

**FREQUENTLY ASKED QUESTIONS**  
**ACE AESDirect**  
**Last updated 05/21/19**

**Automated Commercial Environment (ACE) Accounts & Accessing the AESDirect application**

**Q: What web browsers will I be able to use when filing in ACE AESDirect?**

A: ACE officially supports Internet Explorer but the AESDirect portal is compatible with other major browsers as well. Please make sure that you have the most up to date version of your web browser.

**Q: As part of the ACE Exporter Account registration, I am asked for a Shared Secret Value. What is that?**

A: The Shared Secret Value is your Account ID number provided in the original automated email response from the ACE system.

**Q: How do I navigate to the Shipment Manager once I have logged in?**

A: Once you log in to the ACE website, please click on the "Accounts" tab. Then change the view to "Exporter" and hit Go. Finally, click "Submit AESDirect Filings" but make sure your pop-up blocker is completely disabled. You will then have to agree to the certification statements, if you have not done so already, to be taken into the AESDirect portal. You can find screenshots of accessing the portal on our [ACE AESDirect User Guide](#).

**Q: Do I need to do anything else to access ACE AESDirect once I log in for the first time?**

A: Once you log in to ACE and select "Submit AESDirect Filings", you must acknowledge certification statements covering key filing and system requirements to have access to the application.

**Q: I am trying to access ACE AESDirect but when I click "Submit AESDirect Filings", it says "No Exporter Account Selected". What does that mean?**

A: It usually says that on the bottom of the page but you must disable the pop-up blocker in your web browser and click "Submit AESDirect Filings" again to navigate to the next screen.

**Q: How frequently do I have to change my ACE account password? How many unsuccessful attempts do I have to log in to my account until I get a locked account?**

A: The ACE account password must be changed every 90 days. Users will have three unsuccessful attempts to log in to their account until it is disabled. If your account gets locked out, please contact the ACE Support Desk at 1-866-530-4172, option 1, then option 2.

**Q: How often do you have to log in to your ACE account to prevent your account from becoming disabled due to inactivity?**

A: You must log in to your ACE account at least one time every 30 days to prevent your account becoming disabled due to inactivity. You do not have to submit Electronic Export Information when you log in to keep your account active.

**Q: How can I manage users under my ACE account?**

A: You can manage all of your account's users if you are the Trade Account Owner (TAO). Select the Tools tab once you log in to the account. From this screen, you can use the Add User drop down menu to add an existing user or to create a new user. You will also see a list of users already active under the account. Select the users name to be shown different management options including password reset and revoking user access.

Please refer to the [Managing User Access guide](#) for detailed directions on managing your Trade Account Users.

## **Filing your Electronic Export Information**

### **Q: How many shipments are displayed in the AESDirect Shipment Manager? Why can I only see in the Shipment Manager filings from the last 90 days?**

A: The Shipment Manager displays three months of shipment data at a time. Showing more than three months of shipment data at a time would affect the performance of the application.

If you want to see shipments older than 90 days, the 'Show Filters' option allows users to conduct a custom search of up to 5 years by entering a date range of up to 90 days at a time. Keep in mind, the Shipment Manager will only display shipments filed through the AESDirect portal.

### **Q: In the AESDirect Shipment Manager, why are there multiple rejects showing under one Shipment Reference Number?**

A: AESDirect will show all previous entries for a particular filing based on the Shipment Reference Number (SRN). The Count (History view) feature allows users to view and track every action taken on a particular filing. The most recent submission in the History view will show the current status of the shipment.

### **Q: Can I retrieve previously filed shipments that are not showing in the AESDirect Shipment Manager? Can I amend filings older than 90 days?**

A: Yes. The Shipment Manager filter criteria allows users to search for previously transmitted AESDirect EEI based on one or more search options. You can also retrieve previously accepted shipments that are older than 90 days by selecting 'Amend Accepted Filings' and then entering your Internal Transaction Number (ITN), Shipment Reference Number(SRN) and Filer ID.

### **Q: Drop-downs are not displaying, what is wrong?**

A: Ensure that you are running the latest version of your Internet browser. Press CTRL-SHIFT-DELETE (on Internet Explorer) and clear the cache and cookies in your browser. You can also try pressing CTRL-F5 to send a "clean" refresh to your screen that may pick up a new script that was being blocked.

Check to ensure your Java script is running properly by going to <https://java.com/en/download/installed8.jsp> and clicking to "Run". (This must be enabled to pull the drop-down lists)

Also, please verify you are entering the correct Departure Date since this could potentially cause your drop-downs to not display.

**Q: The system is telling me that the USPPI ID reported is different from what is on my account and I need to report a Freight Forwarder, why is that?**

A: If you are filing for a company who has provided you a Power of Attorney (POA) or written authorization, your information must be reported in the Freight Forwarder section as this is showing the filing party in the transaction.

**Q: Why are there no numbers populating in the Schedule B/HTS field when I start typing?**

A: ACE is fully compatible with Internet Explorer 11 and Mozilla Firefox but partially compatible with Google Chrome. If using Google Chrome, please ensure the correct year was populated in the Departure Date field in Step 1, shipment information section. To verify if the Schedule B/HTS Number is correct, please contact the Micro Analysis Branch at 1-800-549-0595 Option 2, or send an email to [eid.scheduleb@census.gov](mailto:eid.scheduleb@census.gov).

**Q: What do I do if the SCAC/IATA is causing an error/not accepted?**

A: Please verify with your carrier that the SCAC or IATA code you are entering is correct. If correct, the carrier will need to send an updated National Motor Freight Traffic Association (NMFTA) Certificate to the US Census Bureau at [askaes@census.gov](mailto:askaes@census.gov) to renew the SCAC. Also, a search is available for IATA codes at <http://www.iata.org/publications/Pages/code-search.aspx>.

**Q: The system is giving me a 970 Fatal Error and will not allow me to process my shipment, what is wrong?**

A: The 970 Fatal Error is a supplemental error that is telling you there is another fatal error on the shipment, which is not allowing it to be processed. Please identify the additional Fatal Error that you are receiving. Please use [Appendix A](#) of the AESTIR for the reason and resolution to the error messages.

If you cannot resolve this issue, please contact the Data Collection Branch at 800-549-0595 option 1, or send an email to [askaes@census.gov](mailto:askaes@census.gov).

**Q: I am receiving Fatal Error 170, stating that the air waybill format is incorrect. How do I resolve this?**

The Transportation Reference Number (TRN) field is only required for Vessel Shipments. Report the reservation number or booking number. This field is optional for air, truck, and rail shipments.

**Q: Where do I go if I need more information about WebLink, sFTP, and EDI/VPN?**

A: Our ACE AESDirect resources webpage has all of the latest documentation and instructions for Weblink, sFTP and EDI/ VPN filers:  
<http://www.census.gov/foreign-trade/aes/aesdirect/transitiontoace.html> Additional technical specifications can be found at: <http://www.cbp.gov/trade/aes/aestir/commodity-and-transportation-formats>

## **Templates and Profiles**

**Q: In AESDirect, how do I view all of my saved shipment templates and party profiles?**

A: Under the Tools Menu on the top right of the AESDirect portal, users can access the Template Manager and Party Profile Manager to view all saved templates and party profiles.

**Q: Will all users be able to see saved shipment templates and party profiles created in my account?**

A: Only users that have access to file under your company's Employer Identification Number will be able to access profiles and templates.

**Q: Is there a limit for templates in AESDirect?**

A: Yes. Each Employer Identification Number is limited to 1000 templates.