

Broker Management Office Functionality Information Notice

Last Updated: November 14, 2019



On December 7, 2019, U.S. Customs and Border Protection (CBP) will deploy the Broker Management Office (BMO) Functionality enhancement in the Automated Commercial Environment (ACE). This enhanced functionality will allow CBP's Broker Management Branch (BMB) to consolidate functionality from standalone databases and automate processes such as generation of licenses and permits in ACE. The functionality will also allow the field Broker Management Officers to print permits within ACE.

What will change in ACE?

- ACE will no longer allow trade users to delete an employee through the mass update spreadsheet, in order to maintain employee history.
- Trade users will need to provide their current employer information within Employment History #1 of the mass update spreadsheet (further instructions are provided here: <https://www.cbp.gov/document/technical-documentation/broker-management-office-bmo-functionality>).

What additional resources are available?

- **Training:**
 - A Quick Reference Guide (QRG) is forthcoming and will be posted to the following webpage one week prior to deployment:
<https://www.cbp.gov/trade/programs-administration/customs-brokers>

Who do I contact if I have issues?

Technical questions about the new BMO Functionality should be directed to the ACE Account Service Desk (ASD) at 1-866-530-4172 or ACE.Support@cbp.dhs.gov.

