



Bureau of Industry and Security

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Getting Started with SNAP-R

Before Starting - Obtain Authorization

Obtain a [Company Identification Number \(CIN\)](#) and activate a user account.

A note for older accounts previously established on the SNAP-R system – Personal Identification Numbers (PINs) are no longer required to set up user accounts, and "PIN holders" are now simply referred to as "users".

Step 1 - Submit Information

After logging in to SNAP-R, create a Work Item by filling out the online forms and (if applicable) attaching supporting documentation in PDF format. After the forms have been submitted, BIS will start the review process and the documents will no longer be editable by the submitter. BIS will assign the application an Application Control Number (ACN) that begins with the letter "Z".

Step 2 - Receive Acknowledgment

BIS routes an acknowledgment message through SNAP-R to each user authorized to access the Work Item. This message will include the Application Control Number (ACN).

Step 3 - Check Status and Messages

Users may check the status of their applications through SNAP-R. Alternatively, once users have received their Application Control Number (ACN) or Classification Control Number (CCN) from BIS/SNAP-R, they may track the status of their request via the [System for Tracking Export License Applications \(STELA\)](#). STELA is the system that provides export license status information. This system will also provide status for other requests such as commodity classifications. Follow the on-line instructions to obtain the status of the export license application or commodity classification using the case number assigned by BIS. BIS may send requests for additional information to the users. If a user has supplied an email address in his/her user SNAP-R profile, then he/she will receive an email notification from SNAP-R whenever BIS has been posted a message. Users may check these messages and the status of their applications through SNAP-R. These messages may include requests for information to the applicant from the licensing officer. For timely processing of applications, the requests should be accommodated as soon as possible. Responses may contain simple text as well as attached documentation.

Step 4 - Final Action

Acceptance or rejection of a previously submitted application, classification, or reporting form may be viewed from SNAP-R. Final validations may include electronic facsimiles of an Export/Re-Export License, Commodity Classification, or Agriculture Exception Notice. Exporters may ship based on the terms and conditions of the electronic. A hardcopy backup notification will be mailed for some final validations.

Additional Sources for Help

Field-level help is available for most fields in SNAP-R. Anywhere you see a small box with a question mark in it next to a field label, you can place your mouse over the box (hover there without clicking), and a box will appear with an explanation of the field and its use. If you need additional information about the field, then click on the field box with a question mark and an additional window will appear with further help on the use of the field. You may also review the [SNAP-R Frequently Asked Questions \(FAQs\)](#).

For additional SNAP-R information or issues, please contact the SNAP-R Help Desk by email to snapr@bis.doc.gov. Office hours are Monday-Friday, 6:30am-7:00pm ET.

Reset Password

Contact your company's SNAP-R Account Administrator if you have forgotten your password and need to have it reset. If your account administrator is not available, you may send an email to snapr@bis.doc.gov.

Time Out

The system will automatically log your account off after sixty (60) minutes of inactivity. If this occurs, the SNAP-R Login screen will appear. Log back into SNAP-R and continue your work. If you close the browser window without using the Logout function (you do not log out of SNAP-R), your SNAP-R session may not be closed (terminated) until sixty (60) minutes later. For security reasons, it is recommended to use the Logout function.

Configuring Internet Explorer

If you have problems with Internet Explorer while using SNAP-R, you may want to try adjusting your Internet Explorer settings.

Logout

All users should log out of the system once desired work is completed. If the browser window is closed instead of using the logout function, your SNAP-R session may not be closed until sixty (60) minutes later. For security reasons, it is important to use the Logout function.

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