

Protest in ACE

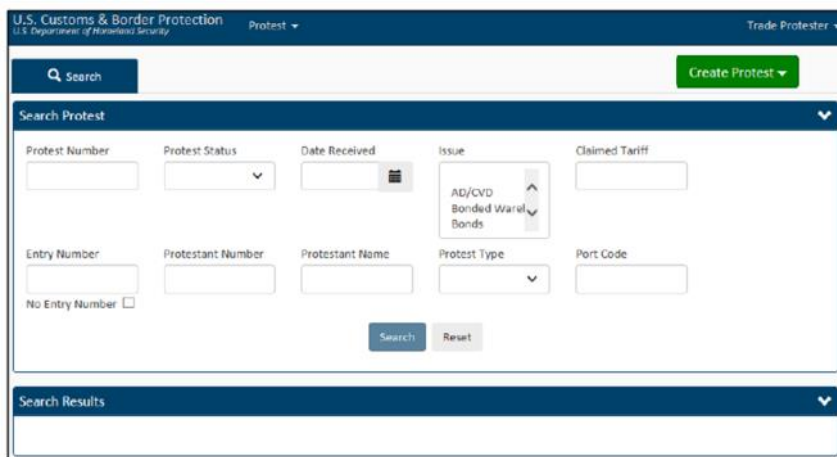
CBP is modernizing the protest process in ACE. Beginning August 29, 2016, all electronic protests must be filed via the ACE Secure Data Portal (ACE Portal), and CBP will manage protest processing in ACE.

Creating protests

With the ACE Portal, protest filers (e.g., attorneys, brokers, importers, etc.) will be able to electronically submit protests, including attaching supporting documentation, rather than submitting paper packets. Additionally, protest filers can update their protest with additional information or documentation as requested by CBP.

Receiving updates

Filers who file their protest electronically through the ACE Portal will be able to check

The screenshot shows the 'Search Protest' interface on the ACE Portal. At the top, there is a search bar and a 'Create Protest' button. Below this is a 'Search Protest' section with several input fields: 'Protest Number', 'Protest Status' (dropdown), 'Date Received' (calendar icon), 'Issue' (dropdown menu with 'AD/CVD', 'Bonded Wareh', and 'Bonds' visible), and 'Claimed Tariff'. There are also fields for 'Entry Number', 'Protestant Number', 'Protestant Name', 'Protest Type' (dropdown), and 'Port Code'. A 'No Entry Number' checkbox is present. At the bottom of the search section are 'Search' and 'Reset' buttons. Below the search section is a 'Search Results' section, which is currently empty.

Benefits

- Submit and manage electronically at no cost
- Presentation date/time stamp electronically
- Immediately receive protest number
- View real-time status
- Receive e-mail notices

the status of a protest through the ACE Portal. Additionally, CBP can provide Protest Filers, and any additional parties identified on the protest, with updates via email. **Note:** The ACE Portal does not support status updates for paper submissions. It will only support status updates or outcomes for protests submitted through the ACE Portal.

Setting up an account

In order to file protests in ACE trade parties must have a protest filer account established within the ACE Portal. Trade parties with an existing ACE Portal account can add the Protest Filer view. Trade parties who do not yet have an ACE Account need to establish one in order to file electronic protests.

New accounts

Navigate to www.cbp.gov/ace and select the **Apply for an Account** button from the right menu.

Established accounts

Speak to your ACE Trade Account Owner (TAO) about adding a Protest Filer view to your existing account.