

**Supporting Statement
Client Representative Technical Assistance Portal (CRTAP)
1651-0NEW**

A. Justification

- 1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.**

The Client Representative Technical Assistance Portal (CRTAP) provides the public with a method to inform CBP on technical issues impacting Automated Broker Interface (ABI) and Automated Commercial Environment electronic cargo systems transactions. The web-based application provides the trade with the capability to notify, identify, track, and communicate technical issues impacting operations with select CBP personnel. Trade participants will access the application via the ACE Portal or through a separate link at: <http://www.clientservicesportal.cbp.gov>. Select CBP personnel will monitor, process and manage inquiries to streamline operations, enhance communications and improve processes: better security and privacy, and improved documentation of technical issues in a central location.

The Automated Commercial Environment (ACE) is a trade data processing system that is the current import system for U.S. Customs and Border Protection (CBP) operations. ACE is authorized by Executive Order 13659 which mandates implementation of a Single Window through which businesses will transmit data required by participating agencies for the importation or exportation of cargo ACE supports government agencies and the trade community with border-related missions with respect to moving goods across the border efficiently and securely.

The collection is also authorized under 19 U.S.C 1411.

To establish an ACE Portal account, participants submit information such as their name, their employer identification number (EIN) or social security number (SSN), and if applicable, a statement certifying their capability to connect to the internet. This information is submitted through the ACE Secure Data Portal which is accessible at: <http://www.cbp.gov/trade/automated>.

- 2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.**

The information collected will be used by select CBP officials solely for the purpose

of assisting trade partners to resolve technical or transactional issues impacting cargo systems processing operations. There are no changes to how this information will be used. CBP will continue to use this information for the purpose of investigating and resolving issues that impact trade facilitation.

- 3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g. permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.**

Currently, information and documentation regarding cargo system processing issues are submitted via e-mail or phone calls to CBP Client Representatives. This new technical assistance portal will provide a secure centralized location and standardized method for information capture that improves efficiency and reduces the burden of collection of information for CBP to resolve issues.

- 4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.**

This information is not duplicated in any other place or any other form.

- 5. If the collection of information impacts small businesses or other small entities describe any methods used to minimize burden.**

This information collection does not have an impact on small businesses or other small entities.

- 6. Describe consequences to Federal program or policy activities if the collection is not conducted or is conducted less frequently.**

The Client Representative Technical Assistance Portal provides for the comprehensive collection and retention of trade related inquiries. Failure to collect this information would prevent CBP from assisting the trade in resolving systems processing issues that impede operations and flow of effective and legitimate trade facilitation.

- 7. Explain any special circumstances.**

This information is collected in a manner consistent with the guidelines of 5 CFR 1320.5(d)(2).

- 8. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.**

Public comments were solicited through two Federal Register notices published on May 07, 2026 (91 FR 24898) on which no comments were received, and on October 02, 2026 (91 FR 62738) on which no comments have been received.

- 9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.**

There is no offer of a monetary or material value for this information collection.

- 10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.**

Related PIAs

- DHS/ALL/PIA-059 DHS Employee Collaboration Tools
- DHS/CBP/PIA-003 Automated Commercial Environment (ACE) and subsequent updates
- CBP Privacy Office is currently reviewing an Advanced Trade Analytics Platform PIA. Once approved and published, this PIA will discuss the PII collected, used, maintained and disseminated through the ATAP program.

Related SORNs

- DHS/ALL-004 GITAARS, which enables the collection of PII in order to provide authorized CBP personnel access to, or interact with DHS information technology resources.
- DHS/CBP-001 Import Information System (IIS), which enables the collection of PII in order to track, control and process all commercial goods imported into the United States.

- 11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.**

There are no questions of a sensitive nature.

12. Provide estimates of the hour burden of the collection of information.

INFORMATION COLLECTION	TOTAL ANNUAL BURDEN HOURS	NO. OF RESPONDENTS	NO. OF RESPONSES PER RESPONDENT	TOTAL RESPONSES	TIME PER RESPONSE
CR-TAP	4,500	18,000	3	54,000	5 (minutes)

Public Cost

The estimated cost to the respondents is \$166,230. This is based on the estimated burden hours (4,500) multiplied by the average loaded hourly wage rate for general US population (\$36.94). To calculate this loaded wage rate CBP multiplied the Bureau of Labor Statistics' (BLS) 2025 median hourly wage rate for All Occupations (\$24.51), which CBP assumes best represents the wage for general US population, by the ratio of BLS' Q4 2025 total compensation to wages and salaries for Civilian workers (1.4583), the assumed occupational group for general US population, to account for non-salary employee benefits (\$35.74 in 2025 dollars).¹ To adjust to 2026 dollars, CBP assumes an annual increase of 3.36% based on the December 2025 12-month percent change in the Employment Cost Index.²

13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information.

There are no record keeping, capital, start-up or maintenance costs associated with this information collection.

14. Provide estimates of annualized cost to the Federal Government. Also provide a description of the method used to estimate cost, which should

1 Source of median wage rate: U.S. Bureau of Labor Statistics. Occupational Employment and Wage Statistics, 2025 National Occupational Employment and Wage Estimates United States, OCC_code 00-0000. Updated May 15, 2026. Available at <https://www.bls.gov/oes/special-requests/oesm25nat.zip>. Accessed May 21, 2026. The total compensation to wages and salaries ratio is equal to the total compensation cost per hour worked for Civilian workers (\$48.78) divided by the wages and salaries cost per hour worked for the same occupation category (\$33.45). See "Table 2. Employer Costs for Employee Compensation for civilian workers by occupational and industry group." Bureau of Labor Statistics, "Employer Costs for Employee Compensation – December 2025." Released March 20, 2026. Available at https://www.bls.gov/news.release/archives/ecec_03202026.pdf. Accessed May 21, 2026.

2 Bureau of Labor Statistics "Employment Cost Index, Continuous data." Data used was for civilian workers, total compensation for all industries all occupations current dollar index number. December 2025 Index (173.64), December 2024 Index (168.0). CBP estimates a 3.36% (173.64/168.0)-1) increase in 2025. Updated April 30, 2026. Available at <https://www.bls.gov/eci/tables.htm>. Accessed May 21, 2026. .

include quantification of hours, operational expenses (such as equipment overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information.

The estimated annual cost to the Federal Government associated with the review of this information collection is \$292,140. This is based on the number of responses that must be reviewed (54,000) multiplied by the time burden to review and process each response (5 minutes) = 4,500 hours multiplied by the average hourly loaded rate for other CBP employees ($\$64.92^3$) = \$292,140.

15. Explain the reasons for any program changes or adjustments reported in Items 12 or 13.

This is a new information collection.

16. For collection of information whose results will be published, outline plans for tabulation, and publication.

This information collection will not be published for statistical purposes.

17. If seeking approval to not display the expiration date, explain the reasons that displaying the expiration date would be inappropriate.

CBP will display the expiration date for OMB approval of this information collection.

18. “Certification for Paperwork Reduction Act Submissions.”

CBP does not request an exception to the certification of this information collection.

B. Collection of Information Employing Statistical Methods

No statistical methods were employed.

³ CBP bases this wage on the FY 2025 salary and benefits of the national average of other CBP Positions. Source: Email correspondence with CBP’s Office of Finance on June 11, 2026