



ACE Support Resources for Trade Users

www.cbp.gov/ace

I NEED ASSISTANCE WITH...

ACE FUNCTIONALITY

ACE Training Resources

www.cbp.gov/ace-training

ACE PORTAL

ACE Account Service Desk (ASD)

Toll-Free Phone: (866) 530-4172

Email: ace.support@cbp.dhs.gov

ACE Portal Modernization Inbox

Email: aceportalmodhelp@cbp.dhs.gov

ACE PORTAL PASSWORD

Self-reset your password with your ACE User ID or restore account access by contacting your Account Owner. If additional assistance is needed, contact:

aceportalmodhelp@cbp.dhs.gov

ACE CARGO SYSTEMS PROCESSING (EDI)

Client Representatives

Contact your assigned client representative during business hours Mon-Fri.

Contact the ACE Account Service Desk after hours.

If you do not have an assigned client representative, contact: clientrepoutreach@cbp.dhs.gov

CARGO SYSTEMS MESSAGING SERVICE (CSMS)

<https://www.cbp.gov/trade/automated/cargo-systems-messaging-service>

Sign up for automatic email updates on new trade processing capabilities, technical documentation, filing issues, and more.

CBP TRADE POLICY OR OPERATIONS

ACH Help Desk

ach-customs@cbp.dhs.gov

AD/CVD

adcdisissues-hq@cbp.dhs.gov

AES Direct

askaes@census.gov

Broker Management

brokermanagement@cbp.dhs.gov

Cargo Control & Release

cscwarehousing@cbp.dhs.gov

Collections

acecollections@cbp.dhs.gov

Drawback

otdrawback@cbp.dhs.gov

Entry Summary Business Rules

otentrysummary@cbp.dhs.gov

Global Business Identifier

gbi@cbp.dhs.gov

OT Cargo Release, Export & Manifest Team

crem@cbp.dhs.gov

OT Entry Summary, Account & Revenue Team

esar@cbp.dhs.gov

OFO Manifest Division

ofo-manifestbranch@cbp.dhs.gov

Periodic Monthly Statements

periodicstatement@dhs.gov

PGA Users

pgaaceaccess@cbp.dhs.gov

Protest

ot-protest@cbp.dhs.gov

Quota

hqquota@cbp.dhs.gov

Reconciliation

ot-reconfolder@cbp.dhs.gov

Reports

ace.reports@cbp.dhs.gov

Textile and Trade Agreements Division

fta@cbp.dhs.gov

TSN

tradesupportnetwork@cbp.dhs.gov

Trade Remedy

traderemedy@cbp.dhs.gov

USMCA Center

usmca@cbp.dhs.gov



U.S. Customs and
Border Protection

Publication Number: 1851-0622

