



## Importer Claims System

# myTTB User Guide: Alternate Claims Procedure (“Manual Claims”) for Submission of CBMA Import Refunds

March 30, 2023

The purpose of this guide is to provide step-by-step instructions for importers to submit claims under an alternate procedure to the Alcohol and Tobacco Tax and Trade Bureau (TTB).

[Industry Circular 2023-1, Alternate Procedure for Submission of CBMA Importer Claims](#), provides importers with an alternate procedure to file CBMA refund claims in specific circumstances. In the myTTB CBMA Importer Claims System, a claim submitted under this alternate procedure is called a manual claim.

You may file a manual claim for the following reasons set forth in Industry Circular 2023-1:

- Alcohol imported before 2023 – Alcohol was originally imported prior to 2023 but entered or withdrawn from warehouse for consumption in 2023 or later.
- Incorrect TTB permit number – The TTB permit number was missing or incorrect in your customs entry or entry summary filing and cannot be corrected in the U.S. Customs and Border Protection’s (CBP) Automated Commercial Environment (ACE).
- Entry liquidated with incorrect data – Your entry liquidated with errors (other than a missing or incorrect TTB permit number) that cannot be corrected.
- System error – Your complete and correct ACE data does not appear in myTTB, or is inconsistent with what you provided in ACE.
- Specific approval – You have obtained specific, written authorization from TTB to submit a manual claim on a one-time basis.

Manual claims submitted under this alternate procedure will take additional time to process. Please make every effort to correct ACE data and submit your claim through the regular claims procedure before submitting a manual claim.

Step 1 – Prepare the TTB CBMA ACE Report

Step 2 – Access the CBMA Importer Claims System

Step 3 – Submit a Manual Claim

Step 4 – View and Print/Save Submitted Claim

NOTE: All information shown in the following screens is for demonstrative purposes only and is not meant for actual use. In addition, there may be minor differences between the sample screens shown in this guide and actual screens in the myTTB system. TTB regulatory requirements are available at 27 CFR Part 27, Subpart P.

## Step 1 – Prepare the TTB CBMA ACE Report

Preparing and submitting a manual claim through myTTB is a multi-step process. Anyone can prepare the required documentation for the manual claim outside of myTTB, but only a myTTB user in a “Submitter” role can submit the claim to TTB through the myTTB Importer Claims system.

In contrast to the regular claim submission process, where the claimant submits their refund claim based on entry and entry summary data from ACE retrieved automatically by the TTB CBMA Importer Claims system, a manual claim requires importers to manually upload their corrected import data as well as required supporting documentation to submit their CBMA refund claim in myTTB. Importers must prepare the import data using the [TTB CBMA ACE Report](#). The TTB CBMA ACE Report can be prepared in one of two ways:

- **Option 1:** Download and populate an Excel version of the Report. (View [instructions](#).)
- **Option 2:** Access and run the Report in CBP’s ACE Reports System. (Instructions are *coming soon*.)

Once the corrected TTB CBMA ACE Report is prepared, it must be uploaded into the myTTB Importer Claims system along with other required supporting documentation (see Step 3). While anyone can generate these documents outside of myTTB (regardless of whether they have access to the myTTB Importer Claims system in a “Preparer” or “Submitter” role), only Submitters can submit the manual claim through myTTB.

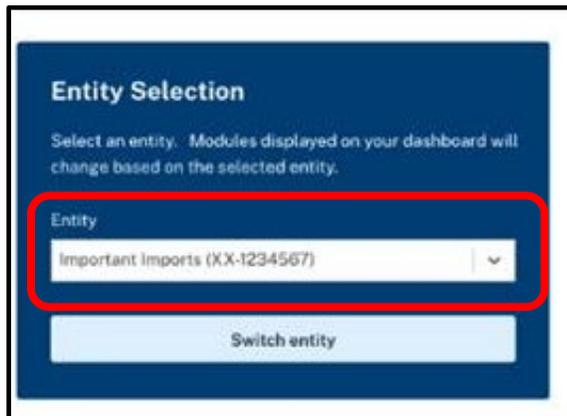
## Step 2 – Access the CBMA Importer Claims System

Importers must activate their entity in myTTB before they can access the CBMA Importer Claims System and file refund claims. Individual users may be granted access to importer permits within the Importer Claims System in either a “Preparer” or a “Submitter” role. See “[Activate Your Entity in myTTB](#),” and “[Entity Managers and User Management in myTTB](#).”

**NOTE:** You must be an authorized Submitter to submit manual claims for your permit number.

When you are logged into the CBMA Claims module as a Submitter, you will be able to toggle between the TTB permit or TTB reference numbers that you are authorized to access. For purposes of this user guide, the term “permit number” also refers to the TTB reference number.

1. Go to your main myTTB page and scroll to the **Entity Selection** tile. Use the drop down to select the entity (company/Employer Identification Number (EIN)) that you would like to work on.



**Entity Selection**

Select an entity. Modules displayed on your dashboard will change based on the selected entity.

Entity

Important Imports (XX-1234567)

Switch entity

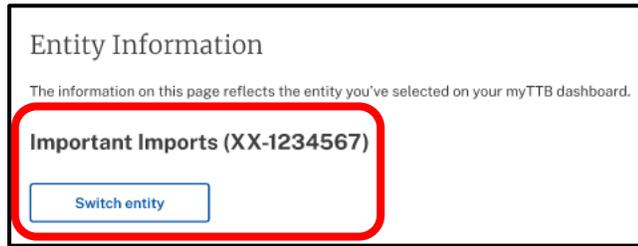
- Once you have selected the correct entity, you will see the CBMA Importer Claims card on this myTTB dashboard as long as you have been authorized to access the CBMA Importer Claims system for one or more permits linked to that entity. Select **CBMA Importer Claims**.

The screenshot shows the myTTB dashboard interface. At the top left, there is an 'Entity Selection' section with a dropdown menu currently set to 'Important Imports (XX-1234567)' and a 'Switch entity' button. To the right, there is an 'Important Imports (XX-1234567)' section with an 'Entity Manager' label and a 'Manage entity' button. Below these are 'Quick Links' for activating an entity, receiving an access code, viewing entities, and learning more about adding entities and users. The main area is titled 'Modules' and contains two cards: 'CBMA Importer Claims' and 'Foreign Producer'. The 'CBMA Importer Claims' card has a blue button with the same text, which is highlighted with a red rectangular box. The 'Foreign Producer' card also has a blue button with the same text.

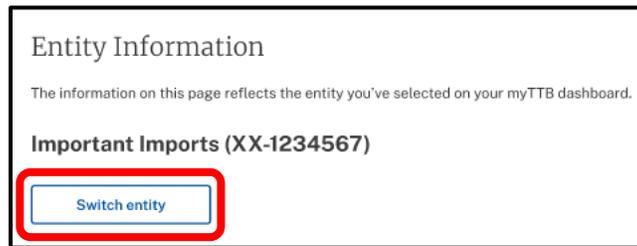
- You will be directed to the CBMA Importer Claims screen.

The screenshot shows the breadcrumb 'myTTB Dashboard > CBMA Importer Claims' at the top. Below it, the main heading 'CBMA Importer Claims' is displayed in a large, dark font.

4. Verify that you are in the correct entity account by confirming the name and EIN of the company.

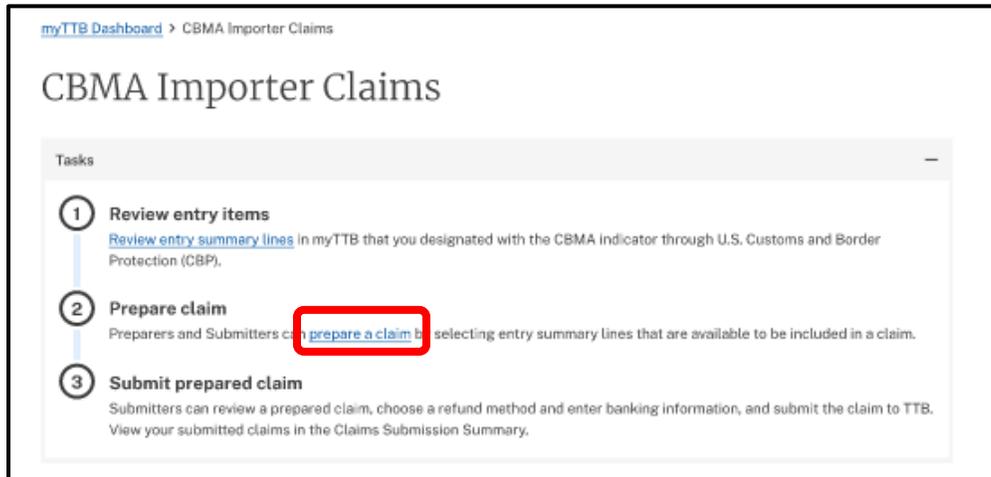


If you are not in the correct entity account, select **Switch entity** to return to your main myTTB page.

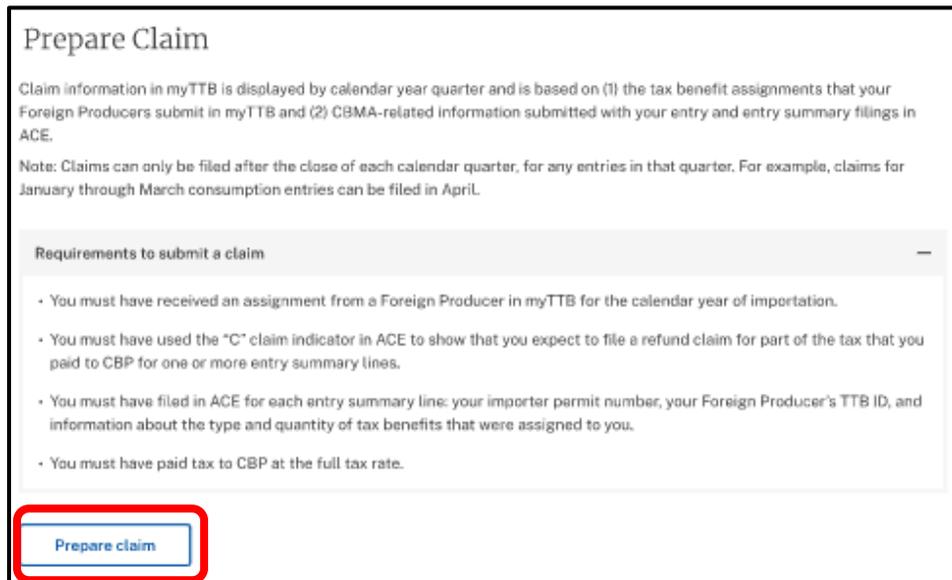


## Step 3 – Submit a Manual Claim

1. There are two ways for the Submitter to access the screen to submit the corrected CBMA ACE Report and supporting documents that together make up a manual claim under the alternate procedure set forth in Industry Circular 2023-1. The manual claims submission function may be accessed through the regular claims preparation screen. To navigate to manual claims submission, you may go to your myTTB dashboard, then go to CBMA Importer Claims and select **prepare a claim** next to Task 2.



The second option is to scroll down to the Prepare Claim Section and select **Prepare claim**.



2. In the Prepare Claim screen, scroll down to the Entry Summary Lines Available for Claim section. In the last paragraph, select **submit a manual claim**.

### Entry Summary Lines Available for Claim

Permit Number: XX-I-12345

myTTB automatically displays your [entry summary lines](#) from ACE. Entry summary lines are displayed by entry (ABC-123456) and line number (-1).

Only entry summary lines that are available to be claimed are displayed. An entry summary line is available if it (1) has a corresponding CBMA tax benefit assignment from your Foreign Producer in myTTB and (2) has required data in ACE, including the "C" claim indicator, TTB permit or reference number, TTB Foreign Producer ID, and CBMA rate designation code.

You must verify that entry summary lines are correct before submitting a claim. Do not include an entry summary line in a claim if the information is not correct.

Claims can only be filed after the close of each calendar quarter, for any entries in that quarter. For example, claims for January through March consumption entries can be filed in April.

Note: If entry summary lines are missing or incorrect and cannot be resolved in ACE, TTB has authorized importers to [submit a](#) [manual claim](#) in certain specified situations.

3. On the Submit Manual Claim screen, scroll down to Entity Information. Verify that you are in the correct entity account by confirming the name and EIN of the company.

myTTB Dashboard > CBMA Importer Claims > Submit Manual Claim

## Submit Manual Claim

If you are unable to resolve entry data errors or to submit required information in ACE, TTB provides an alternate claim procedure which allows you to submit a manual claim in certain, specified situations. The eligibility requirements for the alternate procedure are set forth in the [Industry Circular 2023-1, "Alternate Procedure for Submission of CBMA Importer Refund Claims."](#)

To submit a manual claim, generate the TTB CBMA ACE Report (available in ACE Reports), make any necessary corrections, and upload the report in myTTB, along with supporting documentation demonstrating the reason you are using a manual submission.

Note: Only Submitters can submit the manual claim in myTTB.

### Reasons for filing a manual claim

Alcohol imported before 2023 - Alcohol was originally imported prior to 2023 but entered or withdrawn from warehouse for consumption in 2023 or later.

Incorrect TTB Permit number - The TTB Permit number was missing or incorrect in your customs entry or entry summary filing and cannot be corrected.

Entry liquidated with incorrect data - Your entry liquidated with errors (other than a missing or incorrect TTB Permit number) that cannot be corrected.

System error - Your complete and correct ACE data does not appear in myTTB, or is inconsistent with what you provided in ACE.

Specific approval - You have obtained specific, written authorization from TTB to submit a manual claim on a one-time basis. See Section 5 of Industry Circular 2023-1, "Alternate Procedure for Submission of CBMA Importer Refund Claims."

[Learn more about manual claims eligibility](#)

All fields are mandatory unless stated otherwise.

### Entity Information

Entity name: Important Imports  
Employer Identification Number (EIN): XX-1234567

### Claim Information

TTB Importer permit or reference number  
CA-I-12345

Claim period  
Q1 (Jan 1-Mar 31) 2023

4. Use the drop down to select the permit number and claim period for which you would like to submit a manual claim.

### Entity Information

Entity name: Important Imports  
Employer Identification Number (EIN): XX-1234567

### Claim Information

TTB Importer permit or reference number  
CA-I-12345

Claim period  
Q1 (Jan 1-Mar 31) 2023

Under Primary reason for manual claim, use the drop down to select the reason you are submitting a manual claim.

You may choose one of the following options:

- Alcohol imported before 2023 – Alcohol was originally imported prior to 2023 but entered or withdrawn from warehouse for consumption in 2023 or later. If you select this as the reason for your manual claim, you should only include entry summary lines related to this reason. The system will not accept entry summary lines for alcohol imported in 2023 or after if the reason for your manual claim is alcohol that was imported before 2023.
- Incorrect TTB permit number – The TTB permit number was missing or incorrect in your customs entry or entry summary filing and cannot be corrected in ACE.
- Entry liquidated with incorrect data – Your entry liquidated with errors (other than a missing or incorrect TTB permit number) that cannot be corrected in ACE.
- System error – Your complete and correct ACE data does not appear in myTTB, or is inconsistent with what you provided in ACE.
- Specific approval – You have obtained specific, written authorization from TTB to submit a manual claim on a one-time basis.

**NOTE:** If you are submitting a manual claim for multiple reasons, select the primary reason.

**Claim Information**

TTB Importer permit or reference number  
CA-I-12345

Claim period  
Q1 (Jan 1-Mar 31) 2023

If you are submitting a manual claim for multiple reasons, select the primary reason.  
Note: If the primary reason is "Alcohol imported before 2023," only include entry summary lines related to that specific reason.

Primary reason for manual claim  
-Select reason-

5. Scroll down to the ACE Report Data section and attach your corrected TTB CBMA ACE Report, which you created in Step 1.

**ACE Report Data**

For each claim, the importer must generate the TTB CBMA ACE Report, insert any missing information or make corrections in the Report, and upload the corrected Report in myTTB. [How to generate the TTB CBMA ACE Report.](#)

**Attach TTB CBMA ACE Report**  
Include only one TTB CBMA ACE Report  
Accepted file types: CSV  
Valid characters for file name: A-Z a-z 0-9 \_.-  
Maximum file size: 15mb

Drag file here or [choose from folder](#)

Total refund amount claimed [?](#)

Sum total of refund amount claimed for all entry summary line items included in your TTB CBMA ACE

6. Enter the refund amount you are claiming in the **Total refund amount claimed** box. This amount should match the total claim amount for all the line items included in your TTB CBMA ACE Report.

**ACE Report Data**

For each claim, the importer must generate the TTB CBMA ACE Report, insert any missing information or make corrections in the Report, and upload the corrected Report in myTTB. [How to generate the TTB CBMA ACE Report.](#)

**Attach TTB CBMA ACE Report**  
Include only one TTB CBMA ACE Report  
Accepted file types: CSV  
Valid characters for file name: A-Z a-z 0-9 \_.-  
Maximum file size: 15mb

Drag file here or [choose from folder](#)

**Total refund amount claimed** [?](#)

Sum total of refund amount claimed for all entry summary line items included in your TTB CBMA ACE

7. Scroll down to the Supporting Documents section and attach your supporting documents.

The required supporting documentation depends on the reason(s) you are submitting the manual claim. Required supporting documentation is listed below. See [Industry Circular 2023-1](#) for more information.

<i>Alternate Claims Procedure Scenario</i>	<i>Required Documents</i>
Alcohol Imported Prior to 2023	<ul style="list-style-type: none"> <li>• The TTB CBMA ACE Report; and</li> <li>• For the year of importation, the CBP-required:               <ul style="list-style-type: none"> <li>○ CBMA Spreadsheet;</li> <li>○ Controlled Group Spreadsheet; and</li> <li>○ Assignment Certification.</li> </ul> </li> </ul> <p>See <a href="#">CSMS #50484790 - Craft Beverage Modernization Act (CBMA) – 2022 Procedures and Requirements (govdelivery.com)</a> for CBP requirements for prior years.</p>
Missing or Incorrect TTB Importer Permit Number	<ul style="list-style-type: none"> <li>• The TTB CBMA ACE Report (with the corrected permit number); and</li> <li>• A statement identifying the deficiency with the permit number in the ACE data and confirming the correct permit number for the importation(s).</li> </ul>
Entry Liquidated with Missing or Incorrect Data (other than the TTB Permit Number)	<ul style="list-style-type: none"> <li>• The TTB CBMA ACE Report (with corrections to missing or incorrect ACE data); and</li> <li>• A statement explaining what data was missing or incorrect in the liquidated entry or entry summary (which has been added or corrected in the TTB CBMA ACE Report).</li> </ul>
System Error	<ul style="list-style-type: none"> <li>• The TTB CBMA ACE Report; and either</li> <li>• A statement explaining that the entry line does not appear in the CBMA Importer Claims System, or</li> <li>• A statement explaining that the entry line appears in the CBMA Importer Claims System with information inconsistent with ACE and identifying the information that is erroneous in the CBMA Importer Claims System.</li> </ul>

### Supporting Documents

Attach supporting document(s)  
Include supporting document(s)  
Accepted file types: Word, Excel, PDF, JPG, PNG  
Valid characters for file name: A-Z a-z 0-9 . \_ -  
Maximum file size: 15mb

Drag file here or [choose from folder](#)

8. Review the information for your file upload. Read the statement next to the check box and select the box to agree to the statement. Select **Upload**.

**Upload supporting documents**

TTB will have access to these supporting document(s) if you upload.

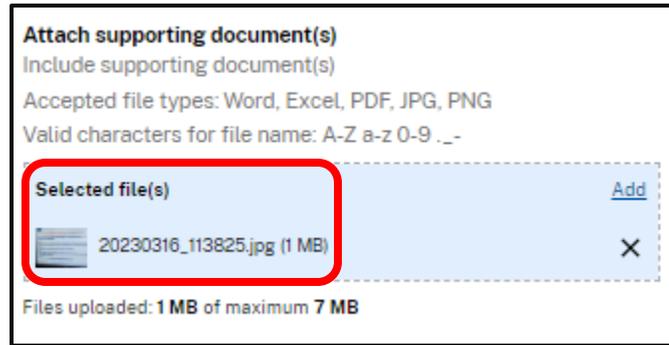
Attached supporting document(s): entry\_information.pdf

Under penalties of perjury, I declare that I am submitting this supporting documentation for my claim and to the best of my knowledge and belief it is true, correct, and complete.

Are you sure you want to upload the attached document(s) for claim number CBMA-123456-A?

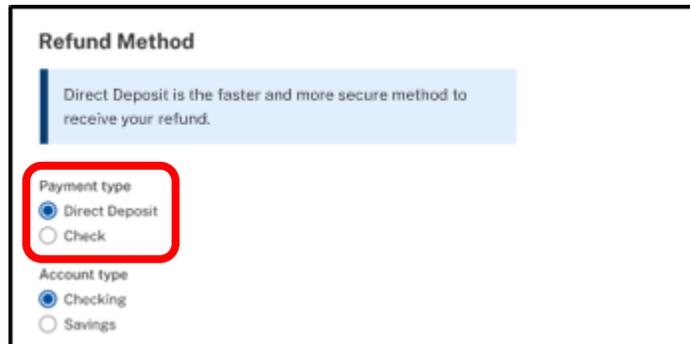
**Upload** Cancel

When your file is uploaded, you will see the documents you submitted in this message.



9. Scroll down to the Refund Method section and select your preferred refund method. You may select either direct deposit or check.

**NOTE:** Selecting direct deposit will give you access to your refund more quickly than selecting a mailed paper check.



9a. If you select **Direct Deposit**, select your Account Type (Checking or Savings) and enter your banking information:

- Bank account holder's name
- Routing number
- Routing number confirmation
- Account number
- Account number confirmation

The image shows a screenshot of a banking form. A red rounded rectangle highlights the input fields for the following sections:

- Payment type:** Radio buttons for "Direct Deposit" (selected) and "Check".
- Account type:** Radio buttons for "Checking" (selected) and "Savings".
- Bank account holder's name:** Text input field containing "Example name".
- Routing number:** Text input field containing "123456789".
- Routing number confirmation:** Text input field containing "123456789".
- Account number:** Text input field containing "1234567".
- Account number confirmation:** Text input field containing "1234567".

9b. If you select **Check**, review your mailing address information.

**NOTE:** If your mailing address information is incorrect, you will need to update your mailing address in [PONL](#). If you have a TTB Reference Number, you will need to [contact TTB](#) to correct the mailing address.

### Refund Method

Direct Deposit is the faster and more secure method to receive your refund.

Payment type

Direct Deposit

Check

### Mailing Address Information

If you need to make changes to your mailing address, file an amendment to your TTB permit in [Permits Online](#). If you have a TTB Reference Number, [contact TTB](#) to make any changes.

Address line 1: 100 Main St.

Address line 2: Suite 236

City: Sacramento

State: CA

10. Read the statement next to the check box and select the box to agree to the statement. Select **Submit manual claim**.

Under the penalties of perjury, I declare that I am submitting this claim, including supporting documents and statements, and to the best of my knowledge and belief, it is true, correct, and complete.

By checking this box and clicking submit, I understand that I am electronically signing and electronically submitting my claim to TTB.

**Submit manual claim**      Cancel

11. Review your manual claim submission summary. Select **Yes** to submit claim.

**Confirm manual claim submission**

Please review the information included in this manual claim submission.

Importer name: Important Imports  
Employer Identification Number (EIN): XX-1234567  
Permit or reference number: CA-I-12345  
Claim period: Q1 (Jan 1-Mar 31) 2023  
Primary reason for manual claim: Liquidated with incorrect data  
Attached ACE data report: ACE\_Report\_Important\_Imports.csv  
Attached supporting document(s): entry\_information.pdf

**Total Refund Amount Claimed**

\$90,000.00

Note: Manual claims will take additional time to process.

Are you sure you want to submit this manual claim?

If your submission is successful, you will receive the success message below.

 **Manual claim submission successful**

TTB has received your claim submission. You can review the status of your submitted claim in the Claim Submission Summary section.

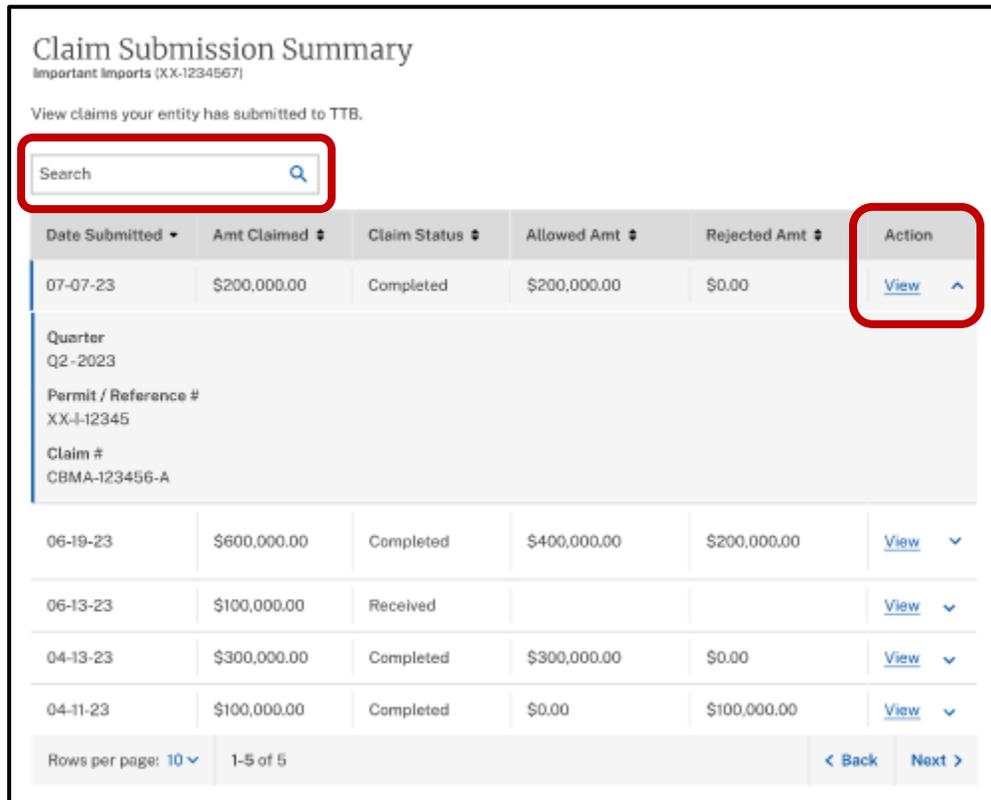
## Step 4 – View and Print/Save Submitted Claim

1. To view and print/save a submitted claim for your records, go to the CBMA Importer Claims screen.



2. Scroll down to the Claim Submission Summary section. Select the submitted claim you would like to view by selecting **View** in the Action column.

You can also use the Search box to filter your claim results and more easily find a specific claim(s).

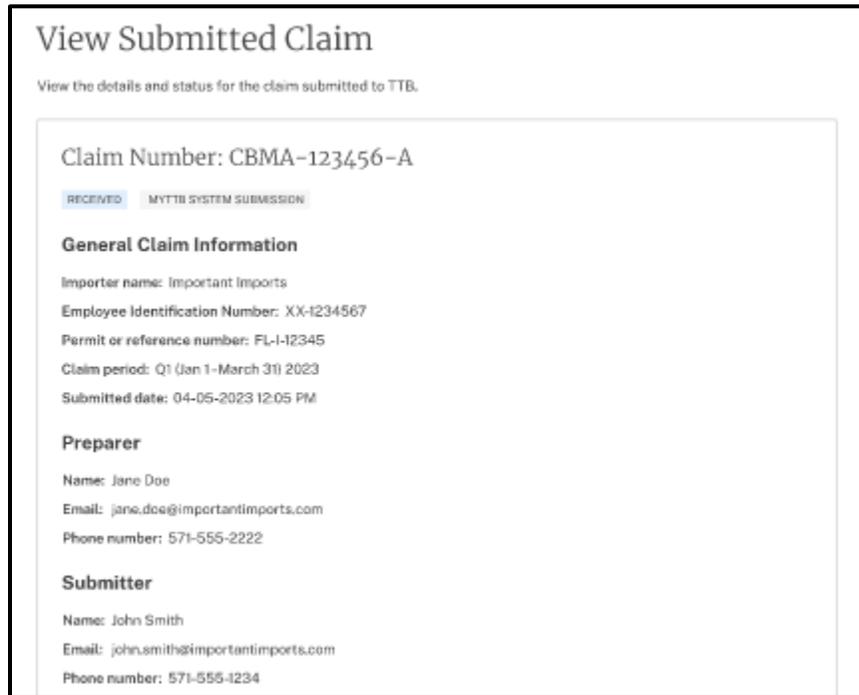


The screenshot displays the "Claim Submission Summary" page for "Important Imports (XX-1234567)". It includes a search box and a table of claims. The search box and the "View" button in the first row of the table are highlighted with red boxes.

Date Submitted ▾	Amt Claimed †	Claim Status †	Allowed Amt †	Rejected Amt †	Action
07-07-23	\$200,000.00	Completed	\$200,000.00	\$0.00	<a href="#">View</a> ^
<b>Quarter</b> Q2 - 2023					
<b>Permit / Reference #</b> XX-I-12345					
<b>Claim #</b> CBMA-123456-A					
06-19-23	\$600,000.00	Completed	\$400,000.00	\$200,000.00	<a href="#">View</a> ▾
06-13-23	\$100,000.00	Received			<a href="#">View</a> ▾
04-13-23	\$300,000.00	Completed	\$300,000.00	\$0.00	<a href="#">View</a> ▾
04-11-23	\$100,000.00	Completed	\$0.00	\$100,000.00	<a href="#">View</a> ▾

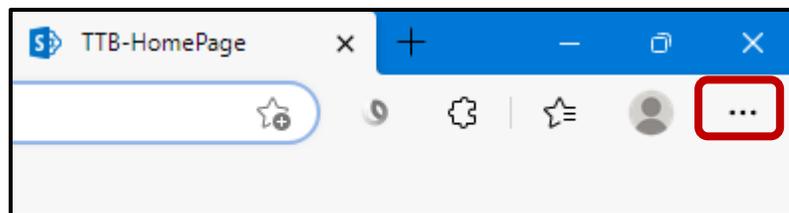
Rows per page: 10 ▾ 1-5 of 5 < Back Next >

3. Your claim information will open in your browser. You can print this browser screen, or to download this information, you can print to .pdf or save the browser screen as an .html file.

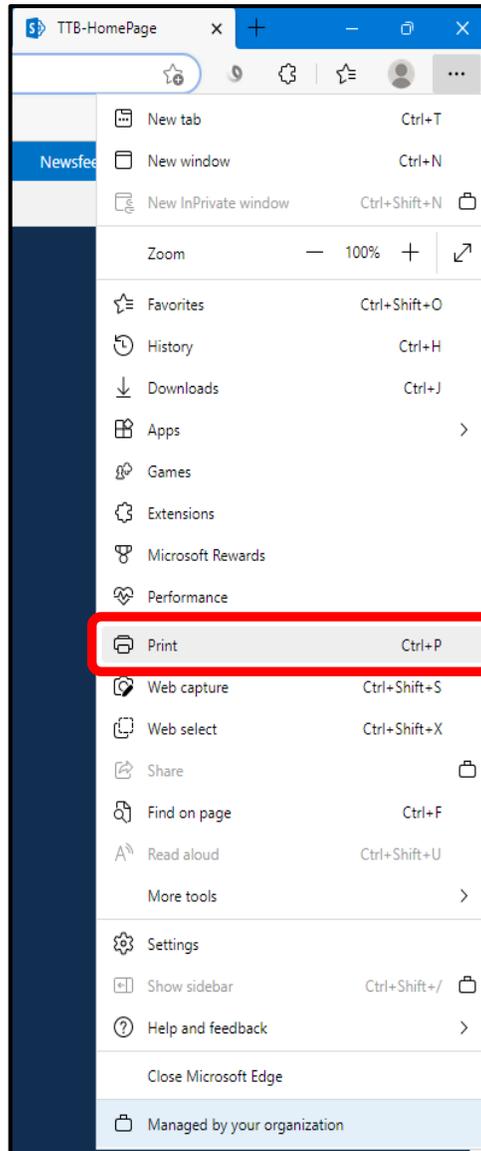


**NOTE:** The instructions in 3a – 3b are shown in Microsoft Edge. However, similar steps can be completed in other browsers.

3a. To save as PDF, select “...” in the top right corner of your browser.



Select **Print**.

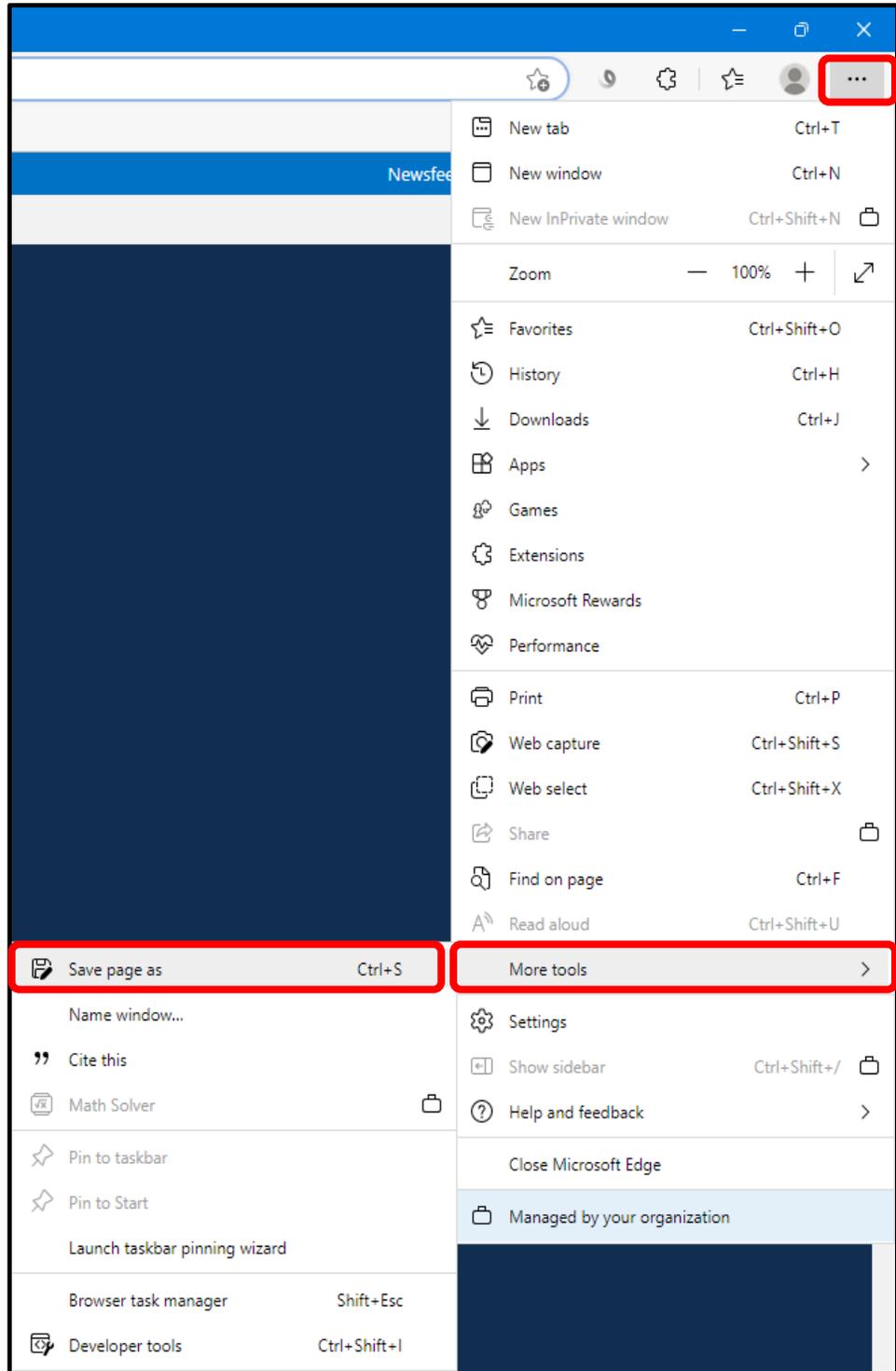


In the Printer drop down, select **Save as PDF**. Then select **Save**.

The image shows a 'Print' dialog box with the following elements:

- Print** (Title) and **Total: 3 pages** (Subtitle)
- Printer** section with a dropdown menu showing **Save as PDF** (highlighted with a red box).
- Layout** section with radio buttons for **Portrait** (selected) and **Landscape**.
- Pages** section with radio buttons for **All** (selected), **Odd pages only**, **Even pages only**, and a text input field containing **e.g. 1-5, 8, 11-13**.
- More settings** (link with a downward arrow) and **Print using system dialog... (Ctrl+Shift+P)** (link).
- Save** (blue button, highlighted with a red box) and **Cancel** (grey button) at the bottom.

3b. To save your submitted claim information as an HTML file select “...” in the top right corner of your browser. Then select **More Tools** and **Save page as**.



Select where you would like to save the claim information and then enter a file name. Select **Save** to save your claim information as an HTML file.

