

Automation of the ACE Portal Account Application Process for Importer Accounts (CBP-245)

Last updated: December 31, 2025



On October 30, 2025, U.S. Customs and Border Protection (CBP) automated the process for applying for a new Automated Commercial Environment (ACE) Secure Data Portal (ACE Portal) top account with the Importer sub-account view. For trade parties with an existing CBP Form 5106 (5106 record) on file with CBP and without existing ACE Portal account access, this enhancement modernized the process for accessing the Importer sub-account features available in the ACE Portal.

IMPORTANT: *Under the Importer sub-account view, trade users can manage their bank information, which is necessary for receiving electronic refunds from CBP via Automated Clearing House (ACH). Learn more about this feature in the [ACE Portal ACH Refund Enrollment Information Notice](#). CBP strongly encourages those who receive refunds or may receive refunds from CBP to obtain an ACE Portal account with the Importer sub-account view to prepare for CBP’s transition to electronic-only refund transactions on February 6, 2026.*

What will change for trade users?

Previously, importers and other trade parties (who have previously submitted CBP Form 5106 but do not have an ACE Portal account) could only apply for a new top account with the Importer sub-account view by emailing a completed application form to CBP. On October 30, CBP released a new webform application that streamlined the process for setting up a new account with the Importer sub-account view, similar to the webforms that were previously released for the Exporter and Protest Filer sub-account views.

Refer to the table below for an overview of the options for obtaining an ACE Portal account with the Importer sub-account view.

Accessing the Importer View in the ACE Portal

	CBP Form 5106 on File	<u>No</u> CBP Form 5106 on File
<u>No</u> Existing ACE Portal Account Access	Complete the modernized application webform	Step 1: Complete CBP Form 5106 or contact a customs broker to create the 5106 record electronically Step 2: Complete the modernized application webform
Existing ACE Portal Account Access	Review the Managing an ACE Portal Account webpage for instructions on how to add the Importer sub-account view to an existing ACE Portal account	Step 1: Complete CBP Form 5106 or contact a customs broker to create the 5106 record electronically Step 2: Review the Managing an ACE Portal Account webpage for instructions on how to add the Importer sub-account view to an existing ACE Portal account



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Note: When applicants use the modernized application tool, CBP will verify the applicant by sending a verification code to the email address that is listed on the 5106 record on file with CBP. CBP advises all parties with 5106 records on file with CBP to ensure that the contact information listed, including email address and phone number, is current. Further, for importers' 5106 records that are managed by customs brokers, brokers should ensure that current importer contact information is provided. For more information related to CBP Form 5106, review the [Importer Create/Identity Form \(CBP Form 5106\) FAQ webpage](#).

What additional resources are available?

- **Training**
 - To prepare users for this deployment, CBP will publish a Quick Reference Guide (QRG) on the [ACE Training and Reference Guides webpage](#).
- **Deployment Support Calls**
 - CBP will conduct a deployment support call for the trade community on the following dates:
 - November 5, 2025
 - 2:00 PM ET
 - [Join via Microsoft Teams](#)
- **Additional Support**
 - For questions about accessing the ACE Portal, contact ACE.Support@cbp.dhs.gov.
 - For questions about submitting CBP Form 5106, contact bondquestions@cbp.dhs.gov.
 - For other CBP Form 5106-related questions, contact otentrysummary@cbp.dhs.gov.

