

Ammonium Nitrate Helpdesk Instrument

Name of Instrument

Ammonium Nitrate Helpdesk (AN Helpdesk)

Scope of Instrument

This instrument collects:

- Questions from callers related to the Ammonium Nitrate Security Program
- Information from callers to allow for the Department to respond to the caller's question at a later time or date if the question is not immediately resolved
- Information necessary to:
 - Verify an AN Seller's Registered User Number
 - Verify an AN Purchaser's Registered User Number
 - Verify an AN Purchaser's identity
 - Verify that an agent is authorized to act on behalf of the AN Purchaser
- Information necessary to respond to or assist callers with information technology associated with the Ammonium Nitrate Security Program (e.g., reset passwords)
- Short surveys to solicit feedback and suggestions to improve customer service
- Anonymous tips about possible security concerns at involving ammonium nitrate, or involving persons or facilities regulated by the Ammonium Nitrate Security Program