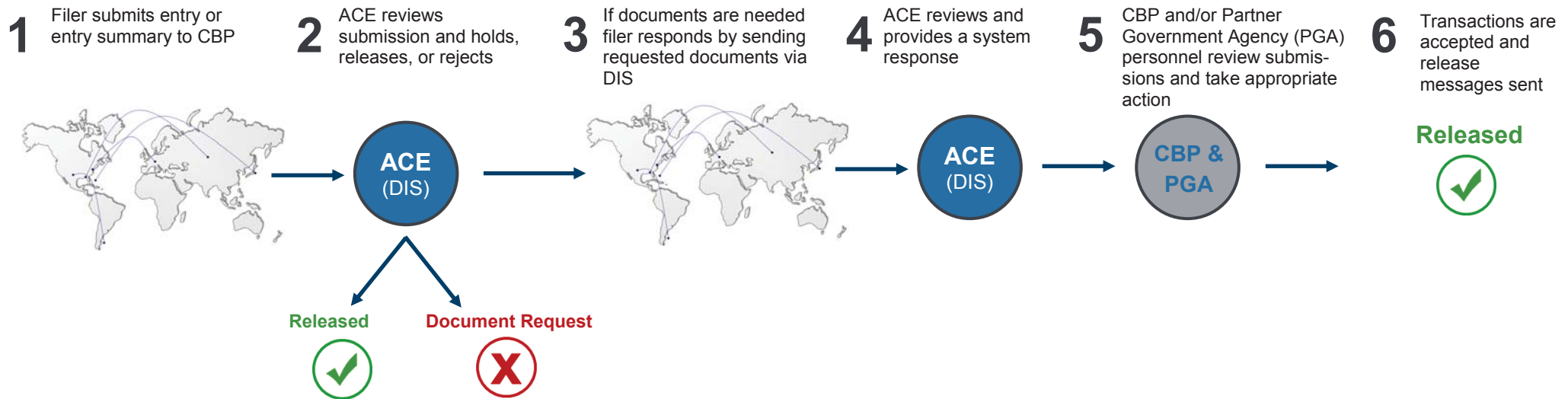# THE ACE BASICS: DOCUMENT IMAGE SYSTEM

What is DIS?

U.S. Customs and Border Protection (CBP) is currently transitioning cargo release and entry summary processing to a paperless workflow in the Automated Commercial Environment (ACE). To support these transactions, filers can submit supporting documentation to the government during the import process and for export manifest through the Document Image System (DIS). Instead of providing a physical copy of a form, users should submit an electronic version of a document (i.e. PDF or JPEG). This process allows government personnel to receive and review documentation in a more timely manner than with paper counterparts.

For details on the process, please reference the steps below.

How it Works

1 Filer submits entry or entry summary to CBP

2 ACE reviews submission and holds, releases, or rejects

3 If documents are needed filer responds by sending requested documents via DIS

4 ACE reviews and provides a system response

5 CBP and/or Partner Government Agency (PGA) personnel review submissions and take appropriate action

6 Transactions are accepted and release messages sent

ACE (DIS) → Released ✓ / Document Request ✗

ACE (DIS) → CBP & PGA → Released ✓

How to Submit Documents

"I want to..."	DIS (EDI)	DIS (E-mail)	ACE Portal
Submit Supporting Documents for Release CBP and PGA Forms	✓	✓	
Submit Supporting Documents for Entry Summary CBP and PGA Forms	✓	✓	✓
Respond to Request for Documents CBP Forms 28, 29, 4647	✓	✓	✓
File an Ocean Export Manifest (See "How to Use DIS" for eligible e-mail address)		✓	

How to Use DIS

When submitting to DIS, filers have the following options to transmit:

1. Electronically through secure web services, file transfer protocol, or messaging queue.

2. By Email to docs@cbp.dhs.gov or Export_Manifest@cbp.dhs.gov (Ocean export manifest only)

   - Successful submissions will receive an automated 'submission status email' indicating **Success** or **Failure**

Technical guidelines for electronic or e-mail submission are available at www.cbp.gov/ace-dis