

QUICK REFERENCE CARD

AUTOMATED COMMERCIAL ENVIRONMENT (ACE)

**RECEIVING AND RESPONDING TO CBP FORMS
MANAGING THE MODE OF COMMUNICATION**



OFFICE OF TRADE



U.S. Customs and Border Protection

VERSION 1.0

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MANAGING THE MODE OF COMMUNICATION

INTRODUCTION

ACE Secure Data Portal account holders who have been granted access to the **Mode of Communication** portlet must set the Mode of Communication in order to receive and respond to CBP Forms 28, 29, and 4647. The Modes of Communication are **Mail** – via the U.S. Postal Service, **Portal** – via electronic submission in ACE, or both **Mail** and **Portal**. When selecting the **Portal** Mode of Communication, the user is not required to respond electronically via ACE and may still respond to the CBP form notification via the U.S. Postal Service.



NOTE: The Mode of Communication preference can be set at both the **Top Account** and **Sub-Account** levels. There is a slight difference in procedural steps when selecting the account level prior to setting or changing the mode.

For directions on how to log into the ACE Secure Data Portal, visit the **ACE Training and Reference Guides** webpage at <https://www.cbp.gov/trade/ace/training-and-reference-guides#portal> and select the **Account – Initial Access** hyperlink.



VIDEO: A training video accompanies this Quick Reference Card (QRC) and covers the entire content of the QRC.

TO SET OR CHANGE THE MODE OF COMMUNICATION

Step	Action
1.	Login to ACE and select the Accounts tab.
2.	In the Task Selector portlet, select the Select Account Type drop-down menu arrow.
3.	Select Importer , and then select the GO button.
4.	In the Task Selector portlet, under the Select Task section, select the Mode of Communication hyperlink. The Top Account Summary and Mode of Communications Settings portlets display.

TO SET MODE OF COMMUNICATION – TOP ACCOUNT

Step	Action
1.	In the Account Selector List portlet, under the Accounts section, select the plus sign  icon of the top account.  NOTE: When selecting a Mode of Communication for a top account, this also applies the mode to all accounts below it.
2.	In the Mode of Communications Settings portlet, select the Edit button.
3.	Select the appropriate check box(es) for the Mode(s) .

For assistance, call the CBP External Support at 1-866-530-4172.

Step	Action
4.	<p>Select the Yes radio button for response to the Apply these settings to all accounts under this top account (for all account types)? question.</p>  <p>NOTE: When setting the Mode of Communication for top accounts, you must select Yes before saving.</p>
5.	Select the Save button. A confirmation dialog displays.
6.	Confirm setting the mode(s) for all accounts and select the OK button.

TO SET MODE OF COMMUNICATION – SUB-ACCOUNT

Step	Action
1.	<p>In the Account Selector List portlet, under the Accounts section, select the plus sign  icon of the top account to display a list of sub-accounts.</p>  <p>NOTE: The Mode of Communication can be set for a specific sub-account, or a sub-account and all accounts below it. Select the plus sign  icon of any sub-account to display additional accounts, if necessary.</p>
2.	<p>Select the appropriate Sub-Account hyperlink.</p> <p>The Top Account Summary, Importer Summary, and Mode of Communications Settings portlets display.</p>
3.	In the Mode of Communications Settings portlet, select the Edit button.
4.	Select the appropriate check box(es) for the Mode(s) .
5.	<p>Select the appropriate radio button for response to the Apply these settings to all accounts under this account (for this account type)? question.</p> <p>For Sub-Accounts:</p> <ol style="list-style-type: none"> Select Yes to apply the settings to the sub-account and all accounts below it. Select No to only apply the settings to the selected sub-account.  <p>NOTE: When setting the Mode of Communication for a sub-account without any additional accounts below it, the Apply these settings to all accounts under this account (for this account type)? question does not appear.</p>
6.	Select the Save button. A confirmation dialog displays.
7.	Select the OK button to close the confirmation dialog, if necessary.