



**U.S. Customs and
Border Protection**

DATE: August 14, 2017

PORT OF NORFOLK-NEWPORT NEWS, VA INFORMATION BULLETIN: # 1453

SUBJECT: ACE Cargo Release Downtime Procedures

U.S. Customs and Border Protection (CBP) has developed uniform national procedures for the processing and release of commercial cargo during periods of time when the ACE Cargo Release system is unavailable to process cargo. These guidelines are not all inclusive, but should be considered to efficiently facilitate the secure movement of legitimate trade, during computer system downtimes. In response to this issue, CBP is utilizing the Office of Information and Technology (OIT) Duty Officers, a 24 x 7 IT command center, to monitor and inform both the field and trade in a timely manner about ACE slowdowns and outages. These e-mail notifications will be sent to the trade via the Cargo Systems Messaging System (CSMS) functionality and CBP will be notified via CBP ACE Messaging System (CAMS) messages. Down time procedure options for the Port of Norfolk-Newport News are provided below. Please note that when a Food and Drug Administration (FDA) related system issue presents itself, a CSMS message will be posted with the current contingency plan, the effects it has on the processing of the entry, and the options available on how to handle the current issue. Tools have been developed which can be used to assist in determining optimal methods that should be considered in the process and release of legitimate cargo during System outages. An ACE Operations Dashboard has been developed, which can be utilized by CBP employees and members of the trade community to determine the operating status and efficiency of ACE in real time as: Green/System Operational, Yellow/System Slow, and Red/System Down. The dashboard is located at <http://acedashboard-staging.usds.gov/>. The dashboard should be considered a tool, which CBP Officers and members of the Trade can utilize to assist in determining methods to release cargo when the ACE system is down. For example, if ACE Cargo Release is down on the Broker's side only, cargo release options are available as outlined in this guidance.

Ocean and Air Shipments

- Terminal Operators will provide Broker initiated downtime letters to CBP Officers for each shipment when the outage is due to a broker system outage rather than a CBP system outage. At a minimum the downtime letter should provide the Importer's name, address, Carrier, and ACE trip number. Desired method of delivery is email to norfolkces2@cbp.dhs.gov.
- Review of the ACE manifest and accompanying documentation for sufficiency. If a completed 3461 is available and ACE Cargo Release is operational, the officer may elect to enter the data into ACE Cargo release manually and process the release accordingly.

- ATS will be utilized to conduct risk assessment of the cargo, shipper, consignee, and any other information provided. Absent any adverse findings in ATS, CBP will release the shipment and hold documentation for entry into ACE Cargo Release when the system becomes available.
- For Informal entries, such as FTZ 214's, CBP 3499's, and military HHG's, a risk assessment will be performed in ATS and released accordingly by stamping and signing documents. A screen shot can be provided to broker, if needed, but they will be held for entry when the system becomes available.

Any questions should be directed to the Cargo Processing Supervisor at (757) 523-7063 ext. 1.

DISCLAIMER: This information bulletin has been prepared for your convenience and is intended to provide guidance. Reliance solely on this information may not be considered reasonable care.



Mark J. Laria
Area Port Director

Distribution:
All Interested Parties