

# EManifest Processing Guide (ACE and ACI eManifest)

How to fill out BorderConnect fax forms.

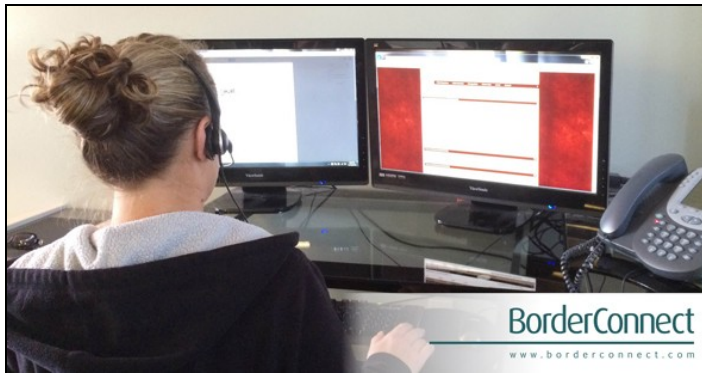
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## Introduction

**BorderConnect's eManifest Processing service** provides the ability for customers to fax or email their eManifest details to get processed and sent to customs for them. Many carriers use this as their primary method of filing eManifests. Others use it as an after-hours service. The intent of this guide is to provide you the basics about eManifests, as well as provide some of the best practices when using BorderConnect's eManifest Processing service.

## eManifest Processing Details



BorderConnect eManifest Specialist - Jody

BorderConnect's friendly eManifest Specialists are fully trained on the procedures involved with ACE and ACI eManifest.

- BorderConnect's 24/7 eManifest Processing Centre processes approx 7,500 ACE and ACI eManifests a month.
- BorderConnect support agents also support thousands of companies who rely on BorderConnect's eManifest portal and API customers 24 hours a day.
- BorderConnect's average eManifest processing time is *6.1 minutes*. This may fluctuate based on when we receive the paperwork and how much data is needed to process the manifest.

*6.1min processing time based on 2015 and 2016 averages for over 180,000 manifests.*

## Getting Started

To register for BorderConnect eManifest Processing go to [www.borderconnect.com](http://www.borderconnect.com) and click **Sign Up Now**.

1. Enter your company details and verify your email. Once that's been done a sales representative will follow-up with you in 1 business day or less. Or call BorderConnect.
2. If you have a valid SCAC code you can start using our service for ACE eManifest immediately.
3. If you have a valid Canadian Carrier Code we will send you the documents needed to complete the process with CBSA (Canada Border Services Agency). Once you've been approved by CBSA we will activate your account and inform you. This process typically takes 2-5 business days until you can start using our service for ACI eManifest.

## Information required for an ACE Manifest



Fax completed form to 1-866-964-1717 or email fax@borderconnect.com

### ACE EMANIFEST FORM

PAGE 1 OF:   

#### TRIP INFORMATION

CARRIER NAME		ACE COVERSHEET FAX #/EMAIL BACK <small>(for barcoded ACE coversheet)</small>	
TRIP NUMBER	PORT OF ARRIVAL	ESTIMATED TIME OF ARRIVAL	
		DATE: _____	
		TIME: _____	
TRUCK UNIT #	TRUCK PLATE	PLATE STATE/PROVINCE	CARGO EXEMPTIONS
			<input type="checkbox"/> EMPTY <input type="checkbox"/> IIT
TRAILER UNIT #	TRAILER PLATE	PLATE STATE/PROVINCE	SEAL <small>(if applicable)</small>
DRIVER NAME		DRIVER CELL PHONE #	DRIVER EMAIL
TEAM DRIVER NAME <small>(if applicable)</small>		PASSENGER NAME <small>(if applicable)</small>	

#### SHIPMENT INFORMATION


SHIPMENT CONTROL NUMBER	SHIPMENT TYPE		
	<input type="checkbox"/> PAPS	<input type="checkbox"/> IN-BOND	
	<input type="checkbox"/> SECTION 321	<input type="checkbox"/> OTHER _____	
SHIPPER	CONSIGNEE		
NAME:	NAME:		
ADDRESS:	ADDRESS:		
CITY, STATE/PROV:	CITY, STATE/PROV:		
ZIP/POSTAL:	ZIP/POSTAL:		
DESCRIPTION OF GOODS	QUANTITY	WEIGHT <small>(gross)</small>	UN CODE <small>(if hazmat)</small>
	<input type="checkbox"/> PCS	<input type="checkbox"/> LBS	
	<input type="checkbox"/> PKGS	<input type="checkbox"/> KGS	

**\*\* ATTENTION – PLEASE FOLLOW INSTRUCTIONS CAREFULLY \*\***  
Without all of the necessary fields filled in, we CANNOT process your ACE eManifest.

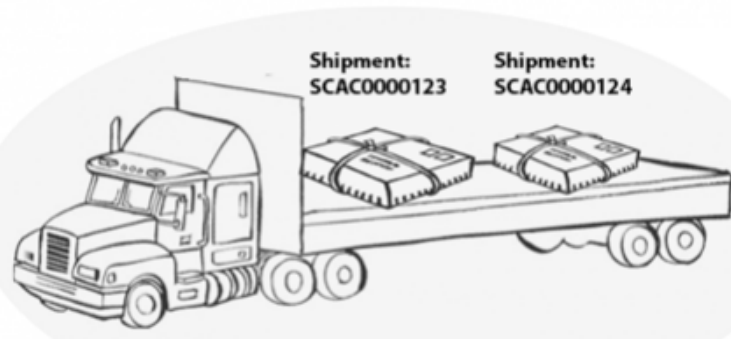
- Please print legibly. Trucks can be delayed and penalties assessed by CBP. A barcoded coversheet can be requested via fax from BorderConnect. Call 1-800-596-5176 to request a coversheet.
- BorderConnect does not fax to brokers. Be sure to fax paperwork to customs broker as soon as possible to avoid delays.
- If you are unsure if BorderConnect has received your fax or email, please call to confirm at 1-800-596-5176.

**BorderConnect**  
www.borderconnect.com  
Phone: 1-800-596-5176 | alternate: 1-519-967-9072  
Fax: 1-866-964-1717 | alternate: 1-866-415-0747  
Email: fax@borderconnect.com

### ACE eManifest Form



**Driver and Passenger data is required**



Shipment: SCAC0000123      Shipment: SCAC0000124

**Trip: SCAC12345678**

Required data elements for ACE Manifest  
**Unique Trip Number** required

**Port of Arrival** required

**Estimated Time of Arrival** required

**Truck** required

- Truck Unit Number *required*
- Truck Type *required*
- VIN *required*
- License Plate *required*

**Trailer** *required if you have trailer*

- Trailer Unit Number *required*
- Trailer License Plate *required*
- Trailer Type *required*

**Driver & Team Driver** *required*

- Driver Full Name *required*
- FAST ID *if driver is FAST approved*
- Date of Birth *required if not FAST approved*
- Gender *required if not FAST approved*
- Citizenship *required if not FAST approved*
- Passenger *required if you have a passenger*
- Passenger Full Name *required*
- Date of Birth *required*
- Citizenship *required*
- Gender *required*

**Driver/Team Driver/Passenger Travel Documents Accepted:**

- Commercial Drivers License Passport/US Passport Card
- Enhanced Drivers License NEXUS Card
- FAST Card Valid US VISA Card

*For more information on approved WHTI Documents visit:*

<http://www.cbp.gov/travel/us-citizens/western-hemisphere-travel-initiative>

## **Information required for ACE Manifest shipment**

**Required Shipment Data Elements:**

**Unique Shipment Control Number** *required*

**Shipment Type** *required*

**Shipper (Shipped From)** *required*

- Shipper Name *required*
- Full Address *required*

**Consignee (Destination)** *required*

- Consignee Name *required*
- Full Address *required*

**Commodity Information** *required*

- Description of Goods *required*
- Quantity *required*
- Gross Weight *required*

**Hazardous Material Details** *required if hazardous*

- Hazmat UN Code *required if hazardous*
- Emergency Contact Info *required if hazardous*

## **Information required for an ACI eManifest**



### ACI EMANIFEST FORM

PAGE 1 OF:  

#### TRIP INFORMATION

CARRIER NAME		ACI COVERSHEET FAX #/EMAIL BACK (for barcoded ACI coversheet)	
CONVEYANCE REFERENCE NUMBER (trip number)		PORT OF ENTRY	ESTIMATED TIME OF ARRIVAL
		DATE: _____	
		TIME: _____	
TRUCK UNIT #	TRUCK PLATE	PLATE STATE/PROVINCE	CARGO EXEMPTIONS
			<input type="checkbox"/> EMPTY <input type="checkbox"/> IIT <input type="checkbox"/> LVS
TRAILER UNIT #	TRAILER PLATE	PLATE STATE/PROVINCE	SEAL (if applicable)
DRIVER NAME		DRIVER CELL PHONE #	DRIVER EMAIL
TEAM DRIVER NAME (if applicable)		CITY OF ACCEPTANCE (if picked up from different address than shipper)	

#### SHIPMENT INFORMATION

CARGO CONTROL NUMBER	SHIPMENT TYPE		
	<input type="checkbox"/> PARS	<input type="checkbox"/> IN-BOND (attach ABA form)	
	<input type="checkbox"/> A49	<input type="checkbox"/> OTHER _____	
SHIPPER	CONSIGNEE		
NAME:	NAME:		
ADDRESS:	ADDRESS:		
CITY, STATE/PROV:	CITY, STATE/PROV:		
ZIP/POSTAL:	ZIP/POSTAL:		
DESCRIPTION OF GOODS	QUANTITY	WEIGHT (gross)	UN CODE (if hazmat)
	<input type="checkbox"/> PCS	<input type="checkbox"/> LBS	
	<input type="checkbox"/> PKGS	<input type="checkbox"/> KGS	
	<input type="checkbox"/> _____		

**\*\* ATTENTION – PLEASE FOLLOW INSTRUCTIONS CAREFULLY \*\***

Without all of the necessary fields filled in, we CANNOT process your ACI eManifest.

- DO NOT hand this form to the officer at border without a PARS or Conveyance Reference Number barcode. A barcoded coversheet can be requested via fax from BorderConnect. Call 1-800-596-5176 to request a coversheet.
- BorderConnect does not fax to brokers. Be sure to fax paperwork to customs broker as soon as possible to avoid delays.
- YOU MUST WAIT 1 HOUR AFTER EMANIFEST IS ACCEPTED BEFORE ARRIVING AT THE BORDER.

**BorderConnect**

[www.borderconnect.com](http://www.borderconnect.com)

Phone: 1-800-596-5176 | alternate: 1-519-967-9072

Fax: 1-866-964-1717 | alternate: 1-866-415-0747

Email: [fax@borderconnect.com](mailto:fax@borderconnect.com)

#### ACI eManifest Form

Driver and Passenger data future requirement

**Shipment: 1234PARS0001      Shipment: 1234PARS0002**

**CRN (Trip): 1234TRIP00099**

Required data elements for ACI eManifest

**Unique Conveyance Reference Number** required and must be different than PARS number

**Port of Entry** required

**Estimated Date and Time of Arrival** required

**Sub Location/Warehouse** required if going In-Bond

### Truck required

- Truck Unit Number *required*
- Truck Type *not required*
- VIN *not required*
- License Plate *required*

### Trailer required if you have trailer

- Trailer Unit Number *required*
- Trailer License Plate *required*
- Trailer Type *required*

### Driver & Team Driver *not required* Passenger *not required*

For more information on what's required for ACI eManifests visit:  
<http://www.cbsa-asfc.gc.ca/prog/manif/reqhc-extr-eng.html>

## Information required for ACI Manifest shipment

**Unique Cargo Control Number** *required and must be different than Conveyance Reference Number (Trip Number)*

**Shipment Type** *required*

**Sub Location/Warehouse** *required if going In-Bond*

**CSA Importer Business Number** *required if CSA*

**Shipper (Shipped From)** *required*

- Shipper Name *required*
- Full Address *required*

**Consignee (Destination)** *required*

- Consignee Name *required*
- Full Address *required*

**Commodity Information** *required*

- Description of Goods *required*
- Quantity *required*
- Gross Weight *required*

**Hazardous Material Details** *required if hazardous*

- Hazmat UN Code *required if hazardous*
- Emergency Contact Info *required if hazardous*

## Travel Document Requirements



US Passport Card (an approved WHTI document)

## **The following are accepted travel documents for ACE**

Any approved WHTI (Western Hemisphere Travel Initiative) Document

- Valid Passport or Passport Card
- Valid Enhanced Drivers License
- Valid FAST or NEXUS Card

## **The following are accepted travel documents for ACI**

**Examples of some approved travel documents for ACI:**

- Proof of Citizenship (*ie citizenship card, passport/passport card*)
- Valid Drivers License
- Permanent Resident Card (*ie US VISA card*)
- Birth Certificate
- INAC (*Native American ID*)
- Any approved WHTI Document (*ie enhanced drivers license, FAST Card, NEXUS Card*)

## **Tips and Common Mistakes To Avoid**

**Include driver or dispatch phone number on the fax form.**

- If BorderConnect is missing information, or info needs to be clarified we must be able to reach someone in regards to the information on the fax form.

**In ACI you must wait 1 hour after your eManifest has been accepted by CBSA.**

- CBSA has initiated a zero-tolerance policy. To find out when you will be cleared to cross you can contact BorderConnect 24/7.

**Make sure to send paperwork to the customs broker first, and make sure they received and processed your entry.**

- Brokers can take hours to process entries. Verify the broker used the correct shipment number and that the entry is certified by customs before you cross.

**In ACI you must provide a barcoded lead sheet or cargo control number to the officer at the border.**

- If you do not provide a barcoded CRN or CCN you may be at risk for penalties. A lead sheet can be requested simply by providing a fax back number or email on your fax form.

**Print legibly, or use the digitally fillable .pdf fax form.**

- If incorrect data is entered, or data is missing, delays and penalties may be assessed by CBP or CBSA.

**In ACI, the Trip Number must not be the same as the PARS number.**

- CBSA requires the CRN (Trip Number) to be unique, and it cannot match any existing Cargo Control Number (ie PARS number).

**Always call to confirm the paperwork was received by BorderConnect.**

- Please provide adequate time for BorderConnect to receive your fax or email. BorderConnect uses multiple fax servers and it could take up to 10 minutes for BorderConnect to receive the paperwork.

**If you are unsure of something or have questions. Call BorderConnect.**

- Many mistakes can be avoided or resolved with a quick phone call to one of our support agents. BorderConnect can be reached 24/7.