



Query tips for responses and trade statuses

- *check network and internet connections are in good stand
- *improper spacing or special text characters in abi information leads transmission disruptions

In an event where no responses are returning, test a query transmission by sending an HTS or a certified trade (*i.e. entry, inbond, that's been accepted*)

visit cbp's dashboard availability webpage for module statuses:
trade.cbp.dhs.gov/ace/dashboard/public/

contact RB Systems for system communication status:
support@rbsystems.com

