





New table

	AIRS	FSIS	Manuals	KEW	ACIR
Navigation	😢	😐	😐	😊	😊
Searching process (for a commodity)	😊	😁	😢	😊	😐
Display of results after searching	😊	😁	😐	😊	😐
Findability and effectiveness of Help information	😊	😁	😐	😐	😐

Key:



Excellent



Good



Acceptable



Poor



Absent

Type of User	What they do	Organization they are part of	User tasks/real world cases that they mentioned in the interview	Problem mentioned	What part of ACIR could we check?	What are the tasks?
Plant health safeguarding specialist at the Houston Plant Inspection station.	Involves propagative plant inspections that are coming in the United States.	Plan, protection, and quarantine (PPQ)	Eg. If a rooted plant is coming in, we need to check if the country it is coming from is on the list of countries that have nematodes (pest). If it does, we need to then check if the treatment has been done to this rooted plant on their certificate.		Treatment Hub	Find out which pests and treatments are needed for importing chestnut seeds from India into the US.
Permitting Specialist	Involves checking different databases to check if the info on the permit they have received is correct.	Not specifically mentioned	Eg. Checking timber requirements due to a mismatch between permit info and ACIR info		Wood Product Tile	
Risk manager in plants for planting policy	Involves writing regulations for importing new commodities	Not specifically mentioned	Eg. A country asking about treatments needed for Niger seeds (two different sets of regulations based on what you were going to do with the seeds)		Wood Product Tile	
SITC Officer (smuggling interdiction and trade compliance)	Involves going into markets and warehouses and look at imported products.	Not specifically mentioned	Eg. Looking at Jackfruit from Thailand. Is this allowed into the country?	Cannot find inspections procedures if you are not logged in as an officer (eg. if you are from the CBP)	Procedure documents	
Not specifically mentioned	Involves conveying the conditions of entry for various products like import products into the US. Address questions like from importers, or from the industry, or from our own staff	USDA (APHIS)	Eg. A port of entry on the northern border received a very large shipment of screenings (junk they filter out of harvesting corn seed). Assisting customs officers into regulations and treatments needed.		Checking port groups and country groups	
Seed trade compliance manager	Involves finding requirements for moving seed into the country into the US and also out of the country. Helping our customer service and sales teams, make sure we have the right documents to get seed in and seed out.	Pan American Seed	Eg. Once a year - when we have new products coming to market. And so I'll go on and see what the requirements are to bring those new products into the US. 24 times a year Weekly - if we have a seed shipment stuck in US customs (will send the requirements pulled from ACIR to the govt officials)	Plants for Planting sections is confusing "Help information didn't answer any of the questions I needed." Not sure how to use the groups tab. What am I supposed to do? What do I enter? Eg. "They should have some dropdowns here. This is what information you may want to learn about for sure."	Checking pests tile Asking users to find info on the Plants for Planting section Asking users to find info about seeds. Asking users to find info on the Port groups section	Find the Import Permits for Plants for Planting from Canada Find the necessary requirements and treatments needed to import okra seeds from India. Find the necessary requirements and treatments needed to import Impatiens (obscured seed) from Canada https://acir.aphis.usda.gov/s/acir-document-detail?rowid=a0t00001Bjh7pAAI&Document Type=Commodity%20Import%20Requirements