



Attention: ACE Portal Accounts with an Importer view

Do you know how to view U.S. Customs and Border Protection (CBP) Forms 28, 29 and 4647 through the Automated Commercial Environment (ACE) Secure Data Portal? Effective January 17, 2010, this capability will be available to account users for both Automated Commercial System (ACS) and ACE entry summaries. To take full advantage of this new capability, take a few minutes to review the information below.

The ACE Portal allows authorized users to receive and respond to three commonly used CBP forms for both ACS and ACE entry summaries:

- CBP Form 28: Request for Information
- CBP Form 29: Notice of Action
- CBP Form 4647: Notice to Mark/Notice to Re-Deliver

To utilize this functionality, portal account users must set their “*Mode of Communication*” to “*Portal*” and be given access to “*Forms*.” “*Mode of Communication*” only applies to how you receive and respond to CBP forms. The modes of communication are “*Mail*” and “*Portal*.” Unless a “*Mode of Communication*” is selected, the default communication for CBP forms will be U.S. Postal Service mail. Authorized users can select both “*Mail*” and “*Portal*” as their “*Mode of Communication*.” The “*Mode of Communication*” can be selected at either the top account or sub-account level. Please note that accounts electing to receive copies of forms through the ACE Portal are not required to respond through the ACE Portal. Responses may be submitted to CBP through the ACE Portal or at the port of entry where the entry summary is filed.

The Trade Account Owner must grant access to the “*Mode of Communication*” link to any Proxy Trade Account Owner and Trade User who needs access. Once the mode of communication has been set and the proper authority has been granted for “*CBP Forms*,” users will be able to receive, view, search and respond to CBP Forms 28, 29 and 4647. Brokers responding to CBP forms 28, 29 and 4647 on behalf of their clients must do so through the importer’s portal account. Importers will need to grant brokers the appropriate access. Forms will appear on the “*Home*” tab for all Importer of Record (IR) numbers in the account list. All CBP forms that still require a response or that have new information available, appear in the default list. Importers will also be to search for a form at the IR level. For more detailed instructions pertaining to forms, please check the “Receiving and Responding to CBP Forms” user guide currently posted on CBP.gov at

http://www.cbp.gov/linkhandler/cgov/trade/automated/modernization/ace_welcome/ace_welcome_package/rr_cbpforms.ctt/rr_cbpforms.pdf