



U.S. Customs and
Border Protection

PORT OF ATLANTA PIPELINE
2017-009

DATE: ~~AUG 17 2017~~

FILE: ENT 16-1 FO:SA: ATL: PD

To: Brokers, Importers, Freight Forwarders, Exporters, Carriers, and
Other Interested Parties

From: Port Director
Atlanta, Georgia

Subject: ACE Cargo Release Downtime Procedures

INFORMATION BULLETIN:

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.

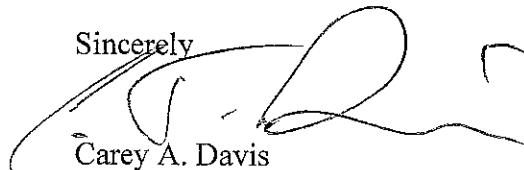
Prior to implementing ACE Cargo Release downtime procedures, the ACE Operations Dashboard at <http://acedashboard-staging.usds.gov> should be reviewed. The Dashboard provides real time operational status of each ACE application server, for example Green/Operational, Yellow/Slow, Red/Down. Cargo release will be dependent on the ACE operational status and available down time options.

- Terminal Operators will provide Broker initiated down time 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 down time letter should provide the Importers name, Address, Carrier, and ACE trip number.

- Review the ACE manifest and accompanying documentation for sufficiency. If a completed CBP 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.
- Complete entry packet (3461), invoices, packing list, and airway bill docs will be stamped with the “ACE DOWNTIME and RELEASE”, and copies of the entries will be maintained for processing when the system becomes operational.

If you have any questions, please contact Supervisor Pat Jean, Supervisor Dewey Sanders, or Chief Hawkins at 404-675-1302.

Sincerely

A handwritten signature in black ink, appearing to read 'C. Davis', with a large, sweeping flourish extending to the right.

Carey A. Davis
Port Director