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Office of Trade
U.S. Customs and Border Protection

ACE Secure Data Portal Workshop – Exports Session

WESCCON 2019



October 11, 2019



U.S. Customs and
Border Protection

Agenda

- Introduction to the ACE Secure Data Portal
- Broker Accounts and a review of supporting capabilities
- Protest Filer Accounts and a demonstration of the ACE Protest Module
- Questions and Answers








































ACE: EDI v Portal

Filing data with ACE:

- Submit import and export data in accordance with ACE technical standards through Electronic Data Interchange (EDI)

Once data is submitted to CBP, use the ACE Portal to:

- Evaluate compliance and monitor daily operations
- Access multiple canned reports, with ability to customize as needed
- Submit truck import manifests
- Monitor data on file with CBP

<i>"I want to..."</i>	ACE via EDI Interfaces	ACE Portal
 Send Importer Security Filing Data <small>*Only low volume through Portal (less than 12 per year)</small>		
 File an Import Air, Ocean, or Rail Manifest		
 File an Import Truck Manifest		
 File an Electronic Inbond		 <small>Via Truck Manifest</small>
 File an Entry		
 File an Entry Summary		
 File a Protest		
 Run Reports		
 Create Blanket Declarations		
 Submit Supporting Documents for Release <small>CBP and PGA Forms</small>	 <small>DIS</small>	
 Submit Supporting Documents for Entry Summary <small>CBP and PGA Forms</small>	 <small>DIS</small>	 <small>Upload Forms</small>
 Respond to Request for Documents <small>CBP Forms 28, 29, 4647</small>	 <small>DIS</small>	
 Manage Account and Periodic Monthly Statement Information		
 Make Post Summary Corrections		
 File Export Air, Ocean and Rail Manifest	<i>Pilots in Progress!</i>	
 File Export Commodity Data		

ACE Portal Demonstration



ACE Portal Information Page on CBP.gov

- Trade
- Basic Import and Export
- ACE and Automated Systems
 - Getting Started with Automated Systems
 - Technical Documentation
- ACE Features
- ACE Federal Register Notices
- Programs and Administration
- Priority Trade Issues
- Rulings and Legal Decisions
- Stakeholder Engagement
- Trade Facilitation and Trade Enforcement Act

Introduction to an ACE Secure Data Portal Account

To access the ACE Secure Data Portal (ACE Portal), a company must have a top level ACE Portal account. The following is an overview of account structures, users, and how companies may apply for an account.

Account Basics

There are three components to an ACE Portal account: structure, types, and users. A brief overview of each follows:

- Account Structure:** refer to two account categories that makeup an account: top account and sub-accounts. Every approved account application has an associated Top Account and at least one sub-account.
- Sub-Account Types:** align to trade business activities (i.e., importer, broker, surety, etc.) and govern the available tasks companies and users can carry out within an ACE Portal account.
- User Profiles:** are used to manage and execute different account tasks. There are three types of users profiles: Account Owners, Proxy Account Owners, and Account Users.

Details on each of these areas are outlined in full below.

Account Structures

To establish an ACE Portal Account, a corporate identifier (i.e., filer code, importer of record number, employer identification number, etc.) is needed at the time of application. When the application is approved, the account will be established, with an associated top account and sub-account(s).

- Top Account: established at the time a company's application is approved, and links together all sub-accounts, account functions, and users. There is a single top account per account.
- Sub-accounts: align to corporate identifiers. An ACE Portal account can have many sub-accounts depending on the complexity of a company.

By default, all Top Accounts have at least one sub-account that aligns with the primary business activity (i.e. broker, protest filer, etc.), as identified during the application process. Companies with basic structures will likely only have one sub-account, whereas companies with more complex structures (e.g. subsidiaries, regional offices, etc.) may have many sub-accounts. Management of sub-accounts is governed by the Account Owner.

For details on these structures and how to manage them, please visit our [Managing ACE Portal Accounts](#) page.

Sub-Account Types

When a company initially establishes an account, applicants must select at least one business activity which becomes a sub-account. Access to different tasks is governed by adding additional sub-account types to an account. For a full overview of available tasks by sub-account type, please select the button below to see a full table of tasks:

[View Portal Tasks](#)

User Profiles

After a company's ACE Portal account has been established, the designated Account Owner may create user profiles within the account. The table below outlines the functions available to different user profiles:

ACCOUNT TIP:
Contact your company's Account Owner or Proxy Account Owner(s) to have a user profile established under your existing company Top Account.

Profile Actions	Account Owner	Proxy Account Owner	Account User
Manage corporate account	✓		
Add business activities	✓		
Create proxy user accounts	✓		
Manage proxy access levels	✓		
Manage user access levels	✓	✓	
Create account users	✓	✓	
Reactivate disabled accounts*	✓	✓	
Self-reset password**	✓	✓	✓
Run reports	✓	✓	✓

* This applies to users who have attempted three incorrect logins, have not logged into their account in 45 days, or are unable to self-reset passwords.
** For details on resetting your password, please visit our [FAQs](#) for instructions.

- Managing an ACE Secure Data Portal Account
- Applying for an ACE Secure Data Portal Account
- ACE Portal Features

Get Started with ACE

- Get Started
- Apply for an Account
- Login

How to Stay Informed

- Sign up for CSMS
- Outreach Events
- Learn about the Trade Support Network (TSN)

How to Get Support

- ACE Support
- ACE Availability Dashboard
- ACE Training
- FAQs

<https://www.cbp.gov/>

ACE Secure Data Portal Application – Exporter Account



U.S. Customs and
Border Protection

Apply for an ACE Exporter Account

CMB No. 1651-0105
Expiration Date: 5-31-2016

Instructions

Please complete the form below to request an ACE Exporter Account. An ACE Exporter Account will provide access to AES Direct to file Electronic Export Information (EEI) and to initiate the approval process to access ACE export reports. Once you have completed the form, select "Submit". **Note: Only US and US territory entities may apply for an ACE Exporter Account.**

Red asterisk fields are required.

Corporate Information

EIN #
Re-enter EIN #
Company Name
DUNS #
End of Fiscal Year
Country
Address 1
Address 2
City
State ☒
Zip Code

ACE Account Owner

First Name
Middle Name
Last Name
Date of Birth (or Other Valid Date)
Telephone # Extension
Fax #
E-mail
Re-enter E-mail

☐ If the Account Owner's Address is the same as Company's Address reported above, check this box and skip the rest of this section.

Country
Address 1
Address 2
City
State ☒
Zip Code

Submit Form

☐ By checking this box, I have read and agree to the [Terms and Conditions](#) that govern the use of this system.



Privacy Act Statement

Pursuant to 5 U.S.C. §552a(e)(3), this Privacy Act Statement serves to inform you of the following concerning the collection of information on the Automated Commercial Environment (ACE) Secure Data Portal Account Owner Designation/Authorization Form.

AUTHORITY: Collection of the information solicited on this form is authorized by the following:

- 19 U.S.C. §§50, 1431, 1440, 1451, 1454, 1606, 1614, 1624, and 2071; Title 19, Code of Federal Regulations, including 19 C.F.R. §§24.6, 149.3, 101.9, and 103.31(e); Executive Orders 9397 and 13569.
- In addition to Executive Order 9397, CBP has the authority to collect Social Security Numbers (SSN) pursuant to 31 U.S.C. §7701(c), 26 U.S.C. §6109(b), 19 C.F.R. §§24.6 and 149.3. SSN is used because some individuals who do not have an employer identification number (EIN) or a tax identification number (TIN) choose to instead submit their SSN.

PURPOSE: The primary purpose for soliciting this information is to enable importers, exporters, brokers, or carriers to access their customs data via a web-based Automated Commercial Environment (ACE) Secure Data Portal (ACE Portal). (See Terms and Conditions document, 72 FR 27639, published May 16, 2007.) The ACE Portal provides a centralized online access point to connect CBP, trade representatives, and Participating Government Agencies (PGAs) involved in importing goods into the United States. The ACE Portal helps improve compliance with trade laws by enabling account holders to identify and evaluate compliance issues, monitor daily operations, set up payment options, review filings, access a reports tool, compile data, perform national trend analysis, and be provided with insight into entries under review by CBP.

ROUTINE USE: If you choose to provide the information solicited on this form, CBP will use the information to provide you with an ACE Portal user account. The personally identifiable information (PII) that you provide will not be shared with other government agencies unless they are a Participating Government Agency (PGA), pursuant to an International Trade Data System (ITDS) Memorandum of Understanding, consistent with the receiving agency's legal authority to collect information pertaining to and/or regulate transactions in international trade. Additionally, CBP may share the information with law enforcement or other government agencies as necessary to respond to potential or actual threats of terrorism, or otherwise required by law as a routine use pursuant to its published Privacy Act system of records notice.

DISCLOSURE: Providing this information is not legally required to import commercial merchandise into the United States. However, by submitting your PII (including your SSN) in applying for an ACE Portal account, you are giving CBP permission to use the information for a specific, stated purpose, i.e., to obtain the benefits of creating an ACE Portal user account.

[Submit](#)

[Clear Form](#)


You must accept the Terms and Conditions before the form can be submitted.



U.S. Customs and
Border Protection



ACE Secure Data Portal Website

 **ace secure data portal** U.S. Customs and Border Protection

NOTICE TO ALL USERS: READ NOW
You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

NOTICE TO ALL USERS: READ NOW
By logging in to the ACE Portal you agree to be bound by the language set forth in the [Terms and Conditions](#) document, last updated on May 16, 2007.
It is mandatory that all ACE users maintain a current email address within their ACE user profile.

Login Information

Enter your ACE UserID and Password to log in:

UserID:

Password:

Log in using your [DHS PKI](#) profile.

[Forgot Your Password?](#)

If you need assistance with the portal, please contact the CBP Technology Support Center at 1-866-330-4172 for trade and PCA users, or 1-800-927-8729 for CBP personnel.

Please note: After some time of inactivity, the system will log you off automatically and ask you to log in again.

ACE Secure Data Portal



**Apply for
an Account**




Log In

[www. cbp.gov/ace](http://www.cbp.gov/ace)

<https://ace.cbp.dhs.gov>

Home Tab

ace secure data portal

U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

Home

Accounts

References

Tools

Task List

There are no approvals

Approvals(0) Notifications (13) Forms (0)

Claim

Cancel Claim

Title

Date Created

Description

Search Forms

*Indicates field is required

Search for CBP Forms

Form Type:

-Select-

Date of Issue: (mm/dd/yyyy) To (mm/dd/yyyy)

Date of Entry: (mm/dd/yyyy) To (mm/dd/yyyy)

Entry Summary #:

IR #:

Port Code: [Lookup Port Code](#)

Reference or File #:

Mfr./Shipper/Seller:

CBP Status:

-Select-

Search

Cancel

Action

Form Type

Entry Summary #

IR #

Date of Issue

Phone Directory

Search On:

Name

Search For:

Search

QuickLinks

Quick Browse:

CBP Website

CNN

Go

Url:

http://

Go

Reminder

Tuesday, March 8, 2011

Please enter your reminder text.

ACE News

News

December 22, 2010 - ATTENTION ALL ACE PORTAL USERS: On November 15, 2010, U.S. Customs and Border Protection p
error message when attempting to respond to a CBP Forms 28, 29 and 4647 through the ACE Portal. That issue has now b
Management error when responding to CBP forms through the ACE Portal for ACE filed entry summaries. There is still an i
CBP is making every effort to resolve this issue as quickly as possible. Until the issue is resolved, importers and brokers a
update the ACE Portal New tab when the new issue is resolved.

November 23, 2010 - ATTENTION IMPORTERS AND BROKERS: U.S. Customs and Border Protection is aware that when ES
forms issued for ACE filed entry summaries. To view forms issued for both ACE and ACS filed entry summaries, users need
"System Control Code" object from the "Query Filters." Remember to save the report to the "Favorites" folder for future us


November 15, 2010 - ATTENTION ALL ACE PORTAL USERS: U.S. Customs and Border Protection is aware that importers a
through the ACE Portal. CBP is making every effort to resolve this issue and quickly as possible. Until the issue is resolved
forms by U.S. mail. CBP will update the ACE Portal News tab when the issue is resolved.

October 31, 2010 - ATTENTION ALL ACE PORTAL USERS: On October 31, 2010 U.S. Customs and Border Protection succes
(ESAR). This release provides enhancements to portal capabilities for CBP as well as the redesign of the Entry Summary U

October 13, 2010: ATTENTION ALL ACE REPORT USERS: Effective October 13, 2010, U.S. Customs & Border Protection wil
link for reports saved under "My Folders". Users will only be able to view the last 10 historical instances of the saved repor
removed regardless if there are less than 10 historical instances.



Accounts Tab – Top Account

ace secure data portal U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

HomeAccountsReferencesTools

Task Selector

Select Account Type

View: Exporter GO

Select Task

Accounts

Create Exporter

Change History

Submit AESDirect Filings

Reports

Account Selector List

View Settings

View By:

Acct Name EIN

Sort by: --Select-- Go

Accounts

CBP Incorporated

CR4236 Test Exporter 88-8881000

View Top Account

Edit

Top Account Information

Account Name: CBP Incorporated

ACE ID: 0005676506

Organizational Structure: US Government

DUNS #:

Website: www.cbp.gov

End of Fiscal Year: 9/30

Program Participation:

Contacts

Showing 1 - 5 of 5


Type	Last Name	First Name	Phone	Email
Primary Point of Contact	Doe	Jane	866-530-4172	ace.support@cbp.dhs.gov
Alternate Point of Contact	Ferguson	Crystal	866-530-4172 Ext 1	ace.support@cbp.dhs.gov
Alternate Point of Contact	Lawson	Heather	571-468-5065	
Account Owner	Enterprise	Jeffrey	571-468-2028	ACE.Support@cbp.dhs.gov
Principal Officer	Doe	John	703-555-5555	Johndoe@cbp.gov

[Add Contact](#)

Exporter

No Exporter Account Selected

Accounts Tab – Sub Account

ace secure data portal U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

HomeAccountsReferencesTools

Task Selector

Select Account Type

View: Exporter GO

Select Task

Accounts

Create Exporter

Change History

Submit AESDirect Filings

Reports

Account Selector List

View Settings

View By:

Acct Name EIN

Sort by: --Select-- Go

Accounts

CBP Incorporated

CR4236 Test Exporter 88-8881000

View Top Account

Please select a valid top account.

Exporter

US Census requires additional information before they will approve access to historical export data. Please complete the following [Certification of Authority](#) and submit to exportreports@census.gov

Note: This vetting is only required for accessing historical data for the past five years and does not impact your ability to file in ACE.

EditRequest EIN Reports Authorization

Exporter Information

Other Company Name

Exporter Name: CR4236 Test Exporter 88-8881000 AKA:

ACE ID: 0010397136 DBA:

EIN: 88-8881000 DIV:

Organization

Organizational Structure: Corporation

DUNS #:

Account Status

Account Status: EIN Pending

Authorization for Reports: Pending

ContactsAddresses

Showing 1 - 1 of 1

Type	Last Name	First Name	Phone	Email
Primary Point of Contact	Test	CR4236	123-321-1111	

Add Contact

User Access

User Access

*Indicates field is required

Add User

-- Select --

Filter Users

* Last Name: *

First Name:

* Display: ☒ My Users ☐ All Persons


Showing 1 - 10 of 68

Last Name	First Name	User ID
Welter	Patricia	PW6478
Welter	Patricia	PW3842
Mulder	Janet	JM1ae5
Brown	Anita	AB5105c
Enterprise	B	BE51a01
Korpusik	Frank	FK44fbf
radrodriguez	carlos	cr36b3d
Lawler	Kathy	KL86faa
Barela	Michael	MB8ab4e
McCann	Shari	SM2ab84

[1] [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [>](#) [>>](#)

Changing Passwords

Bureau of Customs and Border Protection ACE Login - Windows Internet Explorer provided by US Customs & Border Protection

 **ace secure data portal** U.S. Customs and Border Protection

Reset Password

To change your password, please provide the following information. Your new password must adhere to the [Password Policy](#) rules and will become effective immediately.

*Current Password


*New Password


*Retype new Password

If you need assistance with the portal, please contact the CBP Technology Support Center at 1-866-530-4172 for trade and PGA users, or 1-800-927-8729 for CBP personnel.



Updated Password Rules

 **ace secure data portal** U.S. Customs and Border Protection



All ACE passwords must:

- Contain **at least 12 characters**.
- Contain a combination of **uppercase letters, lowercase letters, and numbers**.
- Contain at least one of the following symbols: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~
- **Not contain any consecutively repeated characters**. Note that your new password:
- Cannot contain your userid.
- Cannot contain your name.
- Cannot be the same as a previously used password.
- Cannot be the reverse of a previously used password.

Close

If you need assistance with the portal, please contact the CBP Technology Support Center at 1-866-530-4172 for trade and PGA users, or 1-800-927-8729 for CBP personnel.




ACE Exporter Account Creation



Scenario 1: Applying for a New ACE Exporter Account



1. Go to cbp.gov and under the Trade Tab, and under ACE and Automated Systems, select the option to **Apply for an Account**.



U.S. Customs and Border Protection

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[Home](#)
[Trade](#)
[ACE and Automated Systems](#)

Trade

[Basic Import and Export](#)
[Jones Act Waiver Request](#)

ACE and Automated Systems

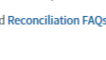
[Getting Started with Automated Systems](#)
[Technical Documentation](#)
[ACE Features](#)
[ACE Federal Register Notices](#)

[Border Interagency Executive Council](#)
[Programs and Administration](#)
[Priority Trade Issues](#)
[Rulings and Legal Decisions](#)
[Stakeholder Engagement](#)
[Trade Facilitation and Trade Enforcement Act](#)

ACE and Automated Systems

The Automated Commercial Environment (ACE) is the primary system through which the trade community reports imports and exports and the government determines admissibility. Through ACE as the Single Window, manual processes are streamlined and automated, paper is being eliminated, and the trade community is able to more easily and efficiently comply with U.S. laws and regulations.

CBP is working to complete the final deployment of core trade processing capabilities in ACE. Please visit [ACE Transaction Details](#) page for full details on ACE transmission requirements, and for details on Partner Government Agency efforts please see the [PGA Integration section](#) of our ACE Features page.



ABOUT ACE

[ACE features](#)
[Get started](#)
[ACE Portal Overview](#)
[Get Email Updates](#)

TRAINING & SUPPORT

[Guides and videos](#)
[Outreach events and webinars](#)
[FAQs](#)
[Support Resources](#)

TECHNICAL INFO

[Programming documentation and Implementation Guides](#)

What's New with ACE

ACE Deployment G Updates

ACE Deployment G will be the final deployment of ACE core trade processing capabilities. CBP will deploy using a phased approach over three releases between September 2017 and February 2018. The current deployment schedule is as follows:

- ACE Deployment G (September 16, 2017) – Non ABI Entry Summary/Lineless (for CBP only), Reject/Cancellation Entry Summary UI Update (for CBP only), Duty Deferral, and Importer Security Filing (ISF)
- ACE Deployment G (December 9, 2017) – Statements, e214 (electronic Foreign Trade Zone admission), and Manufacturer ID Creation
- ACE Deployment G (February 24, 2018) – Reconciliation, ACE Core Drawback and Trade Facilitation and Trade Enforcement Act (ITFEA) Drawback, Liquidation and Automated Surety Interface (ASI)

Additional Resources: [Drawback FAQs](#) and [Reconciliation FAQs](#).


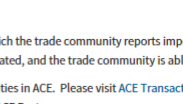
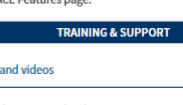
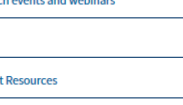
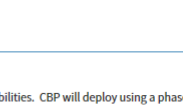
ACE Reports Training Videos

CBP has released 11 videos to support ACE reports capabilities. The videos cover topics from setting preferences, running reports, and customizing reports from scratch.

ACE Business Rules

CBP has released two documents that outline the processes, procedures and policy associated with ACE Cargo Release (Entries) and Entry Summary. They can be accessed through the following links: [cargo release](#) or [entry summaries](#).

Publications

Get Started with ACE

[Get Started](#)
[Apply for an Account](#)
[Login](#)

How to Stay Informed

[Sign up for CSMS](#)
[Outreach Events](#)
[Learn about the Trade Support Network \(TSN\)](#)

How to Get Support

[ACE Support](#)
[ACE Availability Dashboard](#)
[ACE Training](#)
[FAQs](#)

Additional Automated Systems Resources:

[CROSS: Customs Rulings Online Search System](#)
[eRulemaking Website](#)
[AD/CVD Search](#)
[Intellectual Property Rights e-Recordation \(IPRR\) Online System](#)

2. On this page, select the option to Apply here for an Exporter Account



U.S. Customs and
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HOME >> TRADE >> AUTOMATED >> GETTING STARTED >> APPLYING FOR AN ACE SECURE DATA PORTAL ACCOUNT

Trade

- Basic Import and Export
- Jones Act Waiver Request
- ACE and Automated Systems
 - Getting Started with Automated Systems
 - Technical Documentation
 - ACE Features
 - ACE Federal Register Notices
- Border Interagency Executive Council
- Programs and Administration
- Priority Trade Issues
- Rulings and Legal Decisions
- Stakeholder Engagement
- Trade Facilitation and Trade Enforcement Act

Applying for an ACE Secure Data Portal Account

To access the ACE Secure Data Portal (ACE Portal) a company must have an ACE Secure Data Portal Account. Instructions on how companies may apply for an account are below.

If you are applying for an ACE Portal Account, confirm your company does not already have an account. Your Account Owner or their proxies are able to establish individual user profiles within the account to allow access to the ACE Portal. If you are unsure who your Account Owner is, you may contact [ACE Support](#) for details.

If you are a member of a Partner Government Agency (PGA) and need access to the ACE Portal as a PGA user, please visit our [PGA user application](#) page.

Before applying you should check to see if your company already has an ACE Portal Account. Applying for a separate Account is not necessary and discouraged.

ACCOUNT TIP:
DO NOT associate your client's corporate identifier to your ACE Portal Account structure. This will prevent the client company from establishing their own ACE Portal Account.

ACE Portal Resources

- [Introduction to an ACE Secure Data Portal Account](#)
- [Managing an ACE Secure Data Portal Account](#)
- [ACE Portal Features](#)

Applying for an Account

- Step 1: Identify Sub-account Type
Determine which Sub-Account Type your company will need based on your business activity. See Sub-Account Types section of our [Introduction to an ACE Secure Data Portal Account](#) page for details.
- Step 2: Designate an Account Owner
Select an individual, or entity, who will serve as the manager of your corporate account.
Please note: Account Owners are not required to be the owner of the company.
- Step 3: Apply
Complete applicable application method below:
 - Protest Filers: [Apply here](#) (application video walkthrough)
 - Exporters: [Apply here](#) (application video walkthrough)
 - All other trade activities: [Apply here](#)
 - Processing this last application type typically takes up to 3-5 business days, but due to the high volume of applications, processing of your application may take longer.

If you have applied for an account and need to check the status, please e-mail [ACE Support](#).
- Step 4: Login and Setup Account
Once the account is established, the Account Owner may login, set up the account, and create user profiles and sub-accounts. If you are the Account Owner and need more details on these actions, please visit our [Managing an ACE Secure Data Portal Corporate Account](#) page or our [ACE Training](#) page for detailed step-by-step instructions on different account management functionality.

Last published: May 5, 2017
Tags: [Automated Commercial Environment \(ACE\)](#)

[Share This Page.](#)

Get Started with ACE

- [Get Started](#)
- [Apply for an Account](#)
- [Login](#)

How to Stay Informed

- [Sign up for CSMS](#)
- [Outreach Events](#)
- [Learn about the Trade Support Network \(TSN\)](#)

How to Get Support

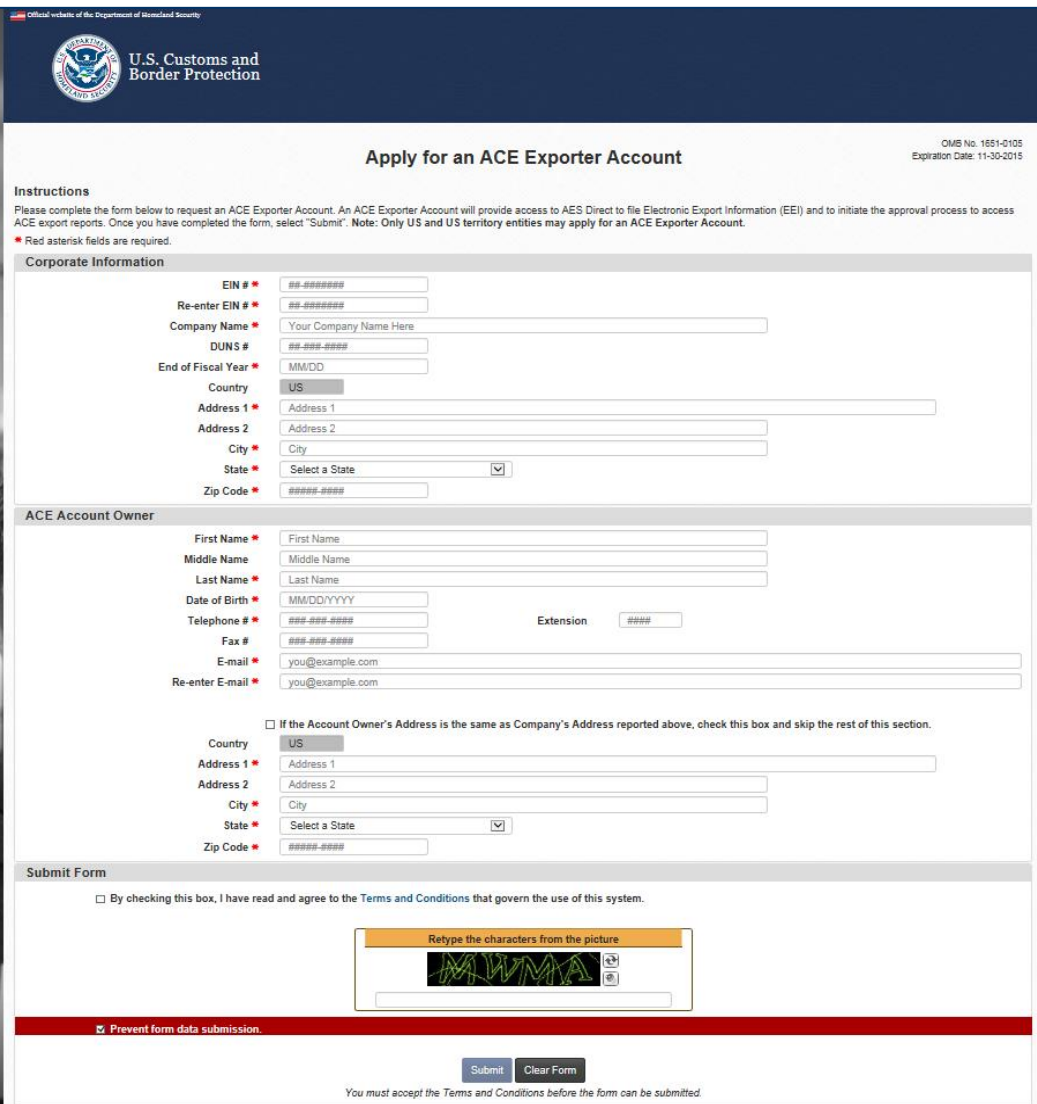

- [ACE Support](#)
- [ACE Availability Dashboard](#)
- [ACE Training](#)
- [FAQs](#)




U.S. Customs and
Border Protection



3. User needs to follow instructions to **complete and submit** the required information for creating an Exporter Account.



Official website of the Department of Homeland Security

 U.S. Customs and Border Protection

Apply for an ACE Exporter Account

OMB No. 1551-0105
Expiration Date: 11-30-2015

Instructions
Please complete the form below to request an ACE Exporter Account. An ACE Exporter Account will provide access to AES Direct to file Electronic Export Information (EEI) and to initiate the approval process to access ACE export reports. Once you have completed the form, select "Submit". Note: Only US and US territory entities may apply for an ACE Exporter Account.
* Red asterisk fields are required.

Corporate Information

EIN # *

Re-enter EIN # *

Company Name *

DUNS #

End of Fiscal Year *

Country

Address 1 *

Address 2

City *

State *

Zip Code *

ACE Account Owner

First Name *

Middle Name

Last Name *

Date of Birth *

Telephone # * Extension

Fax #

E-mail *

Re-enter E-mail *

☐ If the Account Owner's Address is the same as Company's Address reported above, check this box and skip the rest of this section.

Country

Address 1 *

Address 2

City *


State *

Zip Code *

Submit Form

☐ By checking this box, I have read and agree to the [Terms and Conditions](#) that govern the use of this system.

Retype the characters from the picture



☒ Prevent form data submission.

You must accept the Terms and Conditions before the form can be submitted.

3b. Upon a **successful submission** of the data, the User should see this message.

Official website of the Department of Homeland Security



U.S. Customs and
Border Protection

ACE Exporter Account Form Was Submitted

Your ACE Exporter Account application has been submitted. An email will be sent confirming the processing of your application and providing instructions on how to access your new account. If you have not received the email within 24 hours, please contact the ACE Account Service Desk (telephone 1-866-530-4172 [option 1](#), then [option 2](#) or email ACE.Support@cbp.dhs.gov) for assistance.

If you have multiple subsidiaries that you wish to manage together, do not submit additional ACE Exporter Account applications. You should add the additional subsidiaries directly in ACE once you have access to your account. If you wish to return to the Exporter Account application to request another unrelated account, select the button below.

New Form

CBP


CBP
FIELD OPERATIONS
FEDERAL OFFICER



U.S. Customs and
Border Protection



Exporter Account View

 **ace secure data portal** U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

[Home](#) | [Accounts](#) | [References](#) | [Tools](#)

Task Selector ?

Select Account Type
View: Exporter

Select Task
▶ Accounts
[Create Exporter](#)
[Change History](#)
[Submit AESDirect Filings](#)
[Reports](#)

Account Selector List ?
View Settings
View By:
☐ Acct Name ☐ EIN
Sort by: --Select--
Accounts
CBP Incorporated
[CR4236 Test Exporter 88-8881000](#)

View Top Account ?

Top Account Information

Account Name: CBP Incorporated
ACE ID: 0005676506
Organizational Structure: US Government
DUNS #:
Website: www.cbp.gov
End of Fiscal Year: 9/30

Program Participation:

Contacts

Showing 1 - 6 of 6

Type	Last Name	First Name	Phone	Email
Primary Point of Contact	Doe	Jane	866-530-4172	ace.support@cbp.dhs.gov
Alternate Point of Contact	Ferguson	Crystal	866-530-4172 Ext 1	ace.support@cbp.dhs.gov
Port Point of Contact	Bounds	Michael		
Principal Officer	Rocket	Johnny	730-634-5789	jerrylee@lewis.com
Account Owner	Enterprise	Jeffrey	571-468-2028	ace.support@cbp.dhs.gov
Alternate Point of Contact	Lawson	Heather	571-468-5065	

[Add Contact](#)

Exporter
No Exporter Account Selected

 U.S. Customs and Border Protection 20

Exporter Report Access

ace secure data portal U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

[Home](#) [Accounts](#) [References](#) [Tools](#)

Task Selector ?

Select Account Type
View: Exporter GO

Select Task
Accounts
[Create Exporter](#)
[Change History](#)
[Submit AESDirect Filings](#)
[Reports](#)

Account Selector List ?  
View Settings
View By:
☐ Acct Name ☐ EIN
Sort by: --Select-- GO

Accounts  
☒ [CBR Incorporated](#)
CR4236 Test Exporter 88-8881000

View Top Account ?   

Please select a valid top account.

Exporter 

Edit [Request EIN Reports Authorization](#)

Exporter Information

Other Company Name

Exporter Name: CR4236 Test Exporter 88-8881000 AKA:
ACE ID: 0010397136 DBA:
EIN: 88-8881000 DIV:

Organization
Organizational Structure: Corporation
DUNS #:
Account Status
Account Status: EIN Pending
Authorization for Reports: Not Authorized

Contacts [Addresses](#)

[Add Contact](#)

Showing 1 - 1 of 1

Type	Last Name	First Name	Phone	Email
Primary Point of Contact	Test	CR4236	123-321-1111	

U.S. Customs and Border Protection



21

Scenario 2: Creating a Exporter Account from an Existing ACE Account



1. To begin, the User can select the action, “**Create Exporter**”, from the Select Task list.

ace secure data portal

U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

HomeAccountsReferencesTools

Task Selector?

Select Account Type
View: Exporter GO
Select Task
Accounts
[Create Exporter](#)
[Change History](#)
[Submit AESDirect Filings](#)
[Reports](#)

Account Selector List ?
View Settings
View By:
☐ Acct Name ☐ EIN
Sort by: --Select-- Go
Accounts
CBP Incorporated
[CR4236 Test Exporter 88-8881000](#)

View Top Account ?

Top Account Information

Account Name: CBP Incorporated
ACE ID: 0005676506
Organizational Structure: US Government
DUNS #:
Website: www.cbp.gov
End of Fiscal Year: 9/30

Program Participation:

Contacts
Showing 1 - 6 of 6

Type	Last Name	First Name	Phone	Email
Primary Point of Contact	Doe	Jane	866-530-4172	ace.support@cbp.dhs.gov
Alternate Point of Contact	Ferguson	Crystal	866-530-4172 Ext 1	ace.support@cbp.dhs.gov
Port Point of Contact	Bounds	Michael		
Principal Officer	Rocket	Johnny	730-634-5789	jerrylee@lewis.com
Account Owner	Enterprise	Jeffrey	571-468-2028	ace.support@cbp.dhs.gov
Alternate Point of Contact	Lawson	Heather	571-468-5065	

[Add Contact](#)

Exporter
No Exporter Account Selected

2. Then, the user can verify the Top Account information and select **continue**.

ace secure data portal U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

Home Accounts References Tools

Task Selector ?

Select Account Type
View: Exporter GO

Select Task

- [Accounts](#)
- ▶ [Create Exporter](#)
- [Change History](#)
- [Submit AESDirect Filings](#)
- [Reports](#)

Account Selector List ?

View Settings

View By:
☐ Acct Name ☐ EIN

Sort by: --Select-- Go

Accounts

- CBP Incorporated
[CR4236 Test Exporter 88-8881000](#)

Exporter

Top Account Name: CBP Incorporated ACE ID: 0005676506

This is the Top Account that will be used for the Exporter

Continue >

3. The User will be prompted to provide information for the Exporter account.

ace secure data portal U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

Home Accounts References Tools

Task Selector ?

Select Account Type
View: Exporter GO

Select Task
[Accounts](#)
Create Exporter
[Change History](#)
[Submit AESDirect Filings](#)
[Reports](#)

Account Selector List ?

View Settings
View By:
☐ Acct Name ☐ EIN
Sort by: --Select-- GO

Accounts

CBP Incorporated
[CR4236 Test Exporter 88-8881000](#)

Exporter

Step 1: Account Details Step 2: Address Details Step 3: Contact Details Step 4: Review Details

*Indicates field is required

Exporter Information

* Exporter Name:

* EIN:

Organization

* Organizational Structure: Corporation

DUNS #:

Other Company Name

AKA:

DBA:

DIV:

< Previous Continue > Cancel

4. The user will press **continue** and move on to complete steps 2, 3 and 4.

ace secure data portal U.S. Customs and Border Protection

Welcome, Jeffrey Enterprise!

Home Accounts References Tools

Task Selector ?

Select Account Type
View: Exporter GO

Select Task
Accounts
Create Exporter
Change History
Submit AESDirect Filings
Reports

Account Selector List ?

View Settings
View By:
☐ Acct Name ☐ EIN
Sort by: --Select-- Go

Accounts

CBP Incorporated
[CR4236 Test Exporter 88-8881000](#)

Exporter

*Indicates field is required

Exporter Information

* Exporter Name:

* EIN:

Organization
* Organizational Structure: Corporation

DUNS #:

Other Company Name
AKA:

DBA:

DIV:

< Previous Continue > Cancel

Step 1: Account Details Step 2: Address Details Step 3: Contact Details Step 4: Review Details

5. After completing the steps, the user is given a chance **to review** the information.

Task Selector ?

Select Account Type
View: Exporter GO

Select Task
[Accounts](#)
▶ [Create Exporter](#)
[Change History](#)
[Submit AESDirect Filings](#)
[Reports](#)

Account Selector List ? □
View Settings
View By:
☐ Acct Name ☐ EIN
Sort by: --Select-- Go

Accounts ↑ ↓
CBP Incorporated
[CR4236 Test Exporter 88-8881000](#)
[Test Exporter](#)

Exporter

Step 1: Account Details

Step 2: Address Details

Step 3: Contact Details

Step 4: Review Details

Exporter Information

Exporter Name: Test Exporter
EIN: 12-3456785

Organization
Organizational Structure: Corporation
DUNS #:

Other Company Name
AKA:
DBA:
DIV:

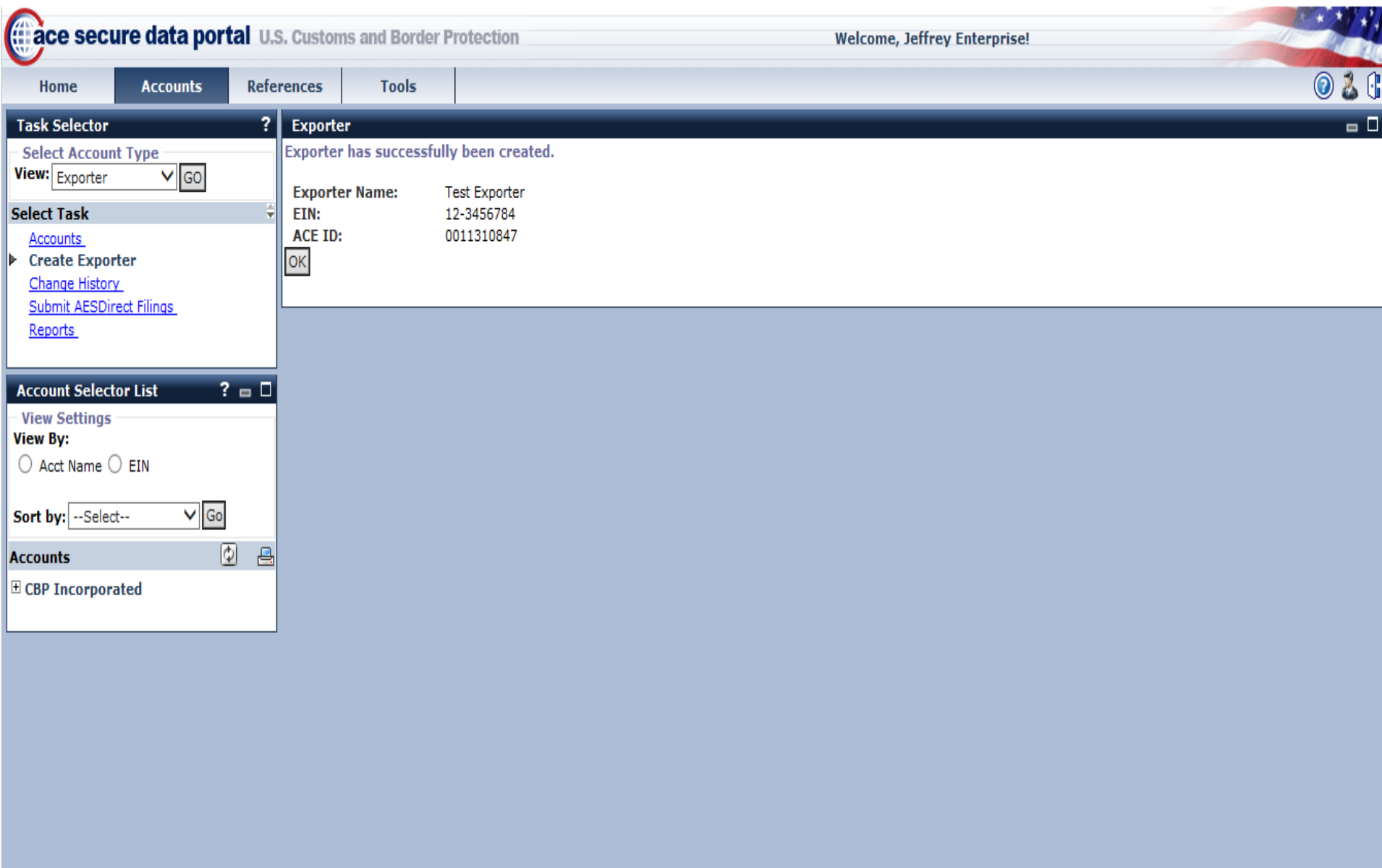
Address Information
Address Type: Company
C/O:
Street Address: 1801 N Beauregard St
Additional Address Line 1:
Additional Address Line 2:
City: Alexandria
County:
State/Province: Virginia
Zip/Postal Code: 22311-1701
Country: US
Company Telephone #: Ext:
Website Address:

Contact Information
Contact Type: Primary Point of Contact
Title: Mr.
Name: Jeffrey John Enterprise
Date of Birth: 01/01/1950
C/O: CBP Inc.
P.O. Box:
Street Address: 1801 N Beauregard St
Additional Address Line 1:
Additional Address Line 2:
City: Alexandria
County:
State/Province: Virginia
Zip/Postal Code: 22311-1701
Country: US
Telephone #: 571-468-2028 Ext:
Fax #: Ext:
Email: michael.bounds1@cbp.dhs.gov

< Previous Save Cancel



6. Upon saving the data, the Exporter account has been created.



The screenshot displays the ACE Secure Data Portal interface. At the top, the header includes the ACE logo, "ace secure data portal U.S. Customs and Border Protection", and a welcome message "Welcome, Jeffrey Enterprise!". The navigation bar contains tabs for "Home", "Accounts", "References", and "Tools".

The main content area is divided into two panels. The left panel, titled "Task Selector", includes a "Select Account Type" section with a "View:" dropdown set to "Exporter" and a "GO" button. Below this is a "Select Task" section with a list of tasks: "Accounts", "Create Exporter", "Change History", "Submit AESDirect Filings", and "Reports". The right panel, titled "Exporter", displays a success message: "Exporter has successfully been created." Below the message, the following details are shown:

Exporter Name:	Test Exporter
EIN:	12-3456784
ACE ID:	0011310847

An "OK" button is located below the details. The bottom left panel, titled "Account Selector List", includes a "View Settings" section with "View By:" radio buttons for "Acct Name" and "EIN", and a "Sort by:" dropdown set to "--Select--" with a "Go" button. Below this is an "Accounts" section with a list of accounts, including "CBP Incorporated".

ACE Export Filing Demo



AESDirect Module - Search

+ Create Export Filing

↑ Create from Template

📄 Amend AES Filing

Filings » All

Showing 1 to 10 of 42 entries

Search:

Search

Reset

Shipment Ref. #	Status	Submission Type	ITN	Last Updated/Filed	Created By	Export Date	USPPI	USPPI ID	Consignee	Destination	Shipment Actions
Unassigned	Draft	Add		06/16/2016 15:41:22	AO115A0	06/16/2012					Edit Print Delete
BT_02062016A	Accepted	Add	X20160602274783	06/02/2016 16:44:49	AO115A0	06/30/2016	DOMESTIC AUTO EXPORTS	02112388700	IMPORT AUTO	JP 🇯🇵	Amend Print Cancel EEI
TESTBET_IWIN	Accepted	Add	X20160602274711	06/02/2016 10:52:05	AO115A0	04/01/2007	DOMESTIC AUTO EXPORTS	02112388700	SOLD EN ROUTE	BR 🇧🇷	Amend Print Cancel EEI
BT_31052016A	Accepted	Replace	X20160531274369	05/31/2016 15:52:22	AO115A0	06/03/2016	DOMESTIC AUTO EXPORTS	02112388700	SOLD EN ROUTE	HN 🇻🇳	Amend Print Cancel EEI
BT_31052016A	Accepted	Add	X20160531274369	05/31/2016 15:51:34	AO115A0	06/03/2016	DOMESTIC AUTO EXPORTS	02112388700	SOLD EN ROUTE	HN 🇻🇳	Amend Print Cancel EEI
ABD-05232016-001	Accepted	Add	X20160523272980	05/23/2016 12:51:08	AD3157E	06/04/2016		021123887LU		AU 🇦🇺	Amend Print Cancel EEI
BT_20052016D	Accepted	Add	X20160520272617	05/20/2016 10:46:37	AO115A0	05/27/2016	DOMESTIC AUTO EXPORTS	02112388700	SOLD EN ROUTE	BR 🇧🇷	Amend Print Cancel EEI
BT_20052016C	Rejected	Add		05/20/2016 10:46:09	AO115A0	05/27/2016	DOMESTIC AUTO EXPORTS	02112388700	SOLD EN ROUTE	BR 🇧🇷	Amend Print
BT_20052016C	Accepted	Add	X20160520272615	05/20/2016 10:45:00	AO115A0	05/28/2016	DOMESTIC AUTO EXPORTS	02112388700	DOMESTIC IMPORTS	BR 🇧🇷	Amend Print Cancel EEI
BT_20052016B	Accepted	Add	X20160520272610	05/20/2016 10:26:39	AO115A0	05/27/2016	DOMESTIC AUTO EXPORTS	02112388700	SOLD EN ROUTE	BR 🇧🇷	Amend Print Cancel EEI

Show 10 entries

Previous 1 2 3 4 5 Next

AESDirect – EEI – Step 1

U.S. Customs & Border Protection
U.S. Department of Homeland Security

AESDirect

Tools Menu ▾

User Name

Create Export Filing (Filer ID 021123887, ITN TBD)

* Required Field ♦ Conditional Field

Step 1: Shipment

Step 2: Parties

Step 3: Commodities

Step 4: Transportation

Save As Template

Email Response Address(es) * ⓘ

USER EMAIL

Shipment Reference Number * ⓘ

SHIPMENT_IDENTITY

Filing Option * ⓘ

2 - PREDEPARTURE ▾

Mode of Transport (MOT) * ⓘ

11 - VESSEL, CONTAINERIZED ✕ ▾

Port of Export * ⓘ

1401 - NORFOLK, VA ✕ ▾

Port of Unlading ♦ ⓘ

41911 - DUBLIN ✕ ▾

Departure Date * ⓘ

07/22/2016 📅

Origin State * ⓘ

VA - VIRGINIA ✕ ▾

Country of Destination * ⓘ

IE - IRELAND ✕ ▾

Inbond Type * ⓘ

70 - MERCHANDISE NOT SHIPPED INBOND ✕ ▾

Foreign Trade Zone ♦ ⓘ

Import Entry # ♦ ⓘ

Is this a Routed Transaction? * ⓘ ☐ Yes ☒ No

Are USPPPI and Ultimate Consignee companies related? * ⓘ ☐ Yes ☒ No

Does shipment contain hazardous material? * ⓘ ☐ Yes ☒ No

Clear Shipment

Close

Previous

Next

Print View

Submit Filing



U.S. Customs and
Border Protection



AESDirect – EEI – Step 2

U.S. Customs & Border Protection
U.S. Department of Homeland Security

AESDirect

Tools Menu ▼

User Name

Create Export Filing (Filer ID 021123887, ITN TBD)

Draft last saved: 07/11/2016 10:45:01

• Required Field ♦ Conditional Field

Step 1: Shipment Step 2: Parties Step 3: Commodities Step 4: Transportation

Save As Template

Load from Profile

USPPI * ⓘ

ID Number Type ⓘ

E - EIN ✕ ▼

ID Number *

60160160100

Company Name ⓘ

IRS Number ♦ ⓘ

First Name ⓘ

Last Name ⓘ

Phone Number *

Address Line 1 ⓘ

Address Line 2

Postal Code *

Please Select ▼

City *

State *

Please Select ▼

Clear USPPI

Save to Profile

Ultimate Consignee * ⓘ

Load from Profile

Sold En Route? * ⓘ ☐ Yes ☒ No

Consignee Type ⓘ

Please Select ▼

ID Number Type ⓘ

Please Select ▼

ID Number ⓘ

Company Name *

First Name ⓘ

Last Name ⓘ

Phone Number

Address Line 1 ⓘ

Address Line 2

Country *

Postal Code ♦ ⓘ

Please Select ▼

City ⓘ

State ♦ ⓘ

Please Select ▼

AESDirect – EEI – Step 3a

Create Export Filing (Filer ID 021123887, ITN TBD)

Draft last saved: 07/11/2016 13:00:05

* Required Field ♦ Conditional Field

Step 1: Shipment

Step 2: Parties

Step 3: Commodities

Step 4: Transportation

Save As Template

Add Line

Search:

Search

Reset

Line No.	Sch B/HTS Code	Description	Quantity	Weight(KG)	Value(\$)	VIN Count	Lic. Type	ECCN	PGA License	Actions
No data available in table										

Showing 0 to 0 of 0 entries

AESDirect – EEI – Step 3b

U.S. Customs & Border Protection
U.S. Department of Homeland Security

Create Export Filing (Filer ID 0211238)

Draft last saved: 07/11/2016 13:00:05

Step 1: Shipment Step 2: Parties

Add Line

Line No. Sch B/HTS Code

Showing 0 to 0 of 0 entries

AESDirect

Add Line

Export Information Code *

OS - ALL OTHER EXPORTS

Schedule B or HTS Number [Schedule B Search Engine]

2008.70.1000

Commodity Description *

SAMPLE LINE

1st Quantity

1

1st UOM

KG

2nd Quantity

2nd UOM

Value of Goods (whole US Dollars) *

10

Shipping Weight (whole Kilograms)

100

Origin of Goods

D - DOMESTIC

ECCN

License Type Code/License Exemption Code *

C33 - NLR NO LICENSE REQUIRED, OR ONLY CO

Department of Commerce License

Exemption Code

NLR

License Value

Agriculture and Marketing Services (AMS) Permit Required ☐ Yes ☒ No

Environmental Protection Agency (EPA) Permit Required ☐ Yes ☒ No

Does the filing include used vehicles? ☐ Yes ☒ No

Clear Line

Close

Save changes

Tools Menu

User Name

* Required Field ♦ Conditional Field

Save As Template

Search

Reset

Actions

Previous

Next

Print View

Submit Filing



U.S. Customs and
Border Protection



AESDirect – EEI – Step 3c

Create Export Filing (Filer ID 021123887, ITN TBD)

Draft last saved: 07/11/2016 13:03:06

* Required Field ◆ Conditional Field

Step 1: Shipment

Step 2: Parties

Step 3: Commodities

Step 4: Transportation

Save As Template

Add Line

Search:

SearchReset

Line No.	Sch B/HTS Code	Description	Quantity	Weight(KG)	Value(\$)	VIN Count	Lic. Type	ECCN	PGA License	Actions
1	2008.70.1000	SAMPLE LINE	1	100	10	0	C33		NO	Edit Delete

Showing 1 to 1 of 1 entries

AESDirect – EEI – Step 4

Create Export Filing (Filer ID 021123887, ITN TBD)

Draft last saved: 07/11/2016 13:04:00

* Required Field ♦ Conditional Field

Step 1: Shipment Step 2: Parties Step 3: Commodities **Step 4: Transportation** [Save As Template](#)

Carrier SCAC/IATA ♦ i

Conveyance Name/Carrier Name ♦ i

Transportation Reference Number ♦ i

ARFW

ARKANSAS FREIGHTWAY

TRN012345 x

Add Equipment Line

Line No.	Equipment Number i	Seal Number i	Actions
No data available in table			

[Clear Transportation](#)

 Reply  Reply All  Forward  IM



Mon 7/11/2016 1:09 PM

DoNotReplyTest@cbp.dhs.gov

AES Direct Filing - SHIPMENT_IDENTITY

To

We have received your created filing submitted at 07/11/2016 13:09:09.
Your request to create the following filing has been ACCEPTED.

Shipment Reference Number: SHIPMENT_IDENTITY
AES ITN: X20160711281111

Attention
(974-NOTIFICATION) SHIPMENT ADDED

If you need further assistance, please contact the AES Help Desk at askaes@census.gov or 1-800-549-0595, option 1.

PLEASE, DO NOT REPLY TO THIS MESSAGE



References and Resources



ACE on CBP.gov

The screenshot shows the ACE on CBP.gov website. The breadcrumb trail at the top reads 'HOME >> TRADE >> ACE AND AUTOMATED SYSTEMS'. The left sidebar, highlighted with a red box, contains a 'Trade' menu with 'Basic Import and Export' and 'ACE and Automated Systems'. Under 'ACE and Automated Systems', there are links for 'Getting Started with Automated Systems', 'Technical Documentation' (marked with a red '1'), 'ACE Features', 'ACE Federal Register Notices', 'Border Interagency Executive Council', and 'Programs and Administration'. The main content area, also highlighted with a red box, features a large header 'ACE and Automated Systems' with a sub-header 'The Automated Commercial Environment (ACE) is the primary system through which the trade community reports imports and exports and the government determines admissibility. Through ACE as the Single Window, manual processes are streamlined and automated, paper is being eliminated, and the trade community is able to more easily and efficiently comply with U.S. laws and'. Below this is a 'Publications' section with a red '3' pointing to a thumbnail of a publication. The right sidebar, highlighted with a red box, has a 'Get Started with ACE' section with 'Get Started' (marked with a red '2'), 'Apply for an Account', and 'Log In' (marked with a red '4'). Below this is a 'How to Stay Informed' section with 'Sign Up for Email Messages' (CSMS), 'Find an Outreach Event', and 'Learn about the Trade Support Network (TSN)'.

1. Left hand navigation:
 - Getting started
 - Technical Docs like CATAIR, IGs, etc.
 - ACE Features – links to more detail on ACE
2. Middle column – updated with latest news/headlines
3. Gray box at bottom:
 - Always on the main page
 - Links to ACEopedia, Schedule, Events Calendar
4. Right hand navigation:
 - ACE portal link
 - CSMS
 - Training



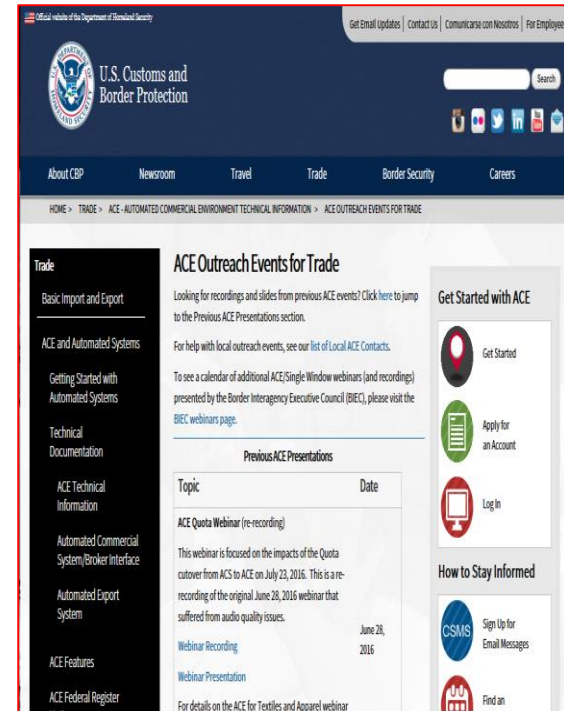
Stay up to date on ACE News

- Cargo Systems Messaging Service (CSMS)
 - Subscription-based message system for users of CBP automated commercial trade systems
- Receive alerts on:
 - All commercial systems, including truck e-Manifest, air manifest, rail manifest, ocean manifest, and Automated Broker Interface (ABI)
- CSMS offers subscribers two ways to get concept:
 - Messages e-mailed directly to subscribers
 - Messages also stored on a searchable database, accessible via CBP.gov
- Subscribe for CSMS messages at:
<https://service.govdelivery.com/accounts/USDHSCBP/subscribe/new?qsp=938>
- Visit the CSMS home page to search for messages:
http://apps.cbp.gov/csms/csms.asp?display_page=1



ACE Outreach on CBP.gov

- New page that lists CBP public outreach sessions on ACE
 - Regularly as events are scheduled
 - Includes info on location, registration (if required) and how to attend each event
- After events we will post:
 - Webinar recordings
 - Presentations, materials used



WWW.CBP.GOV/ACEOUTREACH

ACE Resources

Technical Support

For technical support with the ACE system, functions or data, please contact:



ace.support@cbp.dhs.gov



(866) 530-4172

General Support

For non-technical inquiries please submit questions to:



askace@cbp.dhs.gov

News & Training

For non-technical inquiries please submit questions to:



cbp.gov/aceoutreach



cbp.gov/trade/ace/training-and-reference-guides



http://apps.cbp.gov/csms/cms.asp?display_page=1



U.S. Customs and
Border Protection



Questions?

ACE.Support@cbp.dhs.gov
1-866-530-4172



www.cbp.gov/trade/automated/ace-faq