

ACE Forms Modernization

Last updated: April 11, 2022



On **April 23, 2022**, U.S. Customs and Border Protection (CBP) will deploy the new ACE Forms tool. This enhancement will modernize the CBP Forms 28, 29, 4647, and Docs Required response and management functionality for trade users.

What will change for trade users?

Following the deployment of ACE Forms, users will begin responding to and managing CBP forms 28, 29 and 4647 in the new ACE Forms user interface (UI). Some noteworthy changes include:

- On April 23, 2022, users will access ACE Forms by navigating to the References tab in the legacy ACE Secure Data Portal (ACE Portal) and clicking the “Forms Trade Portal” button.
- When CBP issues one of the applicable forms, brokers will now have the option to receive an electronic courtesy copy of the form via email, using the primary point of contact’s email address associated with a broker’s ACE Portal account (sub-account level). To receive the electronic courtesy copy, the “Mode of Communication” setting must be set to “Portal” in both the importer’s ACE Portal Account and the broker’s ACE Portal account. When a form is issued, ACE will retrieve the email address based on the filer code associated with the entry.
- A new advanced search function will enable users to search for forms based on criteria such as entry number, importer number, form type, port of entry, date of entry, issue date, status, reference or file number, and MFR/Shipper/Seller.
- A “Hot List” feature will make it easier to see which forms are in “Pending Response” and “Overdue” status.

What additional resources are available?

- **Deployment support call**
 - The Trade Transformation Office (TTO) will conduct a Pre-deployment Support Call for trade users.
 - Tuesday, April 19, 2022
 - 2:00 to 3:00 p.m. ET
 - Join via Microsoft Teams desktop or mobile app with this link: [Pre-deployment Support Call Teams Meeting](#)
 - Attendees are encouraged to join at the start of the call when TTO will provide a brief deployment status update. A question-and-answer segment will follow. The call may end early if all questions have been addressed.
 - Additional calls may be scheduled if demand warrants. More details will be announced on the April 19 support call and via CSMS message.



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- **Training information**
 - An ACE Forms Modernization Quick Reference Guide (QRG) on CBP.gov is forthcoming. The QRG will be available on the [ACE Training and References](#) webpage.
- **Additional support**
 - For questions about ACE Forms, contact ESAR@cbp.dhs.gov.
 - For technical issues, contact the ACE Account Service Desk (ASD) at 866-530-4172 or ace.support@cbp.dhs.gov.

