

IC Inbox Queue

Background

This work instruction gives guidance and information for the IC Inbox queue process. The IC Inbox is a temporary holding place for correspondence awaiting Biologics Compliance Assistant (BCA) attention. Mail Log items sent to the IC Inbox include:

- Outgoing correspondence from Inspection and Compliance (IC) personnel for finalization (examples: inspection reports, regulatory letters);
- Informational correspondence or documents child looped or forwarded from Policy, Evaluation, and Licensing (PEL) that need IC attention; and
- Submissions through the NCAH Portal from regulated entities for IC review.

A. Access to IC Inbox

1. Go to *My Queues*
2. Click on *IC Inbox Pool* tab
 - a. This is all Mail Log items that have been sent to the IC Inbox for review or finalization.
 - b. Default is set to list Mail Log items numerical by ML#, but can be sorted by any of the other categories.
3. Other options
 - a. *Search* function if you know the ML#
 - b. *Advanced Search (IC)* from Search LOVs if you know particular info, but not the ML#

B. BCA IC Inbox Responsibilities

1. BCAs are assigned designated firms (see BCA's Firm Distribution List)
2. BCAs review correspondence from firm personnel received through the NCAH Portal
3. BCAs finalize documents that are sent from Specialists
 - a. Compliance correspondence
 - b. General correspondence
 - c. Inspection reports
4. BCAs review Mail Log items that PEL has flagged for IC information. (These types of correspondence should be eliminated with the incorporation of the NCAH Portal expansion of correspondence.)
 - a. APHIS Form 2008s
 - b. APHIS Form 2007s

C. Movement of Mail Log Items from *IC Inbox Pool*

1. When BCA is ready to review/finalize Mail Log items for their assigned firms
 - a. Click Self-Assign
 - b. This moves Mail Log item from *IC Inbox Pool* to BCA's *Active* queue

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2. BCA decides which process is needed
 - a. Review Mail Log item and move forward (see **ICWI0071**, *BCA Entry and Review of Incoming Correspondence*)
 - b. Finalize Mail Log item (see **ICWI0072**, *Biologics Compliance Assistant (BCA) Finalization of Correspondence*)