



# Information for ACE Portal Accounts

## Account Activation Process

### Overview

This document provides information on how to complete the application for an Automated Commercial Environment (ACE) Secure Data Portal Account (“Account”). Anyone interested in applying for an ACE Portal account must first familiarize themselves with the Terms and Conditions of ACE Portal access (see, 72 FR 27632, published May 16, 2007). Please note that the Terms and Conditions also appear via a link on the log in page of the ACE Portal (<https://ace.cbp.dhs.gov>). If the Terms and Conditions are modified at a later date, written notification will be provided to the trade in a subsequent FRN.

### Completion of the ACE Application

The Account Owner must complete a “*signed*” ACE Application as proof of designation of the Account Owner and submit it to Customs and Border Protection (CBP). Please note that the “*signature*” can be digital as noted on the ACE Application. This document must be *signed* by both the Principal (any high ranking officer within the ACE Portal account, such as the sole proprietor, a corporate officer, etc.) and the Account Owner (that is, the individual responsible for the daily administration of the ACE Portal account’s activities).

Anyone interested in applying for an ACE Portal Account must provide the information noted on the ACE Application as pertains to both the Account (Section A of the application) and the Account Owner (Section B of the application).

- Under Section A (titled “*Account Information*”) interested applicants will need to indicate a primary business activity as well as the business activities (also known as “account types”) in which they are interested.
- Under Section B (titled “*Account Owner Designation*”) please fill out **EITHER** part 1 or 2. If the Account Owner is an individual, please **ONLY** fill out part 1. If the Account Owner is a legal entity, please fill out **ONLY** part 2 and Section C.

Account types currently available include: Importer, Broker, Filer, Surety, Service Provider (this includes the following types: Software Vendor; Service Bureau; Port Authority; Preparer; and Surety Agent), Facility Operator, Foreign Trade Zone Operator, Cartman/Lighterman, Air Carrier, Rail Carrier, Sea Carrier, Truck Carrier and Driver/Crew. **Importers who are self filers should apply for both their Importer and their Filer view on one ACE Application.**

Please visit the ACE Modernization link on <http://cbp.gov> for a complete listing of the FRNs and any eligibility requirements associated with each of these account types.



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Existing ACE Portal Accounts requiring additional account types need not submit a new ACE Portal Application. Instead, they should notify CBP of their request and provide the information noted on the application pertaining to the specific account type in which they are interested. An existing ACE Portal Account may request an additional Importer/ Carrier account type by logging on to the ACE Portal and using the ACE Portal functionality (see the *Enhanced ACE Accounts & Master Data A1* WBT for additional details).

An existing ACE Portal Account requesting a Broker, Service Provider, Facility Operator, Foreign Trade Zone Operator, and/or Cartman/Lighterman account should send an email to CBP at [ACEApplicationstatus@dhs.gov](mailto:ACEApplicationstatus@dhs.gov). Please note that there can only be one Account Owner for the Account regardless of the number of business categories associated with the Account.

Carriers, Cartmen/Lightermen, Facility Operators, or Foreign Trade Zone Operators who need visibility to their bond data should apply for an "Importer" view. Bond data is currently only accessible under the "Importer" and "Carrier" view, respectively. Surety accounts however, will be able to view bond data under their surety view.

If applying for a new Surety Portal account, please contact CBP Revenue Division at [cbp.bondquestions@dhs.gov](mailto:cbp.bondquestions@dhs.gov) to have your profile created in ACE. The application must also include the following: the date on which the Revenue Division created your profile; surety code; and Employer Identification Number (EIN). There is no need to contact CBP Revenue Division if applying as an "established" surety (that is, transacting as a surety with CBP since 09/09/2007). However, a surety code and EIN must still be provided on the application.

Once any of the above referenced views have been created, you will be notified by CBP via the business e-mail you have provided. For Facility Operator and Foreign Trade Zone Operator account types, once you receive an e-mail from CBP, the local port (s) should be contacted to associate your facility operator to your portal account. Once you have a facility operator associated with your portal account, contact the Technology Service Desk at 1-866-530-4172 and requests your FIRMS code(s) be added to your portal account.

### **Training and Reference Materials**

CBP encourages you to visit the CBP.gov website for additional helpful resources. These resources will provide the information and initial training necessary to familiarize you with the content, terminology, and processes related to the ACE Portal.



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CBP has now made nine versions of Web-Based Training (WBT) available on the internet for all ACE Portal users.

1. The *ACE Initial Login* WBT walks users through logging into ACE for the first time.
2. The *Periodic Payment R3* WBT walks users through the basic features of the ACE Secure Data Portal and Periodic Monthly Statement.
3. The *e-Manifest: Trucks R4* WBT (also available in Spanish) explains the features and capabilities of e-Manifest and how to create an e-Manifest in the Portal.
4. The *ACE Reports for the Trade Community* walks all users through running ACE reports, customizing reports, scheduling reports, etc.
5. The *Enhanced ACE Accounts and Master Data* explains new functionality available with the Entry Summary, Accounts, and Revenue (ESAR) A1 release.
6. The *Multi-Modal Manifest & ESAR Enhancements* WBT explains the ESAR enhancements and how to use them. Note the Multi-Modal Manifest functionality is now covered in the *e-Manifest: Rail and Sea* WBT.
7. The *Forms, Declarations & AD/CVD Cases* WBT explains the additional ESAR enhancements including searching for AD/CVD cases and messages.
8. The *Post Summary Corrections* WBT walks users through the PSC process.
9. The *e-Manifest: Rail and Sea* WBT explains the new features and capabilities of e-Manifest.

The URL for the ACE Online Training Center needed to access all WBTs is:

- [http://nemo.cbp.gov/ace\\_online](http://nemo.cbp.gov/ace_online)

If you experience problems accessing the WBT, click the troubleshooting tips link on the ACE Online Training Center home page for a list of possible solutions.

Additional help is also available by contacting the CBP Technology Service Desk at 1-866-530-4172.

Importers also interested in applying for participation in Periodic Monthly Statement should visit the ACE Modernization link on CBP.gov for information on how to apply directly or through a broker.

### **Population of the Account Data**

The Account Owner will collect all the information required to populate the Account. The information that will be pre-populated in the Account must be verified by the Account Owner for each account type established for the Account and corrections



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must be made as appropriate. Additional data elements must be entered to establish the Account the first time an Account Owner signs on to the ACE Portal.

- The Account Owner will receive the “shared secret” and their ACE User ID from CBP.
- The Account Owner will receive an e-mail from [aceuserservice@customs.treas.gov](mailto:aceuserservice@customs.treas.gov) that will provide the Account Owner with a link where they can obtain their temporary password.
- The Account Owner will be prompted to change the initial password the first time he/she logs into the ACE Portal after selecting and answering five challenge questions.
- Once CBP reviews the data, any discrepancies will be provided to the Account Owner, and will require correction by the Account Owner.
- Once the data is complete, the Account Owner can access the ACE Portal and activate the relevant Proxy Account Owners (“Proxy”) and Account Users, designating their level of access.

By assigning ACE access to each user, the Account Owner or Proxy will designate whether a user has “No Access,” “Read Only,” or “Full Access” to the designated Account information.

What follows is a definition of the Portal roles:

- **Account Owner** - Designated by the Account, with full access to all information available through the ACE Portal for the Account. NOTE: For a Surety account, only the Account Owner will be able to create and maintain the Corporate Surety Power of Attorney. For a Broker and a Carrier account, only the Account Owner will be able to view License, Permit, and Certificate data. For a Truck Carrier account, only the Account Owner will have access to the Transactions link.
- **Proxy Account Owner** – Designated by either the Account or the Account Owner. The authority of the Proxy may be limited by the Account or Account Owner. A Proxy may designate other Account Users but cannot designate other Proxy. The Proxy will not have access to the Cross Account Access or Merge Accounts functionality.
- **Account User** – Access will be controlled at the Account level by either the Account Owner or the Proxy. For each link the Account Owner or Proxy can select the “No Access,” “Read Only,” or “Full Access” radio button. “Full Access” means the user has read/write access to the tab.



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Any party established as an ACE Portal Account, although having full access to account portal functionality, will not have visibility into another entity's ACE Portal Account unless they have first been designated as a user on that Account.

After successful completion of the ACE Application and population of the Account data, CBP will be available to assist the Account Owner with structuring of the Account. Each respective Account Owner or Proxy Account Owner will manually assign IR numbers to his/her Account via the ACE Portal, thus establishing the Account hierarchy. Please refer to the Web Based Training for complete instructions of assigning IR numbers.

### Changes to the Account

Be advised that if there is a change to the Account Owner, CBP must be notified of the new Account Owner designation as soon as practicable. The following steps must be followed when a change to the Account Owner designation is required:

- CBP must receive a new copy of the ACE Application as soon as practicable.
- If the e-mail option is elected, once the form is completed, the boxes designated for digital signatures must be checked off before the form is transmitted to CBP to [ACE.Applications@dhs.gov](mailto:ACE.Applications@dhs.gov) . **NOTE: The form must be transmitted** from the Account Owner's business email address. Please indicate "*Account Owner Change*" on the subject line of the e-mail.
- If the ACE portal account has an Account Manager assigned, a signed hard copy of the application containing the Account Owner information should be sent directly to the Account Manager.
- If the ACE portal account does not have an account manager assigned, and if the form will be sent via mail, once completed, the form will require the signatures of both the Principal and the Account Owner before it is sent to CBP. Please indicate "*Account Owner Change*" at the top of the application before sending the application to CBP at the following address:

U.S. Customs and Border Protection  
Attn: Beauregard Building  
7681 Boston Blvd., Room A-311-4  
Springfield, VA 20598

A change to the Account Owner's name as a result of marriage does not require a new application.