



CORRECTION: Please note there was an error regarding the change to the new password policy that was published in last month's TAO update. All new passwords in ACE must contain **EXACTLY** 8 characters, rather than "at least 8 characters" as was incorrectly stated. Thank you.

Opening a Trouble Ticket

When opening a trouble ticket on a problem with running ACE reports, please make sure to provide the Technology Support Center the following information:

- Name of report
- Date and time report is run
- User ID that ran the report
- Criteria that were used (parameters, variables) in report search (ie: start time, end time, IR #, etc.)
- Screenshot (Please attach a screenshot)
- Describe the error that occurred: timeout, no data, service not available, failed, etc.

This information enables the Technology Support Center to re-create the problem and provide better service to the account.

Modifying ACE Reports (Ad Hoc) Telephone Training Available (CSMS# 08-000218)

Customs and Border Protection is now offering telephone training on the new ad hoc reporting capabilities. Training will include such topics as running a modified report, using query filters, using wildcards, adding a query to a report and creating a customized report in ACE. Training is available to importers, brokers and truck carriers. Truck carrier reports training will be conducted in both English and Spanish. Registration is available at: http://www.cbp.gov/xp/cgov/trade/automated/modernization/whats_new/.

Training is scheduled to end on October 8. Interested parties unable to attend training prior to the 8th should email request for additional training to ACEAccountsupport@cbp.dhs.gov.



All presentations from the Trade Support Network (TSN) Plenary session, held September 8 – 11, 2008 are now available at:

http://www.cbp.gov/xp/cgov/trade/automated/modernization/trade_support_network/session_highlights/sept08_tsn/

TSN Presentation– Automating the Harmonized Tariff Schedule

One of the presentations provided during the TSN was an overview of the new Harmonized Tariff Schedule (HTS) online reference tool, presented by the International Trade Commission (ITC). Expected by early 2009, this online tool will provide the government, trade community and general public with current, accurate and user-friendly access to the Harmonized Tariff Schedule. There will be direct links from ACE to the online tool, as well as direct access from the tool to classification rulings (that is, Customs Rulings Online Search System (CROSS)). The reference tool will include complete legal notes and text, the most current U.S. tariff rates and interactive access and searches.



Quick searches will be available by word, word combinations or HTS number. To see the entire presentation, please go to the following link:

http://www.cbp.gov/linkhandler/cgov/trade/automated/modernization/trade_support_network/session_highlights/sept08_tsn/sept08_usitc_update.ctt/sept08_usitc_update.pdf

Revisions to Draft Importer Security Filings Transaction Sets (CSMS# 08-000226)

CBP recently published a CSMS message serving as notification of updates to the draft ABI and AMS transactions sets for the submission of Importer Security Filings posted on the CBP web site:

http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/sf_transaction_sets/.

The updated transaction sets are in response to input received through the Security Filing Technical mailbox and internal reviews of the transaction sets. Additional details on the data sets can be found in CSMS# 08-000226. If you would like to submit technical questions and comments, please continue to do so by e-mailing Security_Filing_Technical@cbp.dhs.gov. Questions and comments received through this mailbox will be added to an FAQ document to be published following the publication of the Security Filing Final Rule.

Introducing Decal and Transponder Online Procurement System (CSMS# 08-000225)

The Decal and Transponder Online Procurement System (DTOPS) project has been created as a CBP public-facing website available for user fee decal and transponder transactions beginning on or about October 24, 2008. It will mirror the main functionality of the current decal and transponder payment system, TradeLinks, a public Internet site developed and maintained by Mellon Bank, Pittsburgh, PA.

With DTOPS, public users with a Web browser and Internet access can purchase, renew and transfer user fees for the transponder(s) for their vehicle(s) and can purchase and renew user fees for the decal(s) for their aircraft(s) or vessel(s). DTOPS also gives public users the ability to update their conveyances, company accounts, registered owners and user access. Using DTOPS, owners can also order a free replacement transponder, perform a user fee transfer for a vehicle, update vehicle information and pay for the current and following year's renewal fee(s) within a specific timeframe.



In mid to late October, CBP will introduce enhancements to the ACE Portal in preparation for the deployment of the M1 Ocean and Rail Manifest release. Not only will the Portal have a new look, users will be required to select the "Go" button to move from one view or action to another. If you select a 'view' or an 'action' from the drop down menus and "Go," must be selected for the Portal to recognize the request.