1. Apply for an ACE account:
   https://www.cbp.gov/trade/automated/getting-started/portal-applying

2. Log into your ACE Exporter Account at:
   https://ace.cbp.dhs.gov/

3. For further details and step by step instructions, access the AESDirect User Guide at:

**ACE AESDirect Resources**

- ACE AESDirect—Resources Webpage:
  - Webinars
  - Walk-through Video’s
  - User Guide
  - FAQ’s
  - Technical Information
    http://www.census.gov/foreign-trade/aes/aesdirect/transitiontoace.html

- AES Broadcast Messages
  - Sign Up—Get Email Updates:
    https://public.govdelivery.com/accounts/USCENSUS/subscriber/new?category_id=USCENSUS_C15

- Contact us if the Trade Account Owner is not receiving the monthly AES Compliance Reports for the account.

**Downtime Policy**

When the AES filer’s system is down
- Transmit through ACE AESDirect; or
- Select an authorized agent to report on your behalf

When the AES is down
- You will be notified by a nationwide e-mail broadcast
- Maintain log of unreported shipments and transmit when system comes back up
- Shipments subject to U.S. State Department, whether licensed or ITAR exempt, cannot be moved under AES Downtime
- Use Downtime Proof of Filing Citation to move cargo
- AES Downtime Citation:

<table>
<thead>
<tr>
<th>AESDOWN</th>
<th>FILER ID</th>
<th>DATE OF EXPORT</th>
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<tr>
<td>AESDOWN</td>
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<td>MM/DD/YYYY</td>
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**Current AES Process Flow**
DATA COLLECTION BRANCH (DCB)

PGA’s, AESTIR AND CONTACTS

**Partnership Government Agencies (PGA’s)**

- Bureau of Alcohol, Tobacco Firearms and Explosives (ATF)
- Agriculture Marketing Service (AMS)
- Drug Enforcement Administration (DEA)
- U.S. Fish and Wildlife Service (FWS)
- U.S. Environmental Protection Agency (EPA)
- National Marine Fisheries Service (NMFS)
- Alcohol and Tobacco Tax and Trade Bureau (TTB)

**Automated Export System Trade Interface Requirements (AESTIR)**

- Appendix A – Commodity Filing Response Messages
- Appendix D - Export Port Codes
- Appendix F - License & License Exemption Type Codes Accessing ACE Export Reports
- Appendix M: Metric Conversion Table
- All appendices can be found at: [https://www.cbp.gov/trade/aes/aestir/appendices](https://www.cbp.gov/trade/aes/aestir/appendices)

**Partnership Government Agencies (PGA’s) Resources**

- Appendix A (Commodity Filing Response Messages) has been updated to show the error codes for the new PGA requirements
- Appendix Q (PGA Record Formats) provides the record formats and additional data elements for the PGA’s
- Appendix X (HTS and Schedule B Codes for PGA’s) provides the classification codes that apply to the PGA’s and triggers the required additional data elements.
- PGA Contact Information can be found at: [https://www.cbp.gov/document/guidance/ace-pga-filing-status](https://www.cbp.gov/document/guidance/ace-pga-filing-status)

**CONTACT INFORMATION**

ACE AESDirect Filing & Compliance  
*Data Collection Branch*  
1-800-549-0595, Option 1  
askaes@census.gov

ACE Accounts and Export Reports  
*CBP Account Service Desk*  
1-866-530-4172, Option 1, then Option 2  
ACE.Support@cbp.dhs.gov