



# **MID VALLEY CUSTOMS BROKERS ASSOCIATION**

## **DOWNTIME POLICY MANUAL & BUSINESS RESUMPTION PLAN 2017**

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(ACE, AES)

This Business Resumption Plan is designed to facilitate Trade business during *Natural Disasters, ACE and Broker/Filers* downtime periods, in cooperation with local U.S. CBP and Municipal government entities.



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## MVCBA Points of Contact

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**U. S. Customs and Border Protection  
Office of Field Operations  
Port of Hidalgo  
Pharr Cargo Operations  
May 4, 2017**

**Cargo Supervisors**

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## MVCBA & CBP Hidalgo Communication Procedure

1. If there is a power outage/ internet disruption that affects an individual broker/filer:
  - Processing/Releasing of affected shipments will be on a case-by-case basis after a **request** is submitted by the broker/filer (*see attachment A*).
  - Shipments that are FAST / C-TPAT Certified will take priority after approval of request
  - Shipments that have been identified as a need for “emergency relief” for an identified disaster location will also be considered after request has been submitted.

*It is the responsibility of the broker to have an alternate processing option (emergency generators, alternate transmission site, etc.) if any type of disruption is only affecting their processing.*

2. If system outage is area wide, the customs broker will notify MVCBA immediately.
3. MVCBA will poll the Association members to determine the extent of the outage.
4. MVCBA will check the availability of ACE via the ACE DASHBOARD.  
<https://acedashboard.cbp.dhs.gov/>



5. MVCBA will report to CBP APD Vega there is a system outage and to what extent.
6. CBP will advise the MVCBA to wait a 1-2 hour window, to see if the system is restored. If not, CBP APD will initiate the Business Resumption Plan. *An ACE trouble ticket number will be provided.*
7. MVCBA will notify its membership immediately once CBP has started the Business Resumption.
8. MVCBA will maintain communication with CBP ADP Vega until system outage if resolved.
9. *Once ACE is restored*, it is the responsibility of the broker/filer to verify that all manual entries received from customers during the down time are processed in ACE. The carrier must also complete the ACE E-Manifest needs to be processed and accepted as well so that CBP can completely process the shipments.



**ATTACHMENT A.**

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**PEDRO BROKER, INC.  
555 Birdy Lane  
McAllen, Texas 78501**

Date: August 1, 2017

Time: 08:00am

**To:** CBP Pharr Supervisor(s)

Dear CBP Pharr Supervisor(s):

Please be advised that we are experiencing downtime at PEDRO BROKER, INC. We anticipate that we will be down approximately **3 hours**. At this time, we respectfully request *manual processing* of all of our ACE transactions.

Our company is unable to transmit because our office power is out and this power outage covers a 50-mile radius. Our

ACE Specialist and ACE software vendor has been contacted and advise the following action...

Attached is a list of the first 10 transactions that currently need to be processed manually and additional lists will be sent to your attention every hour. We will keep you updated on our downtime status.

Thank you,

George Jetson, USLCB

Tel. 956-555-1212

[gjetson@pedrobroker.com](mailto:gjetson@pedrobroker.com)



**PEDRO BROKER, INC.**  
**555 Birdy Lane**  
**McAllen, Texas 78501**

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## **Customs Broker Downtime Request**

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Filer: ABC  
Phone: 956-555-1212

Date	Entry#:	Importer:	TaxID:	MFID:
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				





# City of Hidalgo Emergency Contact Division

*<reserved for municipal info>*



## Truck Business Resumption Plan- **Import**

Business Resumption Plan to be implemented by the truck carriers or Customs House Brokers (CHB) in order for CBP to adequately clear shipments for security purposes.

Carrier and/or CHB will do the following:

For entries that received a certification message from CBP, provide:

- Inward Cargo Manifest 7533 with trip number, Driver Information on Manifest, and Entry number

For entries that received Certification message from CBP and No Electronic Manifest has been transmitted, provide:

- Inward Cargo Manifest 7533 with trip number, Driver Information on Manifest, and Entry number

For entries that **DID NOT receive Certification from CBP and No Electronic Manifest was transmitted**, these shipments will be treated as “**Dispatch**” shipments and require the following:

1. Submit paper manifest (CBP 7533), Driver Information on Manifest, and Entry Packet (3461 Long Form and Invoice(s));
2. Paper Manifest (CBP 7533) must contain the entry number, description of merchandise, quantity, HAZMAT information, Empty/Loaded indicator, and Driver information;
3. CBP will review for Security via ATS and will check that each shipment has a corresponding entry number;



4. CBP will issue a Conditional Release unless shipment needs to be held for examination; and
5. When system(s) are back on line, CHB will be responsible for certifying entry/entries and Carrier must transmit Electronic Manifest.

**If there is a shipment(s) that needs to be Re-delivered once ACE comes back on line, it will be the US Customs House Broker and Carrier's responsibility to return shipment with commodity to Port of Entry.**



## **Truck Business Resumption Plan- Export**

In the event that the ACE system is not available for an extended period of time, the following steps are to be implemented by the truck carriers or Brokers in order for CBP to adequately clear shipments for security purposes.

**Truck Carrier and/or US Customs House Broker** will need do the following:

1. Submit Paper Inbond CBP 7512 and Export Packet 1 hour in advance before truck arrives at CBP Port of Export;
2. Invoice, Pedimento document, and Description of Merchandise, Quantity, HAZMAT information, and Driver Information;
3. CBP will review for Security via ATS and will check each shipment; and
4. CBP will advise US Customs House Broker or Trade participant when truck(s) are cleared to proceed for export.



## **AES/AESdirect Downtime Policy**

*(AESTIR, Effective December 2009)*

- **When the AES filer's system is down-**
  - 1. Transmit through AESDirect**
  - 2. Select a U.S. Authorized Agent to report on your behalf**
  
- **When the AES or AESDirect is down-**
  - 1. You will be notified by a nationwide email broadcast**
  - 2. Use Downtime Proof of Filing Citation to move cargo**

*Format      AESDOWN      FILER ID      DATE OF EXPORT*

**Example:**

<b>AESDOWN</b>	<b>987654321</b>	<b>01/01/2017</b>
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- 3. When the system is back online, the filer is responsible for transmitting EEI for cargo moved under the AES Downtime Policy.**
- 4. Shipments subject to U.S. State Department, whether licensed or ITAR exempt, cannot be moved under AES Downtime.**