ACE Collections - Release 6 Refunds

User Manual Version 1.0

September 2022

U.S. Customs and Border Protection

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ACE Portal Training

Provides navigational descriptions of the ACE Secure Data Portal Account (ACE Portal) and detailed step-by-step instructions on different ACE Portal functionalities.

ACE Reports Training

Provides user guides covering topics such as accessing and navigating ACE Reports, running reports, saving, and exporting a report, modifying query filters, creating ad hoc reports, and more.

1.2 - Contact Information

General Assistance

- For assistance with the ACE Portal, contact the Technology Service Desk: (800) 927-8729, cbp.technology.service.desk@cbp.dhs.gov
- For questions about future ACE Collections development, contact: ACECollections@cbp.dhs.gov

ACE Reports

For questions related to ACE Reports, contact the ACE Reports team: ace.reports@cbp.dhs.gov

1.3 - Release 6 – Refunds Overview

ACE Collections Release 6 Refunds workflow will enhance the refunds management workflow and provide the ability to search, create, and certify/approve refunds. This release will include all refunds (ex. Manual refunds, Drawback AP refunds, SEACATS refunds, and Liquidation refunds). This release will also contain funds certification to ensure the availability of funds. Members of the Trade will be able to view their refund details in ACE Reports.

Key Benefits:

- New dedicated Refunds UI with integrated Refunds Workflow to include system-based user review and certification of refunds.
- Modern UI allows easy navigation, including search/display, manual refunds creation, divert refunds, and cancel refunds all within one interface.
- Automatic interface with systems involved in the Refunds lifecycle (Entry Summary, Drawback AP, SAP, Accounts Management, Automated Commercial System (ACS)).
- Refund identification (ID) and status added to Entry Summary UI (ESUI).
- Integration of funds certification to ensure availability of funds.
- Incorporation of Drawback Accelerated Payment (AP) refunds will bring the full drawback process into the ACE environment.
- Mass upload of refunds for Continued Dumping and Subsidy Offset Act (CDSOA) refunds.
- ACE Reports: refund data viewable by CBP in ACE Reports. Members of the Trade have visibility into their pending refunds within ACE Reports for informational purposes.

2.0 - ACE Reports – Step-by-Step Instructions

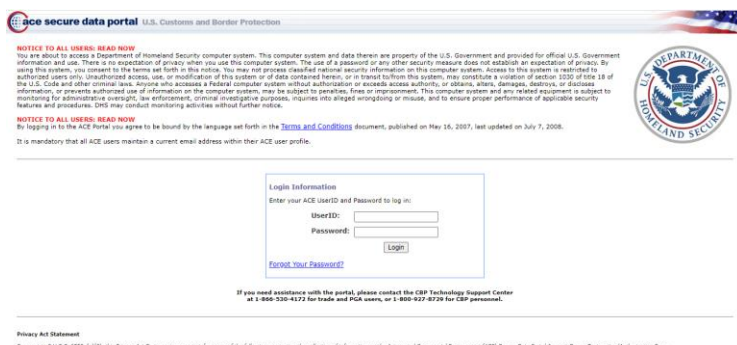## 2.1 - ACE Portal and ACE Reports Access for Trade Users

Complete the following steps to access the Trade Refunds Report:

1. Before gaining access to ACE Reports, you need to apply for an ACE Portal account by filling out the PDF application form for an ACE Secure Data Portal Account.

   Please contact the CBP Technology Support Center at 1-866-530-4172 or email ACE.Support@cbp.dhs.gov with questions.

   Your ACE Reports access will be automatically provisioned once you have an ACE Portal account.

2. Log in to your ACE Portal Account.

3. Select 'Accounts' at the top.
4. Select 'Importer' from the Account Type dropdown depending on your user role.
5. Select 'Reports' from the Task menu on the left-hand side.
6. Select 'Launch Tool' to the right.
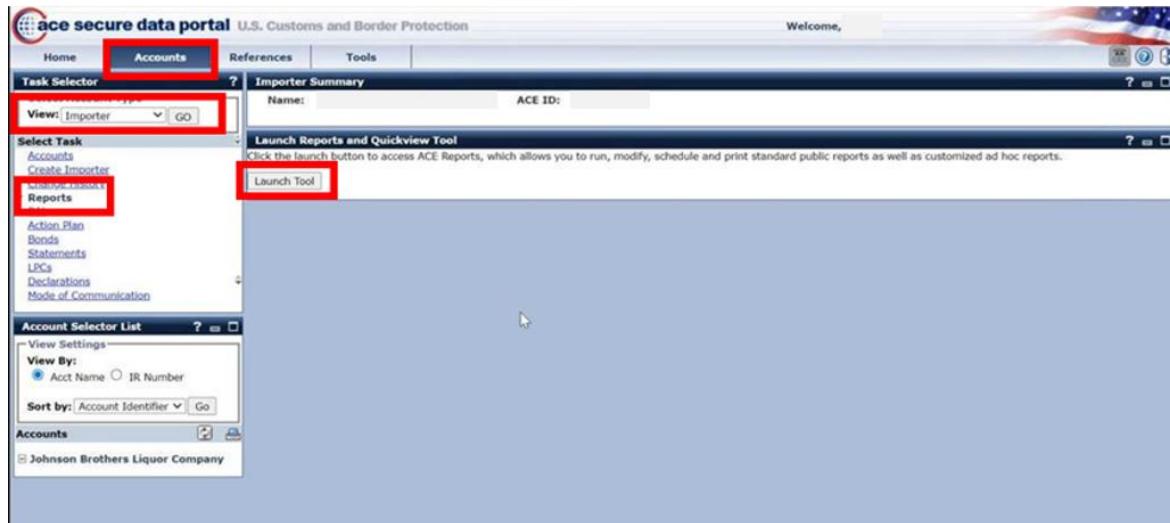
7. Select the 'Importer' workspace.

8. Select "Ok".
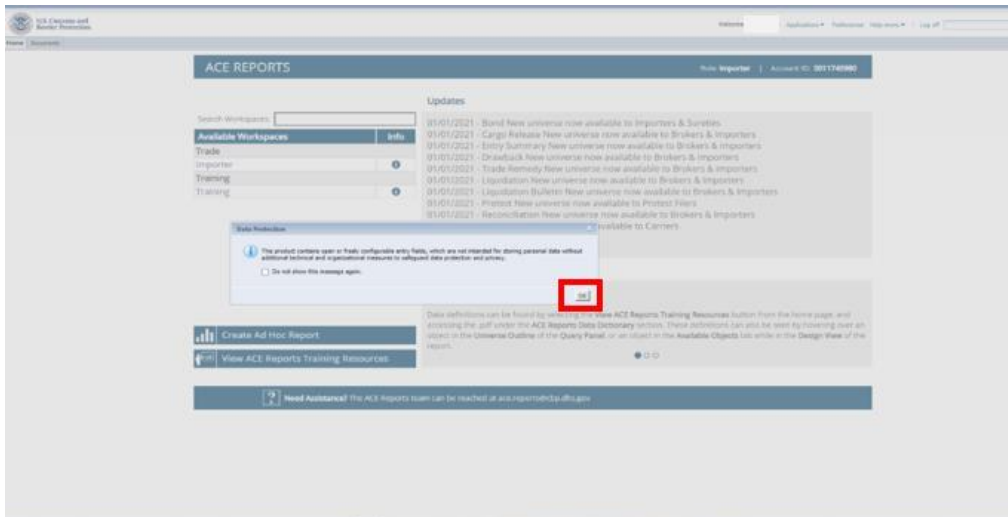
9. Select 'Revenue' tab at the top. Then select 'Refunds tab on the left-hand side. Select REV-603 Trade Refund Report to open the report.

2.2 - REV-603 Trade Refund Report (Trade)

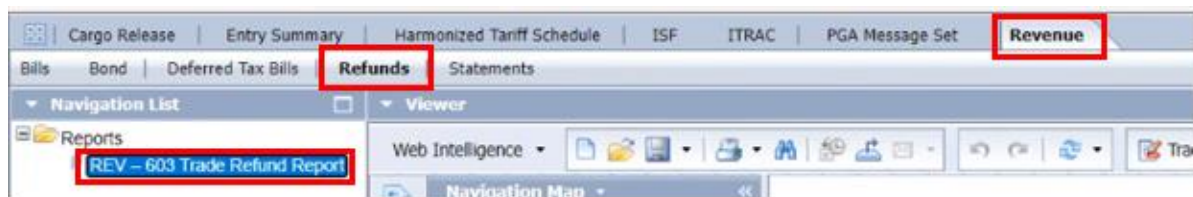This report allows members of the Trade to check the status of their pending CBP refunds (see 6.1.2 – ACE Portal and ACE Reports Access for Trade Users). **CBP users will also have access to this report.**
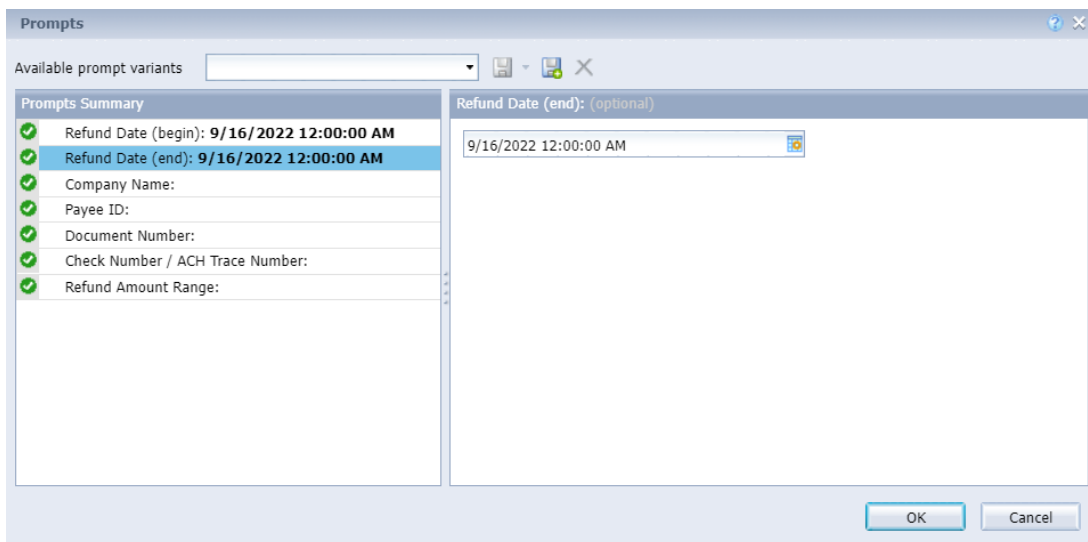
Please note the following about this report:
1. This reporting tool displays real-time data and is for informational purposes only.
2. **This report restricts to refunds associated with the Trade user's Importer Number.** CBP users will be able to view all refunds for all importers in this report.
3. This report is designed to display refunds that have a Refund Secondary Status of Treasury Issued, Sent to Treasury, Check/ACH Returned, Check/ACH Reissued, and Funds Diverted.

To run the Trade Refund Report:

1. Input parameters for any of the following to narrow down results:
   - **Check Number / ACH Trace Number:** Open ended, multiple values
   - **Company Name:** Open ended, wild card
   - **Document Number:** Open ended, multiple values
   - **Payee ID:** Open ended, multiple values
   - **Refund Date:** Date Range
   - **Total Refund Amount:** Drop down

   Once desired parameters are inputted, select "OK" to run the report.

2. The results will show all of the payee's pending refunds within the inputted parameters.

REV – 603 Trade Refund Report

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Report Parameters:

Payee ID: ALL	Company Name: ALL	Payee ID: ALL
Check Number / ACH Trace Number: ALL	Document Number: ALL	Check Number / ACH Trace Number: ALL
Refund Amount Range: ALL		

Today's Date	8/25/2022
Total Refunds	20
Total Refund Amount	$11,554.80

Refund ID	Payee ID	Company Name	C/O	Address	Refund Date	Refund Status
100740	23-589645800	BOB M. PORTER POTST1	DBA ROYALE IMPORT NOTHING6	1801 N BEAUREGARD ST 1801 N BEAUREGARD ST ALEXANDRIA VA 22311-1701 US	8/19/2022	TRANSMITTED
100743	23-589645800	BOB M. PORTER POTST1	DBA ROYALE IMPORT NOTHING6	1801 N BEAUREGARD ST 1801 N BEAUREGARD ST ALEXANDRIA VA 22311-1701 US	8/19/2022	TRANSMITTED
100748	23-589645800	BOB M. PORTER POTST1	DBA ROYALE IMPORT NOTHING6	1801 N BEAUREGARD ST 1801 N BEAUREGARD ST ALEXANDRIA VA 22311-1701 US	8/19/2022	TRANSMITTED
100758	23-589645800	BOB M. PORTER POTST1	DBA ROYALE IMPORT NOTHING6	1801 N BEAUREGARD ST 1801 N BEAUREGARD ST ALEXANDRIA VA 22311-1701 US	8/19/2022	TRANSMITTED
100759	23-589645800	BOB M. PORTER POTST1	DBA ROYALE IMPORT NOTHING6	1801 N BEAUREGARD ST 1801 N BEAUREGARD ST ALEXANDRIA VA 22311-1701 US	8/19/2022	TRANSMITTED

Screenshot contains mock data

3. Please note that you may see any of the following Refund Statuses in the report:

| Refund Status	Description
Transmitted	ACE Status when the refund is included in the ACE Collections refund file and sent to SAP, which will in turn send the refund to Department of the Treasury
Refund Secondary Status	**Description**
Check/ACH Returned	Status to indicate the check or ACH payment was returned by Treasury
Check/ACH Reissued	Status to indicate the check or SAP payment was returned and has been reissued.
Funds Diverted	When a diversion of the refund occurs - Refund file is sent to SAP without the diverted refund and a BCA record is created for the whole diverted refund and written back to ACS.
Treasury Issued	When Treasury confirms the payments were disbursed and provides the Check number and ACH number

2.3 - Exporting Reports

After a report is run, you can download and save the report as a PDF, Excel, or CSV format.

1. On the main Reports View window, hover over the toolbar and select the Export icon.

2. Another window will display, allowing you to customize how the report is saved.
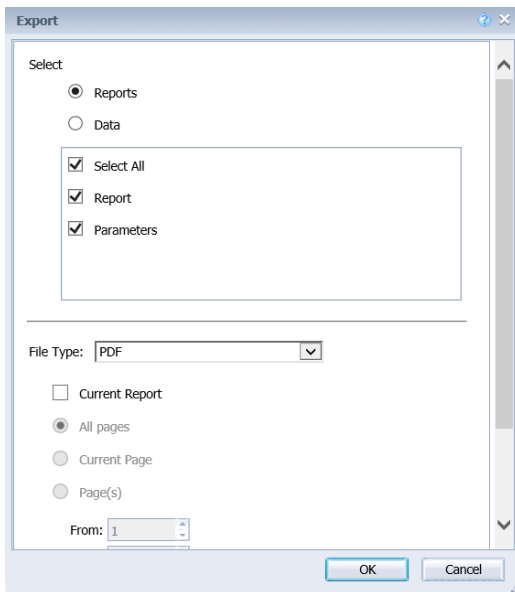
The checkboxes under Reports show each individual tab of the report.

The File Type allows you to change the format of the export.

Click "OK" to complete the export.