**FREQUENTLY ASKED QUESTIONS**
**ACE Transition**
**Last updated 05/20/16**

## AES*Direct* Transition to the Automated Commercial Environment (ACE)

**Q: What training is available regarding exports in ACE?**
A: We have posted AES*Direct* webinar demos in English and Spanish as well as a webinar on ACE Exporter Accounts and ACE Export Reports available at http://www.census.gov/foreign-trade/outreach/index.html. There are also quick how-to videos on Account and Reports at http://www.census.gov/foreign-trade/compliance/aesvetting.html. All updates, broadcast messages, and other guidance and training material (including the new User Guide) are available at http://www.census.gov/foreign-trade/aes/aesdirect/transitiontoace.html.

**Q: Where do I go if I need more information about WebLink, EDI/VPN?**
A: Our Transition website has all of the latest documentation and instructions for Weblink, sFTP and EDI/ VPN 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

**Q: As the administrator, will I need a separate account for filing EEI?**
A: No. ACE will not require a separate account for filing EEI.

**Q: Will a certification quiz be required in ACE?**
A: There is no certification quiz in ACE. However, you will have to acknowledge certification statements covering key filing and system requirements.

**Q: As part of the registration, I am asked for a Shared Secret Value. What is that?**
A: The Shared Secret Value will be your Account ID number provided in the original automated email response from the ACE system.

## Accessing the Application

**Q: What web browsers will I be able to use when filing in AES*Direct* in ACE?**
A: ACE officially supports Internet Explorer but the AES*Direct* 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: How do I navigate to the Shipment Manager once I have logged in?**
A: Select 'Accounts', then from the drop down select 'Exporter', hit 'Go', select 'Submit AES*Direct* Filings'. Make sure pop-up blockers are disabled on your browser. The Refactored AES*Direct* application will now open in a new tab in the same browser session. You can find screenshots of how to log in on our User Guide.

**Q: I am trying to access Refactored AES*Direct* but when I click "Submit AES*Direct* Filings", it says "No Exporter Account Selected"?**
A: It usually says that on the bottom of the page but you must disable the pop-up blocker and click "Submit AES*Direct* Filings" again to navigate to the next screen.

**Q: How frequently I have to change my ACE account password? How many unsuccessful attempts I have to log in to my account until I get locked account?**
A: The ACE account password has to be changed every 90 days. User will have three unsuccessful attempts to log in to their account until it locks out.

**Filing your Electronic Export Information**

**Q: Are there any new fields or filing requirements that were not applicable in the legacy AES*Direct*?**
A: No. There are not new filing requirements or system edits applied to the new system. The fields and system edits are consistent with those in the legacy AES*Direct* application and there have not been any changes to the Foreign Trade Regulations (FTR).

**Q: How many shipments will be displayed in the Shipment Manager in the new AES*Direct*?**
A: There will be at least 6 months of shipment data displayed in the Shipment Manager. Keep in mind, the Shipment Manager will only display shipments filed in the new portal.

**Q: In Shipment Manager, why are there multiple rejects showing under one Shipment Reference Number?**
A: Refactored AES*Direct* will show all previous entries for a particular filing based on the Shipment Reference Number (SRN). The most recent submission should show the current status of the shipment.

**Q: Can I retrieve shipments that I filed in the legacy AES*Direct* application in the ACE AES*Direct*?**
A: Yes. You can retrieve previously filed shipments in the new AES*Direct* by selecting 'Amend AES Filing' 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. You can try pressing CTRL-F5 to send a "clean" refresh to your screen that may pick up a new script that was being blocked. You can also press CTRL-SHIFT-DELETE (on Internet Explorer) and click to clear your cache and cookies information.
You can check to ensure your Java script is running properly by going to
https://java.com/en/download/installed8.jsp and clicking to "Run". (This must be enabled to pull the drop-down lists)

**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: The new system will not auto-populate your information in the Freight Forwarder section. 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 this is showing the filing party in the transaction.

**Q: Is the SCAC/IATA look-up available in the new system?**
A: No. The look-up is not available in the new system. IATA has a search available at http://www.iata.org/publications/Pages/code-search.aspx. For SCAC, please contact your carrier or the National Motor Freight Traffic Association (NMFTA) at www.nmfta.org.

**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 that is telling you there is another fatal error on the shipment, which is not allowing it to be processed. (This is often associated to the Transportation Reference Number (TRN) where users shipping via AIR are trying to enter a TRN, they should leave this blank or report the Airway Bill if appropriate in the format NNN-NNNNNNNN)
If you cannot resolve this issue, please contact the Data Collection Branch at 800-549-0595 option 1.

**Templates and Profiles**

**Q: In ACE, will I have access to my templates and profiles from the legacy application?**
A: Templates and profiles will not transfer from the legacy application. You can retrieve legacy AES*Direct* shipments in the new system and create templates and profiles from them.

**Q: Will all users be able to see profiles and templates created in my account?**
A: Yes. All users will be able to access profiles, templates and shipments under any EIN that they have access to in ACE.

**Q: Is there a limit for templates and profiles in the new system?**
A: Currently there is not a limit in the new system but this may be revisited as system usage is evaluated.