

## **IMPORTANT INSTRUCTIONS BEFORE YOU REGISTER IN ACES**

### **A. Procedure for registration in ACES for EXISTING ASSESSEE ( who is already registered with department in erstwhile SACER/SAPS and applying now for transacting business with CBEC through ACES):**

1. Kindly submit a requisition letter to your Range Superintendent along with your Company Name, existing Registration Number and your updated and valid e-mail ID.
2. Range Superintendent enters your details including e-mail ID in ACES application and then TPIN (*Temporary Identification Number*) & a six-alphabet password will be sent to the given e-mail ID within 3-24 hours.
3. Even after 24 hours, if you don't receive TPIN and password, contact the Range Superintendent / Comm. Admin of concerned Commissionerate who has the option to Regenerate TPIN and password which will be mailed to the given e-mail ID.
4. Once you get the TPIN and password, you will be able to login into application using the same.
5. If you don't receive TPIN and password even after repeated attempts by Range Superintendent to re-generate password, then, Contact Helpdesk ([aces.servicedesk@icegate.gov.in](mailto:aces.servicedesk@icegate.gov.in)) for assistance with following details: *Name of the Unit, Commissionerate-Division-Range details, Registration No., e-mail ID & Contact Number, date and time of regenerating the password.*

### **IMPORTANT**

1. The assessee/Range Officer has to give/enter valid e-mail ID of the assessee without any typographical errors.
  2. Please check the Spam/Junk mail folders of your e-mail account for the TPIN mail (*as it is possible that the same would have been marked as spam by the e-mail service provider*)
  3. In the TPIN mail received by you, please click the first hyperlink only (*Don't click the second hyperlink which is meant for unintended recipients of the e-mail*)
  4. All Existing Assesseees (*who are already registered with department in erstwhile SACER/SAPS and applying now for transacting business with CBEC through ACES*) has to necessarily follow above process and then only they can able to work on ACES application.
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### **B. Procedure for registration in ACES for NEW ASSESSEE (who is NOT already registered in erstwhile SACER/SAPS and wish to transact business afresh with CBEC for the first time through ACES):**

1. Kindly go to [www.aces.gov.in](http://www.aces.gov.in) → Select Central Excise/Service Tax (as the case may be) → 'New Users to Click here to Register with ACES'.
2. A form will appear, kindly fill the form and submit.
3. You will be sent the username and password to the given e-mail ID within 3-24 hours.
4. Using the same, you can enter into the ACES application and transact business with CBEC.

5. If you don't receive the username and password even after 24 hours, Please check Spam/Junk mail folders of your e-mail account for the ID & Password mail (*as it is possible that the same would have been marked as spam by the e-mail service provider*). If the problem of non-receipt of user ID and password persists, please try with fresh/new user name, fill the form and submit as detailed in point no.1 above. Still if you face problem, contact Helpdesk (([aces.servicedesk@icegate.gov.in](mailto:aces.servicedesk@icegate.gov.in)) for assistance.

**C. Procedure to RESET PASSWORD in case account is blocked:**

**\* Existing assessee:**

(i) If you remember your Hint questing and answer (which entered at the time of registration with ACES), then you can visit [www.aces.gov.in](http://www.aces.gov.in) → Central Excise/Service Tax (as the case may be) → 'Unblock You Account' wherein you can key in hint question and answer. If the same is correct, a new password will be sent to the given mail ID with which you can access application.

(ii) If you don't remember the hint question and answer, you have to contact your Range Superintendent or the Comm. Admin of your Commissionerate who has the option to "Activate" your account and re-generate the new password which will be sent to the given mail ID.

**\* New Assessee:**

If the user tries to log in ACES application with wrong password for continuous five attempts then his A/C gets blocked. In such cases, kindly re-register (once again) in the ACES by entering a new user name and following the same procedure as described above. You will be getting your new username and password in the given mail ID with which you can access the application.

**D. It is advised that for accessing ACES Application, please use Internet Explorer (Standard Version 6.02 to 7.0) or Mozilla Firefox (Standard Version upto 3.0).**