



Topic: ACE Resource Contact Guide

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.CBPCSP0@dhs.gov or visit www.CBP.gov/modernization	E-mail is monitored 24-hours a day, 7 days a week 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: ACE.Support@cbp.dhs.gov or visit www.CBP.gov/modernization Completed electronic applications can be sent to: ACE.Applications@cbp.dhs.gov	
Status of an ACE Portal Account Application	Send an e-mail to: ACE.Support@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 ABI issues for accounts that are already activated	Send an e-mail to: PMSUsersmailbox@cbp.dhs.gov	
Requirement of ABI filers of ACE type 01 and type 03 entries with a single transaction bond (STB) to email a scanned copy of the STB to the CBP 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/	



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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 or the Client Representative Branch at: 1-571-468-5500	Monday – Friday from 8:00 a.m. – 5:00 p.m. in their time zone (EST if calling 571-468-5500)
ACE Secure Data Portal Issues (General and Technical) such as: <ul style="list-style-type: none"> • 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: ACE.Support@cbp.dhs.gov or Domestic and International Trade callers may call Technology Support at: 1-866-530-4172 Spanish speaking representatives are available from 24 hours, 7 days a week.	E-mail is monitored 24-hours a day, 7 days a week
ACE Account Password Reset	Instructions on how to reset passwords can be found at: http://cbp.gov/xp/cgov/trade/automated/modernization/ace_welcome/password.reset.xml Domestic and International Trade callers may 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	Web sites are available 24 hours a day, 7 days a week