

I need assistance with...



ACE PORTAL ISSUES

ACE Support Desk (ASD)
 Phone: (703) 453-2000
 Toll-Free Phone: (866) 530-4172
 Email: ACE.Support@cbp.dhs.gov



CARGO PROCESSING AUTOMATION ISSUES

Client Representative Branch
clientrepoutreach@cbp.dhs.gov
 Available Mon-Fri during business hours
 Contact the ASD outside of business hours



USING ACE FUNCTIONALITY

ACE Training Resources
www.cbp.gov/ace-training



DEPLOYMENT UPDATES & GENERAL TECHNICAL QUESTIONS

ACE Trade Support Call
 Details: www.cbp.gov/ace-support
 Deployment Updates: www.cbp.gov/ace



ACE PORTAL PASSWORD ISSUES

<https://www.cbp.gov/document/guidance/initial-account-access>
 Self-reset your password with your ACE User ID or restore account access by contacting your Account Owner



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 TRADE OPERATION ISSUES

ACH Help Desk
ach-customs@cbp.dhs.gov

AD/CVD
adcvdissues-hq@cbp.dhs.gov

AES Direct
askaes@census.gov

Broker Management
brokermanagement@cbp.dhs.gov

Collections
collectionscapabilityowners@cbp.dhs.gov

Drawback
otdrawback@cbp.dhs.gov

Entry Summary
otentrysummary@cbp.dhs.gov

Entry Summary Business Rules
acebusinessrules@cbp.dhs.gov

OFO Cargo Division
cscwarehousing@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