



Modernized ACE Portal

Account Type

January 2022



U.S. Customs and
Border Protection





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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 ace.cbp.gov/.
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.



A screenshot of the U.S. Customs and Border Protection login page. The page has a dark blue background. At the top left is the U.S. Customs and Border Protection seal. To the right of the seal, the text 'U.S. Customs and Border Protection' is displayed in white. Below this, there are two white input fields: one for 'Email' and one for 'Password'. Below the password field is a link that says 'Forgot your password?'. At the bottom center is a large red button with the text 'LOG IN' in white. Below the button is a link that says 'Not a member?' which is highlighted with a red rectangular box.

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 lowercase letter
- ✓ A capital (uppercase) letter
- ✓ A number
- ✗ Minimum 12 characters





- e. In the **Confirm Password** field, re-type *your password*.
- f. Select the **SIGN UP** button.

U.S. Customs and Border Protection

Create Your CBP Account

CREATE YOUR FREE ACCOUNT TO GET STARTED

First Name

Last Name

Email

Create Password

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.

Link Legacy ACE User Id

User Id
ai9169f

Password

Link Legacy ACE Account



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 ace.cbp.gov/.
- 2. In the **Welcome to ACE Secure Data Portal** page, in the **Sign into ACE** pane, select the **Trade/PGA User Login** button.

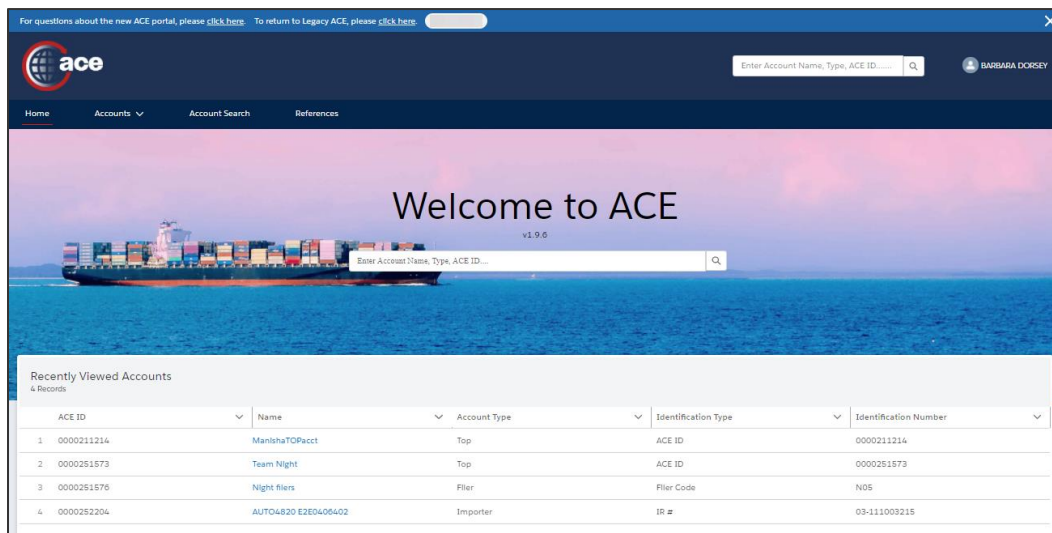




3. In the log in page:
 - a. In the **Email** field, type *your account email address*.
 - b. In the **Password** field, type *your account password*.
 - c. Select the **LOG IN** button.



The **Welcome to ACE** home page displays.





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.

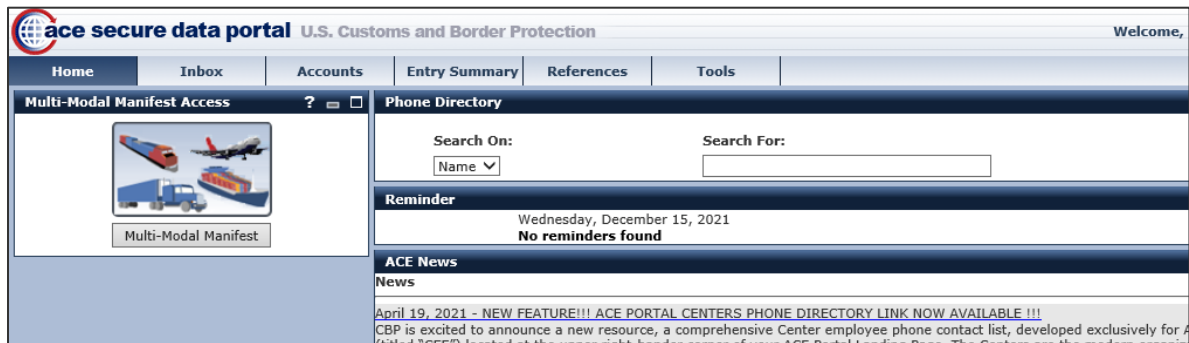
Until all Legacy ACE Portal functionality is available in the Modernized ACE Portal, you can access the Legacy ACE Portal through the Modernized ACE Portal.

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 [click here](#)** hyperlink.

For questions about the new ACE portal, please [click here](#). To return to Legacy ACE, please [click here](#).

The Legacy ACE Portal displays bypassing the login screen.





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...)**
 - 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**.

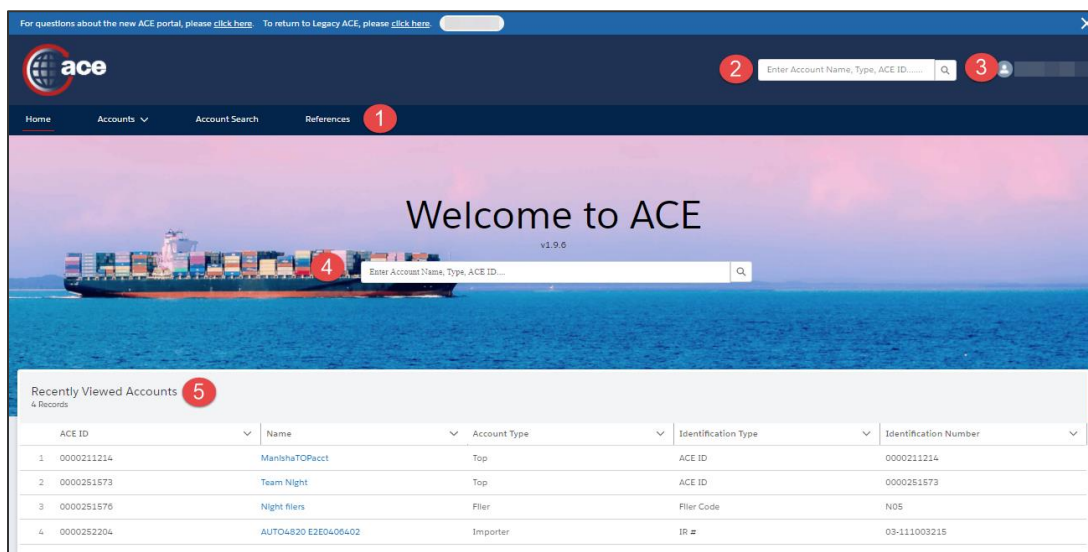


Figure 1: Modernized ACE Portal Home Page





- 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.

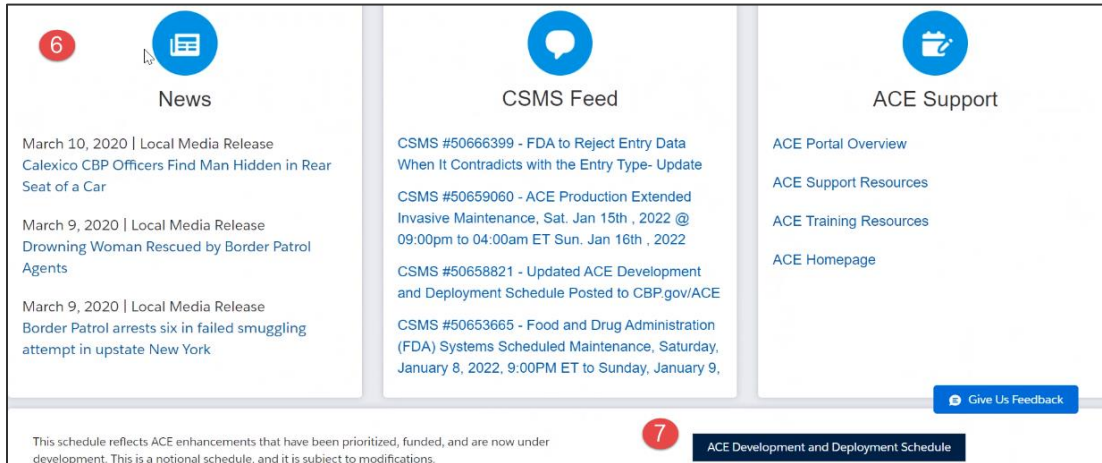


Figure 2: Modernized ACE Portal Home Page

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

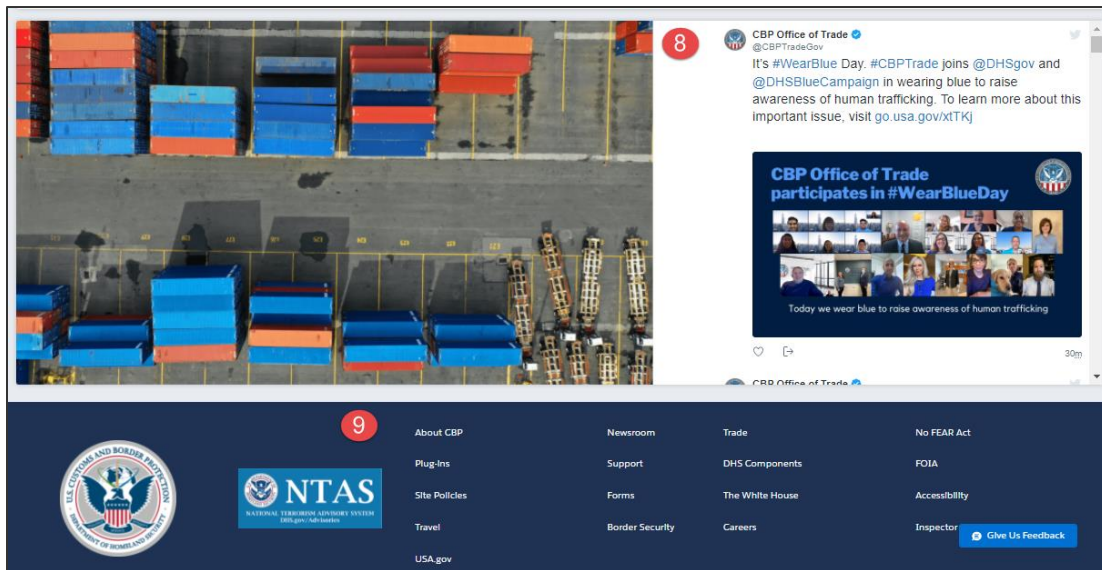



Figure 3: Modernized ACE Portal Home Page





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.

Account Type	Account Name	Identification Type	Identification Number	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.





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

Account Name
Universal Carriers Inc.

Record Type Name Carrier	ACE ID 0000212093	SCAC MSEP	Mode of Transport Truck	Status Active
-----------------------------	----------------------	--------------	----------------------------	------------------

Details Contacts Addresses Bonds Drivers/Crew Consignees Conveyances Equipment IR #'s Shippers

▼ Carrier Information

Carrier Name Universal Carriers Inc.	Carrier Automated Yes		
Taxpayer ID Type	Taxpayer ID 33-2211222		
Employer ID Number (EIN)	Mode of Transport Truck		
ACE ID 0000212093	SCAC MSEP		
SCAC Issued By CBP	Cargo Release Notification	MC #	
DOT Number 12345333	U.S. DOT Census# 12345333	Input Format	Census Code 34C
Status Active	Mode Designation PRVCR	Date Created 10/6/2021	Date of Last Update 12/2/2021
Date Created 10/6/2021	Date of Last Update 12/2/2021	Time Created 4:09:36	Last Modified Date 3:38:41

> Other Company Name

> Organization Information

> Insurance

> Program Participation

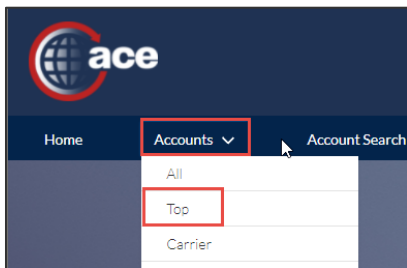
> C-TPAT Information

> FAST Information

[Give Us 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.

ace

Home Accounts ▼ Account Search References

Top Accounts
Showing 50 / 2000 Results

Account Name	ACE ID	Status
1 Avid Technology Inc	1000206902	
2 9168 8531 Quebec Inc	1000206904	
3 American Racing Equipment Inc	1000206907	
4 Northern Apparels Inc	1000206910	
5 Pro Safe Fire Training Systems Inc	1000221024	
6 Paluski Boats Limited	1000221026	
7 Production Machine Services Ltd	1000221028	
8 Product Management Corp	1000221030	

Keyword Search
Q Keyword...

Search Filters

Account Name
Account Name...

Identification Type
Select One...

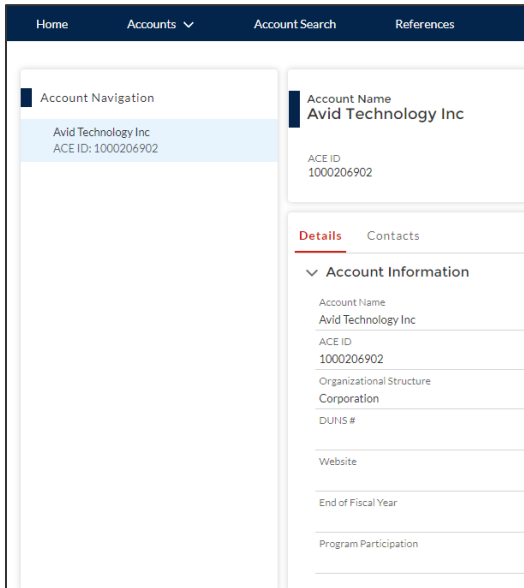
Identification Number
Identification Numbe

[Search](#)
[Clear](#)





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





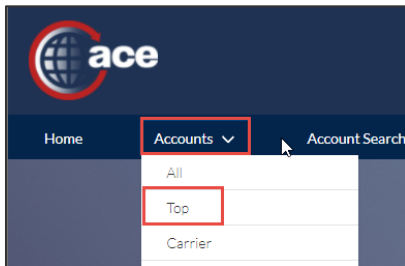
TOPIC 4: LOCATE AND EDIT A TOP ACCOUNT

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.

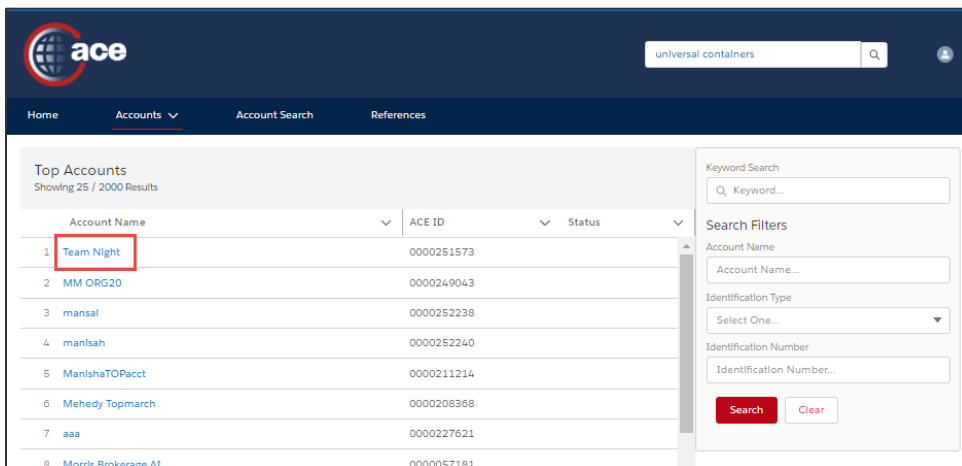


All your top accounts display.



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.




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.




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

The screenshot shows the 'Account Navigation' pane on the left with 'Team Night' selected. The main pane displays 'Account Information' with fields for Account Name, ACE ID, Organizational Structure, Corporation, Website, and Program Participation. The 'Edit' icon is visible next to the ACE ID 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.

The screenshot shows the 'Account Navigation' pane with a list of subaccounts including 'Carrier', 'Filer', and 'Organizational Broker'. Each subaccount has a name and a 'Filer Code'.

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.

The screenshot shows the 'Program Participation' section with several checkboxes and an 'Edit' icon highlighted with a red box.

The screenshot shows the 'Program Participation' dialog box with two columns: 'Available Programs' and 'Selected Programs'. Arrows are used to move programs between the columns. A 'Save' button is highlighted with a red box.



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

Details Contacts

▼ Account Information

*Account Name ACE ID
Team Night Riders 0000251573

Organizational Structure DUNS #
Corporation XX-XXX-XXXX

Website *End of Fiscal Year
https://www.example.com 12/31/4000

Program Participation

Available Programs Selected Programs

Authorized Economic Operator
Automated Broker Interface
Automated Clearing House
Automated Export System
Automated Invoice Interface
Automated Manifest System

Cancel 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.



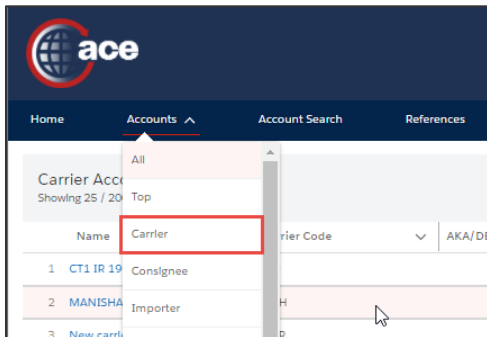
TOPIC 5: LOCATE AND EDIT SUBACCOUNT INFORMATION

INTRODUCTION

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

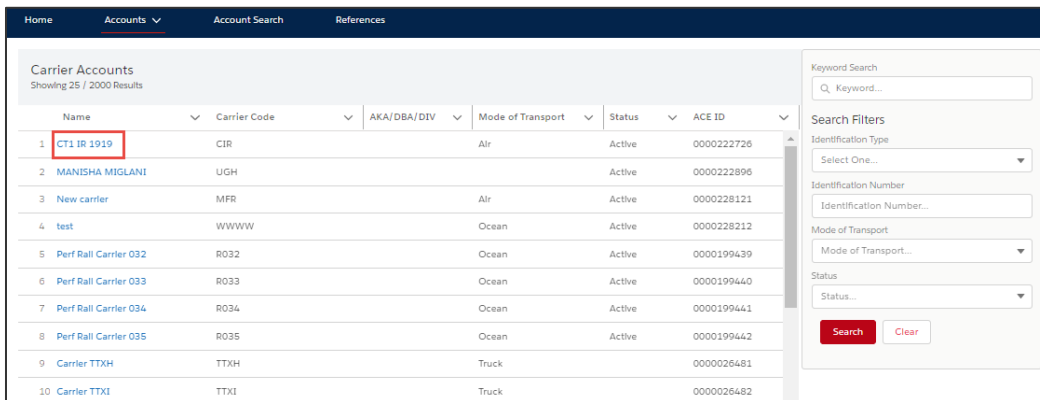
VIEW AND EDIT SUBACCOUNT INFORMATION

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



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.



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 Carrier	ACE ID 0000222726	SCAC CIR	Mode of Transport Air	Status Active
-----------------------------	----------------------	-------------	--------------------------	------------------

Details | Contacts | Addresses | Bonds | Drivers/Crew | Consignees | Conveyances | Equipment | IR #'s | Shippers

▼ Carrier Information

Carrier Name CT1 IR 1919	Carrier Automated
Taxpayer ID Type	Taxpayer ID
ACE ID 0000222726	Mode of Transport Air



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 Facility	ACE ID 1000185783	Status Deactivated
------------------------------	----------------------	-----------------------

Details | Contacts | **Addresses** | Employees | Officials

Related Addresses
2 Records

	Address Type	Street	City	State	Postal Code
1	Street (Physical) Address	35730 BOZEMAN RD	DADE CITY	Florida	33525-8505
2	Street (Physical) Address	35730 BOZEMAN RD	DADE CITY	Florida	33525-8505

5. In the appropriate field:
- Select the field.
 - Edit the information.
 - Repeat for other fields as necessary.
 - Select the **Save** button.






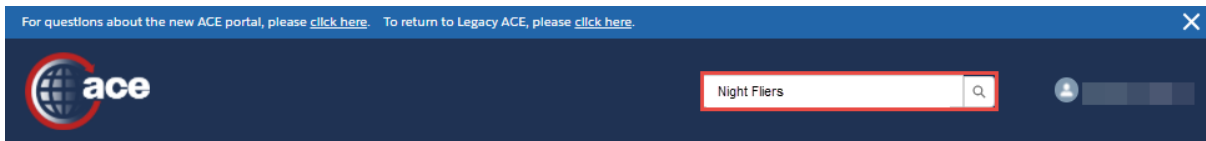
TOPIC 6: ADD AN ADDRESS TO A SUBACCOUNT

INTRODUCTION

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

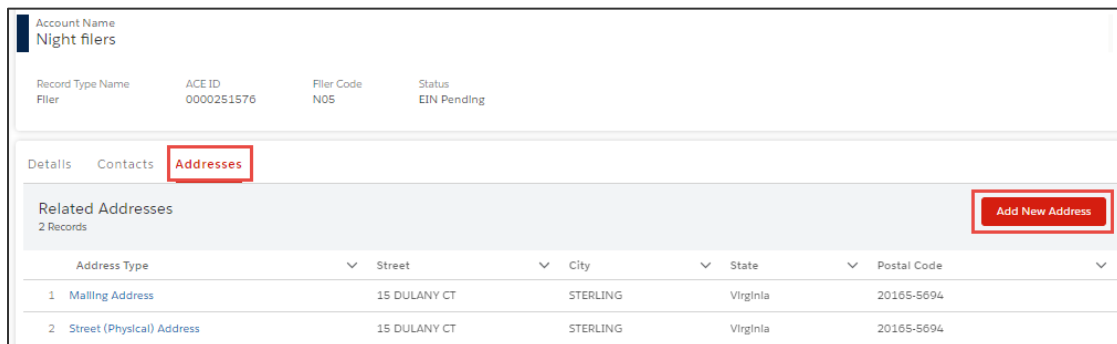
ADD AN ADDRESS TO A SUBACCOUNT

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.



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:



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

Create a New Address

Address Information

Address Type: Carrier Agent's Address

* Street: 1201 S Ross Street

Additional Address Line 1: APT 303s

City: Arlington

State: Virginia

Postal Code: 22204

C/O:

PO Box:

Additional Address Line 2:

County:

Country:

Contact Information

Phone: 123-234-2020

Fax:

Email: test@test.com

Phone Ext:

Fax Ext:

Website:

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

Validate Address

User Input Address
 Validated Address

1201 S Ross Street
 Arlington, Virginia 22204
 USA

1201 S ROSS ST
 ARLINGTON, Virginia 22204

Use Validated Address?

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

[+ New Account](#)

Account Name: Flybrite Transport company

Record Type Name: Carrier | ACE ID: 0000201106 | SCAC: FBNT | Mode of Transport: Ocean | Status: Active

Details | Contacts | **Addresses** | Bonds | Drivers/Crew | Consignees | Conveyances | Equipment | IR #'s | Shippers

Related Addresses

3 Records

Address Type	Street	City	State	Postal Code
1 Street (Physical) Address	8020 TOWERS CRESCENT DR	VIENNA	Virginia	22182-6224
2 ACS Address	1201 S ROSS ST	ARLINGTON	Virginia	22204
3 Carrier Agent's Address	1201 S ROSS ST	ARLINGTON	Virginia	22204






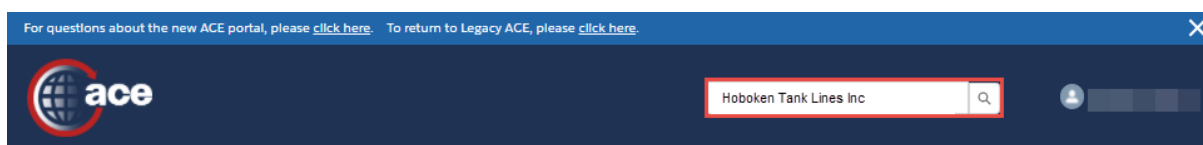
TOPIC 7: ADD A CONTACT TO AN ACCOUNT OR SUBACCOUNT

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.

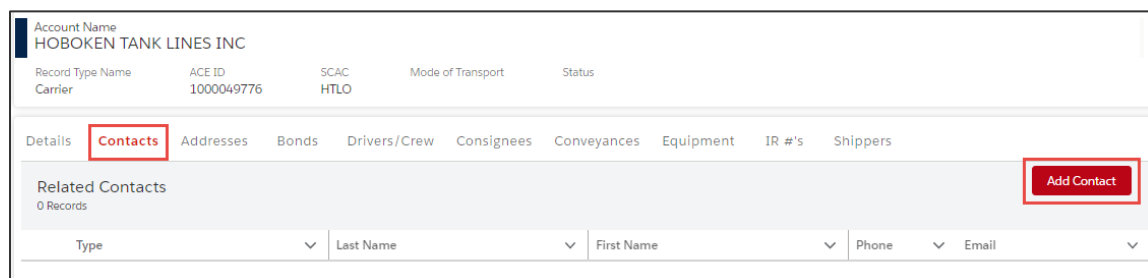
ADD A CONTACT TO AN ACCOUNT OR SUBACCOUNT

1. In the Global Search field:
 - a. Type the *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 **Contacts** tab.
 - b. Select the **Add Contact** button.



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 Contact Step 1 (of 4):
Personal Information**

Enter Contact Personal Information

* Type
Primary Point of Contact

* First Name
John

* Last Name
Doe

Title

Middle Name

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.

**Add Contact Step 2 (of 4):
Address Information**

Enter Contact Address Information

C/O

Street

*PO Box
12R3

Additional Address Line 1

Additional Address Line 2

City

Country

* Country
Afghanistan

State
Select an Option

Postal Code

< Previous Cancel Save & Continue

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

Validate Address

User Input Address	Validated Address
12R3 Afghanistan	12R3 Afghanistan
	<input checked="" type="checkbox"/> Use Validated Address?

Done





- 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.

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





TOPIC 8: SHARE FEEDBACK ON THE MODERNIZED ACE PORTAL

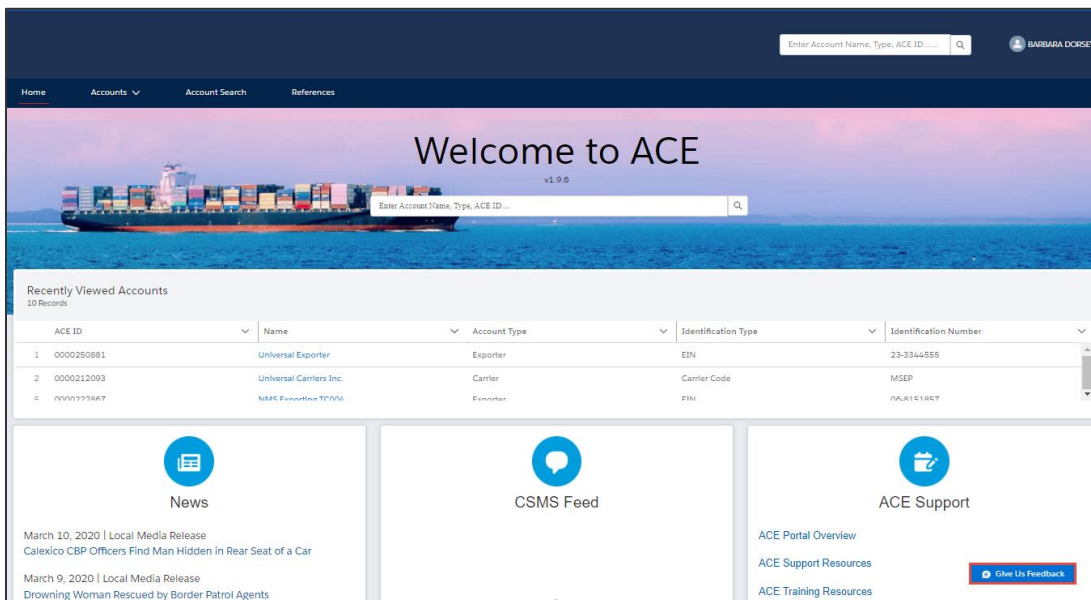
INTRODUCTION

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.



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.



TOPIC 9: ACCESS SUPPORT FOR MODERNIZED ACE PORTAL ISSUES

INTRODUCTION

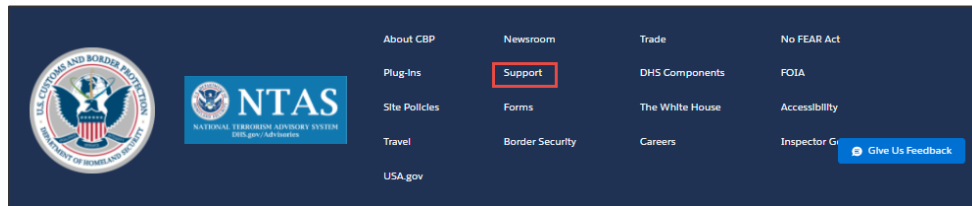
Unlike Feedback, use the Support feature to get help with technical issues.

ACCESS SUPPORT FOR MODERNIZED ACE PORTAL ISSUES

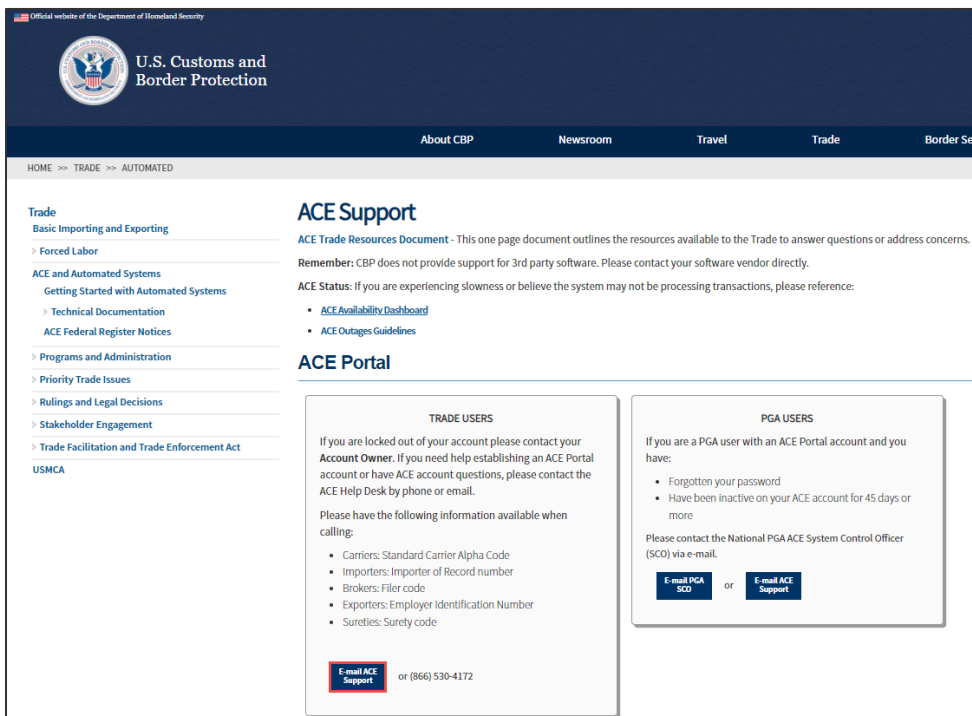
1. In the Modernized ACE Portal home page, select **Support** from the drop-down menu next to your name.



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 ACE.Support@cbp.dhs.gov 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.

