ACE E214 (Phase 2) Business Process Document

ACE Foreign Trade Zones

September 2020

U.S. Customs and Border Protection

This document is intended to provide information and policy guidance for the new E-214 functionality that is being deployed on September 26, 2020. This updated functionality, primarily involving 3 new inboxes in the ACE application, has been developed in cooperation with the trade and is intended to be useful in error resolution and maintaining accuracy of records for admissions to Foreign Trade Zones (FTZ). It is important to note that no major changes in the current functionality will be deployed, instead additional functionality is being provided. Specific technical details have been provided via the ACE CATAIR.

The first new process delivers the trade's ability to request correction of admissions when the concurred message had already been received by CBP. This functionality, now known as Post Admissions Correction (PAC), was originally known as unconcur functionality after the status of the admission. The PAC must be approved prior to any additional changes to the concurred admission. This process requires a request to correct an admission submitted by the trade. This request will go to new inbox and requires approval of an officer to complete the action. The filer will submit the request with an appropriate reason code. Filers should also provide a point of contact to address additional questions CBP may have.

These requests should be submitted within 15 days for the first week and within 30 days thereafter but CBP will consider older requests on a case by case basis. Trade partners should reach out directly to ports for these requests for extended processing. CBP will be reviewing the requests to evaluate extension of this time frame.
The second new process allows the trade to submit a replacement admission instead of a deleting an admission and adding a new one. Admissions that are not yet concurred will be sent directly to the CBP inbox for processing. For concurred entries, the PAC must be submitted and approved first. This new functionality allows the CBP Officer to view both versions of the admission to facilitate the approval process.

The third new inbox allows the trade to submit a request for an admission status change electronically. This functionality is limited to existing CBP policy and regulations as an edit which should prevent improper requests from even displaying in the inbox. For example, Privileged Foreign or Zone Restricted cannot be abandoned. Additional changes include the better visibility to actions including the technical deployment of a 9 character zone identification number, and the ability for a CBP Officer to cancel a PTT when appropriate.
CBP Officers have been instructed that they should make every effort to review and process these requests as soon as possible but no more than 2 working days from submission. Inboxes should be checked at least once per day. Questions about local issues should be directed to port management. Technical questions should be directed to your client representative, the ACE Help Desk or your software provider as appropriate. Policy issues may be sent to CSCWAREHOUSING@cbp.dhs.gov.