



MONTHLY TRADE UPDATE

FEBRUARY 2017

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LATEST NEWS

ACE Deployment Update

To date, we have completed six of seven primary deployments established to achieve core trade processing in ACE. In January, we announced the postponement of this last primary deployment of the remaining post release capabilities including liquidation, drawback, reconciliation, duty deferral, collections, statements and the Automated Surety Interface. We are aggressively working the integration and regression testing needed for the success of this deployment. The rescheduled deployment date will be published in a Federal Register Notice (FRN) at least 30 days in advance of the actual deployment/mandatory transition.

In preparation for this deployment, below is a list of CBP.gov hyperlinks to the individual capabilities being deployed:

- Liquidation
 - [ACE Liquidation Information Notice](#)
 - ACE CATAIR - [Courtesy Notice](#), [Temporary Importation Under Bond \(TIB\) Extension and Closure](#), [TIB Expiration Notice](#), and [Entry Summary Status Notification \(TIB Extension Denied\)](#)
 - ACE Liquidation FRNs ([81 FR 71019](#), [81 FR 89375](#))
- Drawback
 - [ACE Drawback Information Notice](#)
 - [ACE Entry Summary Business Rules and Process Document \(Section 18, Page 48\)](#)
 - [ACE Drawback Frequently Asked Questions \(FAQs\)](#)
 - ACE CATAIR - [Drawback](#)
 - [Drawback Simplification Newsletter](#)
 - ACE Drawback FRNs ([81 FR 59644](#), [81 FR 68023](#), [81 FR 89486](#), [82 FR 4900](#))
- Reconciliation
 - [ACE Reconciliation Information Notice](#)
 - [ACE Entry Summary Business Rules and Process Document \(Section 15, Page 43\)](#)
 - ACE CATAIR - [Reconciliation Entry Summary Create/Update](#)
 - [ACE Reconciliation FAQs](#)
 - ACE Reconciliation FRNs ([81 FR 89486](#), [82 FR 4901](#))
- Duty Deferral
 - [ACE Duty Deferral Information Notice](#)
 - ACE Duty Deferral FRNs ([81 FR 59644](#), [81 FR 68023](#), [81 FR 89486](#), [82 FR 4900](#))
- Statements
 - [ACE Statements Information Notice](#)
 - ACE CATAIR - [Daily Statement](#), [Periodic Monthly Statement \(PMS\)](#), [Statement - Request Reroute](#), and [Statement Update](#)
 - ACE PMS FRN ([81 FR 89482](#))

MORE ACE INFORMATION

→ Visit www.cbp.gov/ACE

→ Subscribe to the [CSMS](#) for Email Updates

→ [ACE Development/Deployment Schedule](#)

→ [ACE Training](#)

→ [List of ABI Vendors, including those certified to file in ACE](#)

ACE PORTAL 101

ACE Portal Access and System Security

Users should log into the ACE Portal at least once every **forty-five (45)** days to prevent their account access from becoming disabled. ACE Portal system security policy also requires that all users change their passwords every **ninety (90)** days.

Please note that entering an invalid User ID or password three times consecutively will disable access to your ACE Portal account. It is also imperative to keep your e-mail addresses updated and current to ensure timely communication from CBP.

User Account Lock Resets

If your account becomes disabled, please contact your company's **Account Owner (AO)** or **Proxy Account Owner (PAO)** to reactivate your account so you can receive a password retrieval email. If you're unable to get in touch with your AO or PAO, you may also contact the ACE Accounts Service Desk (ASD) by following the instructions on the "[ACE Support](#)" page of CBP.gov/ACE.

Password Self-Resets

If you forget your password, you can reset your own password by following these steps below:

1. Enter your **User ID** and click on the "Forgot Your Password?" hyperlink.
2. Answer **three** of the **five** challenge questions established during the creation of your user account. Please remember, the answers to the questions are case-sensitive.
3. A new password retrieval e-mail will be sent to the address on file with your user profile.
4. Follow the instructions to obtain a temporary password.
5. Login to the ACE Portal by going to <https://ace.cbp.dhs.gov> and using your **User ID** and the temporary password.
6. Upon login, the temporary password will expire and you will be prompted to create a new password
7. After creating a new password, the system will instruct you to close all internet browser sessions
8. Launch a new internet browser session and log back in to the ACE Portal with your new password.

If you can't recall the answers to the challenge questions, please contact the ASD to reset your challenge questions. Users should also notify their LAN support personnel that they will be receiving e-mails from aceuserservice@cbp.dhs.gov to ensure the receipt of these e-mails is not blocked.

Shared Secret and Updated Password Rules

CBP assigns a code called the "shared secret" to all users to authenticate a person's identity in the ACE Portal. Below is a list of the default shared secret codes by account type and role:

- AO for all other account types - The shared secret is a unique CBP assigned code
- AO for Exporter and Protest Filer accounts - The shared secret is the same code as the account User ID
- PAO or Account User (AU) for all account types - The shared secret is the same code as the account User ID

ACE Portal password policy rules state that all passwords must:

- Contain **at least 12 characters**.
- Contain **at least 2 letters**.
- Contain a combination of **uppercase letters, lowercase letters, and numbers**.
- Contain at least one of the following symbols: `!"#$%&'()*+,-./:;<=>?@[\\]^_`{|}~`

Please note that your new password:

- **Cannot contain your User Id.**
- **Cannot contain your first or last name.**
- **Cannot contain any consecutively repeated characters.**
- **Cannot be the same as a previously used password.**
- **Cannot be the reverse of a previously used password.**

For more information on how to access your ACE Portal Account, please review the "[Initial Account Access](#)" user guide posted on CBP.gov/ACE.

ACE Reports

If you are a beginner, intermediate or an experienced ACE Portal user, CBP has designed a series of ACE Report videos that will help you to:

- Understand ACE Reports terminology
- Navigate the user interface
- Run standard and modified reports
- Create customized reports
- Setup advanced features

To review the ACE Reports Videos Series and other ACE training materials, please visit the "[ACE Training and References Guides](#)" page of CBP.gov/ACE.

TIP OF THE MONTH

Adding Existing Users to an ACE Portal Account

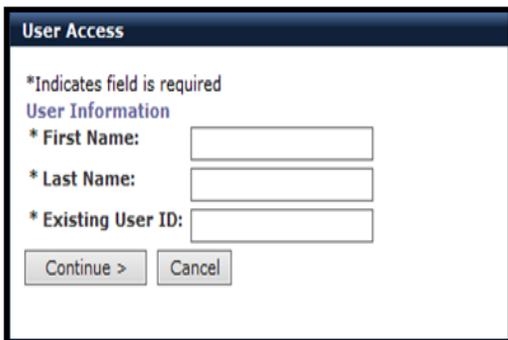
In addition to creating new users, AOs and PAOs can add existing users to their ACE Portal account. Existing users can be individuals who works for the same company or persons who works for a different company and are part a different ACE Portal account.

1. From the “User Access” Portlet of the **Tools** tab, select **Add Existing User** and click on the **Continue** button.



The screenshot shows the 'User Access' portlet. At the top, it says '*Indicates field is required'. Below that is the 'Add User' section with a dropdown menu currently showing '-- Select --'. The dropdown menu is open, showing 'Add Existing User' as the selected option. Other options in the menu are 'Add Existing User' and 'Create New User'. To the right of the dropdown is a 'Continue >' button. Below the dropdown is the 'Filter Users' section with fields for '* Last Name:' and 'First Name:'. At the bottom of the filter section is a 'Search' button. The '* Display:' section has two radio buttons: 'My Users' (which is selected) and 'All Persons'.

2. Complete the “First Name”, “Last Name” and “Existing User ID” fields (spelling of the first, last name and User ID must be an exact match and is case sensitive), then click on the **Continue** button.



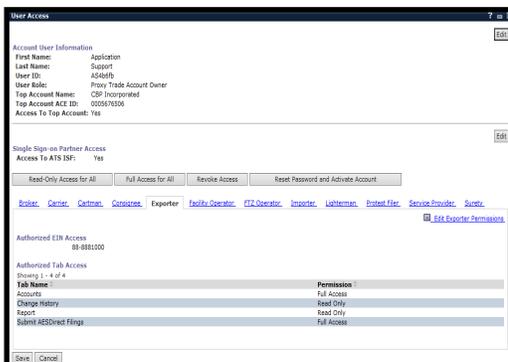
The screenshot shows the 'User Access' portlet with the 'User Information' section. It says '*Indicates field is required'. There are three input fields: '* First Name:', '* Last Name:', and '* Existing User ID:'. At the bottom of the form are two buttons: 'Continue >' and 'Cancel'.

3. A screen displays requiring you to set the user’s role. Select either **Proxy Trade Account Owner** or **Trade Account User**.
4. Indicate whether you want to provide the user with access to the Top Account by either selecting or not selecting the radio button.



The screenshot shows the 'User Access' portlet with the 'Account User Information' section. It says '*Indicates field is required'. The fields are: 'First Name: Application', 'Last Name: Support', 'User ID: AS4b6fb', '* User Role: Proxy Trade Account Owner (selected) and Trade Account User', 'Top Account Name: CBP Incorporated', 'Top Account ACE ID: 0005676506', and '* Access To Top Account: Yes (selected) and No'. At the bottom are 'Continue >' and 'Cancel' buttons.

5. A screen displays allowing you to set specific functionality permissions for this user.
6. Select the **Full Access for All** button to grant the existing user access to all the views and functions associated to your ACE Portal’s Top account, or you can set specific permissions at the account type level.
7. Click on the **Save** button.



The screenshot shows the 'User Access' portlet with the 'Authorized Tab Access' section. It says '*Indicates field is required'. There is a table with the following data:

| Tab Name | Permission |
|--------------------------|-------------|
| Accounts | Full Access |
| Change History | Read Only |
| Report | Read Only |
| Submit AESDirect Filings | Full Access |

At the bottom of the table are 'Save' and 'Cancel' buttons.

For more information on how to add an existing user to your ACE Portal account, please review the “[Managing User Access](#)” user guide posted on the “[ACE Training and Reference Guides](#)” page of [CBP.gov/ACE](#).

NEW AND UPDATED ACE PGA INFORMATION

CBP has recently posted new and updated information concerning the Partner Government Agencies (PGAs) on CBP.gov. The updated documentation includes:



- [ACE PGA Filing Status](#) - This document provides the filing status and points of contact for the PGAs in ACE.



- [ACE PGA Forms List - Imports](#) - This document provides a list of import requirements for PGA information in ACE and the method of submission.



- [ACE PGA Forms List - Exports](#) - This document provides a list of export requirements for PGA information in ACE and the method of submission.

To access the new and updated ACE PGA documentation, please visit the "[ACE Features](#)" page of CBP.gov/ACE and click on the PGA Integration tab. You may also click on the hyperlinks provided above.

RECENTLY RECORDED ACE AND PGA WEBINARS

During the month of January 2017, two new webinars were recorded and posted on CBP.gov. CBP hosted a webinar concerning drawback filing in ACE. The Food and Drug Administration hosted a webinar to review the FDA PGA Implementation Guide. The recorded webinars included:

- **Drawback Webinar - January 4, 2017**
This webinar focused on the technical aspects of drawback functionality to be deployed in ACE. The webinar also provided a demonstration of the system and included a question and answer session that addressed technical, business, operations, and policy questions.
[Webinar Recording](#)
- **FDA Webinar - January 31, 2017**
The purpose of this webinar was to review updates to FDA's Supplemental Guidance for ACE Version 2.5 and the related PGA samples. FDA also addressed trade questions during the webinar.
[Webinar Recording](#) | [Transcript](#) | [Presentation](#) | [Technical Guides](#)

To review these webinars, please visit the "[ACE Outreach Events for Trade](#)" page of CBP.gov/ACE, or click on the hyperlinks above.

FREQUENTLY ASKED QUESTIONS

Can a broker respond to CBP Forms 28, 29, or 4647 on behalf of an Importer?

Yes, if the AO (or PAO) of the Importer grants a broker individual access to the importer's ACE Portal Account. The ACE Portal Account User ID of the broker must be added under the Importer's account. For instructions, please review the "Managing User Access" user guide posted on the "[ACE Training and Reference Guides](#)" page of CBP.gov/ACE.

Can I share my ACE Portal account User ID with other members in my office? Can two users log into an ACE Portal account at the same time using the identical User ID and password?

All ACE Portal users need to have an individual ACE User ID and Password. Security will allow only an individual user to be logged into the account using a single User ID and password.

Who can I contact if I have questions or wish to participate on ACE Periodic Monthly Statement (PMS)?

All questions or PMS activation requests should be directed to the CBP Revenue Division. Users can call the ACE Periodic Payment Help Desk at 317-614-4545 or send an email to periodicstatement@dhs.gov.