

Refactored AESDirect FAQ's

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 AESDirect Filings'. Make sure pop-up blockers are disabled. The Refactored AESDirect application will now open in a new tab in the same browser session.

Q: What is my Shared Secret Value?

A: Shared Secret Value will be your Account ID number provided in the original automated email response from the ACE system.

Q: Where do I go if I need more information about WebLink, EDI/VPN?

A: Our Transition website that we have set up has all of the latest documentation and instruction for WebLink, EDI/ VPN filers:

<http://www.census.gov/foreign-trade/aes/aesdirect/transitiontoace.html>

Additional technical specs can be found here:

<http://www.cbp.gov/trade/aes/aestir/commodity-and-transportation-formats>

Q: Drop-downs are not displaying, what is wrong?

A: Ensure you are running Internet Explorer v10 or above (latest version of their 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 press CTRL-SHIFT-DELETE (on Internet Explorer) and click to clear your cache and cookies information.
- You can check your to ensure your java script is running by going to <https://java.com/en/download/installed8.jsp> and clicking to “run”. (This must be enabled to pull the lists)

Q: I am trying to access Refactored AESDirect but when I click "Submit AESDirect 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 AESDirect Filings” again to navigate to the next screen.

Q: In Shipment Manager, why are there multiple rejects showing under one Shipment Reference Number?

A: Refactored AESDirect 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: The system is telling me that the USPPI ID that is reported is different then 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 Forwarding 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 Forwarding section as this is showing the filing party in the transaction.

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 our AES Support Desk at 800-549-0595 option 1.

Q: The old system had a look up option for SCAC and IATA codes, where do I find that information now?

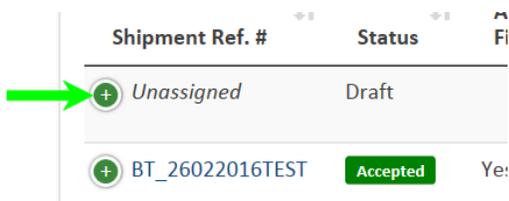
A: You will need to contact the carrier to obtain this code from them. They should also be able to assist with the Port of Export code.

Q: The message I am getting is “(331-Fatal) Ult Cons Country Unknown” in a bulk filing. The country for both shipments is Puerto Rico. What do I put for Ultimate Consignee?

A: Do not put Puerto Rico in the Ultimate Consignee as country. This is not allowed in the UI, and was therefore you received the (331-Fatal) with the fields shown blank. The correct way to do this is to put “US” in the Country field and use a Puerto Rican zip code with “PR” as state.

Q: I do not see the ability to take action to that filing.

- Locate the  on the left side of the filing. (Example below)



Shipment Ref. #	Status	Fi
 Unassigned	Draft	
 BT_26022016TEST	Accepted	Ye:

- By clicking this icon you should now see the Shipment Actions below. (Example below)

Shipment Ref. #	Status	Active Filing	Su Ty
 Unassigned	Draft		Add
Shipment Actions: Edit Print Delete			
 BT_26022016TEST	Accepted	Yes	Add
Shipment Actions: Amend Print Cancel EEI			

Link to AESDirect Training: <http://www.census.gov/foreign-trade/aes/aesdirect/ACE-OnePager1.pdf>