Collections Release 5
Last updated: February 15, 2022

On **March 19, 2022**, U.S. Customs and Border Protection (CBP) will deploy Collections Release 5 – Debt Management to the Automated Commercial Environment (ACE). While this release primarily impacts users in CBP's Office of Finance, the information below outlines some of the noteworthy features that will be added and includes useful resources for trade users.

What changes are coming with ACE Collections - Release 5?

For trade users, this release will add:

- Tracking of Tariff Bill Dunning letters for unpaid bills from ACE Collections
- Additional information related to bill sanction and protest status on the Trade Open Bill Report
- Visibility for sureties into the 612 Report within ACE Reports, available for downloading in electronic formats (will be available starting May 1, 2022) and in a modernized printed format for the mailed version
- Improved communication with trade users through automated real-time bond status (BS) messages for bill events (see eBond Status Notification CATAIR)

How to Apply for an ACE Portal Account

- Before gaining access to ACE Reports, you need to apply for an ACE Secure Data Portal account by filling out the PDF application form: https://www.cbp.gov/trade/automated/getting-started/portal-applying
- Note: You must use Internet Explorer or the form will not download properly. If you need assistance, contact the ACE Support Desk (ASD) at 1-866-530-4172 or email ACE.Support@cbp.dhs.gov.
- Your ACE Reports access will be automatically provisioned after you have an ACE Portal account.

What additional resources are available?

- **Deployment Support Calls**
  - The Trade Transformation Office (TTO) will conduct a Deployment Support Call for trade users.
    - Tuesday, March 8, 2022
    - 2 to 3 p.m. ET
    - Join via Microsoft Teams Desktop or Mobile App here:

      Pre-deployment Support Call Teams Meeting

- o Participants are encouraged to join at the start of the call when TTO will provide a brief deployment status update. A question-and-answer segment will follow. Calls may end early if all questions have been addressed.
  - o Additional calls may be scheduled if demand warrants. More details will be announced on the March 8 support call and via CSMS message.

- **Documentation**
  - o An updated CATAIR (eBond: Status Notification (v01.10)) detailing the new BS messages for this release is posted to the [ACE CATAIR page](#) on CBP.gov.

- **Additional Support**
  - o ACE Collections questions: Contact ACECollections@cbp.dhs.gov
  - o ACE Reports questions: Contact ACE.Reports@cbp.dhs.gov
  - o Technical issues: Contact the ACE Support Desk (ASD) at 1-866-530-4172 or by email at ACE.Support@cbp.dhs.gov