



Guidance for Completing and Submitting a PPA 7721 PPDMDPP Suggestion

All Plant Protection Act Section 7721 (PPA 7721) Plant Pest and Disease Management and Disaster Prevention Program (PPDMDPP) suggestions will be submitted using the ServiceNow platform. Access the ServiceNow PPA 7721 Suggestion Submission portal at: <https://help.aphis.usda.gov/ppa7721>

When using ServiceNow’s PPA 7721 Suggestion Submission portal, please note the following:

- ServiceNow works best with:
 - Chrome (latest public release plus the two previous versions)
 - Firefox and Firefox ESR (latest public release plus the two previous versions)
 - Microsoft Edge Chromium (latest public release plus the two previous versions)
 - Safari (12.0 and up)
- ServiceNow has a 30-minute session time-out due to inactivity. It is recommended that content for suggestions be composed in a word processing program so the text can subsequently be cut and pasted into the PPA 7721 Suggestion Submission form.

Registering to Use ServiceNow

Before accessing the PPA 7721 workspace in ServiceNow, users must have or will need to create a USDA eAuthentication user account.

Note: Without a valid USDA eAuthentication account users will not be able to access ServiceNow. Current USDA employees and external cooperators who already have an eAuthentication account can proceed to the next section entitled ‘Completing the PPA 7721 Suggestion Submission Form’. All external users that don’t have an eAuthentication account will need to request an eAuthentication account.

Requesting An eAuthentication Account

A USDA eAuthentication account provides secure, convenient access to multiple USDA applications and programs, and allows customers and employees to view or conduct official business via the internet with USDA. A minimum of **eAuthentication Level 2** must be in place for all USDA employees and **eAuthentication Level 1** for external users to access the PPA 7721 workspace in ServiceNow. The process of acquiring eAuthentication Level 1 is simple and should take no more than 10 minutes. Since the process is completed online, users can conveniently request eAuthentication any time of day following the steps below. Additionally, USDA eAuthentication does not issue accounts to businesses, corporations, or other entities, and as such will only accept eAuthentication accounts from individuals.

Starting from the [USDA eAuthentication home screen](#):

1. Select **Create Account** located on the top blue banner of the web page, and then in the new page that opens select **Customer** as the user type, and then press **Continue**.
2. **Enter your email address** and press **Submit**. An email will be sent to the email address you

- provided with a **confirmation link**. Follow the instructions in the email.
3. After successful confirmation, you will be taken to a page to **enter personal information** and **create a password** for your account.
 4. Your account is ready to use on applications that require **eAuthentication Level 1**. You will also receive a registration success email.

Completing the PPA 7721 Suggestion Submission Form

Suggestions must clearly align with one of the six PPDMDPP goal areas. Users are referred to the current year's [PPA 7721 Implementation Plan](#) for strategies and objectives of each goal area.

The PPA 7721 Suggestion Submission Form contains several fields that are required to be filled in for successful completion and submission of a suggestion. Before initiating the submission process for suggestions users should:

- Have all materials such as survey templates (if submitting to Goal 1S), budget templates, most recent accomplishment report (if applicable), etc., ready and easily accessible before starting the submission process (refer to the [Plant Pest and Disease Management and Disaster Prevention Program \(PPDMDPP\) webpage](#) or the [PPDMDPP Funding Details webpage](#) for links to templates). The information for the abstract, technical approach, milestones, etc., should be written out in advance so users can copy and paste the information into the appropriate field of the PPA 7721 Suggestion Submission Form.
- If a submitter received funding for a suggestion between FY 2022 and FY 2024 it is important to have the most recent suggestion number available. That number can be obtained for FY 2022 or FY 2023 on the [PPDMDPP Funding Details webpage](#) under 'Application Details'. For FY 2024, the suggestion number can be found in the [FY 2024 PPA 7721 Spending Plan](#).
- Once all suggestion materials have been gathered, enter information into the suggestion page within ServiceNow. Field types include text, drop down, and check boxes. Fill in all fields as requested. Suggestions cannot be submitted unless all required fields and attachments are completed and uploaded, respectively.

For details and step-by-step instructions on completing PPA 7721 suggestions in ServiceNow, refer to the *ServiceNow PPA 7721 Suggestion Submission Guidance* document located on the [PPDMDPP Funding Details webpage](#). Upon logging in to ServiceNow, users will land on the main menu page entitled "Plant Protection Act 7721"; this represents the starting point for entering a PPA 7721 suggestion. Click on the ***Submit a New PPA 7721 Suggestion*** icon, which takes the submitter to the PPA 7721 Suggestion Submission Form for all goal areas. If submitting suggestions for multiple goal areas, complete a single PPA 7721 Suggestion Submission Form for each suggestion, per goal area.

Tips for completing a suggestion:

- The ServiceNow PPA 7721 **Suggestion Submission page will time out after 30 minutes of inactivity. It is best to start and finish a submission without interruptions.** If you cannot finish a submission in 30 minutes or need to take a break before completing a submission, enter arbitrary information into each field and select 'Submit'. This will create a record of your submission within ServiceNow to which you can return and make edits. To make edits to a previously started submission or to make edits to a successfully submitted suggestion, click on the '*Edit Current Year PPA 7721 Suggestion*' icon.

- **Important Note:** For Goal 1S, submitters that click on the CAPS website link within the PPA 7721 Suggestion Submission Form will be redirected to an external website and **will lose any information that has been entered into the submission form.**
- **Important Note:** Do not copy and paste items from a MS Excel worksheet into the fields for Abstract, Purpose, Technical Approach, Past Performance, and/or Milestones. Known **errors in loss of formatting will result that cannot be reconciled** and will carry over to the PPA 7721 ServiceNow Reviewer Portal.

Completing the Submission Process

Once the suggester has completed entering information for all fields of their respective goal submission, they should review and/or ensure the following:

- Check that there are no fields with missing information (examples are indicated in red, below the submit button at the bottom of the page) before pressing ‘Submit’.
- If additional documents would be pertinent to the submission such as, but not limited to, published scientific articles relevant to the suggestion, these can be attached by using the ‘Add Attachments’ icon at the bottom of the suggestion page.

After pressing ‘Submit’, a dialogue box will open at the top of the page indicating that the submission is successful. The suggester will be redirected to a new page containing all the details of the suggestion; the option to edit the suggestion will appear on the right of this page. If the suggester is satisfied with the details of the suggestion and doesn’t need to make any edits, they can close the page or move on to submitting another suggestion (if applicable). An email will also be sent to the suggester with a confirmation that their suggestion has been successfully entered and saved within ServiceNow.

This completes the submission process. The suggestion, including all attachments, has been recorded in ServiceNow and assigned a suggestion number.

Review of FY 2025 suggestions will begin August 1, 2024. Notification of suggestions receiving funding will be made via the release of the FY 2025 Spending Plan in early 2025. Suggesters will not be individually notified of funding decisions; the Spending Plan announcement serves as the official notification. Sign up for the PPA 7721 Stakeholder registry notice to receive notification of the Spending Plan release and other PPA 7721 updates at [APHIS Stakeholder Registry](#).