



### **Resolution of a Trouble Ticket**

We receive many questions as to why it takes so long for a trouble ticket to be resolved. Below is a brief outline of the steps to resolve a trouble ticket. Please note this is not a detailed step by step guide to the entire process but merely an overview of the process.

1. A trouble ticket is opened.
2. The trouble ticket is reviewed by level one support. If they cannot resolve the issue, the ticket is referred to the next level of support. They will attempt to recreate the issue and try to resolve it as well. If they are unable to resolve the problem, for example missing data on an entry summary, they will put the trouble ticket in the queue for the developer. The developer must be authorized by CBP to work on the trouble ticket.
3. A technical investigation will be conducted and the root cause of the issue will be uncovered. A proposed solution will be identified. If a code change is necessary, a Problem Report (PR) (formerly Problem Tracking Report) is created and that number is added to the trouble ticket and the ticket is closed.
4. The PR is then sent to a Review Board for approval and funding. If the PR is approved by CBP it will be assigned a priority of low, medium or high. The PR is then added to the workplan. Once on the workplan, the PR is scheduled to be worked according to the priority that was assigned.
5. Once the code has been fixed, a code inspection takes place before the PR can be moved to the test environment. Initial testing is conducted by the developers. The PR then goes to the System Acceptance Testing team for final testing. Once the PR passes SAT testing it will be deployed in a drop to the production environment.

### **Merging ACE Reports Using Microsoft Access**

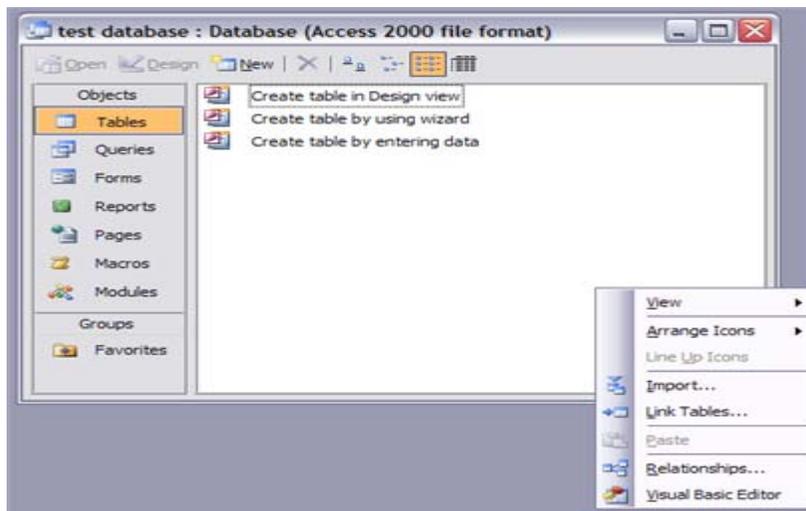
If users try to add the importer name to the ESM 7025 CBP Form 28, 29, 4647 Status report, or try to add the Periodic Monthly Statement Number to an Account Management report, they will encounter a problem. The following instructions, using ESM 7025 and adding the importer name as an example, will enable users to merge ACE reports saved as Comma Separated Value (CSV) files using Microsoft Access. Two reports can be run and merged to obtain the results you need. For example, to include the importer name in the ESM 7025 report, follow the steps below:

1. Run ESM 7025 report from your favorites and save as a CSV file to your computer. Please remember you will first need to run the report under modify and remove the System Control Code. You will then need to save the report to

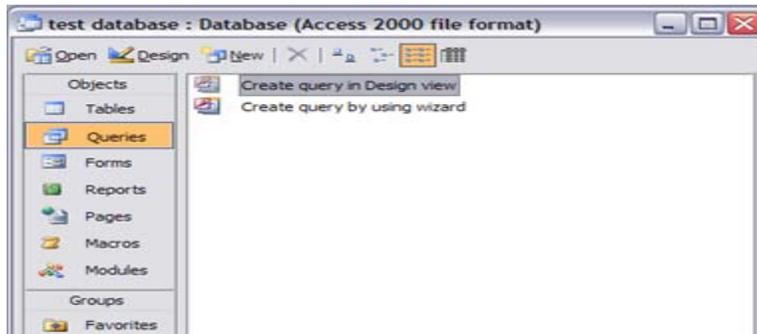
April 2011 Update

“Favorites.” When running the report from “Favorites”, in order to save the report as a CSV file, you must re-run the report by selecting the report name.

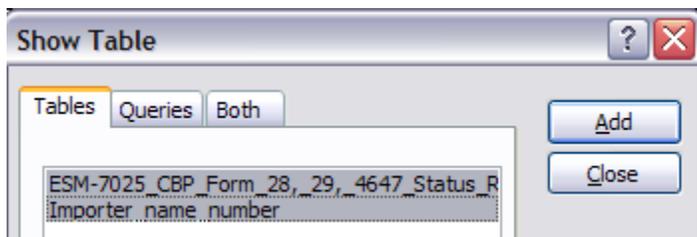
2. Create a report from scratch using the Account Management Universe by selecting importer number and importer name. Save the report to “Favorites.” (For additional assistance in creating a report from scratch, please refer to the Running ACE Reports User Guide posted to CBP.gov.) Run the importer name report from “Favorites” and save as a CSV file to your computer.
3. Open Microsoft Access and select **Create a new file**; then select **Blank database**. (Please note these instructions are for using Access 2003. Depending on the version of Microsoft Access on your computer, you may need to modify the instructions.)
4. Assign a name to the blank database and save it to your computer.
5. You will next import the two files you have saved (ESM 7025 and the importer name file) into your new database. Right click in the white area of the box and select **Import**.



6. When the Import box displays, select the **Text Files** for “Files of type.”
7. Locate your CSV file you saved to your computer and double click on the file name.
8. Follow the Wizard to open the file. Make certain to check the box which indicates “first row contains field names.” Also, if the “Text Qualifier” box does not default to show a double quotation, select the (“) from the drop down. When using the Wizard, you will see a message “Where would you like to store your data?” Select “In a new table” which is the default setting. After you select **Finish** to finish importing the file you will then need to select the **OK** button.
9. Repeat steps 7 through 9 for the second file. Since in our example we will be matching the importer number from both files, please note the field number for the importer number.
10. Select **Queries** and double click on **Create query in Design view**.

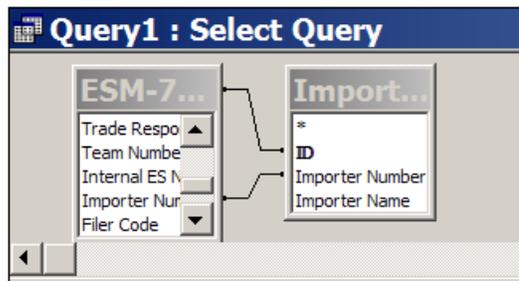


11. Select both file names by highlighting them and then select **Add** and then **Close**.



12. If a line appears between any of the two fields, remove it.

13. Since field 10 (file on the left) and field 1 (file on the right) both contain the importer number, drag one importer number on top of the other importer number. This will merge your files in Access.



14. Place each field name in the report. You can mix field names - ? from both reports as you create your report display. When you have completed your report display,



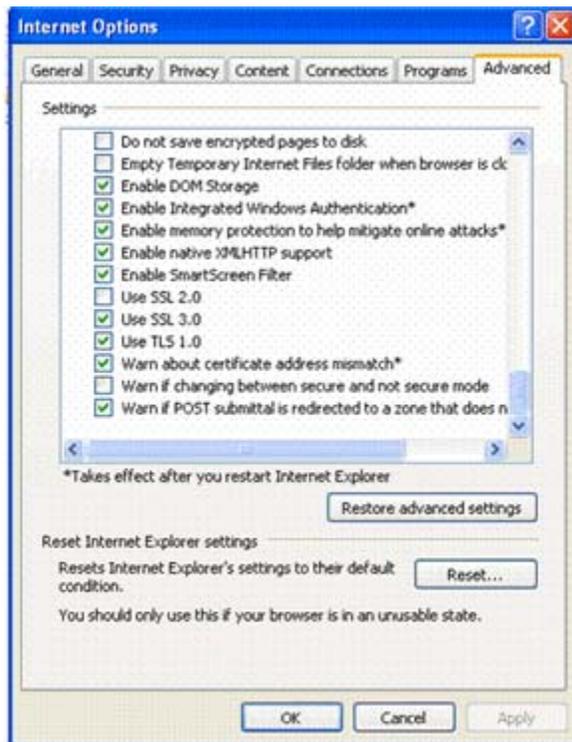
select the Red "!" to run the report.

15. Results will be displayed which include the importer name as part of the report.

### Discontinuing the Use of the SSL Protocol

CBP is discontinuing the use of the SSL protocol. Please ensure you are using the TLS protocol. To enable TSL on the Browser, follow the instructions below:

1. Go to **Tools** then **Internet Options**.
2. Select **Advanced**.
3. Scroll down to the bottom of the screen. Under "Security" you will see **Use TLS 1.0**.
4. If this box is not checked, select it and the checkmark will appear.



5. Select **OK**; this will save the setting.

### Recent ACE Updates

#### ACE Entry Summary Periodic Monthly Statement Fix

ACE entry summaries which were in CBP control status and had been rejected by CBP incorrectly had the control status changed to trade control when the entry summary was removed from the statement in ACS. This issue has now been fixed.

**Attention All Trade Account Owners:** Trade Account Owners will now see "Links" reflected in the "Task Selector" on the "References" tab in the ACE Portal. This link will serve as the mechanism in the future for trade to navigate from the ACE Portal to the Importer Security Filing (ISF) Portal. A CSMS will be issued providing information on the new functionality when it becomes available.



### Attention Truck Carriers

A request from a truck carrier to change the date of birth for a driver will only be accepted by CBP if the request is from the Trade Account Owner or a Proxy Trade Account Owner. The request should include the following:

Please change the date of birth for the driver below who is on file in ACE.

1. Name and Company of the Requestor
2. Date of Request
3. Driver's Last Name
4. Driver's First Name
5. Driver's Date of Birth on File in ACE
6. Driver's Correct Date of Birth
7. Driver's Driving License Number

My use of the NAME, DATE OF BIRTH, and/or COMMERCIAL/ENHANCED DRIVER LICENSE NUMBER for the referenced individual constitutes my acknowledgement to CBP that I am authorized to access his/her personally identifiable information.

### **Your Questions:**

#### **What do the codes mean under "NAFTA Reconciliation Indicator" in a report?**

Values and descriptions for the indicator are shown below:

- 001 = NAFTA Reconciliation Claimed
- 002 = NAFTA Reconciliation Received
- Space = No Reconciliation

#### **Can a wildcard be used with the Importer of Record number when scheduling an authorized data extract?**

You cannot use a wildcard to define the Importer of Record (IR) number when scheduling an authorized data extract. You must enter each IR number individually. That is because the field is defined as "in list" and cannot be changed to "matches pattern."

#### **Can I use a wildcard with the MID search on the References tab?**

You cannot use a wildcard when searching for an MID on the References tab. Results will only be returned when the full name of the company is entered, assuming the company is on file.



### **CBP is Seeking Brokers to Be Part of the Rail and Sea Manifest Test**

On October 20, 2010, CBP published a Federal Register Notice (FRN), 75 FR 64737, (<http://edocket.access.gpo.gov/2010/pdf/2010-26428.pdf>) announcing the next release of ACE concerning the transmission of required advance ocean and rail data through the Automated Commercial Environment (ACE).

With the publication of this notice CBP began accepting applications from all transmitters of required advance ocean and rail data wishing to participate in the test. Test participants are chosen based on the selection criteria explicitly provided in the FRN and will be notified directly if they are chosen to participate in the initial test.

There are some changes to functionality that impact ABI software developers and their users. These changes are found in ABI Application Identifiers QP and WP (In-Bond), BD (Broker Download), and NS (Status Notifications). Although the changes are minor, CBP is looking for ABI users to participate as early adopters to test this functionality and participate in the Pilot.

Interested ABI participants should refer to the FRN for a more detailed description of the test and participation eligibility requirements. Emails expressing your intent to be considered as an early adopter should be directed to Susan Maskell at ([susan.maskell@dhs.gov](mailto:susan.maskell@dhs.gov)) with the information set forth in the selection criteria section of the FRN.

Please reference CSMS Message #11-000050 dated 02/09/11 (Related CSMS Message #10-000245 dated 10/20/10).