

Welcome to Ace
your digital customs clearance dashboard

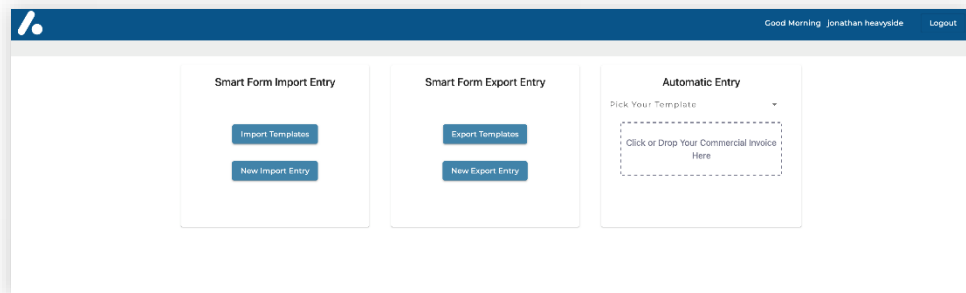
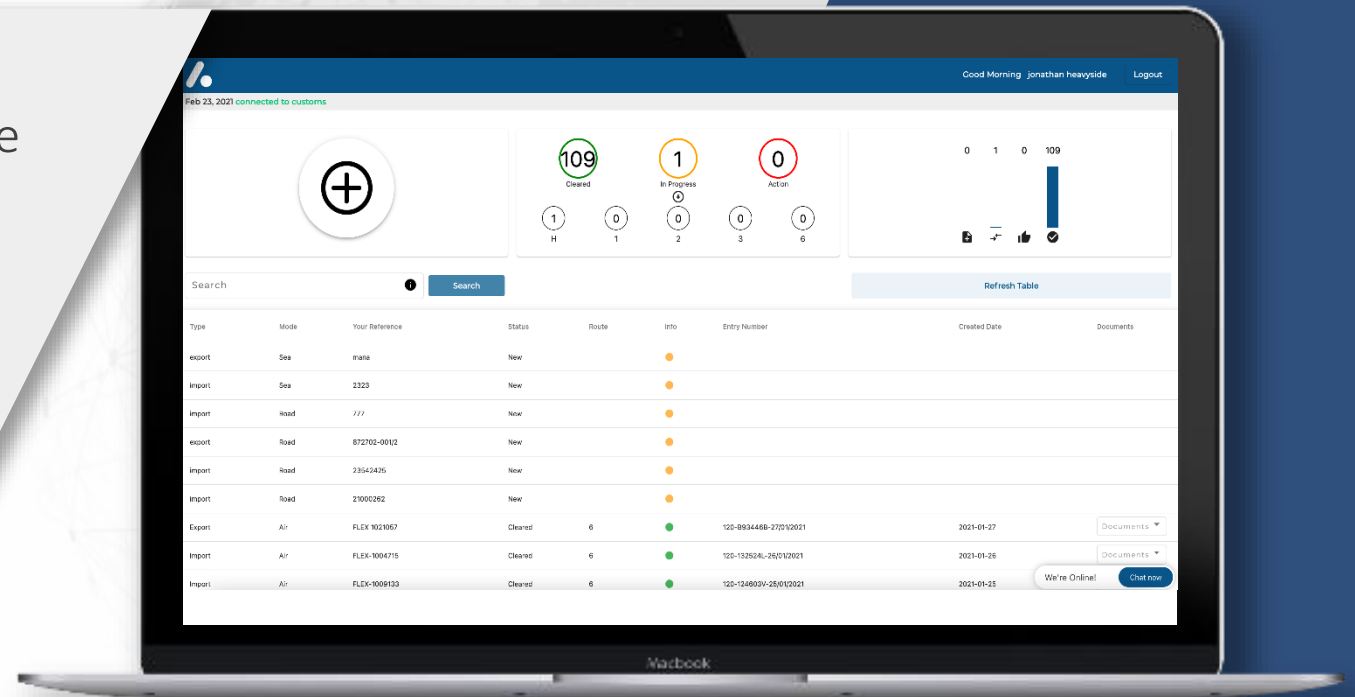
Log in from any device and see instantly the status of all of your imports and exports, drill down to see at a glance all the information you need.

ACE User Guide

API direct from your ERP



Start a new customs entry with one click. You can use a template from an entry you have used before, or start a new one fast, using our smart form.



Fill in each field manually or click on the helpful drop-down options to speed things up.



Use this form to submit your Import Entry

1 Basics 2 Where 3 What Sign Off

Basics

International Account: abc

Your Commercial Invoice Ref: 123

Invoice Number of Goods: 100

Mode of Transport: Air

Goods Movement

Altitude: 123

Country of Origin: United Kingdom

Port of Origin: Dover (GB/FR)

Port of Arrival: Cork Harbour/Cork

Date of Arrival: 10/10/2021

Next Step We're Online Click here

Goods Movement

Altitude: 123

Country of Origin: United Kingdom

Port of Origin: Dover (GB/FR)

Port of Arrival: Cork Harbour/Cork

Date of Arrival: 20/10/2021

Financials

Select Shipping Terms: DDP - Goods door to door, including Duty

Invoice Number: 100

Invoice Date: 10/10/2021

I/we confirm to clear the goods using postponed VAT accounting.

Next Step We're Online Click here

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1 Basics 2 Where 3 What Sign Off

From

Country: United Kingdom

Location: Aldershot WARS BQ, UK

City/Region: Aldershot

Address Line: 15 The Street

Town: Aldershot

Postcode/ZIP: W15 8EQ

Country: United Kingdom

To

Search: Great Street, Salisbury, UK

Company Name: COMPANY

Reference: CB 202166695 000

Address Line: Address Line

Town: Salisbury

Postcode/ZIP: CB10 5JH

Country: United Kingdom

Next Step We're Online Click here

Commodity Lookup

1 Commodity 2 Entry Item Sign Off

Commodity: Search

Tariff Description	Commodity Reference	Tariff Description	Tariff Code	Duty Rate
cop. paper	4823			
cop. plastic household	3924			
cop. plastic wiring	3922			
paper in packaging specific type of article - cop.	4823			

Next Step We're Online Click here

Commodity Lookup

1 Commodity 2 Entry Item Sign Off

Commodity: Search

Tariff Description	Commodity Reference	Tariff Description	Tariff Code	Duty Rate
cop. paper	4823	Polyethylene in flat sheets	39240020	6.00
cop. plastic household	3924	Other	39240090	6.00
		Textile fabrics, including those made of non-wovens, and those of other materials	58040010	6.00
		Other	58040090	6.00
		Other	92010019	6.00
		Consignment Other or Other Reg	95040011	6.00

Next Step We're Online Click here

What

HS Code	Package	Net Kg	Value	DDO	Commodity Description
9924 2000	1	10	100	GU	trans - for domestic use - plastic Other
7808 2935	10	100	1000	GU	strip - aluminium, for use as body panels in the car industry or for use in the manufacture of aircraft parts

Sign Off

Click or Drop Your Commercial Invoice Here

Click or Drop Your Transport Document Here

Use confirm no Import Licences are required for any items*

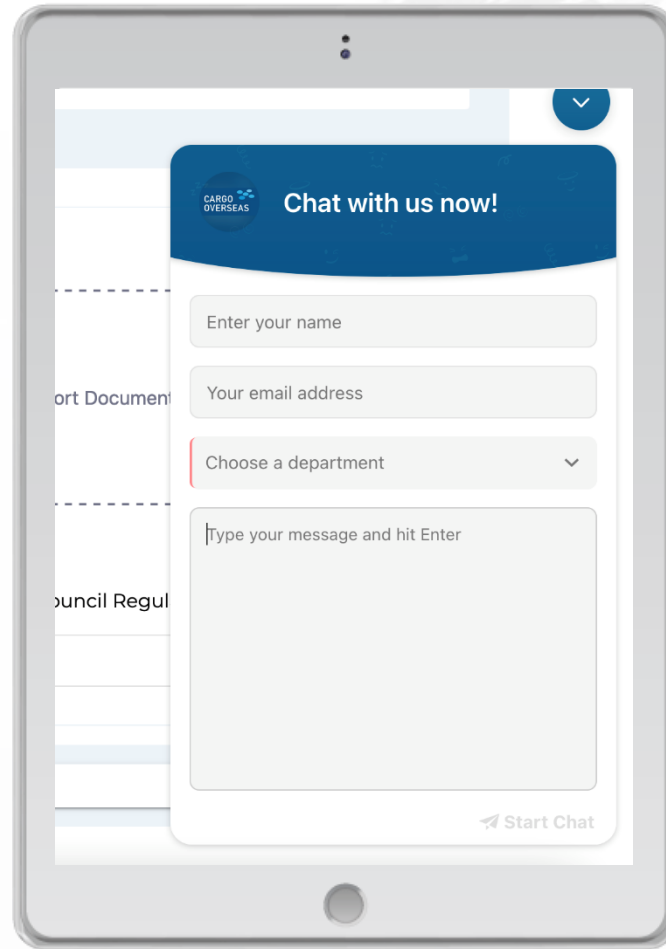
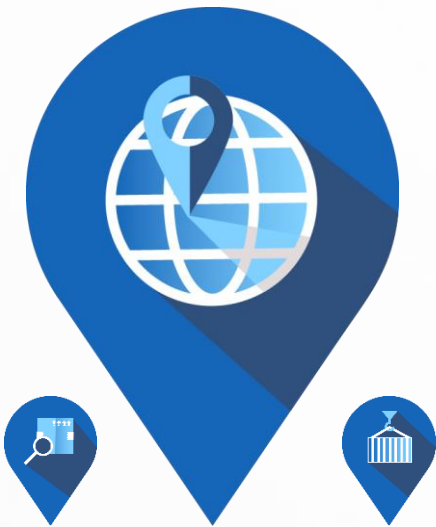
We hereby appoint Cargo Overseas Limited to act on behalf of cargo in the capacity of a Direct Representative in accordance with Article 5 of Council Regulation (EEC) No. 2913/92*

ITB Reference Document: L110

Submit

Once you hit submit, our platform talks directly to HMRC, to calculate any tax or duty to be paid and you're ready to go.

Need any help? Click our chat function and we're always there to help you out





FAQ's

FAQ's



1 – What is my EORI number?

If you don't have an EORI number you can apply for one at <https://www.gov.uk/eori>. If you already have an EORI number it is usually your VAT number prefixed with 'GB' and ending '000'.

2 – What are supplementary units?

Some commodity/HS codes require information regarding the supplementary units within the shipment. Supplementary units are the number of items contained within the shipment rather than the number of packages. E.g. You have 1 pallet containing 100 widgets, you have 1 piece and 100 supplementary units.

3 – Where will I find the truck number for my shipment?

The truck or trailer number is usually on the CMR document.



FAQ's



4 – What is an HS code?

HS codes are another name for commodity codes. The aCe portal allows you to search for valid HS codes. They are also listed at <https://www.gov.uk/trade-tariff>.

5 – What are UK border – door costs?

These are the costs of moving and handling your shipment within the UK. This is the amount you will be paying to your transport company for the UK delivery and handling. These costs need to be input into the 'UK border to Door' field of your entry.

6 – Can I save templates?

Yes. You have the option at the end of each entry to save it as a template. This means aCe retains most of the data you have entered for that entry. Next time you perform a similar entry you can use the template as the starting point.



7 – What happens if I need to amend an entry?

Do not amend entries in the portal or resubmit a corrected version. If you need an amendment to be made please email our customs brokers on ace@forwarding.digital and we will make all necessary amendments for you

8 – Can I download more than one document into the commercial and transport document fields at the end of the entry?

No. Only one file can be downloaded into each field. Each field must have a file in it for the entry to be accepted.

9 - What should I do if the ETA of my shipment changes?

Should the ETA change Just email the new ETA to ace@forwarding.digital along with the job reference and we will amend the entry for you.



10 – Why is an entry still showing as “in progress” when the shipment has physically arrived?

UK customs regulations state that shipment should be cleared within 24 hours of the shipments' physical arrival in the UK. Accordingly, the aCe system will automatically complete the entry within this time frame. This period is required to ensure that shipments, which may be delayed and hence not arrive on their ETA, are not cleared prior to their physical arrival. Should you wish for your entry to be shown as cleared more promptly, please email ace@forwarding.digital with our reference and our team can intervene and complete the entry.

