



Electronic Refund Enrollment in CBP's ACE Portal

Importers and other companies (including CBP Form 4811 "Notify Parties") that may receive customs-related refunds from U.S. Customs and Border Protection (CBP) can sign up and manage Automated Clearing House (ACH) refund information via an Automated Commercial Environment Secure Data Portal (ACE Portal) account.

Follow the steps below to access CBP's ACH refund features:

Step 1: Ensure ACE Portal Access with the Importer Sub-account View

- For companies with an existing ACE Portal account that includes the Importer sub-account, proceed to Step 2.
- For companies with an existing ACE Portal account that does not include the Importer sub-account, learn how to request the Importer sub-account on [CBP's Managing an ACE Portal Account webpage](#).
- For companies without ACE Portal access:
 - **IMPORTANT:** First, ensure that CBP's importer (Form 5106) record for your company is up-to-date and includes an email address associated with your company's physical (not mailing) address. *This email address is required for authentication during the ACE Portal account application process.* If necessary, ask your customs broker to update this email address. Do not use your broker's email address.
 - Complete [CBP's Automated ACE Portal Account Application](#) to create an account with the Importer sub-account view.
*Note: This automated application is only for companies with importer (Form 5106) records that are **not** associated with an existing ACE Portal account*

For help completing the automated application, review [CBP's Importer Account Application training guide](#).

Step 2: Use the ACE Portal to Authorize and Manage Electronic Refunds

- Log in to your ACE Portal top account as your company's ACE Portal Trade Account Owner (TAO) or another authorized account user.
- Navigate to the Importer sub-account view and locate the ACH Refund Authorization tab.
- View, add, and update U.S. bank information for receiving refunds.

For help using the ACH refund features in the ACE Portal, review CBP's [ACH Refund Authorization training guide](#).

Related Training Guides

[ACE Portal Importer Account Application](#)



[ACE Portal ACH Enrollment Tool](#)



[ACE Refund Report](#)



REMEMBER: ACE Portal users with Importer sub-account access can run the REV-603 Trade Refund report in ACE Reports to view data about pending and successful refunds. For help running the report, review the [ACE Refund Report training guide](#). An ACE Report to view data about rejected refunds is being developed.