USDA

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Health Inspection
Service**

Veterinary Services

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IC Inbox Queue

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Notes:

IC Inbox Queue

Source Document: CVB-SOP-0049, *Inspection and Compliance Correspondence (LSRTIS, Mail Log Procedures)*

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 (ML) items sent to the IC Inbox include:

- Outgoing correspondence from Inspection and Compliance (IC) personnel for finalization (examples: inspection reports, regulatory letters); and
- Submissions through the NCAH Portal from regulated entities for IC review (examples: APHIS Form 2007s, general/product correspondence, Adverse Event Report (AER)).

A. Access to IC Inbox

1. Go to *My Queues*
2. Click on *IC Inbox* tab
   a. This is all ML 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 number but can be sorted by any of the other categories.
3. Other options
   a. *Search* function if you know the ML number
   b. *Advanced Search (IC)* from Search List of Values (LOVs) if you know the info, but not the ML number

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 in priority order as listed below and then by date (first in-first out)
   a. Compliance correspondence
   b. General correspondence
   c. Inspection reports
   d. APHIS Form 2007s

C. Movement of ML Items from *IC Inbox*

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

2. BCA decides which process is needed (work is completed on ML after ML has been self-assigned, not in the Inbox tab)

    a. Review ML item and move forward (see **CVB-WI-0100**, *BCA Entry and Review of Incoming Correspondence*)

    b. Finalize ML item (see **CVB-WI-0101**, *Biologics Compliance Assistant (BCA) Finalization of Correspondence*)

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