

October 2006 Update

Web-Based Training on e-Manifest: Trucks is Now Available!

We are proud to announce the release of the Automated Commercial Environment (ACE) web-based training (WBT) for e-Manifest: Trucks (Release 4). Among other things, the WBT explains the features and capabilities of e-Manifest: Trucks and the automated process for creating and submitting electronic manifests via the ACE Secure Data Portal. The URL for the WBT (ACE Online Training Center) and the required user name and password are as follows:

https://nemo.cbp.gov/ace_online

- User name: **user01**
- Password: **1Password**



Please note: The same user name and password is being provided to all users. The password is case sensitive. Please share this information with all new ACE Secure Data Portal users.

If you are having problems accessing the WBT, click the “**Troubleshooting Tips**” link on the ACE Online Training Center home page for a list of possible solutions.

Additional help is available by contacting the ACE Help Desk at 1-800-927-8729, Select Option 4 (Application and Software Support), Option 6 (ACE Support) and Option 1 (Technical ACE issues).



ACE Deployment in New York State

U. S. Customs and Border Protection (CBP) has completed installation of the ACE truck processing system at all land border ports between New York State and Canada.

We Need Your Input on ACE Reports!

To ensure the maximum performance of the ACE Reporting capability for all ACE users, CBP would like to receive your input with regard to personal experiences running ACE Reports. Please note, CBP is interested in receiving both positive and negative responses regarding your experiences with ACE reports. Your cooperation in providing responses to the following questions would be greatly appreciated:

1. How frequently do you run ACE reports, i.e. daily, weekly, monthly, etc?
2. Do ACE reports run quickly or slowly? If reports are running slowly, please specify the time during the day when the slow down is experienced.
3. Do reports ever time out in lieu of running to completion? If specific reports can be identified as timing out, please specify.

Please send your response to: ACEAccountSupport@customs.treas.gov

New Trouble Ticket Response Message

Effective September 1, the trouble ticket response message has been changed to provide additional detail when the trouble ticket cannot be resolved by the ACE Help Desk and is sent for further analysis. The new message reads:

“Trouble Ticket # XXXX has been created for the issue reported in your e-mail below. Your ticket was referred and sent to the next level of Technical Support after the initial investigation by the Help Desk. Please feel free to call the ACE Help Desk at anytime to get status, referencing this ticket number. Have a great day.”



Periodic Monthly Statement Milestone Reached!

Collections on the September 2006 periodic monthly statement reached **30 percent** of total adjusted duties and fees collected for the month.



Carrier Tip:

Drivers that have Free And Secure Trade (FAST) cards are encouraged to present them to the CBP Officer in the primary booth. If the shipment is transmitted via e-manifest, all driver data will be in ACE when the driver arrives at the truck booth. However, in order to expedite the transaction for both the driver and CBP for non e-manifest shipments, the driver must produce a FAST card, if available.

ACE Reports of the Month

AM 062, Team Review Details by Date Range: This report displays the team review details and discrepancy information for a specified date range. AM 062 is sorted by review date, entry summary number, and entry summary line number. To view the team review discrepancies, this report can be used in conjunction with either the importer or filer discrepancy rate quick view.

TR 001, Crossings by Carrier: This report displays the total number of crossings by port, for a specified date range at a summary level. This report also allows the user to drill down to view the specific crossing and the transaction data for each specific crossing.



Filers and Carrier Communications

Drivers and shipments arriving with the required information contained in accurate e-manifests and release data will be processed more rapidly by CBP officers. To ensure the accuracy of the information and to expedite release, filers and carriers must communicate effectively. The use of broker download will facilitate this communication between the filer and the carrier.

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Entry Summary, Accounts, and Revenue in the News

Importers who do not self-file or do not have an ACE account can not easily access import data supplied to CBP by their brokers. To obtain this data, importers can file a valid Freedom of Information Act (FOIA) request with the appropriate payment to CBP.

When Entry Summary, Accounts, Revenue (ESAR) A2 is in place, ACE will provide importers with portal accounts, a no cost “one stop shopping” for all of the financial transaction information posted to their accounts. Importers who use the ACE portal to manage their CBP import transactions will be able to create an in-house *ACE Disc Jockey* (DJ). The DJ will allow “mixes” of ACE receivable data to provide almost real-time reports on billings, aged receivables, payments, refunds, etc. They will also be able to better manage cash and revenue streams. The current FOIA pay-for-service process will remain in place for importers without portal access or those who need information outside of ACE.

Questions from the Trade Community

Question: As an importer, how can I tell if one of my Importer of Record (IR) numbers is flagged for periodic monthly statement?

Answer: You can contact your Account Manager who will be able to provide that information at the IR level. You can also run AR 006, the Sub-ledger Report. If no data appears for the IR number, you can assume that no entries or the IR number have been flagged for periodic monthly statement during the date range specified and that the IR number

Question: Under ACE e-Manifest what is the requirement for ACE participating carriers who send "empty" trucks/trailers into the USA to pick up a load?

Answer: Although carriers are not required to transmit an e-Manifest for an empty truck, they are encouraged to do so. A carrier can transmit information regarding the trip, driver and truck with no shipment details. If a truck contains Instruments of International Traffic (IITs) the carrier can also transmit a manifest even though there may be no shipments.

Question: In the case of a split shipment where the entries are filed on an incremental basis, what month determines when the periodic monthly statement is due?

Answer: Split shipments are tied to the first entry/release date. Thus, the periodic monthly statement is the month following that entry.