?**
In order for the Post Approvers to receive email notifications of requests, the Post Admin(s) must set up the groups in the Section Notification tab. Please see Section Notification tab for additional information.

**Why can't I delete the Post Group or Section Notification?**
Section Notifications and Distribution Groups cannot be deleted if there are Pending requests attached to the group. To delete, you must approve or decline all pending requests, then you will be able to delete the notification or DG.

**I need to change sections, but still need access to pending requests in my current section**

1. You should create the new office first with the distribution groups and members and assign roles via the section notification tab.

2. You should either process all pending requests or forward them to the new office and then process.

3. Once all pending requests are processed or forwarded, you can remove the approver role from the section notification table, but leave a drafter role there so if you need to retrieve the requests at a later date you will be able to.

4. Once the travel dates have passed for all the processed requests in the old section, you can delete the section from your post section list. You will still be able to see the requests in the reports lists as they will still be held in the application.

5. If you are just changing the distribution group names and members and not the sections, again, make sure all pending requests are processed, then change the group name. The new distribution group members will be able to see the old requests for the section when they do a search of approved/declined requests.

-Top-

# Contact Information

If you have additional questions or comments that are not covered in the online Help System, please contact the eCCHelpDesk-DL@state.gov.

# Index