



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

**INFORMATION BULLETIN NO: 17-010**

**TO:** ALL IMPORTERS, AIR CARRIERS, BROKERS and OTHER  
INTERESTED PARTIES

**SUBJECT:** ACE Cargo Release Downtime Procedures

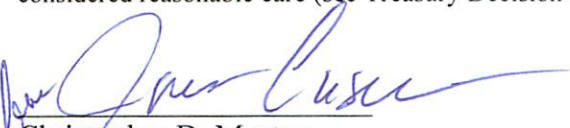
U.S. Customs and Border Protection (CBP) has developed uniform national procedures for the processing and release of commercial cargo during periods of time when the ACE Cargo Release system is unavailable to process cargo. These guidelines are not all inclusive, but should be considered to efficiently facilitate the secure movement of legitimate trade during computer system downtimes.

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.
- 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, workload permitting.

Any issues or concerns regarding this information bulletin should be directed to CBP Chief Diane Loredo at (305) 869-2750.

**DISCLAIMER:** This information bulletin has been prepared for your convenience by Customs and Border Protection, Miami International Airport. This material is intended to provide guidance to the trade community and may not be relied upon in satisfying any legal obligations to CBP. Reliance of this information bulletin may not be considered reasonable care (see Treasury Decision 97-96 (Dec. 1, 1997).

  
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Date

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