UPDATE: APHIS Modifies Core Message Set Help Desk Staffing Schedule

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On July 13, 2022, the APHIS Core Message Set Help Desk changed its staffing schedule. The Help Desk is now staffed Monday through Friday from 8 a.m. to 7 p.m. Eastern Time to assist stakeholders submitting APHIS Core Message Sets in the Automated Commercial Environment (ACE).

The Help Desk staff is on hand to review stakeholder message sets, clarify error codes and flags, provide disclaim guidance, and answer general message set questions. Stakeholders can call 1-833-481-2102 or e-mail ace.itds@usda.gov to access the Help Desk.

The Help Desk will respond to messages received outside of staffed hours, in the order received, when the Help Desk reopens.

If you are calling:

- Select Option 1 for new inquiries
- Select Option 2 for existing inquiries (include your reference ticket)

If you are emailing:

- Provide a copy of your full Message Set transmission and/or associated error codes if available

Additionally, users can visit [APHIS' ACE webpage](#) and the [APHIS Core Message Set Questions and Answers webpage](#) for additional information and resources.