

Collections Release 6

Last updated: July 27, 2022



On August 27, 2022, U.S. Customs and Border Protection (CBP) will deploy the Collections Release 6 enhancement to the Automated Commercial Environment (ACE). This deployment enhances the refunds management workflow for all refunds (e.g., CBP Office of Finance (OF) manual refunds, drawback refunds, and liquidation refunds) and will affect CBP and trade users. This release includes associated updates to ACE Reports and write-back of collections data to the Automated Commercial System (ACS). There are no Electronic Data Interchange (EDI) impacts.

What will change for trade users?

- This deployment will provide visibility into refund history within ACE Reports starting with refunds issued after August 29, 2022. The trade community will be able to access the report through the ACE Secure Data Portal.
- Automated Clearinghouse (ACH) refunds will no longer override the 4811 on file.
- There will be no changes to refund timelines.
- There will be no updates to the CATAIR.

What additional resources are available?

- **Deployment Support Calls**
 - The Trade Transformation Office (TTO) will conduct deployment support calls for trade users on the following dates:
 - Trade Pre-deployment Support Call
 - Tuesday, August 23, 2022
 - 2 to 3 p.m. ET
 - Join via Microsoft Teams Desktop or Mobile App here: [Trade Pre-deployment Support Call: ACE Collections - Release 6](#)
 - Trade Post-deployment Support Call
 - Wednesday, September 21, 2022
 - 2 to 3 p.m. ET
 - Join via Microsoft Teams Desktop or Mobile App here: [Trade Post-deployment Support Call: ACE Collections - Release 6](#)
 - Participants are encouraged to join at the start of the call when CBP will provide a brief deployment status update. A question-and-answer segment will follow. Calls may end early if all questions have been addressed.
 - Additional calls may be scheduled if demand warrants. More details will be announced on these support calls and via CSMS message.
- **Additional Support**
 - ACE Collections questions: Contact ACECollections@cbp.dhs.gov
 - ACE Reports questions: Contact ACE.Reports@cbp.dhs.gov
 - Technical issues: Contact the ACE Account Service Desk (ASD) at 866-530-4172 or ace.support@cbp.dhs.gov

