

Customs & Border Protection Communication Methods with Brokers

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ABI Messages

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CBP ABI Message Types

Two types of ABI messages received from CBP

1. Immediate Response to your Transmission / Query
2. Subset -> **Asynchronous Messages**, where something else triggers the message other than the direct transmission

Message Type	Message Type Examples	Application Identifier Code
Cargo Release Status Notification	Cargo Release Status PGA Status Associated Bill Status	SO
Courtesy Notice (of Liquidation)	Suspension, Extension, Liquidation status	NR
Entry Summary Status Notification	Summary Status Quota Status – especially allocation and reserved lines	UC
Daily Statement		PF
Periodic Monthly Statement		MS
Temporary Importation Bond Expiration Notice		TS

Cargo Release Messages Admissible (SO)

- [ACE Cargo Release Business Rules Document](#)

- **Admissible**

Admissible indicates a carrier transmitted bill match has occurred for an ACE Cargo Release, no bill of lading or entry level holds exist, but the **Variable Release Window (VRW)** has not been reached as outlined below:

- Ocean - 5 Days before Arrival Date
 - Rail - Northern Border - En Route
 - Rail - Southern Border - Arrival
 - Truck - Northern & Southern Border - Arrival
 - Air – Bill Departed
- Entry Types 21 and 22 as well as Entries filed for non-automated “Non-AMS” Bills are placed in Admissible status pending **manual review and Release by an authorized CBP user.**
 - Instances of Admissible status can also be related to failure by the Carrier to transmit the required Vessel Departure Message (VDM) for a conditional Release prior to Arrival.



Cargo Release Statuses Release Date (SO)

- For Ocean the Provisional Release Date is based on the Manifested Bill's **Estimated Date of Arrival (EDA)** (C1) when the Ace Cargo Release (ACR) is filed **prior** to Actual shipment Arrival.
- If Actual Arrival of the shipment is **AFTER the EDA**, the Release Date will update to the Actual Date of Arrival
- If there is an **In-bond**, the Release Date will update when the In-bond arrives at the destined Port of Entry
- The actual arrival date/release date will then become the start date for the **ten-day window** for Entry Summary filing –
- Quota 10th day is based on the date of “presentation”
 - Actual arrival date as transmitted into ACE by the logistics provider
 - Error-free Entry Summary submission date
 - Valid payment or scheduled statement received date in ACE
- However, if the shipment Arrives prior to EDA, the Release Date will NOT update backwards

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Cargo Release Statuses Release Suspended (SO)

Scenarios that may result in a “release suspended” status

- Manifest Hold, Intensive, or Document Review is manually placed following Release
- Bill of Lading is Deleted/ In-bond is Deleted **prior** to Bill Arrival
- Bill of Lading is Deleted **after** Bill Arrival or the In-bond Deleted **after In-bond Arrival**, only an informational Status Notification disposition code is sent, Release is not affected.
- However, a subsequent Update transmission will then cause the Release Suspended disposition code to be sent.

Cargo Release Statuses (SO) Bill Type / Quantity

- Bill Type
 - R=Regular/Simple Bill of Lading (NO UNDERLYING house bills)
 - M=Master Bill of Lading (covering at least one or more underlying house bills)
 - H=House Bill of Lading
 - F=Freight Remaining on Board (FROB)
- ISF “No bill match (wrong type)S6, SA, SB, SC” Status.
 - Carrier's bill of lading does not match the type reported in the ISF. For example, a house bill was filed in the ISF, but the carrier filed a Regular/Simple bill only.
- Entry “BOL TYPE INELIGIBLE FOR ENTRY PROCESSING” is generated when a bill is manifested as “FROB” Type . Manifest Query will show as (F). Is FROB incorrect, incorrect bill #, other?
- Quantity – Check for manifested quantity vs. entry quantity mismatch (SO)
 - “QTY IS MORE THAN MANIFESTED BILL QTY*”
 - **Quantity:** The quantity entered for the bill of lading number reported in Ace Cargo Release. It is the smallest exterior packaging unit
 - **Manifested Quantity:** The quantity associated to the bill of lading number reported on the manifest
 - Entry Less than Manifested QTY: Is it a partial release or typo?

```
A0201551 100125 SO
B 3802551SO
S0103802
S020CR
S040RFG
S050100125141058QTY IS MORE THAN MANIFESTED BILL QTY
S050100125141093BILL ON FILE
S060100125141097ADMISSIBLE
Y 3802551SO00006
Z0201551 100125
```

00000028PKG 00000006

```
A0201551 100225 SO
B 3004551SO
S010306
S020CR
S040RNC
S050100225112153CBP HOLD
S060100225112190UNDER CBP REVIEW
S060100225112190UNDER CBP REVIEW
Y 3004551SO00006
Z0201551 100225
```

00000298PKG 00000546

Cargo Manifest Query (C1)

```

-----
WR5100124023169 BILL ON FILE 1100 001
WR510012402403Z BOL MATCHED TO ISF 1100 002
WR510032423537H NON-INTRUSIVE INSPECTION HOLD 1100 003
WR510032423541H CBP HOLD AT PORT OF UNLADING OR D 1100 004
WR5101924062119 CONVEYANCE ARRIVAL 005
WR51021241119A3 PENDING FDA PRIOR NOTICE ADVISORY 1100 006
WR510212411241C ENTER AND RELEASED GENERAL EXAM 1100 007
WR51021241124A1 FDA PRIOR NOTICE ADVISORY RECEIVED 1100 008
WR510212422177I NON-INTRUSIVE INSPECTION HOLD REM 1100 009
WR510212422301M CBP MESSAGE 1100 010
WR510222410431X TRANSFER FOR EXAM 1100 011
WR51028
  
```

```

A0201 110724 C1 48LOS-L1
B 2704 C1 48LOS-L1 0241894359
WR1 YMJAYM WELLSRING 022E 102424
WR2 Y265
WR4 00000012PKG YMJA 0Y1
WR5092524091569 BILL ON FILE 12 001
WR509272413313Z BOL MATCHED TO ISF 12 002
WR5093024232454 CARRIER BILL AMENDMENT - DELETE 12 003
WR5093024232455 CARRIER BILL AMENDMENT - ADD
WR5101524003754 CARRIER BILL AMENDMENT - DELETE
WR5101524003755 CARRIER BILL AMENDMENT - ADD
WR510192402061C ENTER AND RELEASED GENERAL EXAM
WR510232410312H CBPA MISC HOLD PLACED
WR510232410314A OVERRIDE TO INTENSIVE
WR5102324103219 CONVEYANCE ARRIVAL 010
WR510232410341X TRANSFER FOR EXAM 12 011
WR510312416292I CBPA MISC HOLD REMOVED 12 012
WR510312416291B RELEASED - INTENSIVE EXAMINATION 12 013
WN1 27092709 58023100824
Y 2704 C100017
Z0201 110724
  
```

0 = Regular Bill of Lading
 M = Master Bill of Lading
 H = House Bill of Lading
 F = FROB (Freight Remaining on Board)

```

WR51011
WR51011
WR5101124084055 CARRIER BILL AMENDMENT - ADD 3
WR5101124093154 CARRIER BILL AMENDMENT - DELETE 3
WR5101124093155 CARRIER BILL AMENDMENT - ADD 3
WR5102124174654 CARRIER BILL AMENDMENT - DELETE 3
WR5102124174655 CARRIER BILL AMENDMENT - ADD 3
WR5102324074020 ISF HOLD- NO ISF ON FILE 3
WR510242412061Y MVOC-NVOCC BILL OF LADING MATCH 3
WR510252417483Z BOL MATCHED TO ISF 3
WR5102824063440 ISF HOLD REMOVED FOR NO ISF ON FILE 3
WR511012410151Y MVOC-NVOCC BILL OF LADING MATCH 3
  
```

CAMIR – Disposition Codes

- [Appendix D – Ocean/Rail Disposition Codes](#)
- [Appendix A – ACE Air Import Manifest](#)
- Disposition Code Examples
 - “1M” – Comment by CBP to the carrier / AMS Filer – Seal change?
 - 1X – Exam
 - 1F – Warehouse Transfer
- Clue to what type of hold
 - ISF/CBPA
- Manifest Details:
 - Ports/Firms Codes/Quantities/IT numbers
 - EDA / Conveyance Arrival
 - Air Split information

General Order (G.O.) Entries (C1)

Steps filers should take before submitting a “G.O.” entry:

- Run Manifest Query to view the GO Status
- Is the bill of lading in “1U - Sent to General Order” status?
 - **YES: 1U Sent to General Order (Manual Posting by CBP)**
 - The “1U” Sent to General Order status “closes” the bill of lading
 - ACE Cargo Release entry should be submitted with the **non-AMS** indicator set to “Y”
 - Include the General Order (G.O.) Number in the ACE Cargo Release transmission
 - CBP will manually review/release and no posting to manifest will occur. 1U “Sent To G.O.” is the only (G.O.) scenario where the non-AMS indicator is used for entry
 - **NO: 1R Pending Eligible General Order (13 Days) /1S Ordered to General Order(15 Days) (System Generated)**
 - Submit entry as normal. Cargo Release processing will occur along with posting to manifest.
- Note: Manifest quantity discrepancy/partial release will generate GO Statuses

WR509262402051R PENDING ELIGIBLE GENERAL ORDER	398	035
WR509262417491C ENTER AND RELEASED GENERAL EXAM	7	036
WR509272402051R PENDING ELIGIBLE GENERAL ORDER	391	037
WR509272416321B RELEASED - INTENSIVE EXAMINATION	80	038
WR509272416451B RELEASED - INTENSIVE EXAMINATION	50	039
WR509282402391S NOW ELIGIBLE GENERAL ORDER	261	040
-----	--	---

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Cargo Release Documents and DIS

- Document Review can be generated via selectivity or posted manually by a CBP or PGA user indicating the documents required. (SO)
- Document submissions must be uploaded electronically via the Document Imaging System (DIS).
- Example of specific document required:
 - DOCUMENT REQUIRED Document Code: CBP03 (OTHER)
 - DOCUMENT REQUIRED CBP24 (DOCS_REQUIRED)

<https://www.cbp.gov/document/guidance/ace-dis-implementation-guide>
- CBP sees all uploaded documents regardless of Agency Code
- Permission based for PGA –
- Unsolicited Documents – Proactive submission of documents for Cargo Release admissibility



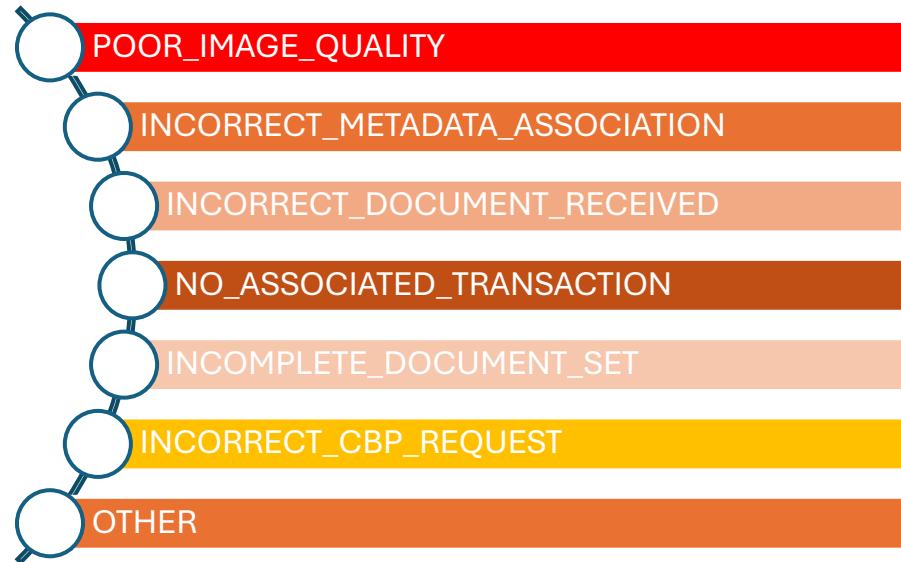
DIS Implementation Guide

Agency Code	Official Document Name/Description	Document Type Required for email and XML to DIS	Document Label Code Required for XML to DIS	DocCode Required for email to DIS	
Customs and Border Protection (CBP)					
CBP	Packing List	LIST	PACKING_LIST	CBP01	I C C S E C F F
CBP	Commercial Invoice	INVOICE	COMMERCIAL_INVOICE	CBP02	I C C L E S M F F C F
CBP	Other	OTHER	OTHER	CBP03	↑
Consumer Products Safety Commission (CPSC)					
CPS	Certificate of Compliance	CERTIFICATE	CERTIFICATE_OF_COMPLIANCE	CPS01	
CPS	CPSC Notice of Conditional Release	DOCUMENT	CPS_FORM_354_NOTICE_OF_CONDITIONAL_RELEASE	CPS02	

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DIS Rejects

- Status notification to the broker. It is sent when a CBPO (Officer) rejects the DIS submission back to the broker after review
- Current set of values for Document Reject Reason:



- Example of a DIS CBPO Comment:
DIS Doc#480225: REJECTED Please provide the correct statement as stated in USDA Guideline 1110 Microbially produced materials

Cargo Release Messages Cancellation Requests

Cancellation Timing

- Prior to any bill match, if there is no pending review by CBP, cancellation action is automatically approved by the CBP system
- Cancellation will move to “Cancellation Request Pending” which must be manually adjudicated by CBP user when:
 - The transaction is pending a review by CBP, such as *Document Requested* and *Intensive* statuses.
 - There has been a bill match for at least one bill of lading listed on the cargo release transaction.
 - The cargo release transaction has been released.

• CANCELLATION REQUEST PENDING (SX)

- Do not resend Cancellation!
- Contact CBPO if status does not change to Cancelled or Rejected

• CANCELLATION REQUEST REJECTED (SO)

- CBP will send a reason for the Rejection i.e. SO20 CMT: “UPLOAD THE REASON FOR CANCELLATION”
- Submit a new Cancellation Request

• When do you send supporting documents for Cancellation in DIS?

- DIS explanation /supporting documents for cancellation when:
- Duplicate Entry is not exact
- Tips of when to include DIS

C/R Deletion and E/S Status

1. ACR Entry Cancellation Requests cannot be submitted when a Summary is on file
2. Delete E/S – Can not be in CBP Control
3. CSMS # 58168088 - Processing Payments for Entry Summary Cancellations

SO20CMTPLEASE PROVIDE COMMERCIAL INVOICES AND SUPPORTING
SO20CMTDOCUMENTATION. FOR BOTH SHIPMENTS AS QUANTITY INCR
SO20CMTDEASED, BUT VALUE STAYED THE SAME.
SO20RSN05
SO40R[REDACTED]
SO50110624150491NO BILL MATCH
SO60110624150496DOCUMENT REQUIRED
SO60110624150487CANCELLATION REQUEST REJECTED

00000031 00000000
CBP02

Cargo Release Messages SO20 –Comments - EXAM

Example of CBP Comments

- AQ CES PLEASE SELECT EXAM SITE FOR AQI EXAM AND POST INTO DIS Examples: W517, W493, OR Y265
- CMT PLEASE UPLOAD ELECTED EXAM SITE FROM W517 - W493 OR Y265
- PLEASE TRANSFER TO CES FIRMS CODE WBL0 FOR EX

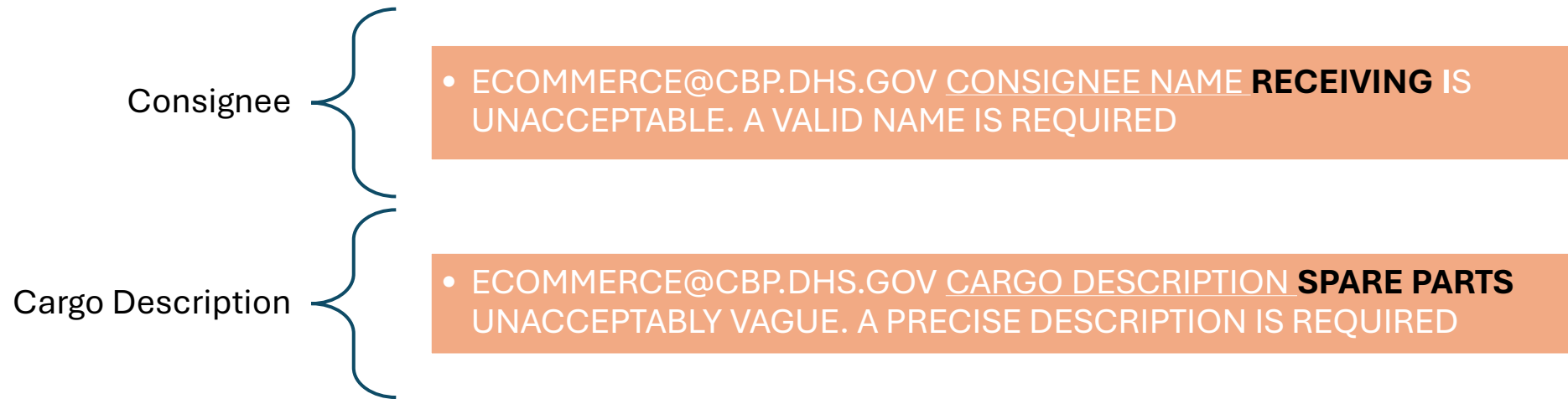
CBP Expectation

- Upload Documents DIS – Upload does not trigger a notification to CBP
- Email CBP?
- Include Coversheet
- Exam Location Preference
- Follow Port Practice or TIN/Bulletin, contact local association or broker

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Cargo Release Messages SO20 – Comments

Manifest



- Review bill of lading Description/Consignee as a “clue” as to what was transmitted in the manifest
- Sometimes manifest filers transmits a “.” for multiple containers repetitive description
- CBP Expectation:
- “Brokers and importers are expected to process these messages and work to correct the issue with the shipper and bill of lading issuer for compliance on future shipments”
- Consequence: “DO NOT LOAD” or additional enforcement measures

Cargo Release Messages SO20 – Comments – Project Harvest

Missing Companion Case

- CARGOMSGADCVD@CBP.DHS.GOV
CASE A570967000 IS MISSING CV
COMPANION CASE C570968 FOR ONE
OR MORE LINES

MFGR or EXPR

- CARGOMSGADCVD@CBP.DHS.GOV
ENTRY MFGR OR EXPR FAILS TO MEET
DOC COMPANY REQUIREMENTS FOR
CASE A122857029 ON ONE OR MORE
LINES

CBP Expectation

- Address/Correct or Contact CBP
- CARGOMSGADCVD@CBP.DHS.GOV

[CSMS # 58721104 - Announcement of Antidumping and Countervailing Duty Cargo Messages](#) provides public notice that CBP is issuing cargo messages for entry summaries that appear to have omitted the companion AD or CVD case or that have improperly used a company-specific 10-digit AD/CVD case number.

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Entry Summary Status Messages (UC)

2 = Request for the entry summary package

3 = Request for specific documents

4 = Entry summary rejected/PSC rejected

5 = ACE entry summary inactivated

6 = Entry summary canceled

7 = Document receipt acknowledgement

8 = A Post Summary Correction (PSC) has been presented by another filer

P = PGA processing status information

Q = Quota accepted

E = TIB extension denied

R = A Post Summary Correction (PSC) Filed was reverted

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Entry Summary Messages

UC2 Request for E/S Packet

- Two types of UC2: Manual (1) Automated (2)
- The Automated UC2 is generated from entry summary *selectivity*, entry summary is in “Trade” control, the **Action Identification Number (ID)** is blank and identified as Automated Type (2)
- Entry summary moves to “CBP” control (i.e. placed on a statement), a subsequent “courtesy copy” UC message generates with **the Action ID**
 - Automatic review is based on what was transmitted. If you do nothing, another UC2 with Action ID is generated.
 - If you resend the summary, no “risk” now found no subsequent UC2 is NOT generated
- ACE Report ES-001 Entry Summary Header Detail Modified to include Documents Required and DIS Documents Indicator

Entry Type Code	Entry Date	Entry Summary Date	Entry Summary Create Date	Documents Required	DIS Documents Indic.
01	09/01/2024	09/12/2024	08/27/2024	Documents required	Y
09	11/07/2024	11/07/2024		Documents required	Y
01	10/29/2024	11/08/2024	10/29/2024	Documents required	

- Manual Request by CBP will be indicated as manual type and comes with the Action ID
- Use the Action ID (**Entry Number**) as the identifier to upload documents via DIS

Entry Summary Messages

UC3 -Request for Specific Documents

- Specific Document Requested is indicated in “remarks” field
- CBP User will be provided in the message
- Action Identification Number = Entry Number

```
A0201... 110624 UC
B 0712...UC
E131IBC 110624
E2 MALLORE MAISA
E3BOL, 7501, LACEY ACT, COUNTRY OF ORIGIN CERTIFICATE, AND PACKING LIST
Y 0712551UC
Z0201... 110624
```

```
A0201...1 103024 UC
B 3302...UC
E131ICA 103024
E2 CALDWELL JASON
E3USMCA CERTIFICATE OF ORIGIN
Y 3302...UC
Z0201... 103024
```

Entry Summary Reject – UC4 Entry Summary Rejected/PSC Rejected

- Entry Summary Rejection Response Form
 - <https://www.cbp.gov/document/technical-documentation/entry-summary-acceptance-and-reject-process>
- Policy:
 - <https://www.cbp.gov/document/directives/3550-067-entry-summary-acceptance-and-rejection-policy>
- Generally, the filer has (2) working days to resubmit an Entry Summary after the day of reject and submit payment if applicable
- [CSMS # 66200760 Updated Guidance: Resubmission Timeframe for Rejected Entry Summaries with Trade Remedy Duties.](#)
 - The time limit for rejecting Antidumping and Countervailing Duty (AD/CVD) and Trade Remedy entry summaries is 60 days without supervisory approval and 300 days with supervisory approval.
 - The trade community has 10 working days to respond to AD/CVD and/or trade remedy entry summary rejects. Trade Remedy entry summaries include those summaries subject to tariffs imposed under International Emergency Economic Powers Act (IEEPA), Section 232 of the Trade Expansion Act of 1962, Section 301 and Section 201 of the Trade Act of 1974.
- The [CBP User's Telephone Number](#) will be provided for rejected entry summaries
- Rejected Entry MUST be retransmit even if no change to the summary to put it back to accepted status (Entry Summary Query verify status)

TIB Messages

- [ACE Entry Summary Business Process](#)
- TIB Export Examination Procedures
 - All entries are deemed “Export Examination Not Required” at the time of release unless designated otherwise. Designation of export examination is not a condition of entry and shipments should not be held while the determination is made.
 - Entries will be designated for examination using the message “Export Examination Required” via the public remarks’ functionality in ACE Cargo Release (SO20)

Application Identifier Code = (TS) TIB Expiration Notice:
Temporary Importation Bond (TIB) is close to expiration

UCE - TIB extension denied



ACE Transmission Reject

Error Message Dictionaries/Lists | U.S. Customs and Border Protection

Condition Code	Narrative Text	Explanation
B22	Entry Summary To Entry Port Mismatch	The entry number is already on file in the CBP database with a different port of entry (POE) code. Error occurs when filer makes entry at one POE and attempts to update to new port code via the ACE Cargo Release (SE) Update action without deleting the Summary (AE) data first. If SE Replace/Update is not an option to resolve, the filer may need to make new entry at correct POE and cancel the duplicate entry at the original POE.
628	Duty Accepted; Complex Line	<i>This is an informational message; not fatal.</i> This condition will be generated if a line is submitted with an HTS number on the line which requires duty, and the formula to compute the duty is a complex computation not verified by the system.

Error Message Dictionaries/Lists

This document provides guidance and explanations for errors returned on electronic data submittals. The table below provides quick links to all of the existing ACE message error dictionaries. This table is updated as new errors are identified.

Error & Code Subjects
ACE 5106 Error Dictionary
Cargo Release Condition / Error Codes
ACE Drawback Error Dictionary
ACE NDD Error Dictionary
ACE CATAIR Error Dictionary
ACE CATAIR Appendix P - FTZ Error Messages
ACE CATAIR Appendix T - Common In-Bond Errors
PGA Error Messages
ACE CATAIR Reconciliation Error Dictionary
ACE CATAIR Request Reroute (cbp.gov)
Statement Error Dictionary



Entry Summary Quota Line Status (UC)

- **Code Description**
- Q01 Quota Processed / Accepted
- **Q02 Quota Apportioned**
- Q03 Quota Filled
- Q04 Quota Filled or Expired
- Q05 Banned Import
- Q15 QTA Quantity must be > 0
- Q17 Quota Line Pending > 10 days
- Q25 Licenses Filled
- Q26 License Expired
- Q27 Licenses Processed / Accepted
- Q28 License Line Pending > 10 days

If the full requested quantity is not available, CBP will provide the apportioned/prorated quantity that is reserved for this Entry Summary as determined by CBP.

Filer must refile the entry summary within 5 days to receive the Reserved Quota Quantity.

[ACE Entry Summary Business Process](#)

Entry Summary Query (ER)

- Entry Date/Release Date
- Immediate Delivery
- E/S Status: Accepted/Rejected
- Control Status: Customs / Trade Control
- Version Number
- Census Status
- Collection Date / Status
 - Paid Status -After collections moved to ACE, the summary will not show “Paid” until CBP receives the funds. Once CBP receives the funds, the entry is marked PAID and a Final Statement is triggered. Because the transfer of funds from the bank can take 1-3 days, there will be occasions when the final is not sent right away
- Late Filing Status
- CBP Review – no PSC (flagged for CBP Review – CBP would not want you to change the data)
- Protest
- Bill
- Liquidation Status /Reason/Date /(Future Liq date)
- Extension – CBP vs. Trade Partner. If CBP extended then no PSC, Extends decision to give CBP more time to review (No auto liquidation), Reason for Extension
- Suspended (AD/CVD)



Entry Summary Transmission Reject

- If there is an Entry Summary on file in the ACE system and that summary is in a 'Trade Control' status, retransmit (to 'correct' the summary on file) is **fatally rejected vs. a warning**, that original Entry Summary will be deleted from the ACE system – not sure Query E/S
- This is known as an 'implicit' delete
- The ACE system does this to ensure that the un-successfully changed summary is not placed on a Statement – as the intent of the rejected transaction may have been to change revenue amounts.
- The ACE system will only retrain the last accepted Entry Summary submitted by the filer until the summary first transitions to 'CBP Control'
- In this rejected status entry will NOT generate on a statement
- Manage 10th day entries not on statement

Entry Summary Version

- The entry summary (E/S) version is comprised of two parts: the major revision number (characters 1, 2, and 3) and the minor revision number (characters 4 and 5)
- Version number will be 001.00 when the E/S is initially filed and accepted in ACE
- Remains 001.00 even if transmitting E/S add or replace until the E/S is put on a statement / moves to CBP Control
- The **major revision** portion of the version number changes (e.g., **002**.00). when:
 - Entry summary has been rejected by CBP
 - Taken off statement and subsequently replaced by the filer
 - Post Summary Corrections
- The **minor revision** portion of the version number will only change when the entry summary has been modified by a CBP user. The number to the right of the decimal reflects how many times the entry summary changed by CBP (e.g., 001.**01**)
 - CF29
 - HTS Change
 - AD/CVD
- Entry summary versions is found through an ACE entry summary query or an ACE Report.

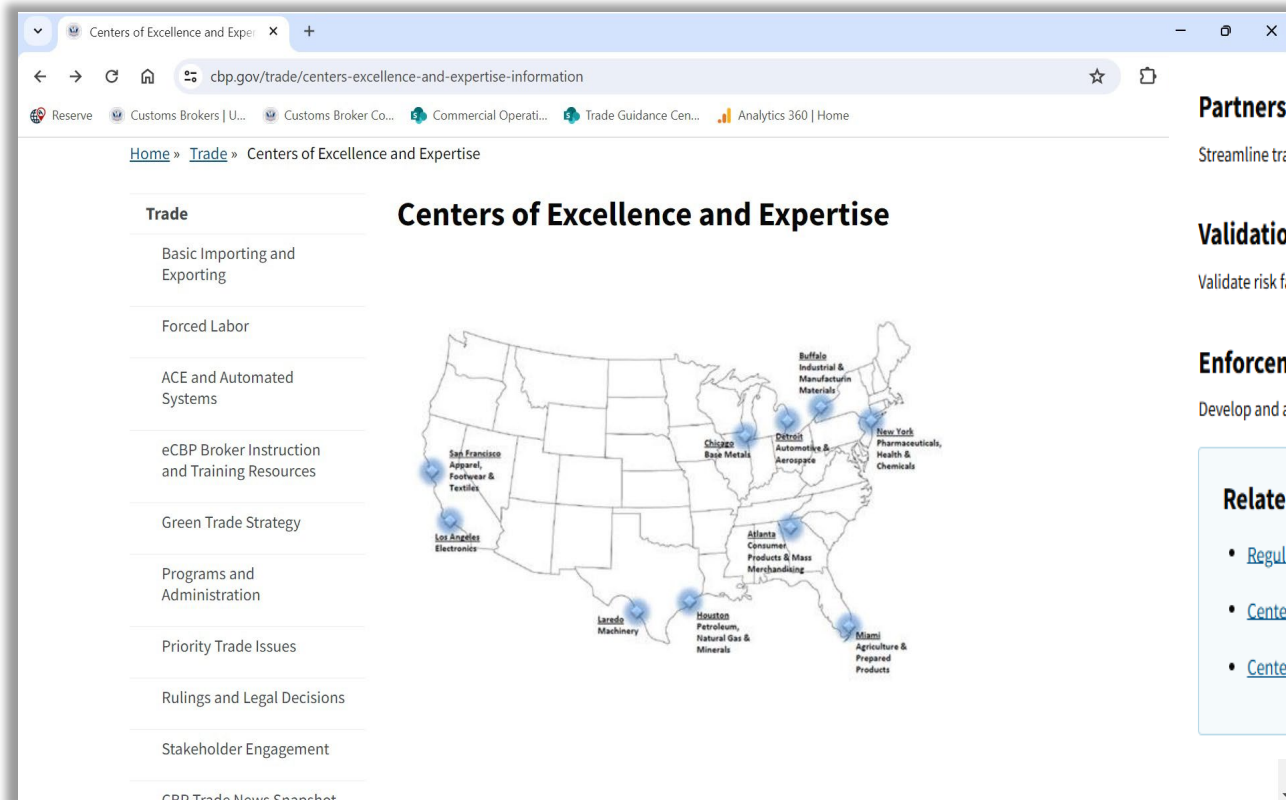


Center Assignment

The Team assignment is returned in your Entry Summary (AE), Entry Summary Query (ER) and also in Entry Summary Status (UC) Messages

All software is different as to where you can find the Team assignment that comes back from CBP in your system

Centers webpage on CBP.gov
(www.cbp.gov/trade/centers-excellence-and-expertise-information),
including a Centers contact directory.



Partnership Division

Streamline trade facilitation efforts through partnership programs and increase industry-based knowledge through bi-direction education efforts.

Validation and Compliance Division (V&C)

Validate risk factors within an industry sector and develop approaches to improve compliance.

Enforcement Division

Develop and address risks through impactful national enforcement plans and strategies.

Related Centers of Excellence and Expertise Information

- [Regulatory Implementation of the Centers of Excellence and Expertise](#)
- [Centers Trade Process Document](#)
- [Centers Contact Directory](#)



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Center Assignment

- Example: **HBW** Team Code is returned in the Entry Summary Message(AE) or Entry Summary Status message (UC)
- Entry Summary Query (ER) will return the Center Identifier (**CEE008**) and the Team Code (HBW)
- **Center Contact Directory:** Application Identifier Code H## and Center Identifier (CEE008) is the Consumer Products and Mass Merchandizing Center
- Expand Consumer and Mass Merchandizing Center Directory and search for HBW
- HBW is for V&C (Validation & Compliance)
- The Center Directory will show you who you can call with any questions for that entry and also the Assistant Port Director for each Division for escalation purposes

Center of Excellence and Expertise	Center Identifier	New Team Codes
Agriculture and Prepared Products	CEE002	B##
Apparel, Footwear and Textiles	CEE004	D##
Automotive and Aerospace	CEE003	C##
Base Metals	CEE005	E##
Consumer Products and Mass Merchandising	CEE008	H##
Electronics	CEE007	G##
Industrial and Manufacturing Materials	CEE009	I##
Machinery	CEE010	J##
Petroleum, Natural Gas and Minerals	CEE006	F##
Pharmaceuticals, Health and Chemicals	CEE001	A##

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Center Assignment

Consumer Products & Mass Merchandising Center Directory						
HBW 1/3 Ctrl F Consumer Products & Mass Merchandising Center Directory cee-consumer@cbp.dhs.gov (866) 295-7624 code 08 Center Director Melvin Moreland (404) 997-7870 Eastern Time melvin.moreland@cbp.dhs.gov						
Partnership		GOLF, LINDA A	Director	Chicago	linda.a.golf@cbp.dhs.gov	847-928-3810
Enforcement			Asst. Center Director			
V&C		LYNCH, ROBERT M	Asst. Center Director	Atlanta	robert.m.lynch@cbp.dhs.gov	404-675-1245
V&C		SUMBI, PAUL	Asst. Center Director	Los Angeles	paul.sumbi@cbp.dhs.gov	562-366-5752
Partnership	HEC	GRIFFIN, DANNY R	Entry Branch Chief	Atlanta	danny.r.griffin@cbp.dhs.gov	404-675-1266
Enforcement	HCE	GRIFFIN, RHONDA L	IS Branch Chief	Los Angeles	rhonda.l.griffin@cbp.dhs.gov	562-366-5704
V&C	HBW, HBX, HEH	ALLARD, JANE	Sup. Entry Officer	Denver	jane.a.allard@cbp.dhs.gov	303-375-4514
Partnership	HAD, HEB	ALVAREZ, SIMONE A	Sup. Entry Officer	Phoenix	simone.a.alvarez@cbp.dhs.gov	602-914-1400 ext. 204
V&C	HBW; HBX	CHILDS, WILLIE L	Sup. Entry Officer	Dallas	willie.l.childs@cbp.dhs.gov	972-870-7524
V&C	HEI	DAMPER, LENORA D	Sup. Entry Officer	St. Louis	lenora.d.damper@cbp.dhs.gov	314-429-8106 ext. 8106
V&C	HEJ	DAVIS, REGINA	Sup. Entry Officer	San Francisco	regina.davis@cbp.dhs.gov	
Partnership	HED	KAKUDA, SUSAN T	Sup. Entry Officer	Honolulu	susan.t.kakuda@cbp.dhs.gov	

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Managing Communications from CBP

- **111 – Responsible Supervision and Control**
- **Factor 12** – Communications between CBP and the broker, and the broker's responsiveness and action to communications, direction, and notices from CBP
 - Maintains evidence of timely responses to CBP inquiries and notices;
 - Maintains evidence that the broker takes appropriate action when provided direction from CBP

- **Internal Controls**
 - Message only to the user?
 - Exceptions / Reports / Tools
 - Actions Taken
 - Timely
 - Process to Notify Importer
 - Avoid Delays

- Trouble shoot: Query ACR/ES/C1 to obtain the most current status
- Top 3 ABI errors – how can your software add validations to prevent
- Internally improve training on errors and statuses
- Be prepared when you call your ABI Rep

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ACE Portal

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Recordkeeping and Knowledgeable Points of Contact

- Each broker must designate a knowledgeable employee to be the point of contact (POC) for brokerage-wide recordkeeping requirements (can be a email distribution)
- Each broker must designate a knowledgeable POC available to CBP during and outside of normal operation hours to respond to customs business issues (can be a email distribution)
- The POC should be able to either respond to CBP inquiries or provide a contact within the brokerage who can respond
- Each broker **must maintain accurate and current recordkeeping and knowledgeable customs business POC information with CBP either through the ACE portal or in writing to the processing Center if the broker does not have an ACE portal account**

<https://www.cbp.gov/trade/programs-administration/customs-brokers/modernization>



Recordkeeping and Knowledgeable Points of Contact

An official website of the United States government [Here's how you know](#)

For questions about the new ACE portal, please [click here](#). To return to Legacy ACE, please visit [References](#). [Beta Experience](#)

 Enter Account Name, Type, ACE ID.....  JEFFREY ENTERPRISE

Home Accounts ▾ Account Search References

[< Back](#)

Account Navigation

Port 9900 National
2022-0495

Account Name
CBP BROKERAGE, ACE PORTAL TEST BROK

Record Type Name
Broker Permit

ACE ID
0014062885

Issuing Port Code
9900

Permit #
2022-0495

Permit Type
National

Details Addresses **Contacts** Licensed Brokers Employees Broker Permit Ports Permit User Fees Documents

Related Contacts
3 Records [Add Contact](#)

	Type	Last Name ▾	First Name ▾	Phone ▾	Email ▾	
1	Primary Point of Contact	McGuire	Michael	866-530-4172	✉ mile@AOL.com	▾
2	Customs Business Point of Contact	Tester	Taylor	980-123-1265	✉ taylor@tester.com	▾
3	Designated Recordkeeping Contact	Rodriguez	Rafael	866--533-4172		

[Give Us Feedback](#)

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Cybersecurity Point of Contact

- CSMS # 62757303 - CBP Recommends Adding a “Cybersecurity Point of Contact” to Your ACE Portal Account
- **To add a cybersecurity POC, ACE account users must begin by completing the steps required to add a general POC as described in the [Modernized ACE Portal User Guide](#).**
- Information on adding a POC to an ACE account is available beginning on page 42.
- Select “Technical Point of Contact” in the “Type” drop down menu field.
- Include “Cybersecurity” in parentheses after the contact’s last name. For example, for a cybersecurity POC named John Doe, the last name field would read “Doe (Cybersecurity).”
- Additionally, organizations can review the [Cyber Incident Guidance for Customs Brokers](#), and the [Indicators of Compromise and Other Cyber Incident Reporting Guidance](#) on the [Cybersecurity Resiliency](#) webpage.
- Note: If multiple account types exist for a company (e.g., broker, carrier, importer), add the cybersecurity **POC to the top account**.

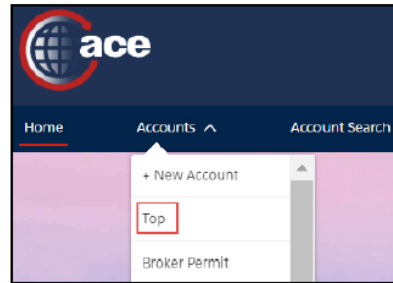


Cybersecurity Point of Contact

Use the **Accounts** tab to search for accounts of a specific account type.

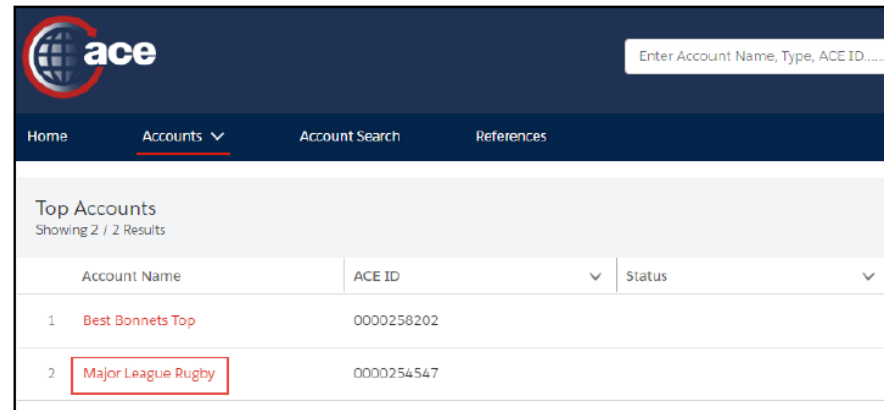
HOW TO SEARCH FOR AN ACCOUNT USING THE ACCOUNTS TAB

1. In the **Accounts** tab drop-down menu, select an account type option.



All your accounts for the account type selected display.

2. In the accounts pane, in the **Account Name** column, select an account hyperlink.



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Broker Forms Courtesy Copy Feature

CF28/CF29/CF4647/Detention

- When CBP issues a form, brokers have the option to receive an electronic courtesy copy of the form via email, using the primary point of contact's email address associated with a broker's ACE Portal account
 - 1.To receive the electronic courtesy copy, the **Mode of Communication** must be set to **Portal** and/or **Mail** in the importer's ACE Portal Account and the broker's ACE Portal account (Legacy ACE Portal)
 - 2.Email will be sent to the email address provided in the **Primary Point of Contact under the Contacts tab within the Organizational Broker** (Modernized ACE Portal)



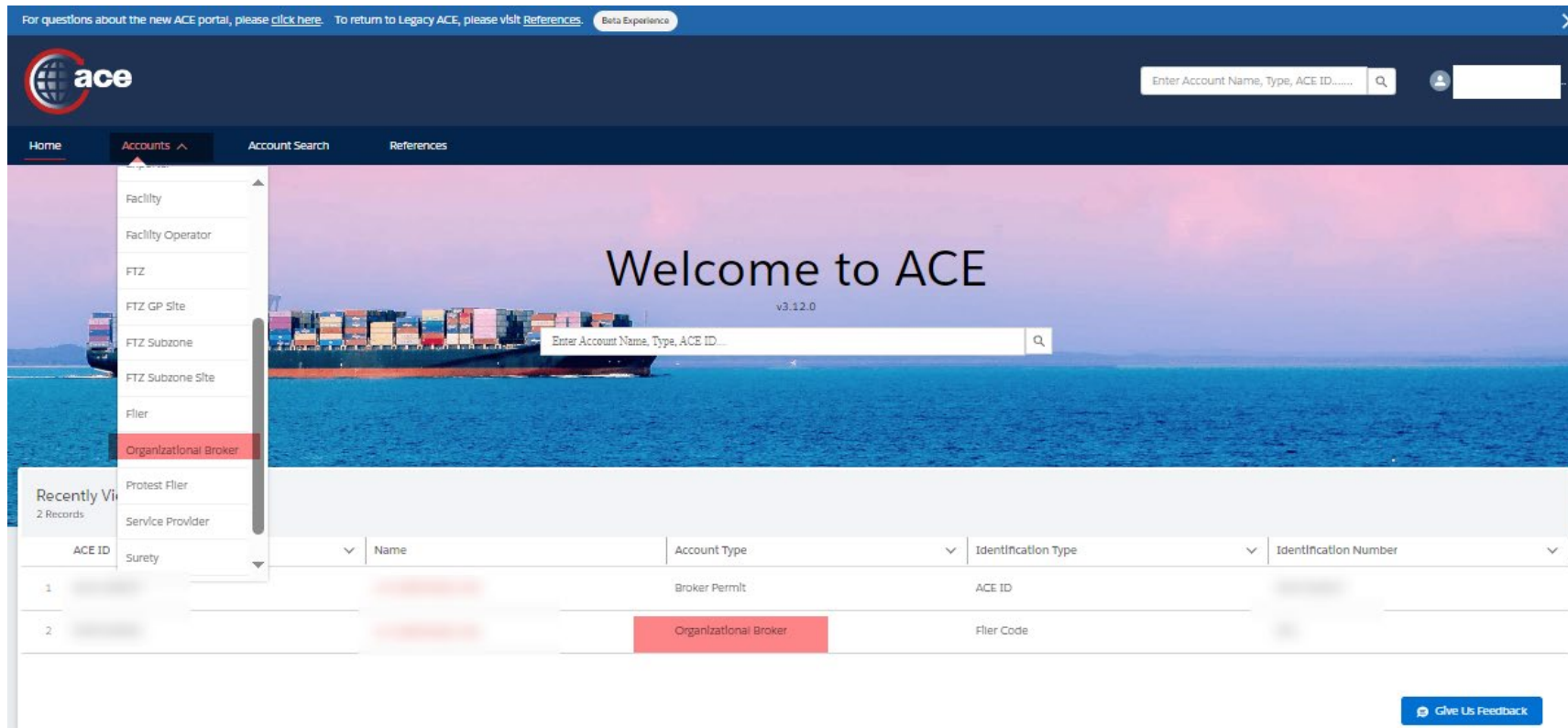
1. Mode of Communication Organizational Broker

The screenshot shows the ACE Portal Organizational Broker account settings page. The 'Mode of Communication' section is highlighted in green, indicating it is the active section. It shows 'Mail' and 'Portal' as selected options. A red arrow points to the 'Details' tab, which is also highlighted. The page includes a navigation bar at the top with links to Home, Accounts, Account Search, and References. The footer contains the U.S. Customs and Border Protection logo and various social media links.

To receive the electronic courtesy copy, the **Mode of Communication** must be set to **Portal** or **Portal and Mail** in the broker's ACE Portal Organizational Broker account

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2. Primary Point of Contact – Organizational Broker



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2. Primary Point of Contact Organizational Broker

The screenshot displays the ACE (Accounting and Compliance) system interface. The top navigation bar includes the ACE logo, a search bar, and the user name SANDRA LANGFORD. The main content area shows the 'Account Navigation' sidebar on the left and the 'Account Details' section on the right. The 'Account Details' section includes a 'Record Type Name' dropdown set to 'Organizational Broker', an 'ACE ID' field, and a 'Filer Code' field. Below these fields is a tabbed interface with tabs for 'Details', 'Contacts', 'Addresses', 'Declarations', 'Entry Banks', 'National Permits', 'License Information', 'Canceled Local Permits', and 'Statements'. The 'Contacts' tab is active, showing a 'Related Contacts' section with 4 records sorted by Type. A table lists the contacts, with the first row highlighted: '1 Primary Point of Contact'.

Type	Last Name	First Name	Phone	Email
1	Primary Point of Contact			

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Additional Communication Methods

- [ACE Cargo Release Business Rules and Processes](#)
- [ACE Entry Summary Business Process](#)
- [Cargo Systems Messaging Service](#)
- [ACE Automated Broker Interface \(ABI\) CBP and Trade Automated Interface Requirements \(CATAIR\)](#) (Current & Draft Chapters, Supporting Documents, Appendices, PGA Message Set)
- [ACE Development and Deployment Schedule](#)
- [CROSS Custom Rulings Online Search System](#)
- [Official Notice of Extension, Suspension and Liquidation](#)
- [Trade Outreach Webinars](#)



- QUESTIONS?



Split Bills

- CSMS # 63008383 - Reminder: Non-declared Split Bills: One Conveyance per Entry
- Cargo moving on the same bill but not declared in the ACE manifest system as a split is not eligible for split entry processing. As such, one entry per conveyance is required. This applies to a single house bill split across multiple master bills.
- ABI filers can determine if a carrier's bill was split by submitting a cargo manifest entry release query (CQ transaction). Split bills will have a part indicator A, B, C, etc. in the response message.
- It is the filer's responsibility to ensure that cargo on a single bill of lading – moving on multiple conveyances, and not declared as a split – are entered separately.
- ACE Cargo Release has been coded to enforce this, and consequently any entry that has non-declared split bills of lading from more than one importing conveyance will be rejected, effective December 1, 2024.

Best Practice – Air Split Shipment Processing

- For split shipments, there are four data elements that must match between ACE and Air AMS. If any of the below listed data elements do not match between ACE and Air AMS, the 1C Release will not be sent: (C1 query)
 1. Carrier code(s)
 2. Flight number(s)
 3. Arrival date(s)
 4. Quantity
- Also, it depends how the Entry data is sent. Here are some hints that may help:
- 1. A Filer should send only the Master and House bills if they are clearing the entire shipment. (Omit InBond Numbers)
- 2. If the Filer is sending a quantity that is less than the full manifested quantity, (i.e., part quantities), then they should omit any Inbond numbers and send an SE16 record to list each part quantity separately

Hint: Send the Entry for the entire manifested quantity. Indicate to ACE either one of two options:

1. Hold All - Sends the 1C's when all the cargo qualifies for release, or;

2. Release Incrementally - Sends the 1C's when each part of the split shipment qualifies for release.

If the entire quantity is sent on the Entry, ACE will do the split posting electronically.

Send First Flight Details

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