

Service Provider Guide (ACE and ACI eManifest)

 This guide focuses on the user-interface of BorderConnect software. For help with ACE, visit the [ACE Manifest Software Guide](#) or for help with ACI visit the [ACI eManifest Software Guide](#).

Using BorderConnect as a service provider.

This guide offers instructions on using BorderConnect as an **eManifest Service Provider**. Using BorderConnect as an eManifest service provider helps customs brokers and border consulting firms manage ACE and ACI eManifests for highway carriers. It is also possible to offer eManifest software with your branding to self-filing carriers, using BorderConnect's white-label eManifest portal.

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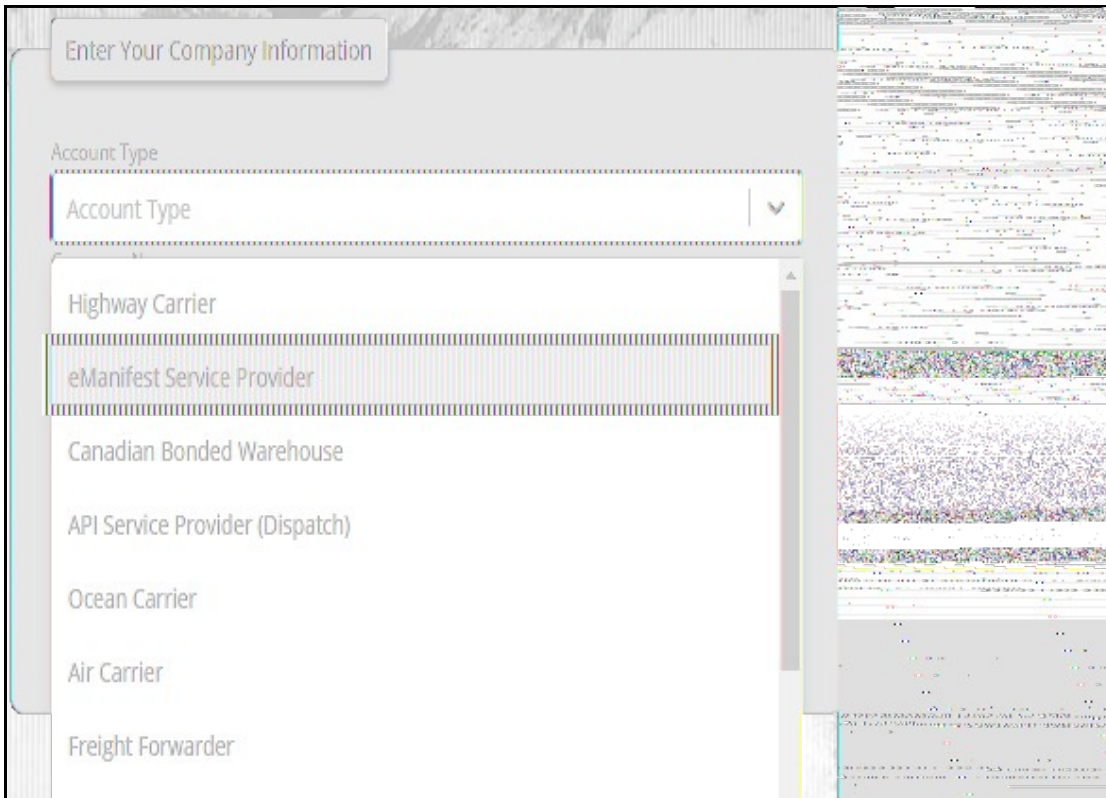
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Definition of eManifest Service Provider

An eManifest Service Provider is any company that files eManifest data with customs on behalf of multiple highway carriers.

Registering With BorderConnect as a Service Provider

If your company doesn't already have an account with BorderConnect, go to www.borderconnect.com and click Sign Up Now. When choosing your Account Type during the registration use the drop-down menu to select the option **eManifest Service Provider** then, finish entering your company and user details and finish the registration.

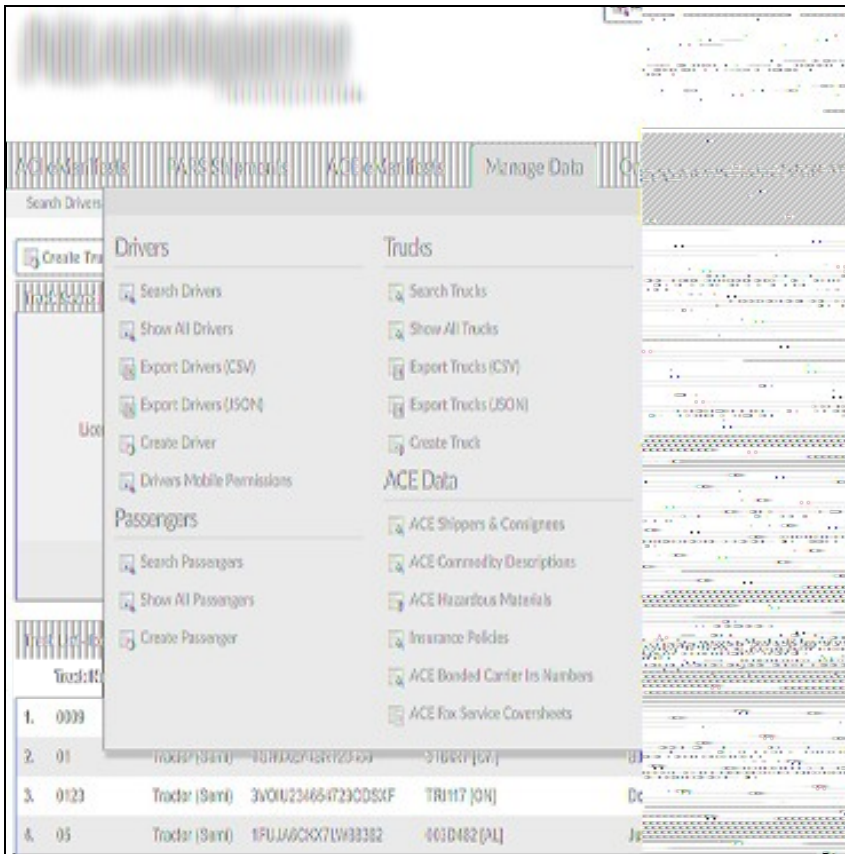


Registering as a Service Provider in BorderConnect

After you have verified your registration and account via email, a BorderConnect representative will follow up within 1-2 business days and discuss your options, and if you require a white-label eManifest portal.

eManifest Service Provider White Label Portal

As a BorderConnect eManifest Service Provider, you have the option to have your own branded eManifest portal for your customers to use.



One of the many custom branded service providers that use BorderConnect as their eManifest portal.

How To Get Started With a White-Label Portal

After BorderConnect sets your company up as a service provider we can get started with your white-label portal set up.

What we need to get started

Your branding style guide. (this includes brand colours, logo and the URL to your companies website.)

Advantages of a White-Label Portal

No Development Investment

BorderConnect provides its own platform as an eManifest portal, so no software development is needed by third-party companies to develop their own eManifest portal.

Tailored To The Companies Brand

BorderConnect uses your branding and styling for an eManifest portal login page and eManifest portal as if the portal belongs to the service provider.

Using BorderConnect API as a Service Provider

BorderConnect's API provides a simple way to exchange eManifest related data. This helps service providers and business software to send and receive eManifest data from Canada Border Services Agency and U.S. Customs and Border Protection.

All eManifest data is encoded as JSON (Java Script Object Notation), which a simple text-based format. The connection to BorderConnect API uses WebSockets, known for it's easy-of-use, flexibility and performance.

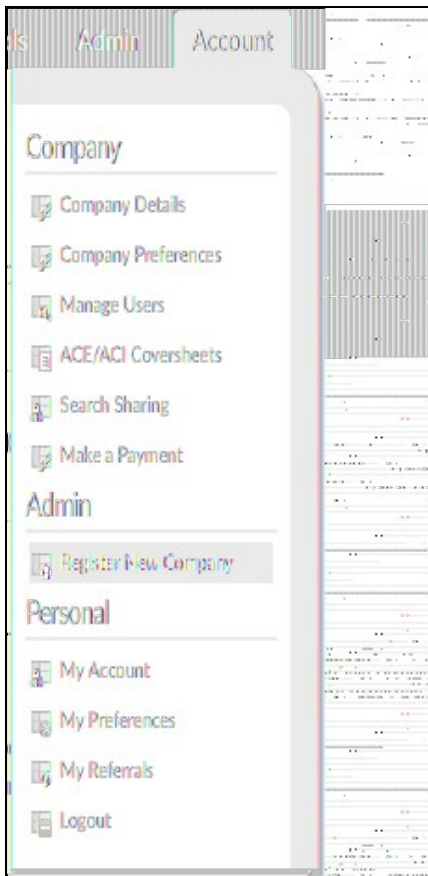
For more information on how BorderConnect API works, or to read the BorderConnect API guide, [click here](#).

Adding New Companies

As a BorderConnect eManifest service provider, you can easily add new companies that want to register with you. A service provider can add companies in two ways.

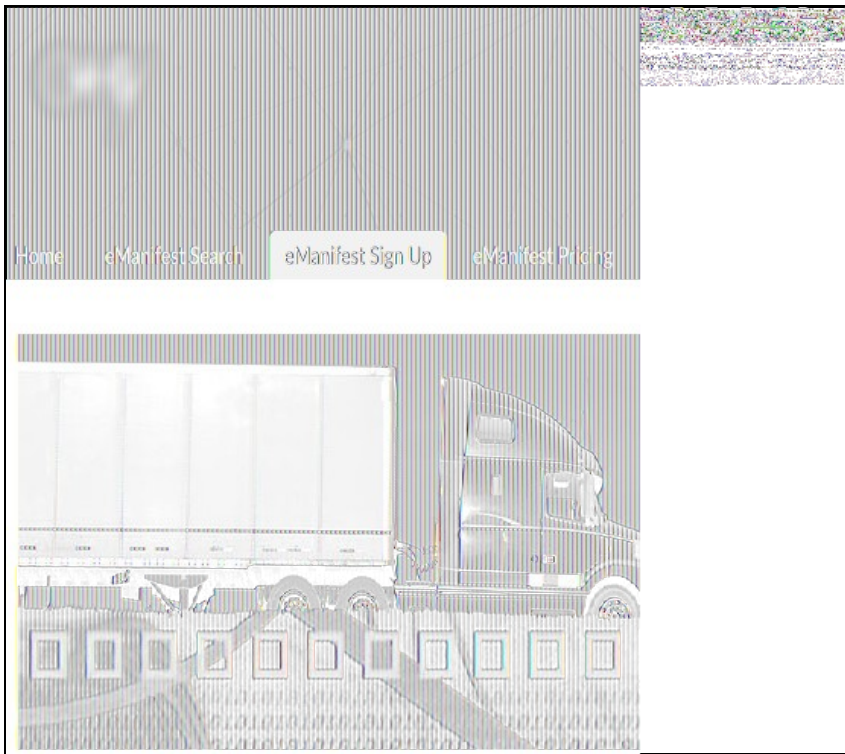
Registering a New Company

To register a new company, navigate to the top right, under the Account menu option and then click 'Register New Company'. From the Register New Company page, enter the company details and user account credentials, then finish the registration.



Have Company Register Themselves

The second option to add companies is to have them register themselves using the external registration form provided on the service providers site, using the white-label portal. The company registering simply needs to enter their company and user details. Once the company is registered, the service provider will follow up with them to activate their account.

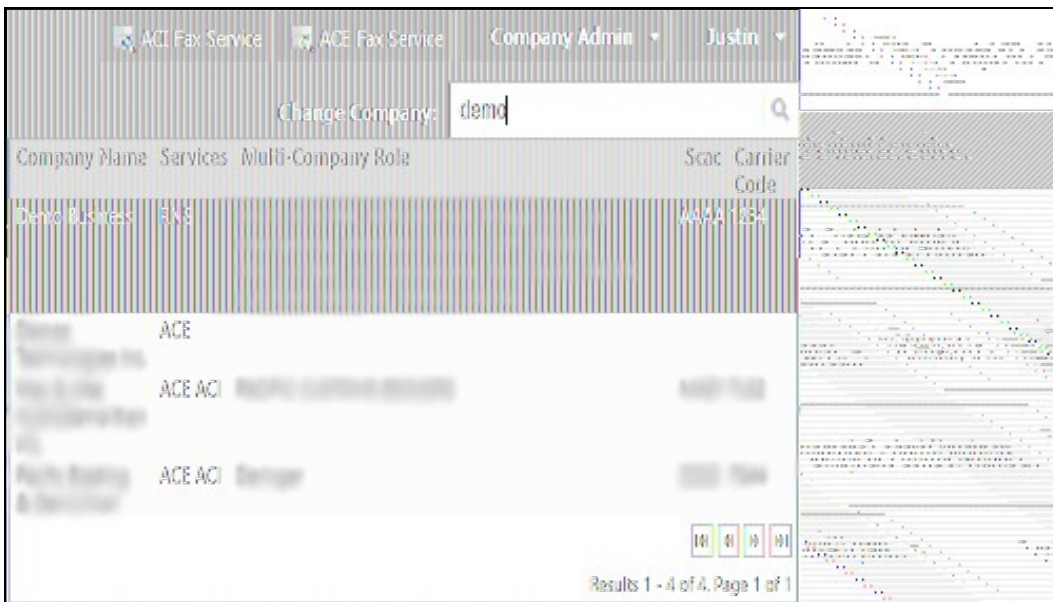


Service Provider sign up menu option.

Managing Company Profiles

Changing Companies

Managing company profiles and switching between different companies is very simple and user-friendly. All service providers can use the Change Company box on the top right of the screen and switch companies by typing in the name of the company or by typing in the Carrier Code or SCAC (Standard Carrier Alpha Code). An added feature is the ability to change company by truck unit number, driver name and more.



Administration buttons and company switcher.

ACE And ACI Fax Service Listing Page

As a service provider you have the ability to manage and view ACE or ACI eManifests for multiple companies in one location. Using the service provider administration section on the top right of the page allows you to switch between ACE

Fax Service and ACI Fax Service easily using the buttons provided.

From the Fax Service listing page you can view and manage all of the eManifests for multiple companies that were created by you as a service provider.

Export ACE eManifests Set Unable to Verify on Released

ACE Manifest Service Provider List Search

<p>Trip Number: <input type="text"/></p> <p>Date Created Between: <input type="text" value="05/28/2019"/> <input type="text" value="06/05/2019"/></p> <p>Search In: <input type="text" value="ACE"/></p> <p>Fax Service: <input type="text" value="Yes"/></p> <p>APT Subscribed: <input type="text"/></p> <p>Software: <input type="text"/></p> <p>Trip Status: <input type="text" value="All Statuses"/></p>	<p>Company: <input type="text"/></p> <p>Created By Employee: <input type="text" value="Any"/></p> <p>Last Edited By Employee: <input type="text" value="Any"/></p> <p>Verified Status: <input type="text"/></p> <p>Service Provider Role: <input type="text" value="Border Connect Inc."/></p>
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ACE eManifests - Results 1 - 8 of 333, Page 1 of 7

Trip Number	Status	Estimated Date	Last Edit Date	Port	Driver	Truck	Shipments	Last Edited	Actions
1. [REDACTED] 2016849	 	06/04/2019 3:00PM	06/04/2019 3:11PM	Detroit, MI	Jacob [REDACTED]	618	[REDACTED] 7050217	Pat Dent	View
[REDACTED] Justin Knowlton no shipment info received, emailed. [REDACTED] Egzon Muriqi Partially Verified.									
2. [REDACTED] 10186	 	06/04/2019 5:00PM	06/04/2019 3:02PM	Detroit, MI	Tim [REDACTED]	1309	[REDACTED] 33233010186	Egzon Muriqi	View
[REDACTED] Hironnelle Cortés Fully Verified.									
3. [REDACTED] 10184	 	06/04/2019 5:00PM	06/04/2019 2:52PM	Detroit, MI	Veacslav [REDACTED]	21289	[REDACTED] 53390010184	Hironnelle Cortés	View
[REDACTED] Egzon Muriqi Fully Verified.									
4. [REDACTED] 2016850	 	06/05/2019 7:00AM	06/04/2019 2:50PM	Detroit, MI	Dirk [REDACTED]	135	[REDACTED] 7050218	Hironnelle Cortés	View
[REDACTED] Egzon Muriqi Fully Verified.									
5. [REDACTED] 00419	 	06/04/2019 8:00PM	06/04/2019 2:23PM	Buffalo, NY	MICHAEMED [REDACTED]	01	[REDACTED] 000197	Egzon Muriqi	View
[REDACTED] Egzon Muriqi need weight, emailed. [REDACTED] Hironnelle Cortés Partially Verified.									
6. [REDACTED] 10188	 	06/04/2019 4:30PM	06/04/2019 2:17PM	Detroit, MI	Daniel [REDACTED]	2510	[REDACTED] 53191010188	Egzon Muriqi	View
[REDACTED] Hironnelle Cortés Fully Verified.									
7. [REDACTED] 0395A	 	06/07/2019 6:00AM	06/04/2019 1:41PM	Highgate Springs, VT	Dino [REDACTED]	F3500	[REDACTED] 02020365	Egzon Muriqi	View
[REDACTED] Jen Dimmick Fully Verified.									
8. [REDACTED] 63215	 	06/04/2019 3:45PM	06/04/2019 1:38PM	Buffalo, NY	Scott [REDACTED]	AG72079		Egzon Muriqi	View
[REDACTED] Jen Dimmick									

ACE Fax Service Listing Page

Managing Company Data

Add Trailer:

Trailer Number:

Terminal:

Trailer Type:

ACE ID:

License Plate Number: AlphaNumeric Only

License Plate State/Province:

Required
Optional if equipment used for ACE eManifests and preregistered in CBP's ACE Portal
Required for ACE and ACI

Quick Tutorial

Trailer Details Page

The first step is create profiles for any drivers, trucks and trailers that may be crossing the border. The information in these profiles will be used to complete mandatory fields on your manifests. It is recommended that you enter the profile

information ahead of time to facilitate creating eManifests. Please refer to the individual sections for instructions on entering and maintaining:

- [Driver profiles](#)
- [Passenger profiles](#)
- [Truck profiles](#)
- [Trailer profiles](#)

ACE Manifest Software Guide

ACE Manifest Search Page

The below articles focus on the different pages and features users will come across using BorderConnect ACE Manifest software. For core ACE Manifest articles, visit [ACE Manifest Software User Guide](#)

- [Start New ACE Manifest Page](#)
- [Start New ACE Shipment Page](#)
- [ACE Manifest Details Page](#)
- [Edit ACE Manifest Page](#)
- [ACE Shipment Details Page](#)
- [Edit ACE Shipment Page](#)
- [ACE Manifest Search Page](#)
- [ACE Shipment Search Page](#)
- [ACE Commodity Details Page](#)
- [Add/Edit Commodity for ACE Shipment Page](#)
- [ACE In-Bond Sequences](#)

ACI eManifest Software Guide

ACI Shipment details page

ACI CSA Importer Search Page

The below articles focus on the different pages and features users will come across using BorderConnect ACI eManifest software. For core ACI eManifest articles visit the [ACI eManifest Software User Guide](#)

- [Start New ACI eManifest Page](#)
- [Start New ACI Shipment Page](#)
- [ACI eManifest Details Page](#)
- [ACI Shipment Details Page](#)
- [Edit ACI eManifest Page](#)
- [Edit ACI Shipment Page](#)
- [ACI Commodity Description Search Page](#)
- [ACI eManifest Search Page](#)
- [ACI Shipment Search Page](#)
- [Add/Edit Commodity for ACI Shipment Page](#)
- [ACI Commodity Description Search Page](#)

- [ACI Shipper/Consignee Search Page](#)
- [ACI CSA Importer Search Page](#)
- [Generating ACI Lead Sheets](#)
- [ACI Hazardous Goods Search Page](#)