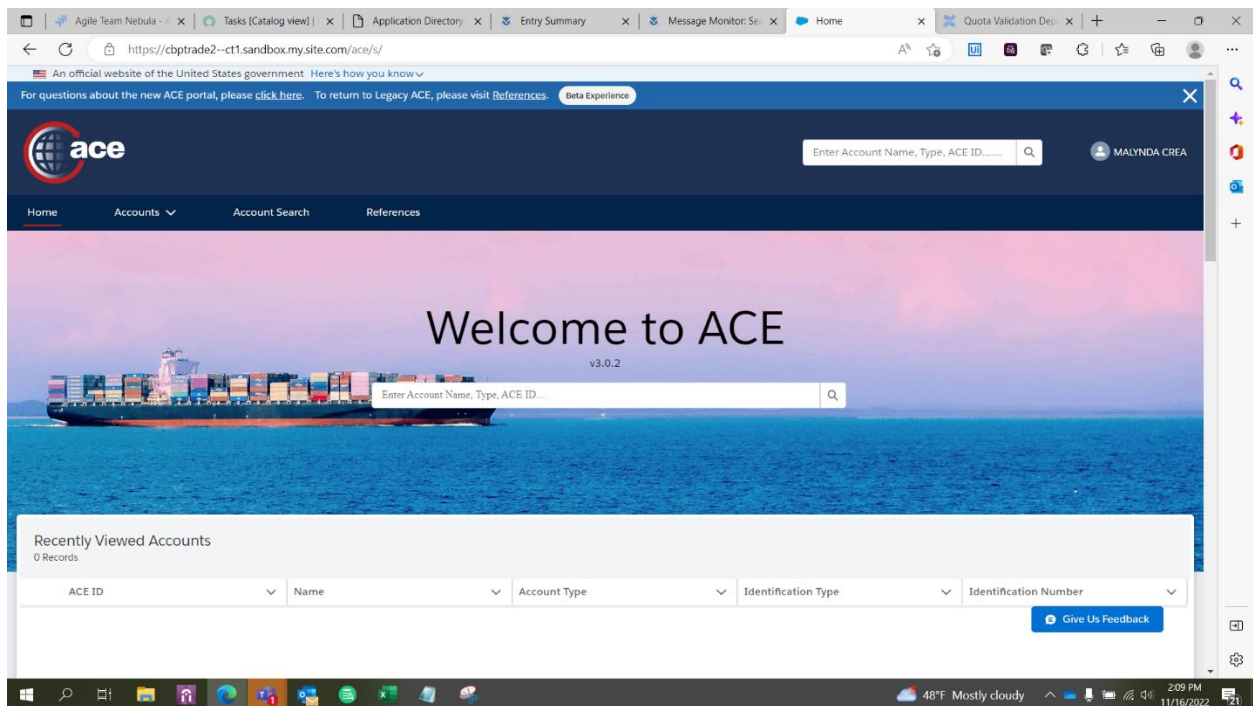


Instructions on how to clear browser cache and log in to Automated Commercial Environment (ACE) Modernized Portal to Launch Protest Application

1. Open new browser-either Chrome or Edge
2. Clear Cache-
 - a. In the browser select the 3 dots '...' to the far right of the URL line
 - b. In the drop down-select 'Settings'
 - c. In the search box input 'Cookies' select the 'Choose what to Clear' button under the Clear browsing session
 - d. Pop up box make sure only the last 2 check boxes and select the 'Clear Now' button
3. Then once cache is cleared input URL <https://ace.cbp.gov/>
4. Once logged in, users will be taken to the ACE screen below
5. From here select the 'Accounts' drop down and select 'Protest Filer' from list
6. This will load the users Protest Filer account information
7. Then select your Protest Filer Account and in upper right-hand corner select 'Launch Protest'
8. Pull up protest record, try the upload (if there is an issue uploading multiple documents, please try uploading and saving one at a time)



Browser tabs: [CNEB-19534] Trade Profile TEST | Tasks [Catalog view] | CBP Service | Application Directory | CBP | Application Directory | CBP | Home

Address bar: <https://cbptrade2-ct1.sandbox.my.site.com/ace/s/>

Header: An official website of the United States government. Here's how you know. For questions about the new ACE portal, please click here. To return to Legacy ACE, please visit References. Beta Experience

Logo: ace

Search bar: Enter Account Name, Type, ACE ID.....

User: MARY LAWLER

Navigation: Home, Accounts, Account Search, References

Accounts dropdown menu:

- Exporter
- Facility
- Facility Operator
- FTZ
- FTZ Site
- FTZ Subzone
- Filer
- GP Site
- Individual Broker
- Organizational Broker
- Protest Filer
- Service Provider

Recently Viewed: 3 Records

Table:

ACE ID	Name	Account Type	Identification Type	Identification Number
1 0000251619	More Protest	Protest Filer	Protest Filer Number	225-98-3955
2 0000232363	Protest Filer 1	Protest Filer	Protest Filer Number	18P000-00046

Footer: 41°F Mostly cloudy 1:23 PM 11/17/2022

Browser tabs: [CNEB-19534] Trade Profile TEST | Tasks [Catalog view] | CBP Service | Application Directory | CBP | Application Directory | CBP | Search Protest Filer Accounts

Address bar: <https://cbptrade2-ct1.sandbox.my.site.com/ace/s/search-protest-filer-accounts>

Header: An official website of the United States government. Here's how you know. For questions about the new ACE portal, please click here. To return to Legacy ACE, please visit References. Beta Experience

Logo: ace

Search bar: Enter Account Name, Type, ACE ID.....

User: MARY LAWLER

Navigation: Home, Accounts, Account Search, References

Section: Protest Filer Accounts Showing 4 / 4 Results

Table:

Name	ACE ID	Taxpayer ID
1 More Protest	0000251619	225-98-3955
2 Submit Protests	0000231791	235-39-3833
3 Protest Filer 1	0000232363	18P000-00046
4 ACE Protest	0000232453	123-34-3333

Search Filters:

Keyword Search: Keyword...

Account Name: Account Name...

Identification Type: Select One...

Identification Number: Identification Number...

Buttons: Search, Clear

Footer: 41°F Mostly cloudy 1:24 PM 11/17/2022

Account: More Protest

https://cbptrade2-ct1.sandbox.my.site.com/ace/s/account/001r000000fvpjxAAA/more-protest

An official website of the United States government Here's how you know

For questions about the new ACE portal, please [click here](#). To return to Legacy ACE, please visit [References](#). [Beta Experience](#)

ace

Enter Account Name, Type, ACE ID.....

MARY LAWLER

HomeAccountsAccount SearchReferences

Back

Account Navigation

Protests are Gooder

ACE ID: 0000231779

Protest Filer

ACE Protest

Protest Filer Number: 123-34-3333

More Protest

Protest Filer Number: 225-98-3955

Protest Filer 1

Protest Filer Number: 18P000-00046

Submit Protests

Protest Filer Number: 235-39-3833

Account Name

More Protest

Launch Protest

Reports

Record Type Name	Protest Filer Number	ACE ID
Protest Filer	225-98-3955	0000251619

Details

Contacts

Addresses

Protest Filer Information

Protest Filer Name

More Protest

ACE ID

0000251619

Protest Filer Number

225-98-3955

Protest Filer Number Type

Social Security Number (SSN)

Give Us Feedback

Organization

Windows Taskbar

41°F Mostly cloudy 1:25 PM 11/17/2022