

# ACE Reports Upgrade to Business Objects 4.3

Last updated: January 18, 2024



On **January 27, 2024**, U.S. Customs and Border Protection (CBP) will upgrade the Automated Commercial Environment (ACE) Reports application to run on SAP Business Objects (BO) 4.3. The upgrade to BO 4.3 involves changes to the ACE Reports user interface (UI).

## What will change for trade users?

- **Landing Page Change**
  - When opening ACE Reports, users will no longer see the current homepage with the users' "Workspaces." Rather, a new landing page (Figure 1), titled "BI Launch Pad," will appear.
  - Users will access their available reports via the "Folders" tile.

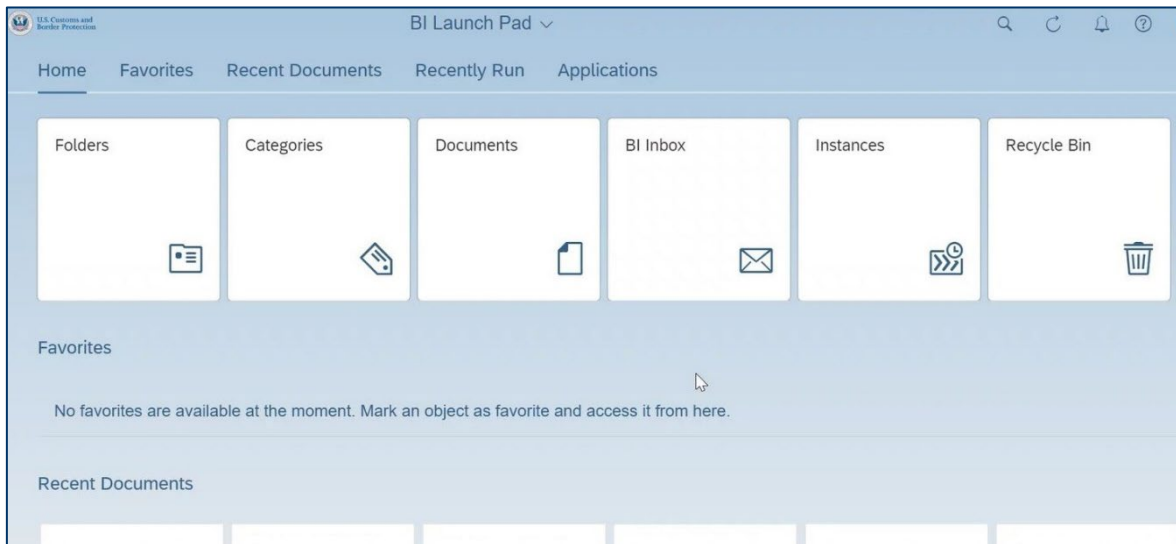


Figure 1: Future ACE Reports (BO 4.3) Landing Page

- Additional tabs and tiles with other useful information will also be visible, including:
  - **Documents** – this tile contains information on the specific reports available, including saved reports and the functions for scheduling reports.
  - **Instances** – this tile lists specific instances of scheduled reports.
  - See the available resource guides (linked below) for more information.
- **Running Reports**
  - When getting started users will notice UI changes. However, BO 4.3 retains all the functions available to users in the previous version, and the underlying process steps remain the same for running reports.
    - One noteworthy improvement of the new platform is that data elements that are added to ad-hoc reports will automatically appear in the reports once they are run.
  - The training resources provided below outline the steps for successfully running reports in the upgraded platform.



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## Accessing ACE Reports

- To access ACE Reports, users need an ACE Secure Data Portal (ACE Portal) account. Users can apply for an account by following the steps outlined on the [Applying for an ACE Portal account webpage](#).
  - Note: Users must use Microsoft Edge or Google Chrome, or the form will not download properly. For assistance, contact the ACE Support Desk (ASD) at 1-866-530-4172 or email [ace.support@cbp.dhs.gov](mailto:ace.support@cbp.dhs.gov).
- For more information on ACE Reports, visit CBP's [ACE Reports webpage](#).

## What additional resources are available?

- **Training**
  - To prepare users for this deployment, CBP will publish updated versions of the following Quick Reference Cards and Videos, available on the [ACE Training webpage](#):
    - Accessing the Application
    - Navigating the ACE Reports Home Page
    - Running A Standard Report
    - Scheduling a Reoccurring Report
  - Additional training resources are available on the CBP ACE Reports Homepage at <https://www.cbp.gov/trade/ace-reports>.
- **Webinar**
  - Post-deployment demo of ACE Reports application in Business Objects 4.3
    - Wednesday, January 31, 2024
      - 2 to 3:30 p.m. ET
      - WebEx Meeting: [ACE Reports Upgrade to Business Objects 4.3](#)
      - Meeting Number: 2763 718 3943
      - Meeting Password: ACE1 (2231 from phones and video systems)
      - Join by Phone: +1-415-527-5035 US Toll  
+1-929-251-9612 US Toll 2  
Access Code: 2763 718 3943
- **SAP Guides**
  - [SAP Fiorified Business Intelligence Launch Pad User Guide](#)
  - [SAP Business Objects Web Intelligence User's Guide](#)
- **Deployment Support Calls**
  - The Trade Transformation Office (TTO) will conduct deployment support calls for the trade community. Meeting link will be distributed via CBP's Cargo Systems Messaging Service (CSMS) notifications.
    - Trade User Pre-deployment Support Call
      - Thursday, January 25, 2024
      - 1 to 2 p.m. ET
      - Join via Microsoft Teams Desktop or Mobile App



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- Trade User Post-deployment Support Call
  - Will be combined with the February 1 Biweekly Trade Call – see below for call information.
- 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.
- **Biweekly Trade Support Call**
  - CBP hosts a biweekly support call to address ACE technical topics. This enhancement will be discussed during the following call:
    - Thursday, February 1, 2024
    - 2 to 3 p.m. ET
  - Join these meetings using the event link below. This is a recurring meeting link and can be used for all upcoming biweekly trade support call sessions.
    - WebEx Meeting: [ACE Biweekly Trade Support Call](#)
    - Meeting Password: ACE1 (2231 from phones)
- **Additional Support**
  - For questions related to ACE Reports: Contact [ace.reports@cbp.dhs.gov](mailto:ace.reports@cbp.dhs.gov).
  - For technical issues: Contact the ACE Account Service Desk (ASD) at 866-530-4172 or [ace.support@cbp.dhs.gov](mailto:ace.support@cbp.dhs.gov).

