



U.S. Customs and Border Protection

CENTERS OF EXCELLENCE AND EXPERTISE TRADE PROCESS DOCUMENT

**RESPONSIBILITIES AND PROCEDURES FOR IMPORTERS,
BROKERS, AGENTS, OR FILERS**

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BACKGROUND

The Centers of Excellence and Expertise (Centers) serve as resources to the broader trade community and to CBP's U.S. government partners. Center personnel are strategically located at the Ports of Entry across the nation to perform post-summary processing of entry summaries, answer questions, provide information and develop comprehensive trade facilitation strategies to address uniformity and compliance concerns.

Local-based processing functions, such as collections and broker licenses, continue to be processed at the Ports of Entry by the appropriate Center or Port personnel. However, Centers are fully responsible for post-release processes such as all summary and post-summary correction (PSC) reviews, liquidation and protests for entry summaries nationwide. The Centers also process prior disclosures within their industry, and further information regarding the prior disclosure process is available under the Enforcement Processes section of this document.

The Centers have regulatory authority through amendments made to the Code of Federal Regulations (19 CFR). Importers continue to be processed at the account level and must conduct business according to the regulations set forth in 19 CFR.

CENTER ORGANIZATION

The 10 Centers and their respective industries are:

- Agriculture & Prepared Products, managed by the Miami Field Office, specializes in agriculture, aquaculture, animal products, vegetable products, prepared foods, beverages, alcohol, tobacco or similar industries.
- Apparel, Footwear & Textiles, managed by the San Francisco Field Office, specializes in wearing apparel, footwear, textile mill products, or similar industries.
- Automotive & Aerospace, managed by the Detroit Field Office, specializes in automotive, aerospace, or other transportation equipment and related parts industries.
- Base Metals, managed by the Chicago Field Office, specializes in steel, steel mill products, ferrous and nonferrous metal, or similar industries.
- Consumer Products & Mass Merchandising, managed by the Atlanta Field Office, specializes in household goods, consumer products, or similar industries and mass merchandisers of products typically sold for home use.
- Electronics, managed by the Los Angeles Field Office, specializes in information technology, integrated circuits, automated data processing equipment, and consumer electronics.
- Industrial & Manufacturing Materials, managed by the Buffalo Field Office, specializes in plastics, polymers, rubber, leather, wood, paper, stone, glass, precious stones and precious metals, or similar industries.
- Machinery, managed by the Laredo Field Office, specializes in tools, machine tools, production equipment, instruments, or similar industries.
- Petroleum, Natural Gas & Minerals, managed by the Houston Field Office, specializes in petroleum, natural gas, petroleum related products, minerals, and mining industries.

- Pharmaceuticals, Health & Chemicals, managed by the New York Field Office, specializes in pharmaceuticals, health-related equipment, and products of the chemical and allied industries.

IMPORTER AND FILER RESPONSIBILITIES

CBP and the trade community continue to work together as CBP modernizes trade processes and provides for national processing. To realize the benefits of an industry-focused and account-based processing concept, importers are strongly encouraged to make full use of the existing automated tools and systems such as the Automated Commercial Environment (ACE) for transmission of entry summaries, the ACE portal for transmitting supporting documentation and the Document Image System (DIS), where applicable, for transmission of supporting documentation. The trade is encouraged to use the electronic methods available in ACE as identified above. Paper documentation may be submitted to the Port of Entry and Center personnel will route the documentation to the appropriate Center team. However, the trade must adhere to the requirements set forth in 19 CFR.

Filers and Customhouse Brokers are integral to the trade process and CBP's transformation efforts. As part of the trade community they play an important role assisting their clients in meeting import and export requirements set forth in 19 CFR, as well as assisting the trade in the most efficient methods and processes for conducting customs business. For post-entry activities filers interact with the appropriate Center on behalf of their importer accounts. This Center Trade Process Document provides operational processes for account-based processing within the Centers.

In January 2017, 19 CFR was updated providing Center Directors with full authority to make certain trade determinations and decisions. This document serves to provide clarifications of the entry summary processes performed by Center trade personnel and to provide instructions such as methods of communication with the Center, and post-summary processes. The trade is required to adhere to all regulatory and statutory requirements.

CENTER DESIGNATION

Center Unique Identifier

The Centers have been assigned Center Unique Identifiers (Center IDs) in ACE. The Center ID field in ACE may be found within the majority of the ACE post-entry applications, such as entry summary, entry summary liquidation, protest, and accounts. The Center ID will assist the trade in determining the Center assignment for an account, a particular entry summary or a post-summary activity. Below are the respective Center IDs for each of the Centers:

CEE001	Pharmaceuticals, Health & Chemicals
CEE002	Agriculture & Prepared Products
CEE003	Automotive & Aerospace
CEE004	Apparel, Footwear & Textiles
CEE005	Base Metals
CEE006	Petroleum, Natural Gas & Minerals
CEE007	Electronics
CEE008	Consumer Products & Mass Merchandising
CEE009	Industrial & Manufacturing Materials
CEE010	Machinery

Center Team Designation

Additionally, specific team codes are associated with each Center. These team codes serve as another indicator for identifying the Center assignment of an importer of record, a particular entry summary or a post-summary activity. Below are the respective team codes for each of the Centers as well as the Field Offices where each is managed.

New team codes will be replacing the old numerical team codes, and will follow an alphabetical format, e.g. ABC, where the first letter will represent a Center, and the secondary and tertiary letters will be used by the Centers to direct transactions to a specific work unit or team. Legacy numerical team codes will automatically be replaced on newly submitted entry summaries and phased out as existing entries liquidate. As such, existing team codes will remain in effect for existing transactions.

The following team codes are representative of each Center (X's are used as placeholders):

Center	Team Codes	New Team Codes	Email Address	Managed From
Agriculture & Prepared Products	002, 012, 022, 032, 042, 052, 062, 072, 082, 092	BXX	CEE-Agriculture@cbp.dhs.gov	Miami
Apparel, Footwear & Textiles	004, 014, 024, 034, 044, 054, 064, 074, 084, 094	DXX	CEE-Apparel@cbp.dhs.gov	San Francisco
Automotive & Aerospace	003, 013, 023, 033, 043, 053, 063, 073, 083, 093	CXX	CEE-Automotive@cbp.dhs.gov CEE-Aerospace@cbp.dhs.gov	Detroit
Base Metals	005, 015, 025, 035, 045, 055, 065, 075, 085, 095	EXX	CEE-Basemetals@cbp.dhs.gov	Chicago
Consumer Products & Mass Merchandising	008, 018, 028, 038, 048, 058, 068, 078, 088, 098	HXX	CEE-Consumer@cbp.dhs.gov	Atlanta
Electronics	007, 017, 027, 037, 047, 057, 067, 077, 087, 097	GXX	CEE-Electronics@cbp.dhs.gov	Los Angeles
Industrial & Manufacturing Materials	009, 019, 029, 039, 049, 059, 069, 079, 089, 099	IXX	CEE-IndustrialMaterials@cbp.dhs.gov	Buffalo
Machinery	010, 020, 030, 040, 050, 060, 070, 080, 090, 180	JXX	CEE-Machinery@cbp.dhs.gov	Laredo
Petroleum, Natural Gas & Minerals	006, 016, 026, 036, 046, 056, 066, 076, 086, 096	FXX	CEE-Petroleum@cbp.dhs.gov	Houston
Pharmaceutical, Health & Chemicals	001, 011, 021, 031, 041, 051, 061, 071, 081, 091	AXX	CEE-Pharmaceuticals@cbp.dhs.gov	New York

If an importer has not yet been assigned to a Center, the Center team assignment is based on the tariff number with the highest value.

Supervisors and managers within each Center are posted on cbp.gov alphabetically by title and identify their respective team number. This directory is available for instances when issues need to be elevated to a supervisor for assistance. The directory can be found at: [Center Directory](#). Another option is to email inquiries directly to the Center email address identified above.

CARGO RELEASE/ENTRY PROCESS

The release and cargo entry procedures remain the same and are processed by the applicable Port of Entry. The trade does not need to change existing shipping patterns and may continue to import through the Ports of Entry as they have in the past, regardless of the Center. The trade should submit any necessary documentation for

release purposes to the Port of Entry and adhere to current regulations. Cargo release issues related to cargo holds and examination authority, including agriculture-related inspections and processing, fall under the authority of the Port Director.

Entry release cancellations in ACE should be transmitted to the Port of Entry for processing if the entry summary is not in accepted/CBP control status. Entry summary cancellation requests are discussed separately in the Entry Summary Processes section of this document.

ENTRY SUMMARY PROCESSES

The Centers will process all entry summaries within their industry regardless of the Port of Entry. All entry summary types, with the below exceptions, should be electronically transmitted and processed in the ACE.

The following entry types are supported in ACE, but must be filed non-ABI. Therefore, the entry and associated entry summary for these entry types must be filed in paper at a local Port of Entry, and CBP will input the information into ACE.

<u>Entry Type</u>	<u>Entry Type Title</u>
04	Appraisalment Entry
05	Vessel Repair Entry
24	Trade Fair
25	Permanent Exhibition Bond (PEB)

The team number on the entry summary is displayed on the daily statement report which provides visibility regarding the submission of documents. When the trade receives a request for documents, the document submissions may be in an electronic or paper format, regardless of team assignment. ACE filed entry summaries provide the Center team code on the statement in the team field.

Upon receipt of a “docs required” message, an electronic transmission of the necessary documentation should be sent to the ACE portal, the DIS, or submitted in paper to CBP at the Port of Entry. For the electronic transmission of documents, the date and time of the document submission out-going message from the filer to CBP, whether by portal or the DIS, serves as the functional equivalent of a physical date and time stamp. Note that the Action ID# should be used when submitting documents to the DIS (see section 5.0 in the external version of the ACE Business Rules and Process Document). The required documents and the regulatory or statutory timeframes for submission have not changed.

Electronic Document Submission

The trade may submit documentation to the ACE portal or the DIS, which requires the Action ID#. Requests for Information (CBP Form 28), Notices of Action (CBP Form 29), and Notice to Mark and/or Notice to Redeliver (CBP Form 4647), are sent electronically to the importer if they so elect. The ACE portal remains the electronic means for CBP to issue these forms and importers to receive Requests for Information (CBP Form 28), Notices of Action (CBP Form 29), and Notices to Mark and/or Notice to Redeliver (CBP Form 4647). Information concerning which documents may be submitted as well as how documents are transmitted to the DIS may be found at: [DIS info](#). Note that Brokers do not receive a copy of the Requests for Information (CBP Form 28), Notices of Action (CBP Form 29), etc. in their ACE portal. The trade should make every effort to transmit the required documentation electronically to the Center.

Snow Days

Circumstances ranging from system transmission issues to natural disasters, which close a particular Port of Entry are known as “snow days.” Since revenue processing and other post-entry processes are conducted at

the Ports of Entry, snow days may impact the duty collection process for which the Centers have authority for conducting. Center personnel monitor snow days to determine whether liquidated damage cases should be issued. Filers may communicate with the Center if a snow day arises.

Revenue Collection

The trade should submit initial payments for all non-ABI entry/entry summaries to CBP at the Port of Entry. Any request for a “docs required” should be transmitted electronically using DIS (along with the Action ID), the ACE portal, or to the Center or in paper to CBP at the Port of Entry. Documents transmitted electronically require a cashier/record copy of the entry summary (or equivalent), as well as the check and/or statement to be submitted to the Port of Entry for collection processing. If additional payments are presented for an entry summary, such as a PSC, to a Port of Entry other than where the merchandise was entered, the payment will be accepted, but may extend the processing time of posting the payment to the entry summary.

All entry summaries identified with ABI non-statement (ABI/N) in block 2 of the CBP Form 7501 must be placed into CBP status. Entry summaries that have zero money due should have the first page of the CBP Form 7501 (or equivalent) submitted in paper at the Port of Entry where the entry summary will be accepted into CBP status. For entry summaries where money is due, the payment along with the cashier copy of the entry summary (or equivalent) should be submitted to the Port of Entry for collection processing. The cashier copy will alert the cashier to manually process the statement to ensure acceptance of the entry summaries on that statement. The entry summary should be transmitted electronically to the ACE portal or the DIS, or in paper at the Port of Entry for review and processing.

Revenue collection continues to be processed by Center or Port personnel at the Port of Entry. Resolution of discrepancies in the amount of monies presented and/or cashier documents as well as assessment and collection of liquidated damages continue to be handled by the Entry Units.

Summary Rejection or Cancellation

If an entry summary is rejected, the rejection notice will be issued by the Center as they are performing the review and processing the entry summary. However, rejections for collections reasons, i.e., resolution of discrepancies in the amount of monies presented and/or cashier documents mentioned above, will continue to be issued by the local Entry Unit. The trade should continue to submit requests for entry summary cancellations electronically to the DIS using DIS document type “CBP Cancellation CBP22”, with a follow up email to the Center for their awareness, or submit the requests in paper at the Port of Entry.

Center Review of Entry Summaries

All entry summary types are deployed in ACE and will be processed by the Centers. Responses to document requests should be transmitted electronically to the ACE portal, the DIS, or submitted in paper at the Port of Entry. Responses to CBP Form 28 and CBP Form 29 should be provided either in paper at the Port of Entry, to the DIS, or to the ACE portal.

Foreign Trade Zones (FTZ)

Ports of Entry continue to retain existing responsibilities involving the supervision of Foreign Trade Zones (FTZ), as required by 19 CFR Part 146 and 15 CFR Part 4. FTZ Compliance Reviews continue to be conducted by port personnel, as per established procedures. Enforcement actions involving the trade utilizing an FTZ will be administered by the Ports of Entry with coordination with the Center, such as the issuance of liquidated damages or penalty actions.

Vessel Repair Entries

Vessel Repair entries remain the responsibility of the Vessel Repair Unit in New Orleans, which is managed by the Automotive & Aerospace Center.

Puerto Rico and the United States Virgin Islands (USVI)

Entry summaries filed at Puerto Rico and U.S. Virgin Islands (USVI) Ports of Entry should continue to be filed accordingly. Entry summaries and post-summary processes continue to be handled at these initial filing locations. Puerto Rico and USVI Ports of Entry have not yet transitioned to the Centers and will continue to be processed by the Port of Entry as usual.

POST-SUMMARY PROCESSES

Issuance of Request for Information and Notice of Action

The trade community will receive Requests for Information (CBP Form 28) and Notices of Action (CBP Form 29) from their respective Center. The trade is responsible for timely responding to a Request for Information directly to the Center either by electronic transmission to the ACE portal or the DIS, or in paper at the Port of Entry where the request occurred. It is suggested that the trade notify in email that a response to the CBP Form 28 or CBP Form 29 has been uploaded to the DIS. Until a fully automated method is developed, the Centers will send courtesy copies by mail or as an attachment to an email to the broker contact listed in the importer's portal account.

Post-Summary Corrections

The trade should transmit PSCs through ABI, and the Center will process accordingly. Once a PSC is transmitted to ACE and documents are required, the documents should be electronically transmitted to the ACE portal or the DIS. If the trade submits payment for a PSC, the payment along with the first page of the corrected copy of the CBP Form 7501 or the CBP Form 7501A, must be presented to the Port of Entry for collection of the money.

Internal Advice Requests

The trade should submit a request for internal advice to the appropriate Center. The Center will then coordinate with the Office of Trade, Regulations and Rulings. Once the internal advice request is answered, the Center will notify the requestor of the decision.

Liquidation

The Bulletin Notice of Liquidation (CBP Form 4333) is electronic and uploaded to CBP's website at: [CBP Bulletin Notice](#).

Protests and Petitions

The trade should file protests electronically through the ACE Protest Module. The Center will process the protests in accordance with current procedures. Protests handled by CBP's Office of Trade, Regulations & Rulings, such as requests for further reviews and requests to void the denial of a protest, remain with Regulations and Rulings.

If the trade chooses not to file a protest electronically to the ACE protest module, the paper protest should be submitted to the Port of Entry along with all supporting documentation. The protest information will be entered into the ACE Protest Module and a copy of the numbered protest will be returned to the trade once the protest number is assigned. The Center will process the protest, i.e., review, decisions, etc. Additional information concerning ACE protests is available at: [ACE Protests](#)

ENFORCEMENT PROCESSES

The local Fines, Penalties & Forfeitures (FP&F) Office, where the liquidated damage claim or penalty was issued will handle case adjudication with the assistance from the Center personnel, who may provide insight into an industry and importer's history, etc. Enforcement actions such as notices of detention and seizure continue to be issued by U.S. Customs and Border Protection Officers at the Port of Entry where the violation occurred. Both the U.S. Customs and Border Protection Officers and FP&F personnel will work in close collaboration with the Center.

The trade should respond to FP&F enforcement actions to the originating office.

Prior Disclosures

The trade may submit their prior disclosure to either a Port of Entry or a Center. Payment should be made at the Port of Entry where the prior disclosure was filed, or if filed with a Center, notate on the prior disclosure where payment will be made. It is recommended that filers only send the prior disclosure to one location. CBP has internal procedures to route the prior disclosure to the proper Center team for review, action and collaboration with FP&F. Requirements and timeframes concerning the filing of a prior disclosure have not changed.