

Modernized ACE Portal

Account Type

January 2022







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TOPIC 1: CREATE A MODERNIZED ACE PORTAL ACCOUNT AND LOG IN

INTRODUCTION

Before you can access the Modernized ACE Portal, you must create a Modernized ACE Portal account. You will link your Legacy ACE account to your new Modernized ACE Portal account to synchronize your roles. This is a one-time step for the first login.

You can view all your Legacy ACE accounts in the Modernized ACE Portal and toggle between the two applications without logging in again.



IMPORTANT: Your ACE Accounts must be active and in good standing to link from the Legacy ACE Portal to the Modernized ACE Portal. Additionally, we recommend using Google Chrome to access the ACE Modernized Portal.

All fields are required.

CREATE A MODERNIZED ACE PORTAL ACCOUNT

- 1. In Google Chrome, type <u>ace.cbp.gov/</u>.
- 2. In the Welcome to the ACE Secure Data Portal page, select the Trade/PGA User Login button.



3. In the login screen, select the **Not a member?** hyperlink.







	U.S. Customs and Border Protection
💄 Email	
Password	
	Forgot your password?
	LOG IN
	Not a member?

- 4. In the Create Your CBP Account pane:
 - a. In the First Name field, type your first name.
 - b. In the Last Name field, type your last name.
 - c. In the Email field, type your work email address.
 - d. In the Create Password field, type a password.



NOTE: Passwords must have at least 12 characters at least one lower case letter, one upper case letter, and a number.

TIP: As you create your password, a checkmark displays when each criterion has been met.

Password must contain the following:

A capital (uppercase) letter

A number

X Minimum 12 characters







f. Select the **SIGN UP** button.

U.S. Customs and Border Protection Create Your CBP Account
💄 First Name
💄 Last Name
🖾 Email
G Create Password
G Confirm Password
SIGN UP Already have an account? Login Here!

- 5. In the Link Legacy ACE User Id page:
 - a. In the User Id field, type your Legacy ACE user ID.
 - b. In the **Password** field, type your Legacy ACE password.
 - c. Select the Link Legacy ACE Account button.



IMPORTANT: When your Modernized ACE Portal

and Legacy ACE accounts are linked, your roles are synchronized. Registering and linking to the Legacy ACE Portal is a one-time step

Your ACE Accounts must be active and in good standing to link from the Legacy ACE Portal to the Modernized ACE Portal.

LOG INTO THE MODERNIZED ACE PORTAL

- 1. In an internet browser, type <u>ace.cbp.gov/</u>.
- 2. In the Welcome to ACE Secure Data Portal page, in the Sign into ACE pane, select the Trade/PGA User Login button.





er Id	
)169f	
word	





U.S. Customs and Border Protection

Welcome to the ACE Secure Data Portal

Facilitating legitimate trade by automating tools and information



When accessing the modernized ACE Portal fc already have an ACE Portal account). CBP user legacy ACE Portal user ID and password. Once



Notice to All Users

You are about to access a Department of Hom Government Information and use. There is no expectation of privacy. By using this system, yo this system is restricted to authorized users on violation of section 1030 of title 18 of the U.S.

- 3. In the log in page:
 - a. In the **Email** field, type your account email address.
 - b. In the Password field, type your account password.
 - c. Select the **LOG IN** button.



The Welcome to ACE home page displays.

	estions about the new ACE portal, please <u>click</u>	<u>chere</u> .	To return to Legacy ACE, please <u>clic</u>	khere. 🦲						
A REAL	ace						Enter Accou	nt Name, Type,	ACE IDQ	🕒 BARBARA DO
me	e Accounts ∨ Account	Search	References							
	-			We	Icome t	to AC	Έ			
			Enter Acc	ount Name, Type	, ACE ID		٩			
		-								
		A State of the second se								
	cently Viewed Accounts	and the second se								
		****	Name		Account Type	×	Identification Type	×	Identification Number	
	ACE ID		Name MankhaTOPacet	Ŷ	Account Type Top	Ý	Identification Type ACE ID	~	Identification Number 0000211214	
Rec	ACE ID 0000211214			Ŷ		×		~		
Rec	ACE ID 0000211214 0000251573		ManishaTOPacct	~	Тор	~	ACE ID	~	0000211214	







TOPIC 2: ACCESS THE LEGACY ACE PORTAL FROM THE MODERNIZED ACE PORTAL

INTRODUCTION

All information in the Modernized ACE Portal is synchronized with the Legacy ACE Portal. Any updates you make in Legacy ACE Portal are visible in the Modernized ACE Portal. Any updates you make in the Modernized ACE Portal are visible in the Legacy ACE Portal.

Until all Legacy ACE Portal functionality is available in the Modernized ACE Portal, you can access the Legacy ACE Portal through the Modernized ACE Portal.

ACCESS THE LEGACY ACE PORTAL FROM THE MODERNIZED ACE PORTAL

1. In the Welcome to ACE page, select the To return to Legacy ACE, please <u>click here</u> hyperlink.

For questions about the new ACE portal, please <u>click here</u>. To return to Legacy ACE, please <u>click here</u>.

The Legacy ACE Portal displays bypassing the login screen.

weiler and Border Protection weiler Weiler Border Protection							
Home	Inbox	Accounts	Entry Summary Referen	ces Tools			
Multi-Modal Mar	nifest Access	? 🗖 🗆	Phone Directory				
Mu	Ilti-Modal Manifest		Search On: Name V Reminder Wednesday, No reminder	Search For:			
ACE News Actively features: ACE News Actively features: Actively featu							







TOPIC 3: NAVIGATE THE MODERNIZED ACE PORTAL

INTRODUCTION

After creating your Modernized ACE Portal account, the Modernized ACE Portal home page displays. The home page consists of:

- 1. Home, Accounts, Account Search, and References tabs
 - **Home** Returns you to the home page.
 - Accounts Contains a list of all types of accounts.
 - Account Search Displays all search results and filter capability.
 - **References** Displays links to other ACE applications.

2. Global Search (Enter Account Name, Type, ACE ID...)

- Search for accounts and records by keyword, name, or identifier.
- 3. (Your Name) drop-down menu:
 - **Contact Support** Contact CBP with technical issues concerning the Modernized ACE Portal.
 - Log Out Log out of the Modernized ACE Portal.

4. Global Search (Enter Account Name, Type, ACE ID...)

 \circ $\;$ Search for accounts and records by keyword, name, or identifier.

5. Recently Viewed Accounts

- The last ten accounts viewed.
- Select an account hyperlink to display the account's details.



IMPORTANT: As a Trade user, you only are able to see your Top Accounts and all associated subaccounts. If you view one account ten times, it will only display once in **Recently Viewed Accounts**.

ace						2 Enter Acc	ount Name, Type,	ACE ID Q 32	
me Accour	ts ✓ Account Search	References							
			We	Icome	to AC	F			
	100			v1.9.6					
			r Account Name, Type	, ACE ID		Q			
2 H			r Account Name, Type	, ACE ID		٩			
		A Exten	r Account Name, Type	, ACE ID		٩			
		Ener	r Account Name, Type	, ACE ID		٩			
ecently Viewed	Accounts 5	4 East	r Account Name, Type	ACE ID		٩			C. C
ecently Viewed accents	Accounts 5	Name		ACE ID	~	Q dentification Type		Identification Number	
ecently Viewed leconts ACE ID 1 0000211214	×							Identification Number 0000211214	
ACE ID	Ý	Name		Account Type	28.	dentification Type	~		

Figure 1: Modernized ACE Portal Home Page







- 6. **CBP News, CSMS Feed, and ACE Support** Contains general CBP news, hyperlinks to Cargo System Messaging Service (CSMS) messages, and ACE support resources.
- 7. ACE Development and Deployment Schedule Contains information associated with the Modernized ACE Portal deployments, and upcoming ACE Portal events.



Figure 2: Modernized ACE Portal Home Page

- 8. CBP Twitter Feed Contains links to CBP news.
- 9. Footer Contains links to additional information not associated with the Modernized ACE Portal.

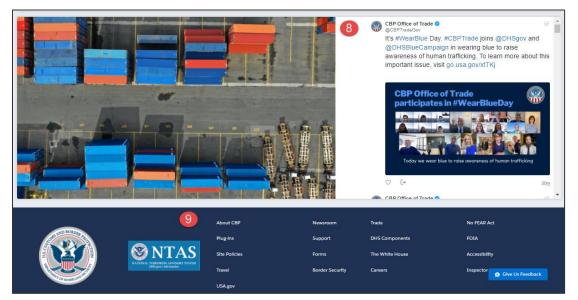


Figure 3: Modernized ACE Portal Home Page







SEARCH FOR AN ACCOUNT USING THE WELCOME TO ACE SEARCH FIELD

- 1. In the Global Search field:
 - a. Type the account name.
 - b. Select the **Search** icon.



TIP: You can also select the **Accounts** drop-down menu and select the type of account, then select the account from the list that displays. If the account is in the **Recently Viewed Accounts** list, select the account hyperlink.

2. In the search results page that displays, in the **Account Name** column, select an account name hyperlink.

All Showing 1 / 1 Results									
Account Type	\sim	Account Name	\sim	Identification Type	\sim	Identification Number	\sim	ACE ID	~
1 Top		Universal Containers		ACE ID		0000206232		0000206232	

The account details page displays. All subaccounts associated with the Top Account display in the **Account Navigation** pane.

Account Navigation
Universal Containers ACE ID: 0000206232
✓ Carrler
Universal Carriers Inc. Carrier Code: MSEP
✓ Exporter
Universal Exporter EIN: 23-3344555
✓ FacIIIty Operator
 Container Facilities LLC Taxpayer ID: 008-77-1111
✓ Facilities
FacIIItles Unlimited ACE ID: 0000211066
 Container Operators Taxpayer ID: 009-08-2014
✓ FacIIItles
Universal's Facility ACE ID: 0000221657





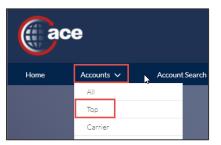


3. Select any subaccount to display the subaccount's details.

Account Name Universal Carriers Inc								
	CE ID 000212093	SCAC MSEP	Mode of Transport Truck	Status Active				
Details Contacts Add	dresses Bon	ds Drivers/	Crew Consignees	Conveyances	Equipment	IR #'s	Shippers	
\checkmark Carrier Information								
Carrier Name Universal Carriers Inc.				Carrier Auto Yes	mated			
Taxpayer ID Type				Taxpayer ID				
Employer ID Number (EIN)				33-221122				
ACE ID				Mode of Tra	nsport			
0000212093				Truck				
SCAC Issued By CBP				SCAC MSEP				
DOT Number		U.S. DOT Census	-		se Notification		MC #	
12345333		12345333						
Status		Mode Designation	n	Input Forma	it		Census Code	
Active		PRVCAR					34C	
Date Created		Date of Last Upd	late	Time Create 4:09:36	d		Last Modified Date 3:38:41	
10/6/2021		12/2/2021		4:09:36			3:38:41	
> Other Company Nam	e							
> Organization Informa	tion							
> Insurance								
> Program Participation								
> C-TPAT Information								
> FAST Information							Give U	Feedback

Search Using the Account Tab in the Home Page

1. In the **Accounts** tab, select an account type from the drop-down menu.



All your accounts for the account type selected display.

2. In the accounts page, in the **Account Name** column, select an account hyperlink.

(a	ce	ĺ	Q			٩
Home	Accounts 🗸	Account Search	Referer	nces		
Top Acc Showing 50	2000 Results					Keyword Search
Acc	ount Name	✓ ACE ID	~	Status	~	Search Filters
1 Avid	echnology Inc	1000206902			A	Account Name
2 9168	8531 Quebec Inc	1000206904				Account Name
3 Amer	ican Racing Equipment Inc	1000206907				Identification Type
4 North	ern Apparels Inc	1000206910				Select One 🔻
	afe Fire Training Systems Inc					Identification Number
						Identification Numbe
	ki Boats Limited	1000221026				Search
7 Prod	iction Machine Services Ltd	1000221028				Clear
8 Prod	ict Management Corp	1000221030				







The account details page and the **Details** tab displays.

Home	Accounts 🗸	Account Search	References
Account N	Navigation	Account N Avid Te	Name chnology Inc
	hnology Inc 1000206902	ACE ID 100020690	
		Details	Contacts
		✓ Accor	unt Information
		Account N Avid Tech	Name nnology Inc
		ACE ID 1000206	902
		Organizat Corporat	tional Structure ion
		DUNS#	
		Website	
		End of Fis	cal Year
		Program F	Participation







TOPIC 4: LOCATE AND EDIT A TOP ACCOUNT

INTRODUCTION

You can locate and edit any information in any of your Top Accounts in the Modernized ACE Portal.

LOCATE AND EDIT A CONTACT FOR A TOP ACCOUNT

1. In the Accounts tab, select Top from the drop-down menu.

Home	Accounts 🗸	Account Search										
	All											
	Тор											
	Carrier											

All your top accounts display.



TIP: If you know the name of the Top Account, type it in the **Global Search** field. If the Top Account was recently viewed, select it from the **Recently Viewed Accounts** pane.

2. In the **Top Accounts** page, in the **Account Name** column, select an account name hyperlink.

e	Ce						universa	ai containers Q
ome	Accounts 🗸	Account Search	Refere	nces				
Top Acco	ounts / 2000 Results							Keyword Search Q, Keyword
Acc	ount Name		~	ACE ID	\sim	Status	~	Search Filters
1 Team	Night			0000251573				Account Name
2 MM 0	DRG20			0000249043				Account Name
3 mans	al			0000252238				Identification Type Select One
4 manl	sah			0000252240				Identification Number
5 Manl	shaTOPacct			0000211214			- 1	Identification Number
6 Mehe	edy Topmarch			0000208368				Search Clear
7 aaa				0000227621				

The Account Details page displays.



NOTE: Use the **Search Filters** pane to filter the list of Top Accounts. In the **Keyword** field, search for accounts using whole or partial words and selecting the **Search** button. A wild card character is not required. All records with the keyword in the name will display regardless of the type of account. In addition to a keyword search, you can search by ID. When searching by ID, you can search by partial identification number.







 Apple Topper Acct ACE ID: 0000201085

> Flybynite Transport company Carrier Code: FBNT

M1 Cutover Test2 Carrier Code: CSCC Filer

> Filer Eji Filer Code: E7J

Greg G Filer Code: GXG

Organizational Broker
 CS Test Broker
 Filer Code: 711

Broker Permit
 Port 1001 Local
 765678
 Port 1001 Local

✓ Carrier

3. In the **Details** or **Contacts** tab, select the **Edit** icon in any field.





NOTE: The details for the Top Account display in the right pane. All accounts associated with the Top Account display in the **Account Navigation** pane on the left. Select a subaccount hyperlink to open the subaccount page.

To edit **Program Participation**, select the **Edit** icon and move the programs using the **Move selection to selected programs** and **Move selection to available programs** arrows.

Program Participation Authorized Economic Operator Border Release Adv Select Sys Paperless Master In-Bond Partners In	face Automated Manifest System
Available Programs Automated Manifest System Border Release Adv Select Sys Business Anti-Smuggling Coalit Electronic Protest Importer Self-Assessment MEDPID	Selected Programs Authorized Economic Operator Automated Clearing House Automated Broker Interface Automated Export System Automated Invoice Interface
Net Contena Automatica Decara	Cancel Bave







- 4. In the appropriate field:
 - a. Select the field.
 - b. Edit the information.
 - c. Repeat for other fields as necessary.
 - d. Select the Save button.

Account Name Team Night	
ACE ID Status 0000251573	
Detalls Contacts	
✓ Account Information	
* Account Name	ACE ID
Team Night Riders	0000251573
Organizational Structure	DUNS #
Corporation 🔻	XX-XXX-XXXX
Website	*End of Flscal Year
https://www.example.com	12/31/4000
Program Participation	
Available Programs	Selected Programs
Authorized Economic Operator	
Automated Clearing House	
Automated Export System	
Automated Involce Interface	
Automated Manifest System	
X Cance	💾 Save

The Account Details pane displays with the edited information.



IMPORTANT: Any edits you make in the Modernized ACE Portal are visible in the Legacy ACE Portal.







TOPIC 5: LOCATE AND EDIT SUBACCOUNT INFORMATION

INTRODUCTION

You can view and edit any of the subaccounts associated with your Top Accounts.

VIEW AND EDIT SUBACCOUNT INFORMATION

1. In the **Accounts** tab, select a record type from the drop-down menu.

ac	9		
Home	Accounts A	Account Search	References
	All	•	
Carrier Acco Showing 25 / 20			
Name	Carrler	rier Code	V AKA/DB
1 CT1 IR 19	Consignee		
2 MANISHA	Importer	н	N
3 New carri		R	1/2



TIP: If you know the name of the record, type it in the **Global Search** field.

2. In the accounts page that displays, in the **Name** column, select an account name hyperlink.

Home	Accounts 🗸		Account Search	Refe	rences								
Carrier A Showing 25 Nam 1 CT1 II 2 MANU 3 New 6 4 test	Accounts / 2000 Results R R 1919 ISHA MIGLANI	~	Account Search Carrier Code CIR UGH MFR WWWW R032	Refe		~	Mode of Transport Air Air Ocean Ocean	~	Status Active Active Active Active Active	~	ACE ID 0000222726 000022896 0000228121 0000228121 0000228123	*	Keyword Search Q. Keyword Search Filters Identification Type Select One Identification Number Identification Number Identification Number Mode of Transport
	tall Carrier 033		R033				Ocean Ocean		Active Active		0000199440		Status 🔹
	all Carrier 035		R034				Ocean		Active		0000199441		Search Clear
9 Carrie			ттхн				Truck				0000026481		

NOTE: Use the **Search Filters** pane to filter the list of Top Accounts. In the **Keyword** field, search for accounts using whole or partial words and selecting the **Search** button. A wild card character is not required. All records with the keyword in the name will display regardless of the type of account. In addition to a keyword search, you can search by ID. When searching by ID, you can search by partial identification number.

The Account Details page displays.

3. In the Account Name pane, select a tab.



NOTE: The tabs available depend on the type of subaccount selected.







Account Name CT1 IR 1919								
Record Type Name Carrler	ACE ID 0000222726	SCAC CIR	Mode of Transport Alr	Status Active				
Detalls Contacts	Addresses Bon	ds Driver:	s/Crew Consignees	Conveyances	Equipment	IR #'s	Shippers	
Carrier Information Garrier Name CTI IR 1919 Carrier Automated								
Taxpayer ID Type				Taxpayer ID				
ACE ID 0000222726				Mode of Tra Alr	nsport			



NOTE: You can expand and collapse sections to show/hide account information.

4. Select a hyperlink in the first column or the **Edit** icon (depending on the tab selected).

	Account Name EVANS PACKING												
	Record Type Name ACE ID Status Facility 1000185783 Deactivated												
Detai	Details Contacts Addresses Employees Officials												
Re 2 Rec	ated Address	ses											
	Address Type	\sim	Street	~	City	\sim	State	\sim	Postal Code				
1	Street (Physical) Ac	ldress	35730 BOZEMA	AN RD	DADE CITY		Florida		33525-8505				
2	Street (Physical) Ac	ldress	35730 BOZEMA	AN RD	DADE CITY		Florida		33525-8505				

- 5. In the appropriate field:
 - a. Select the field.
 - b. Edit the information.
 - c. Repeat for other fields as necessary.
 - d. Select the Save button.







TOPIC 6: ADD AN ADDRESS TO A SUBACCOUNT

INTRODUCTION

The Add Address functionality has been streamlined in the Modernized ACE Portal.

ADD AN ADDRESS TO A SUBACCOUNT

- 1. In the Global Search field:
 - a. Type the account name.
 - b. Select the **Search** icon.





TIP: You can also select the **Accounts** drop-down menu and select the type of account, then select the account from the list that displays. If the account is in the **Recently Viewed Accounts** list, select the account hyperlink.

- 2. In the pane that displays:
 - a. Select the Addresses tab.
 - b. Select the Add New Address button.

Account Name Night filers										
Record Type Name Filer	ACE ID 0000251576	Filer Code N05	Status EIN Pending							
Detalls Contacts	Addresses									
Related Addresse 2 Records	15									Add New Address
Address Type		∨ Str	eet	~	City	~	State	~	Postal Code	~
1 Malling Address		15	DULANY CT		STERLING		Virginia		20165-5694	
2 Street (Physical) A	ddress	15	DULANY CT		STERLING		Virginia		20165-5694	



TIP: You can update an existing address by selecting the address type hyperlink in the **Address Type** column.

- 3. In the Create New Address dialog box, in the Address Information section:
 - a. In the Address Type drop-down menu, select the type of address.
 - b. In the *Street field, type the street address.
 - c. In the City field, type the city where the address is located.
 - d. In the State field, type the state where the address is located.
 - e. In the **Postal Code** field, type the *zip code for the address*.
- 4. In the Contact Information section:







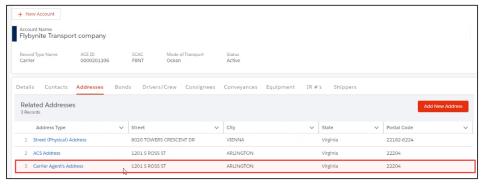
- a. In the **Phone** field, type the *telephone number for the address*.
- b. In the Email field, type the email address for the location.
- c. Complete other fields as appropriate.
- d. Select the Save button.

(Create a New Address
Address Information	
Address Type	C/O
Carrier Agent's Address	•
* Street	PO Box
1201 S Ross Street	
Additional Address Line 1	Additional Address Line 2
APT 303s	
City	County
Arlington	
State	Country
Virginia	
Postal Code	
22204	
Contact Information	
Phone	Phone Ext
123-234-2020	
Fax	Fax Ext
Email	Website
test@test.com	
L	
	Save
	Save

- 5. In the Validate Address dialog box:
 - a. Select the **Use Validated Address?** checkbox to use the validated address.
 - b. Select the **Done** button.



The new address displays in the **Related Addresses** table.









TOPIC 7: ADD A CONTACT TO AN ACCOUNT OR SUBACCOUNT

INTRODUCTION

To add a contact to an account or subaccount, select the **Add Contact** button and complete the four steps. Fields with an asterisk are required.

Add a Contact to an Account or Subaccount			
1. In the Global Search field:			
a. Type the <i>account name</i> .			
b. Select the Search icon.			
For questions about the new ACE portal, please <u>click here</u> . To return to Legacy ACE, please <u>click here</u> .			:
ace	Hoboken Tank Lines Inc	٩	



TIP: You can also select the **Accounts** drop-down menu and select the type of account, then select the account from the list that displays. If the account is in the **Recently Viewed Accounts** list, select the account hyperlink.

- 2. In the pane that displays:
 - a. Select the **Contacts** tab.
 - b. Select the Add Contact button.

Account Name HOBOKEN TANK L	INES INC												
Record Type Name Carrier	ACE ID 1000049776		CAC N ITLO	ode of Transport	Stati	15							
Details Contacts	Addresses	Bonds	Drivers/Cre	ew Consignees	Conv	eyances	Equipment	IR #'s	Shipp	ers			
Related Contacts ^{0 Records}													Add Contact
Туре		~	Last Name		~	First Nam	e	`	✓ Ph	one	\sim	Email	~

- 3. In the Add New Contact Step 1 (of 4): Personal Information dialog box:
 - a. In the ***Type** drop-down menu, select the type of contact.
 - b. In the ***First Name** field, type the *contact's first name*.
 - c. In the *Last Name field, type the contact's last name.
 - d. Complete other fields as appropriate.
 - e. Select the Save & Continue button.







	×
Add New Co	ontact Step 1 (of 4):
	al Information
Enter Contact Personal Information	
*Type	Title
Primary Point of Contact	•
* First Name	Middle Name
John	
* Last Name	
Doe	
	Cancel Save & Continue

- 4. In the Add Contact Step 2 (of 4): Address Information dialog box:
 - a. In the ***PO Box** field, type the *contact's PO Box number*.
 - b. In the ***Country** drop-down menu, select the contact's country.
 - c. Complete other fields as appropriate.
 - d. Select the Save & Continue button.

	a
Add 0	Contact Step 2 (of 4):
Ad	dress Information
ter Contact Address Information	
C/O	Street
*PO Box	Additional Address Line 1
12R3	
Additional Address Line 2	City
County	* Country
	Afghanistan 🔻
State	Postal Code
Select an Option	▼

- 5. In the Validate Address dialog box:
 - a. Select the **Use Validated Address?** checkbox to use the validated address.
 - b. Select the **Done** button.

Valid	ate Address
User Input Address	Validated Address
Afghanistan	Use Validated Address?
	Done





Enter Contact Information

john.doe@hobokenTL.com

571-468-5555

Ð

Add New Address Step 3 (of 4):

Contact Information

Fax Ext

< Previous Cancel

Save & (



- 6. In the Add New Address Step 3 (of 4): Contact Information dialog box:
 - a. Complete the contact fields, as appropriate.
 - b. Select the Save & Continue button.
- 7. In the Add New Contact Step 4 (of 4): Review Details dialog box:
 - a. Review the contact information.
 - b. Select the **Edit** button to make any changes.
 - c. Select the Save & Submit button.

		×
Ē		
Add New Conta	ct Step 4 (of 4):	
Review	Details	
Review Personal Information		
Type Primary Point of Contact	Title	
First Name John	MIddle Name	
Last Name Doe		
Review Address Information		
C/O	Street	
PO Box 12R3	City	
County	Country AF	
State	Postal Code	
Additional Address Line 1	Additional Address Line 2	
Review Contact Information		
Phone 571-468-5555	Phone Ext	
Fax	Fax Ext	
Email john.doe@hobokenTL.com	Website	
	Edit Cancel Save & Subm	nit

The contact information displays in the **Contact** tab.







TOPIC 8: SHARE FEEDBACK ON THE MODERNIZED ACE PORTAL

INTRODUCTION

Share feedback on what you like or what can be improved using the Give Us Feedback feature. The feedback is monitored and shared with the stakeholders to determine if the suggestion(s) should be implemented.

The Give Us Feedback button displays on each page of the Modernized ACE Portal.

SHARE FEEDBACK ON THE MODERNIZED ACE PORTAL

1. In the Modernized ACE Portal, select the **Give Us Feedback** button.

							Enter Account Name, Ty	pe, ACE IDQ	BARBARA DORSEY
Home	Accounts V Accou	unt Search	References						
	<u>a n n í i</u>	PI ()	7444	Welcome v2.00 EnerActionerType, ACE ID	to AC	E Q		2	
	ently Viewed Accounts ecords			14 million 14 million					
	ACE ID 0000250881		Name Universal Exporter	Account Type Exporter	~	Identification Type	~	Identification Number	~
2	0000212093		Universal Carriers Inc.	Carrier		Carrier Code		MSEP	
4	0000222867	,	NMS Exporting TCOOA	Exporter		FIN		06.R151857	*
Cale: Marc	News th 10, 2020 Local Media Release kico CBP Officers Find Man Hidde th 9, 2020 Local Media Release inning Woman Rescued by Border	en in Rear Se		CSMS Fee	d	2	ACE Portal Overview ACE Support Resources ACE Training Resources	ACE Support	Give Us Feedback

- 2. In the **Give Us Feedback** dialog box:
 - a. In the What do you like? field, type a comment.
 - b. In the What we can improve? field, type a comment.
 - c. In the **Rate Us!** field, move the slider bar to rate the UI.
 - d. Select the Submit button.



NOTE: Select the **Cancel** button to cancel the feedback and close the dialog box.

Select the **Need Support?** hyperlink for general information about CBP.

What do you like?	
What can we improve	?
Rate Us! 1-5	
1-5	5
Need Support?	
	Cancel Submit







TOPIC 9: ACCESS SUPPORT FOR MODERNIZED ACE PORTAL ISSUES

INTRODUCTION

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Unlike Feedback, use the Support feature to get help with technical issues.

ACCESS SUPPORT FOR MODERNIZED ACE PORTAL ISSUES

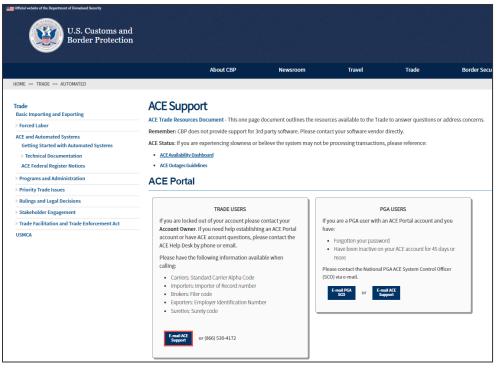
1. In the Modernized ACE Portal home page, select **Support** from the drop-down menu next to your name.



NOTE: You can also access support through the **Support** hyperlink in the footer on the home page.



2. In the ACE Support home page, in the ACE Portal section, select the E-mail ACE Support button.



An email addressed to <u>ACE.Support@cbp.dhs.gov</u> will open in your default email application.







- 3. In the email body, type the issue you are having with the Modernized ACE Portal.
- 4. Select the send button.

The email is sent to the CBP Technology Service Desk (TSD)/ACE Service Desk (ASD). An email will be sent back when the issue is resolved and/or seeking additional information acknowledging the receipt of the request.

U.S. Customs and Border Protection	• •
Incident has been closed. Summary details	
Closed by:	
Closed notes: Task has been completed Closing ticket	
You can view all the details of the incident by following the link below:	
Take me to the Incident	
Thank you.	
If you have any questions and/or concerns, please contact the CBP Technology Service Desk <u>CBP.TECHNOLOGY.SERVICE.DESK@cbp.dhs.gov</u> Phone: 800-927-8729	



