U.S. Customs and Border Protection (CBP) has established many avenues to obtain information and technical support for the Automated Commercial Environment (ACE). It is easy to contact us! Please use the list below to assist you in identifying the appropriate e-mail address or phone number for your question(s). You may also get answers to many of your questions through our Frequently Asked Questions (FAQ) document located on **www.cbp.gov/modernization**.

For information or assistance on the following:	Contact Information	Hours of Operation
General ACE information and benefits	Send an e-mail to: **CBP.CBPCSPO@dhs.gov** or visit **www.CBP.gov/modernization**	E-mail is monitored Monday – Friday from 9:00 a.m. – 4:30 p.m. EDT Web sites are available 24 hours a day, 7 days a week
How to apply for an ACE portal account	Send an e-mail to: **ACENow@dhs.gov** or visit **www.CBP.gov/modernization** Completed electronic applications can be sent to: **ACE.Applications@dhs.gov**	
Status of an ACE Portal Account Application	Send an e-mail to: **ACE.Application.Status@cbp.dhs.gov**	
Submission for Periodic Monthly Statement activation and information on the approval process only	Send an e-mail to: **Periodicstatement@dhs.gov**	
Periodic Monthly Statement information such as benefits, statement payment or on ABI issues for accounts that are already activated	Send an e-mail to: **PMSUsersmailbox@cbp.dhs.gov**	
ABI filers of **ACE** type 01 and type 03 entries with a single transaction bond (STB) must email a scanned copy of the STB to the Revenue Division.	Send an e-mail to: **ACE_STB@cbp.dhs.gov**	
Trade Support Network (TSN)	Send an e-mail to: **CBP.Tradesupportnetwork@dhs.gov** or visit **http://cbp.gov/xp/cgov/trade/automated/modernization/trade_support_network/**	

For information or assistance on the following:	Contact Information	Hours of Operation
International Trade Data System (ITDS)	Send an e-mail to: **AskITDS@cbp.dhs.gov**	Web sites are available 24 hours a day, 7 days a week
Entry Summary, Accounts & Revenue (ESAR)	Send an e-mail to: **ESARInfoInbox@cbp.dhs.gov**	Web sites are available 24 hours a day, 7 days a week
Electronic Data Interchange (EDI) Post Summary Corrections	Contact your **CBP Client Representative**.	Monday – Friday from 8:00 a.m. – 5:00 p.m. in their time zone
ACE Secure Data Portal Issues (General and Technical) such as: • How do I use specific portal functionality • How do I add an additional business view to my account?"	Send an e-mail to Technology Support at: **CBP.TECHNOLOGY.SERVICE.DESK@CBP.DHS.GOV** or Trade and callers outside the United States can call Technology Support at: **1-866-530-4172** Spanish speaking representatives are available from 4 a.m. - midnight EST, 7 days a week.	E-mail is monitored 24-hours a day, 7 days a week
Password Reset	Instructions on how to reset password can be found at: **http://cbp.gov/xp/cgov/trade/automated/modernization/ace_welcome/password.reset.xml** Trade and callers outside the United States can call Technology Support at: **1-866-530-4172**	Phone lines are supported 24-hours a day, 7 days a week
Importer Security Filing (ISF) Reports	For questions about missing ISF Progress Reports, send an email to **progress_report@cbp.dhs.gov**	
Subscribe to the Cargo Systems Messaging Service (CSMS) to receive timely CBP updates.	Instructions on how to subscribe can be found at: **http://apps.cbp.gov/csms/csms.asp?display_page=1**	