Hello everyone, and thank you for joining the webinar today. I feel like I've been doing these all week. At least three or four times a day. I've been on two field calls today and did the webinar yesterday. I have a call with the targeting unit that the port level this afternoon. We are doing a lot of outreach over the implementation of ACE for air this weekend .

For those of you who do not know me, my name is Bill Polansky. I am the product owner in manifest in exports. This is going to be a big weekend for us as a will be for everyone.

For those of you who do not know, we have been working on air for quite some time. We started at the tail end of 2014. -- The tail end of 2013. We spent all year in 2014 working on air. Redeployed our code to the production system January 3. The idea was to point the code one that and build processing for a time to find any answer system issues, anything we got wrong and fix them before we went live on May 1. We deployed in January calm --, in March timeframe we had the certification environment to test with us. We tested with them right up until May and went live. We did to deployments one in March and then in May. I renounce date for the transition to ACE and March it was felt by the trade that enough certification had not been completed yet. There are some issues they were concerned about going forward with. We have address those issues, and they have had additional time to test with that.

We moved the date from may -- May 1 to June 5 to the actual go live date. This weekend we are not up lowering any code. We are only migrating the AMS data into ACE so that we can make ACE the system of record. We also D activated AMS at the same time. The fields has to use ACE in the processing of ACE manifest .

So when I talk about this weekend and go live, the official date for the go live is Sunday June the official date for the go live is Sunday, June 7. And prep for that, we have to do some work in the backend. That will affect the system. On Saturday in the backend. That will affect the system. On Saturday, June 6, at 3 PM Eastern standard Time we have to take their AMS down. As a result of that, we also have to take ACS down at the same time. What will be affected at 3:00 o'clock will be error manifest filings, intrigue release, entry summary filings in AES. We will also impact you ask W ask processing and I and processing for queries. Those will end at 3:00 o'clock. We anticipate a years worth of data from the system. We anticipate that will take between that our in two hours. Between 3 PM and 5 PM Eastern standard Time we will have ACS and air AMS off-line. Once the extract is completed, we will bring ACS back online. We will again be processing entry release and entry summaries and ACS. Once we have that set up and in place, we will reap play any entries that come in during that time. If a broker has been submitting entries or entry summary information it will be queued right when we come back up. Air AMS will remain off-line QX/WX also will not function past that 3 PM timeframe. At 7 PM, we anticipate taking ACE down. This is a three-hour movement for word based on feedback from the trade.

We have talked to the trade meaning the air carriers of what would be the most convenient time for them to be out of window. Due to the fact that they have large sorts on Sunday morning, we had chosen to move that forward into Saturday and take the hit there then extend into Sunday morning where we traditionally expanded the ACE outage window. At 7 PM we will take ACE down. That will take down motion, rail, and truck manifest -- manifest processing at the time. It will also affect ACE in Shreveport summary processing. All those will cease at 7 PM. It is possible that we may not take the system down as late as 8 PM on Saturday night. The anticipation is 7 PM but it may last as long as eight to take the system down.

We will be down from then until 5 AM Eastern standard Time on Sunday morning. They will then load 37 days worth of data into ACE . ACE will be the system of record. When we come out of the window at five, ACE will be setting all the replies back. All the error manifest, all the ocean manifest, on the truck manifest, or the real manifest, and entry summaries. -- Will be kept in the queue and replayed upon coming out of the window. We will first play all the ocean, truck, rail and entry some of data first. Make sure those systems are working properly. Them will -- we will play all the air data that we have captured since 3 PM Saturday. Keep in mind that that will take between the our -- in our in two hours to run and catch up to real-time processing. Any data being sent to us during that time prime -- timeframe may take a wild to get a response back. By no later than 7 AM we anticipate being back to real-time processing.

We have encouraged the trade just to make -- submit any bill data to us a head of the 3 PM caught over for air. And I had of the 7 PM cut over for truck, ocean, and well. This data could be taking -- taken in from our system process and messages -- messages then it -- generating back out. It will be appropriate for the field to see that data and to target off that data a head of the 7 PM cut over for ACE.

If that is not possible, we will be in a downtime situation where we will be process being cargo for all of those modes off-line. It is important that you get your entry and build data in early prior to that.

We do have support for the trade during this outage window. And after the outage when we start processing ACE error manifest deployment and want with the other three manifest systems. We have been doing this since January. We think the impact to the other modes should be minimal. We are not deploying any new code this weekend. That should minimize any changes or updates. It is a strictly database work to align the database and ACE with AMS to move forward. The traits first contact point should be there client Representative. If it is a business our, Monday at 3:00 o'clock in your client Representative is staffed, you should contact them first to report any issues or problems. They are trained to deal with those. If, on the other hand, you can not reach your client reps, we ask any emergent the issues be referred to the CBP helpdesk. The CBP helpdesk will be aware that any calls from manifest during this time should be transmitted to a war room that we have is that place here at headquarters that is staffed by a level representatives, client rest, tech SMEs for 24 hours a day for up until Thursday. You should use this route. The reason we are asking you to contact the helpdesk first for emergency issues meeting you cannot move cargo, you cannot send in data, you are not getting of his wants to move cargo. -- Any of those issues treat it as an emergency for the first week in contact immediately the helpdesk and help them put them -- put you in contact with the war room. Any non-emergency issues

something new are not sure they can wait, please send a, to the ACE service desk. That inbox will be monitored for five days, 24 seven and up to 45 days after deployment but during our -- normal business hours. This is when you have a policy or operational question, you're having concerns about maybe post processing with inbounds or something else that is not an emergency must be fixed with the system you can use that address to go to or your client reps are also a good resource.

So we have been having trade calls will with a for a, the express Association of America in various carriers and vendors since we started certification but heavily since we have been in this extended testing phase. These are the fixes are issues that we have found since we started certain testing. If you look at them, they are there for your reference. Every single one that says insert has been fixed in production near the end of the list there should be nine or 11 issues that not address or fax. They will say increments then -- 10 Sprint four, two, three, what that means is anything with Brent three, Sprint to -- Sprint 2, anything with 2 or 3 will be fixed immediately after go live. Anything with 4 or 5 is out two or three weeks from June 7. Anything you see there that is an issue that is saying post June deployment and has a 4, 5, 6, those are the ones we need to know if you think they're causing your concern or problem. Please raise that to CBP so we can reprioritize the fixes. We will work on these fixes as soon as we have completed a successful deployment of the ACE error code. Obviously our priority is going to be any issue that we encounter that is causing a delay on the movement of cargo at the airports after June 7. We will work on these ones that we have not addressed yet in priority order as soon as possible after go live.

[Silence] I will say this also. After ACE comes up you PWP should be the ABI air and ground application that is being used. QX/WX goes away. If you send one in, it should return an error to you saying use key PWP for your inbounds. Note that any inquiries done -- as of Sunday, June 7.

That is all we have. We have done extensive outward reach with the port. Including a muster, a campus message that is gone out that has talked about the changeover. We have fixed tentatively we trained officers, trained here at headquarters or -- for 100 people that were used as training the trainers that went back out into the field. We're providing on-site support for nine airports around the country. We had gone out in a sea -- message to the [Indiscernible] yesterday. We are doing the largest airports for air volume around the country. We had the war room in place not only for the trade but for the field during this cut over for that week. Any operation our policy questions coming to from the field will be addressed Realtime as soon as they have asked a question of our office.

We have done extensive outreach to the ports, the field offices and we have had CFO calls with the district field offices, the ports, to address not only the go live issues with making sure they have system access that their workstations are hooked up to ACE but also that they know how to handle the cargo during the outage window. A cast will still be accepted during the window and still be process and evaluated for security purposes. We are stressing the enforcement actions for our law enforcement purposes which will continue. The emphasis will be move cargo during the outage window and not the late -- delay processing over Saturday night and Sunday morning. You should not see a problem there. If you experience one, obviously reach out to your client Representative or open ticket.

We will take questions now. Please send anything and you want to ask. Now is your chance. This webinar will be posted after the event. They should send out a CSM message on that.

[Indiscernible -- low volume]

We're just going to let this go. This is mentioned by senior management on the port side. We're not going to stop the movement of anything perishable on that list. We're going to let it go. It is not a national security issue so I would not worry about those at all your at some ports we are trying not to do paper. Once we know what it is we will just let ago and catch everything up after the fact.

That is as close as I can get.

CBP has a vice. Symbols will not be held at what about aphis? They have stated that they have worked in we shout to the PGAs so we expect that they will also be on board with this as well. After this, I will get back to everyone to let you know this question and can turn excess and just make sure that we follow through on that.

On Friday, should we hold that transmitting any air entries for the weekend?

I was a submit as many as you can on Friday, quite the opposite. The more in the system and process before the downtime the more releases you will have that you need to get and you will have.

So ACS entries except for the two hour window on Saturday afternoon should be up and running the whole weekend. They should process as normal sending out the releases. SC and any participants that use SD for their transmission, as he will be up and running but because of the way it is the sign, it is not designed to kick off the releases until the bill match haven't. Obviously, if you have the bill on file prior to 3 PM that match will happen we will see the bill because it will be in our system. If it comes in during the outage window, from 3 PM to 5 AM, you will not see that. CE will not generate of release until we come back up out of that window and process the bill that are.

After ACE become system of record ever ACE entry is transmitted lot and responded to in the ACE environment will a true 7501 be generated from the brokers ACE and post injury against that entry to be filed the ACE?

[Indiscernible -- low volume]

All I can say is this, we're not altering the entry systems and ACE and we're not altering the ABI. Mike that would tell me it is an that however you do it now, it is not going to change with ACE.

ACE entries summary , SC has all been changed the interfaces to talk to ACE error. Everything you expect an AMS is going to happen in error AMS as well. There should be no change to entry filing practices or processes.

Is a lengthy one. The madhouse or rebuild data must be a file for hours prior to arrival we transmit details the night prior to arrival due to the scheduled downtime, will we be -- we will be unable to do so. You can sell trends made when you want but it will be heavily cute.

If we transmit while the system is then will it be accepted once the system is back up? The answer is yes. Everything that comes into the downtime will simply be held in the queue. What to comes up, we will begin to process the queue and basically everything will be process. We hope that within an hour to an hour and one half everything with you will be cleared and we will be back to real-time processing.

If there is an issue with the date and is rejected where there be leniency? We're not going to write penalties for anything transpired during this time frame. That was a statement from the executive director with [Indiscernible]. That is not something you will need to worry about.

Related to the for our time window.

Go ahead.

Related to that. Why are production fathers getting rejections on EPT is for the new FC 11 fields for split bills today?

I do not know. I did not know that was happening. If there's a problem, contact the trouble desk and have a ticket started. We can look at it is.

There was a change to require complete information on FTC submissions into zone. That could be related to this. Again, I would open the ticket our work through your client Representative to discover what the reason is for that.

Can you please confirm with the EPT changes will be going into effect? It appears they were purged this week without warning but can you confirm?

Nobody warned us either. We will have to take that back, I haven't heard that might health. I hope that I would've known that that happened. But I do not know. We will find out and get back to you.

As a freight [Indiscernible] will I see delays a getting a once see. Yes with all the caveats mentioned above and if so can I move my freight to meet my cause were requirements regardless of the one C? What all of all has told all the port is that we will continue to look at security like narcotic type stuff. But for trade related issues we will just take the hit. We will not stop the flow of cargo. It will be allowed to move on. So that is the best answer I can give. Obviously, we're going to always say we reserve the work -- the right that of course it is going to be stopped. Legitimate cargo trade issues are going to be let go and we're not going to stop cargo.

What will the changes in the spreadsheet marked is In CERT be in production? This weekend.

I'm interested in the query item number six.

They are already in production now. We deployed them. You will see the effect when we go live.

In CERT me this fixed, is deployed and we have tested it. We have worked with our training partners and it is ready to go which is the best I can say.

What about item number six?

At fescue messages resulting in error 999 at fescue message was that -- rejected please call client Representative We don't like that either because we got there might just be too many phone calls coming into client reps so we did address those in it is resolved.

You should see that affect In CERT if you're testing it. So that is all the questions that we have at the moment. We might get a couple more questions otherwise we will give you the rest of your afternoon back.

There's one.

We submit in AMS in the Courier environment. When processing error AMS submissions currently we receive of his on that the hospitals are not only submitted but on file. Is that an area? I don't think so. Our AMS vendor tells us that we will not know now whether it is on file or not as a at fescue they send shortly after hours the Asian --

Go to the bottom of the list. I know what you're getting at on this one. I think it's line 62 or 64.

Which one was that? I can't remember exactly what it is. We don't have it on this list. It's actually 66 or 65.

We know this issue. Were working to correct it.

The at fescue does not return response until the Master airway is on file with the House bill. They cannot find it because of the way they've written net into ACE. We know that issue , it has no downstream impact on us. We have offered one solution that could be? But it is all or nothing. We could generate their bill on file message immediately upon receipt of the bill. We actually write it now to the transaction log but do not send it. We're going to address both that positive change and effects for the query. -- So it returns a valid response.

USDA dashes USD on board? Yes they are aware. It's the best I can tell you.

It seems that the at fescue is not working for freight forwarders for advanced house bills there are issues that is part of the above question we just answered. We are working to resolve that as quickly as we can. It will be resolved on June 7 but it is a priority to get resolved as quick as we can.

When will it be fixed? I just answered that. As quickly as we can after deployment. It won't be fixed for June 7 but it will be fixed as quickly as possible. It's one of the higher priorities.

Many times airlines do not nominate us until after arrive. What can we do after arrival?

Do you understand what the question is?

Are you asking what can you do before they nominate you?

Can you make that a little more clear? I'm sorry. If you not nominated, I'm not sure.

Hopefully will we get this fixed, all the other issues or concerns that arise from this not working will of course become open lead. We understand it's an issue. We will try and get a fix as quick as we can.

It will be fixed as quick as we can. I'm not just saying that the blow you off, I really mean it. We know it's an issue. It's queued up and we want to get effects. Were not looking to stop the flow.

Right now there are no other questions.

You were much nicer to us than those in the field. We talk to you for two hours yesterday.

Yes, they beat us the.

Please keep in mind the contact information. After we go live this weekend the fields will have a readability into AMS but will not be able to perform any functional actions in AMS. They cannot arrive, post to it, Bill to it, they will have to do all of their actions and ACE. If that is not what they're doing, they will not be able to do anything.

Can you talk about split shipment.

We already talked about it and moved on so sorry. Splits will work better than they did an area net. What I mean by better is that weaknesses in area nets is that the entry is for the full bill quantity. When it gets split, the entry that was filed is appended to the first split part. So let's say part a. All the subsequent arriving split parks B, C, we have to manually release them. It is a pain for both the trade and for us to have to do that manual process. The way ACE will now work is that the entry that was file, we will append that release for each subsequent arriving split part so that there will be no more manual processes to release those other arriving split parts. It should be a vast improvement on the flow of split shipments. I hope that answers your question.

Nothing else's comment. -- Has come in.

Just want to be sure there carriers no longer can send an FSN three entry.

I have to get back. I know we haven't arrival but I am not sure what an FSN three, I think you mean ASN three which is an arrival of an inbound? My assumption is correct, the answer is yes you can still send them to arrive it X port inbounds. Otherwise I have no idea what that means.

You are welcome. Will I be able to do do an IT within my port will ACE accommodate this function?

When you say within the sport the literal answer is no . And IT is from one port to another port. Can you do a permitted transfer? The answer would be yes.

That brings up a good point. One of the issues we had that you will see being address is if the Bell is not filed at the time of the flight arrival, you have not submitted the bill, you submit a bill after the flight has arrived and tried to nominate or put a 63 i.e. inbound on it, it will not work. We understand that. You will see it in the list. There are two workarounds for that. What is to put the bill on file and take it to CBP or you have to add the T NE 53 inbound separately from the bill create. It's got a be a two-step process. We are addressing that.

How long will it take for ACE to process the messages on cue including air manifest being reported?

We hope to have the queues cleared out within an hour and a half of going live. At that point life processing.

Does a broker need to submit any documents manually for air splits and see the -- no. Were getting out of the manual in the paper everything. If the entry was sent electronically, to that bill, then the net entry will be appended to all the arriving split parts. There is no need for paper at all unless it's a non-ABI entry. It would just be for that one time input into the system. As far as ACE goes there is no paper required.

That ASN three thing, if I have afraid notice I'm assuming you're reporting arrival into a warehouse or that kind of thing. The answer is yes, they can.

The carriers can still send that just like today. We didn't eliminate those. New question? Will I be able to transmit on a bill that is located at an non-AMS facility today? The answer is yes. We are no longer recognizing that cons that of a non-automated facility and that we are fully automated in the carriers are fully automated. Therefore, bills were not close anymore until they are entered or expert or it in the zones. And then to this and inbound if you're sending that to his CBP port of entry regardless of what the/arms code is automated are not you can send that in electronically. You no longer have to bring us paper for that.

During the downtime cargo will flow accept serious security target cargo and unless the dog picks up something. Based on what can we release the cargo to the customer who is picking up the cargo?

Each sport will set up and work with the industry to allow cargo to move. Every port has slightly different issues involved in there is no way for me to answer that at a national level. I know you

don't want to hear that but I can assure you from a very senior level of management they have been a price of this and they understand the concept and are going to work with the trade to get cargo moving and not stopped up somewhere.

Please confirm that during the outage an air carrier will be allowed to deliver cargo with -- again -- again same question over and over. OFO has contacted every field operation an assistant field operations. We've had webinars with everyone in the field and the answer is legitimate cargo will not be forced us back up. We will allow it to go.

To confirm, the entry at ACS we still don't have to request getting the split posted. No. Again, once the entry is filed, ACE will appended to all the arriving parts regardless of where and how the entry is filed. If it's assumed, black, black, black.

Does the airline still need to submit a paper manifest?

No. Do not go to paper for the sake of paper. The answer is no. Were not going to ask especially in express courier with 50,000 pieces of paper, were not going to do that.

How about the slack count?

It cannot be by palette by law because of the trade act of 2000 be by palette by law because of the trade act of 2004. You can use should preload account. That specifically spoken about in so I'm going to pretend like I didn't read that. It should be reported at the lowest external unit of measure which would be cartons. I won't even mention your name here.

After the one to one and a half hour processing time for clearing the queue, will a new CSN message be sent out to the trade informing them that all bills have been process? So we know we will not react prematurely to their bill?

Yes. It shows manifested by palette. If we clear by cartons it won't show release. That the current problem. ACE will not fix is because we have a violation of rags. It can be transmitted by palette. The entry is by cartons which causes a problem that should result in a penalty of some sort. Is going to require coming to the customs files where we try and figure out what's going on. The solution is quit manifesting by palette count and do it in accordance with the statute. I know that sounds snarky but really, I can't use ACE to fix that kind of thing. It's got a be manifest accordance with the regulations.

We have to fax every builds the airline to --

I don't know what to say to that. This is a workaround for a violation. I think the focus should be that everybody is transmitting the correct piece count which is carton not palette load. I really can't say it any better than that.

Can we expect each particular communicate downtime procedure before Saturday?

Each port will handle that differently. I believe they will send out pipelines and that sort of communication. I hope you will see something by tomorrow.

I've got an amen. I guess that's a good thing.

Can you please go over split air shipment, customer that's customs point of view? Whether it's release by summary or non-IBI but I be I it does not matter. It's a split shipment and it's an airway bill that the carriers split. The broker usually is not aware of that. You got a bill of lading that you file with the entry on. They did not handle that will. ACE well. I haven't set it right because there seems to be more confusion than there should be on that. Once the entry is posted to that bill, the non-split bill, once the airline splits a, we will up in that entry to all of the arriving split parts and eliminate the current manual processes that exists. That's what I'm trying to say. We've eliminated that manual process. Some ports one of paper and some would just look it up in will lease it themselves. Regardless of that it's resolved. A split has to white tees on a split will paper still be needed to be submitted?

No. Again a split in ACE will be a unique bill of lading for different ports and they can move on their own I tees to do the transfer line for each arriving split part. You can still -- still do in arriving flight were those are admitted for that specific split part or that quantity and it will move electronically. You do not have to do paper on it.

There's a pause. I can catch my breath.

Next, another question. Next steps on ACE. Any plans for another webinar?

I can't really speak to that here. I know they are going to talk about it but when, how, where, that is outside of us. That's on OFO . There will be discussions on that coming up.

So we're strictly for the manifest side leaving off the page and entry and PGA work going on. The for manifest we should probably be working on if there goes good that were able to transition, we will be on track we factoring. We're going to move truck into the multi-normal platform with all the other manifest. That's what our plan is going forward after air.

Again, we're still on the split. When you say up in the release of the split -- we will append the entry to each arriving split apart. Part a arrives, it's release, part B arrives, it's release. You'll notice you don't have to do anything. ACE will appear and or attach or whatever the one C to each arriving split part. I'm at a loss to how to say that better. I'm kicking myself that I'm not being clear. Entries filed on all the arriving split parts without any further action taken. I hope that makes it better.

I think the last question is, and I like it, good luck everyone in good work gentlemen. That's a heck of a way to in this. Thank you and good luck -- luck to all of you to. We will be careful time for the next several days to make sure that this works in that you have the assistance you need.

That's all. Thank you for joining us. This webinar will be joined -- recorded after. Messages have been put out yesterday and will be put out today resulting on specifics to the outage window one Saturday. We sent out once to the year group, the ocean, ship, and rail and ABI as well. We also sent that information to the field. Thank you very much.

If you still have questions, send me an email. Send an email to the service center.

Thank you guys.

[event concluded]