

# ACE Portal and ACH Refunds FAQs

## For Importers:

- 1. Do I need an ACE Portal account to receive refunds electronically via ACH?**
  - a. If an importer is not currently set up to receive refunds via ACH, access to an ACE Portal account (with the Importer sub-account view) is required to authorize ACH refunds.
  - b. For help accessing the ACE Portal to enroll to receive refunds via ACH, review the [ACH Refund Enrollment Reference Sheet](#).
  - c. If an importer is already set up to receive refunds via ACH, ACE Portal access is not required. However, CBP strongly encourages importers to get ACE Portal access to review ACH authorization information.
- 2. Do I need to authorize ACH refunds via the ACE Portal if I have a current CBP Form 4811 on file identifying a broker who is authorized to receive refunds?**
  - a. No. However, CBP strongly encourages importers to verify that their “4811 notify party” is set up to receive refunds via ACH.
- 3. I have a CBP Form 5106 on file with CBP, but I do not have an ACE Portal account. How do I get one?**
  - a. If you do not have access to any ACE Portal account, use the [new automated ACE Portal application](#) to apply for an ACE Portal account with the importer sub-account view. For assistance using the new automated application, review the [Automated ACE Portal Application for Importers training guide](#).
  - b. If you have access to an existing ACE Portal account (that is not linked to your CBP Form 5106 record), complete the [ACE Portal Account Application Form](#) and send it to [ace.applications@cbp.dhs.gov](mailto:ace.applications@cbp.dhs.gov) to request a new account that is tied to your 5106 record.
- 4. I have multiple IOR numbers that vary by suffix code. Do I need to establish an importer sub-account view for each unique IOR number/suffix code combination and authorize ACH refunds for each one? If so, how do I do that?**
  - a. Yes, an importer sub-account is needed for each unique IOR number, even if the same bank account will be used. To access the importer sub-account for each unique IOR number, follow these steps:

i. Submit a request letter to CBP via email, on company letterhead, signed by the TAO or a legally authorized company official

*IMPORTANT: When submitting a request to add one or more sub-accounts to an existing top account, ensure that company information (e.g., company name, company address) in the request is provided exactly as it was on the originally submitted ACE Portal application form.*

ii. Provide the necessary information related to the requested sub-account(s), including a list of all the IOR numbers for which access is needed. The full list of IOR numbers may also be provided in the body of the email message.

iii. Submit the application form via email to [ACE.Applications@cbp.dhs.gov](mailto:ACE.Applications@cbp.dhs.gov).

#### **5. How do I create a notify party in the ACE Portal?**

a. For help creating a notify party, review the [ACE Portal: Create a Notify Party training guide](#)

#### **6. I attempted to create an ACE Portal account using the automated tool for creating an importer account and I received the following error message:**

*Importer with associated IR# does not have a contact email under ADDRESS - STREET*

#### **What should I do?**

a. This error indicates that the existing 5106 record does not include an email address. In this case, CBP advises that importers contact their Customs broker and request that the broker add an email address to the record using the 5106 record update transaction via EDI. After the email address is added, the importer can attempt again to use the automated tool for creating the ACE Portal importer account. If the error persists, contact [ACE.Support@cbp.dhs.gov](mailto:ACE.Support@cbp.dhs.gov).

### **All Trade Users:**

#### **1. What refund changes will occur on February 6, 2026?**

a. Beginning on February 6, 2026, CBP will issue all refunds electronically via Automated Clearing House (ACH) (subject to limited exceptions), as announced in the Electronic Refunds Interim Final Rule published January 2, 2026 in the Federal Register ( [FR Document 2025-24171](#)).

## **2. Is there a deadline to enroll in electronic refunds?**

- a. To avoid a refund rejection, a company should enroll before a potential refund is issued. In some cases, the process will involve several steps, potentially including requests for CBP to make changes to a company's ACE Portal account, so please allow sufficient time for enrollment.
- b. CBP stopped issuing paper checks and began issuing all refunds electronically (subject to limited exceptions) on February 6, 2026. February 6, 2026, was not a deadline to enroll. Potential refund recipients can still enroll.
- c. To monitor the status of refunds to your company, see the Trade REV-603 report in ACE Reports (accessible in the ACE Portal)

## **3. I already receive refunds from CBP via ACH. Do I need to do anything before February 6?**

- a. If an importer or authorized third party already receives refunds via ACH, no further action is required. However, CBP recommends reviewing current ACH refund authorization information in the ACE Portal to ensure that the information is accurate. For help getting an ACE Portal account, review the [ACH Refund Enrollment Reference Sheet](#).

## **4. How do I use the ACE Portal to confirm that I have successfully authorized ACH refunds?**

- a. To confirm ACH refund enrollment and see related bank information:
  - I. Log in to your ACE Portal account
  - II. Navigate to the Importer sub-account view
  - III. Select to the "ACH Refund Authorization" tab
  - IV. Click the red "Get Info/Refresh" button

**5. Can I use the new automated ACE Portal application tool to create a new ACE Portal account with the importer sub-account view?**

- a. Importers and customs brokers can use the new automated application if:
  - i. An individual or company has an existing 5106 record on file with CBP, and
  - ii. The individual or company does not have an existing ACE Portal top account, and
  - iii. The email address being used is not tied to an account with existing ACE Portal access

*REMEMBER: Before submitting an ACE Portal account application via the automated tool, coordinate with the individual who owns the email address listed on the existing 5106 record so that the email owner is prepared to retrieve and provide the applicable verification code.*

**6. I attempted to create an ACE Portal account using the new automated application tool for creating an importer sub-account and I received the following error message:**

***The EIN provided is in use and associated with an existing top account.***

**What should I do?**

- a. If an IR or EIN number is already associated with a top account (with or without any applicable suffixes), the automated account creation tool cannot be used to add the importer sub-account view. For information about the existing top account, including access to the importer sub-account view for a given suffix, contact [ACE.Support@cbp.dhs.gov](mailto:ACE.Support@cbp.dhs.gov).

**7. I attempted to enter my bank information and authorize ACH refunds in the ACE Portal and received an error. What should I do?**

a. **Possible error reason:** CBP will reject bank information if the bank routing number does not process FedACH payments. CBP advises that importers and other parties verify that applicable bank routing numbers process FedACH payments.

b. **Possible error reason:** As part of the ACH refund authorization process, CBP requires that foreign addresses (stored in the importer sub-account view) are properly formatted, according to the foreign country's address standards. CBP advises that importers and other parties review and verify that applicable address information is provided in the proper format.

**8. I entered my bank information in the ACH Refund Authorization tab and after logging into my ACE Portal account at a later time, I don't see my bank information when I select the ACH Refund Authorization tab. Why can't I see it?**

a. After completing the ACH refund authorization process, trade users must click the red "Get Info/Refresh" button to see their ACH refund information each time they navigate to the ACH Refund Authorization tab.

Here is the link to access this information on CBP website. [ACE Portal and ACH Refunds FAQs | U.S. Customs and Border Protection](#)

ACE Support if you are having issued with your ACE account click on the link below and review the ACE Portal Trade Users section. [ACE Support | U.S. Customs and Border Protection](#) to submit an email or call them directly at 866-530-4172.