







# ACE Reports Office Hours

**Got Reports Questions? We've Got Answers.**

*Schedule a Virtual Office Hours appointment with an ACE Reports expert and get help with your specific questions!*

## Office Hours Session Details

	<p><b>When? Every Tuesday</b></p> <p>15 or 30 minute appointments between:</p> <ul style="list-style-type: none"> <li>• 7:00AM - 9:00AM ET</li> <li>• 11:00AM - 2:00PM ET</li> </ul>
	<p><b>Who? All ACE Reports Users</b></p> <ul style="list-style-type: none"> <li>• Connect with an ACE Reports Expert</li> <li>• 1:1 Appointments</li> </ul>
	<p><b>How? Send Us An Email</b></p> <ul style="list-style-type: none"> <li>• Send an appointment request to <a href="mailto:ace.reports@cbp.dhs.gov">ace.reports@cbp.dhs.gov</a></li> <li>• Please include the following: <ul style="list-style-type: none"> <li>• "Request for Virtual Office Hours Appointment" in the subject line</li> <li>• A brief description of your question/issue</li> </ul> </li> </ul>
	<p><b>Where? Attend Office Hours Virtually</b></p> <ul style="list-style-type: none"> <li>• Once an appointment is scheduled, a meeting invite will be provided with a link to attend a virtual meeting room</li> <li>• Telephone discussion</li> </ul>

Have you checked out the ACE Reports resources online? Before requesting an office hours appointment, be sure to review these videos for helpful ACE Reports information:

- ACE Reports Training Videos - <https://www.cbp.gov/trade/ace/training-and-reference-guides#reports>
- ACE Reports Webinar for the Trade - <https://www.cbp.gov/trade/ace/upcoming-ace-outreach-events-trade>

