Automated Export System and Automated Commercial Environment (ACE) Accounts

Q: What is the Automated Export System (AES) filing process?

A: The summarized AES filing process is as follows:

1) File your Electronic Export Information (EEI) in AES or authorize an agent to file the EEI on your behalf.
2) Obtain an Internal Transaction Number (ITN) as confirmation that your EEI has been successfully submitted and accepted by AES.
    a. If the submission is Rejected by AES, you must retrieve the filing, correct the Fatal Errors and resubmit.
    b. If the shipment is Accepted with Verify Messages, verify the data is correct and retransmit if necessary. If the information is verified correct as reported, no action is necessary.
3) Annotate the AES Proof of Filing Citation in your invoice, packing list, air waybill, truck bill and/or other commercial loading documents.
    a. Proof of Filing Citation Format: "AES [put ITN here]"
    b. Proof of Filing Citation Example: "AES X20200312123456
4) Provide your export shipment to the carrier with the annotated documents.
5) If you determine that changes need to be made to the EEI, please amend the EEI or instruct your agent to amend the EEI and resubmit to AES.
6) Keep a copy of the EEI and related documentation on file for five years.

Q: How do I get started on ACE AESDirect?

A: To get started on ACE AESDirect, you must register for an account by completing the ACE Exporter Registration Form.

1) You will receive an email to obtain the Username and Password. Please write down the Account ID listed in the email (this is your User Name). Click on the link in the email and it should prompt you to enter a Shared Secret. The Shared Secret is the Account ID.
2) After obtaining your User Name and Password, log in to the ACE website and click on the Accounts tab. Under the Task Selector panel, change the view to "Exporter" and click 'Go'. Finally, click 'Submit AESDirect Filings' under the Task Selector List. Make sure your pop-up blocker is disabled.

Q: What web browsers will I be able to use when filing in ACE AESDirect?

A: ACE officially supports Internet Explorer but the AESDirect portal is compatible with other major browsers as well. Please make sure that you have the most up to date version of your web browser.

Q: As part of the ACE Exporter Account registration, I am asked for a Shared Secret Value. What is that?

A: The Shared Secret Value is your Account ID number provided in the original automated email response from the ACE system.

Q: How do I navigate to the Shipment Manager once I have logged in?

A: Once you log in to the ACE website, please click on the "Accounts" tab. Then change the view to "Exporter" and hit Go. Finally, click "Submit AESDirect Filings" but make sure your pop-up blocker is completely disabled. You will then have to agree to the certification statements, if you have not done so already, to be taken into the AESDirect portal. You can find screenshots of accessing the portal on our ACE AESDirect User Guide.

Q: I am trying to access ACE AESDirect but when I click "Submit AESDirect Filings", it says "No Exporter Account Selected". What does that mean?

A: It usually says that on the bottom of the page but you must disable the pop-up blocker in your web browser and click "Submit AESDirect Filings" again to navigate to the next screen.

Q: How frequently do I have to change my ACE account password? How many unsuccessful attempts do I have to log in to my account until I get a locked account?

A: The ACE account password must be changed every 90 days. Users will have three unsuccessful attempts to log in to their account until it is disabled.

Q: What should I do if my ACE account is disabled?

A: If you are experiencing issues logging in the ACE, please contact the CBP ACE Account Service Desk by phone at 866-530-4172 Option 1 followed by Option 2 or by email at ACE.SUPPORT@CBP.DHS.GOV

Q: How do I change the Trade Account Owner on my ACE account?

A: For assistance with changing the Trade Account Owner role to another user, please contact the CBP ACE Account Service Desk by phone at 866-530-4172 Option 1 followed by Option 2 or by email at ACE.SUPPORT@CBP.DHS.GOV

Q: How often do you have to log in to your ACE account to prevent your account from becoming disabled due to inactivity?

A: You must log in to your ACE account at least one time every 30 days to prevent your account becoming disabled due to inactivity. You do not have to submit Electronic Export Information when you log in to keep your account active.

Q: How can I manage users under my ACE account?

A: You can manage all of your Trade Account Users if you are the Trade Account Owner (TAO). Select the Tools tab after you log in. From this screen, you can use the 'Add User' drop down menu to add an existing user or to create a new user. You will also see a list of users already active under the account. Select the users name to be provided different management options including password reset and revoking user access.

Please refer to the [Managing User Access guide](#) for detailed directions on managing your Trade Account Users.

Filing your Electronic Export Information

Q: How many shipments are displayed in the AESDirect Shipment Manager? Why can I only see in the filings from the last 90 days?

A: The Shipment Manager displays three months of shipment data at a time. Showing more than three months of shipment data at a time would affect the performance of the application.

If you want to see shipments older than 90 days, the 'Show Filters' option allows users to conduct a custom search of up to 5 years by entering a date range of up to 90 days at a time. Keep in mind, the Shipment Manager will only display shipments filed through the AESDirect portal.

Q: In the AESDirect Shipment Manager, why are there multiple rejects showing under one Shipment Reference Number?

A: AESDirect will show all previous entries for a particular filing based on the Shipment Reference Number (SRN). The Count (History view) feature allows users to view and track every action taken on a particular filing. The most recent submission in the History view will show the current status of the shipment.

Q: Can I retrieve previously filed shipments that are not showing in the AESDirect Shipment Manager? Can I amend filings older than 90 days?

A: Yes. The Shipment Manager filter criteria allows users to search for previously transmitted AESDirect EEI based on one or more search options. You can also retrieve previously accepted shipments that are older than 90 days by selecting 'Amend Accepted Filings' and then entering your Internal Transaction Number (ITN), Shipment Reference Number(SRN) and Filer ID.

Q: Drop-downs are not displaying, what is wrong?

A: Ensure that you are running the latest version of your Internet browser. Press CTRL-SHIFT-DELETE (on Internet Explorer) and clear the cache and cookies in your browser. You can also try pressing CTRL-F5 to send a "clean" refresh to your screen that may pick up a new script that was being blocked.

Check to ensure your Java script is running properly by going to https://java.com/en/download/installed8.jsp and clicking "Run". (This must be enabled to pull the drop-down lists)

Also, please verify you are entering the correct Departure Date since this could potentially cause your drop-downs to not display.

Q: The system is telling me that the USPPI ID reported is different from what is on my account and I need to report a Freight Forwarder, why is that?

A: If you are filing for a company who has provided you a Power of Attorney (POA) or written authorization, your information must be reported in the Freight Forwarder section as represents the filing party in the transaction.

Q: Why are there no numbers populating in the Schedule B/HTS field when I start typing?

A: ACE is fully compatible with Internet Explorer 11 and Mozilla Firefox but partially compatible with Google Chrome. If using Google Chrome, please ensure the correct year was populated in the Departure Date field in Step 1, shipment information section. Also, to verify if the Schedule B/HTS Number is correct, please contact the Micro Analysis Branch at 1-800-549-0595 Option 2, or send an email to eid.scheduleb@census.gov.

Q: What do I do if the SCAC/IATA is causing an error/not accepted?

A: Please verify with your carrier that the SCAC or IATA code you are entering is correct. If correct, the carrier will need to send an updated National Motor Freight Traffic Association (NMFTA) Certificate to the US Census Bureau at askaes@census.gov to renew the SCAC. Also, a search is available for IATA codes at http://www.iata.org/publications/Pages/code-search.aspx.

Q: The system is giving me a 970 Fatal Error and will not allow me to process my shipment, what is wrong?

A: The 970 Fatal Error is a supplemental error informing you of another fatal error on the shipment. Please identify the additional Fatal Error that you are receiving. Refer to Appendix A of the AESTIR for the reason and resolution to the various error messages.
If you cannot resolve this issue, please contact the Trade Data Collection Branch at 800-549-0595 option 1, or send an email to askaes@census.gov.

Q: I am receiving Fatal Error 170, stating that the air waybill format is incorrect. How do I resolve this?

The Transportation Reference Number (TRN) field is a conditional data element and is only required for vessel shipments. For vessel shipments, please report the reservation number or booking number. This field is optional for air, truck, and rail shipments.

Q: Are there other options to file aside from using ACE AESDirect?

A: You can file via a self-developed software or via an AES Certified Service Center or Software Vendor. If you choose one of these filing methods, you must first complete a Letter of Intent (LOI) on the CBP website. You can also authorize an agent (such as your freight forwarder or air courier) to file EEI on your behalf. You do not need to register or submit an LOI if you authorize your agent to file on your behalf; but you must provide them with the proper written authorization to file on your behalf.

Q: Where do I go if I need more information about filing via WebLink, sFTP, and EDI?

A: Our ACE AESDirect resources webpage has all of the latest documentation and instructions for Weblink, sFTP and EDI filers:

http://www.census.gov/foreign-trade/aes/aesdirect/transitiontoace.html Additional technical specifications can be found at: http://www.cbp.gov/trade/aes/aestir/commodity-and- transportation-formats

Templates and Profiles

Q: In AESDirect, how do I view all of my saved shipment templates and party profiles?
A: Under the Tools Menu on the top right of the AESDirect portal, users can access the Template Manager and Party Profile Manager to view all saved templates and party profiles.

Q: Will all users be able to see saved shipment templates and party profiles created in my account?
A: Only users that have access to file under your company's Employer Identification Number will be able to access profiles and templates.

Q: Is there a limit for templates in AESDirect?
A: Yes. Each Employer Identification Number is limited to 1000 templates.