

# ACE Collections - Release 6 Refunds

User Manual Version 1.0

September 2022



U.S. Customs and  
Border Protection



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## 1.0 - Introduction

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### 1.1 - Resources

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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

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#### General Assistance

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

#### ACE Reports

For questions related to ACE Reports, contact the ACE Reports team: [ace.reports@cbp.dhs.gov](mailto:ace.reports@cbp.dhs.gov)



# ACE Collections – Release 6

## User Manual – Refunds



### 1.3 - Release 6 – Refunds Overview

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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

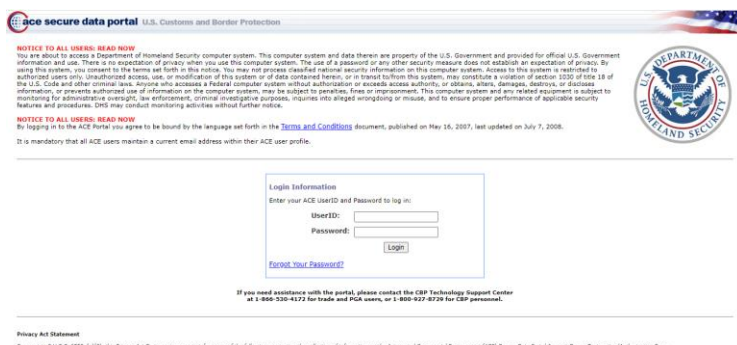
Complete the following steps to access the Trade Refunds Report:

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](mailto: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](#).



The screenshot shows the login page for the ACE Secure Data Portal. At the top, there is a header with the ACE logo and the text "ace secure data portal U.S. Customs and Border Protection". Below the header, there is a "NOTICE TO ALL USERS: READ NOW" section. The main content area contains a "Login Information" box with fields for "UserID:" and "Password:", and a "Login" button. Below the login box, there is a link for "Forgot Your Password?". At the bottom, there is a "Privacy Act Statement" section.

**NOTICE TO ALL USERS: READ NOW**  
You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1552 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

**NOTICE TO ALL USERS: READ NOW**  
By logging in to the ACE Portal you agree to be bound by the language set forth in the [Terms and Conditions](#) document, published on May 16, 2007, last updated on July 7, 2008. It is mandatory that all ACE users maintain a current email address within their ACE user profile.

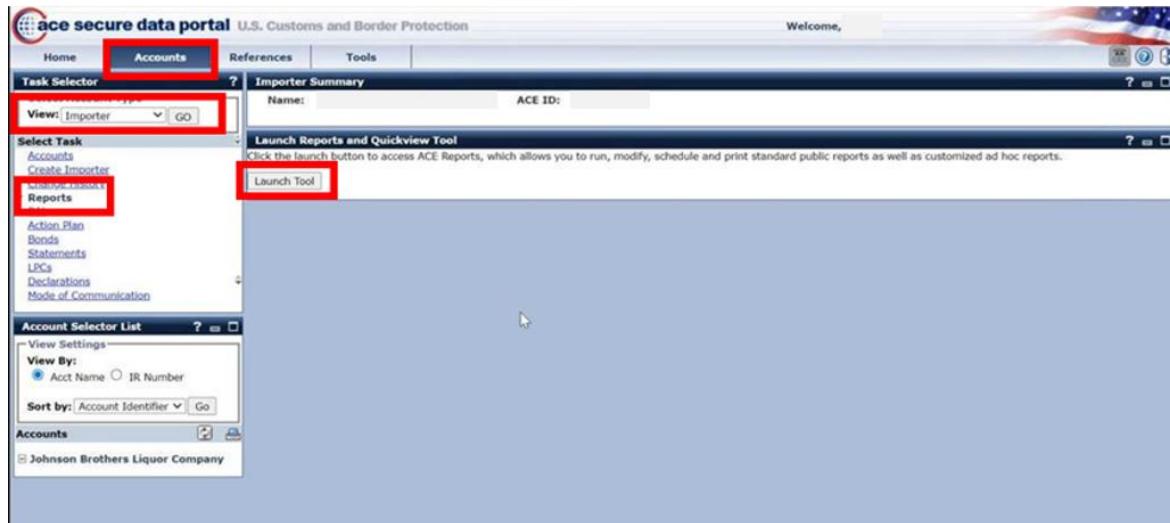
**Login Information**  
Enter your ACE UserID and Password to log in:  
UserID:   
Password:   
  
[Forgot Your Password?](#)

If you need assistance with the portal, please contact the CBP Technology Support Center at 1-866-530-4172 for trade and PCA users, or 1-800-927-8729 for CBP personnel.

**Privacy Act Statement**  
Pursuant to 5 U.S.C. (552a)(e), the Privacy Act Statement serves to inform you of the following concerning the collection of information on the Automated Commercial Environment (ACE) Secure Data Portal Account Owner Designation Authorization Form.



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.

### ACE REPORTS

Search Workspaces:

| Available Workspaces | Info |
|----------------------|------|
| Trade                |      |
| Importer             |      |
| Training             |      |
| Training             |      |

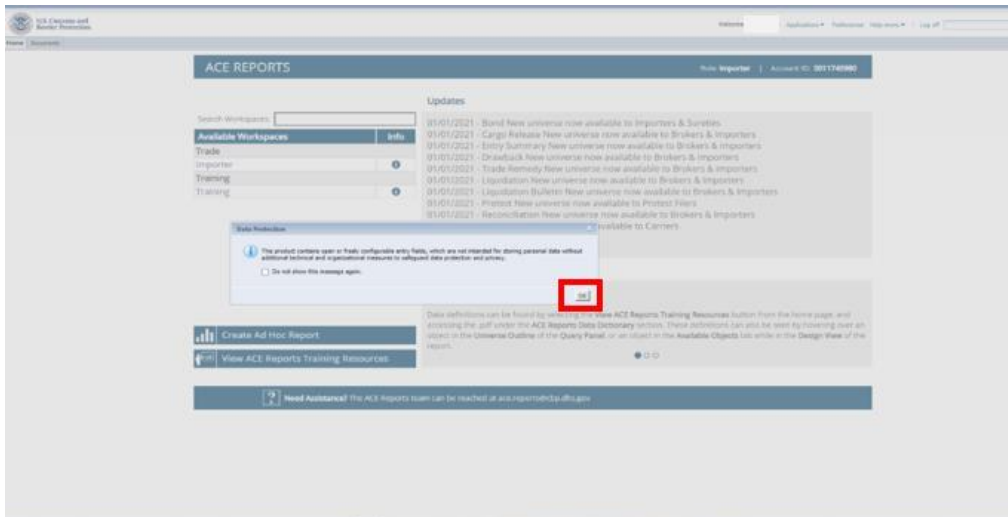


# ACE Collections – Release 6

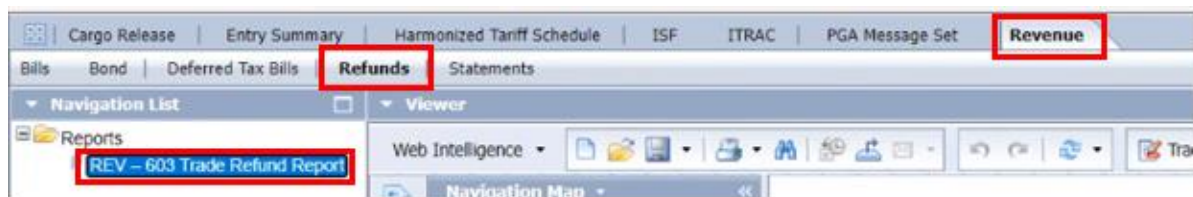
## User Manual – Refunds



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.**

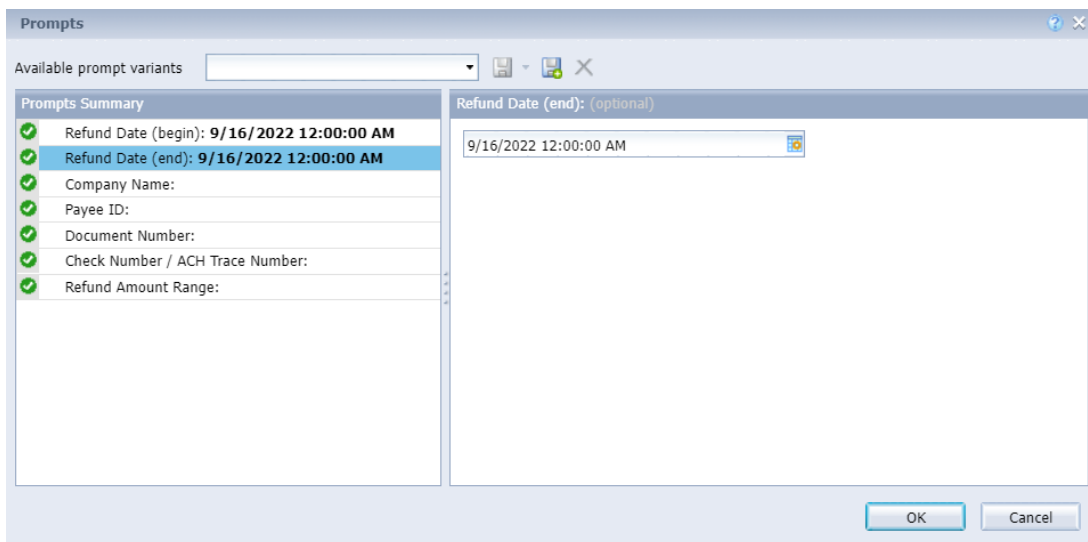
Please note the following about this report:

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**FOR OFFICIAL USE ONLY

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   |



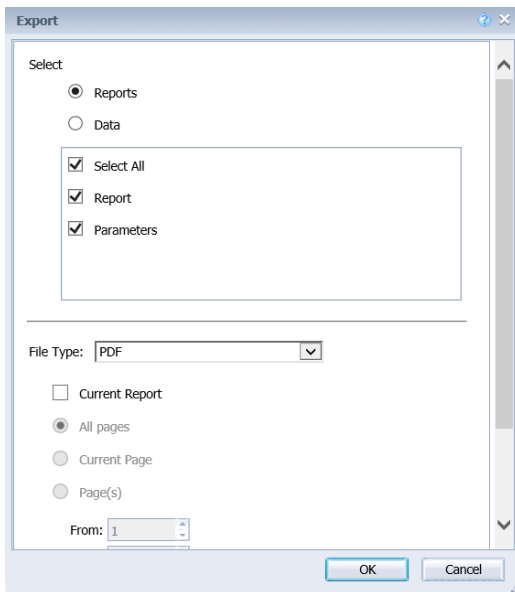
### 2.3 - Exporting Reports

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.