



Applying for an ACE Secure Data Portal Account

If you are applying for an ACE Portal Account, confirm your company does not already have an account. Your Account Owner or their proxies are able to establish individual user profiles within the account to allow access to the ACE Portal.

<https://www.cbp.gov/trade/automated/getting-started/portal-applying>

If you have an ACE Portal account and your IOR number is not listed in the importer account(s) view, you need to complete the ACE Secure Data Portal Account Application form. On the form, indicate that you are changing an active account at the top, and ensure you select the O (Other view) radio button for the Importer IOR#.

<https://www.cbp.gov/document/guidance/ace-secure-data-portal-account-application>

U.S. Based Importer of Record – Process

Only US Importers with an established ACE Portal account, who have a designated “Trade Account Owner (TAO)”, will be able to update the Ace Portal with their bank account information. No other Ace Portal users under the Importer’s account will be granted access to update the banking information.

Steps to ensure that Importers are ready to receive electronic refunds:

As the TAO, log in to your ACE Portal account navigate to the Importer sub-account view and locate the ACH Refund Authorization tab

CBP form 5106

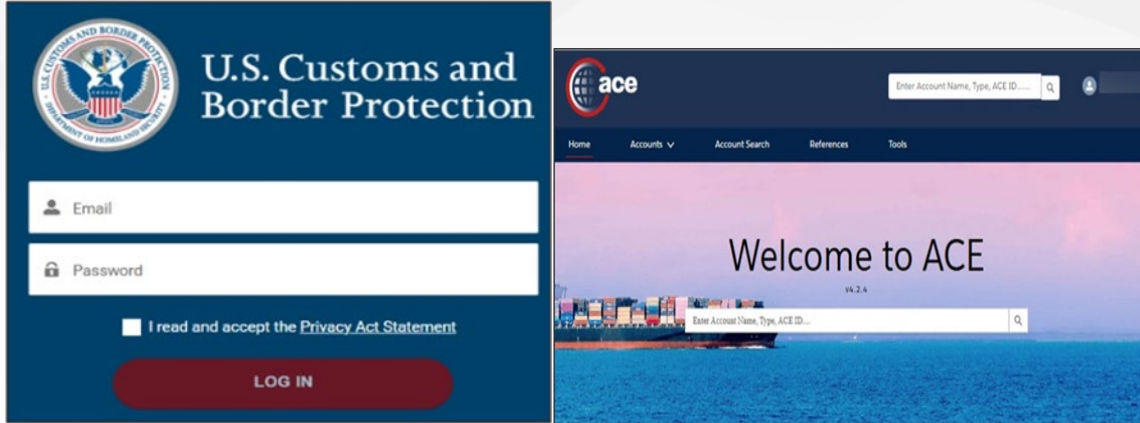
Every Importer will need to make sure US Customs has the Trade Account Owner (TAO)’s name and email address on file in their ACE Portal account. This name and email address will need to match the TAO user they have on record. If it does not match, then this new process will fail.

Trade Users under 4811 Notify Parties

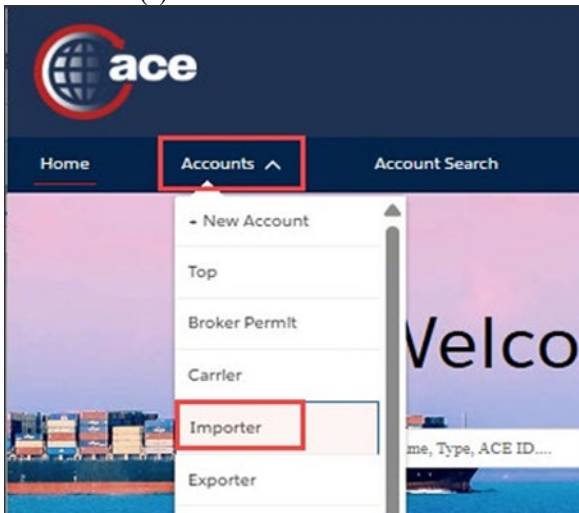
Parties who receive or may receive refunds on behalf of Importers are designated the title of “4811 Notify Parties”. Broker companies who are the named party by Importer of Record (IOR) number with a CBP Form 4811- Special Address Notification authorization to receive refunds on file in ACE must request importer record view access to their associated importer record. Once importer view access is granted, the ACH Refund Authorization tab can be used to enter their ACH banking information.

Add and Update ACH Bank Account Information

Log in to the ACE Portal as the Trade Account Owner (TAO). The ACE Portal home page displays.



In the ACE Portal home page, in the Accounts drop-down menu at the top, select Importer to list your importer or IOR account(s).



TIP: If you know the name of the importer account, type it in the Global Search field. If you recently viewed the importer account, select it from the Recently Viewed Accounts pane.

In the Importer Accounts list, in the Account Name column, select the importer account name to which you want to add the ACH bank information.

PEOPLE
MAKE THE
DIFFERENCE



Account Name	AKA/DBA/DIV	Identification Type	Identification Nu...	Status	ACE ID
1 Canterbury9	151	Employer ID Number (...)	34-5678095	EIN Pending	0000257843
2 Stained Glass Inc		CBP Assigned Number	253801-07316	Active	0000340096
3 Bob the Importer	Bob Incorporated	Social Security Number...	541-54-2463	Active	0000213425
4 MEHEDY IMPORT TEAM 007		Employer ID Number (...)	10-101120223	EIN Pending	0000255005

NOTE: Use the Search Filters pane to filter the list of importer accounts. In the Keyword Search field, type a partial or full importer account name or identification number and select the Search button. A wild card character is not required.

Account Name	AKA/DBA/...	Identificati...	Identificati...	Status	ACE ID
1 Stained Glass Inc		CBP Assigned N...	253801-07316	Active	0000340096

Keyword Search
glass

Search Filters

Account Name
Account Name...

Identification Type
Select One...

Identification Number
Identification Number...

Status
Status...

Search Clear

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In the Account Name pane, select the ACH Refund Authorization tab.

Account Name
Stained Glass Inc

Record Type Name: Importer
ACE ID: 0000340096
IR #: 253801-07316
Status: Active

Forms Reports

Details Contacts Addresses Related Businesses Notify Parties Drawback Bonds Declarations Statements **ACH Refund Authorization**

▼ Importer Information

Account Name	Full Legal Importer Name
Stained Glass Inc	
ACE ID	Taxpayer ID Type
0000340096	CBP Assigned Number
IR #	Center ID
253801-07316	CEE008 - Consumer Products and Mass Merchandising
Entries Per Year	Organizational Structure
	Individual

NOTE: Use the More tab to display the dropdown menu of additional tabs to select ACH Refund Authorization.

Drawback Bonds Declarations **More**

Statements

ACH Refund Authorization

To add the initial bank information, in the ACH Refund Authorization tab:

Details Contacts Addresses Related Businesses Notify Parties **ACH Refund Authorization** More

Get Info/Refresh

a. Select the Get Info/Refresh button to check for existing bank information.

NOTE: If the ACH bank information has not been added, a warning message: No ACH data found displays.

No ACH data found ×
This company does not currently have ACH information on file to receive refunds from CBP.



Also, the Add ACH Info button displays.

A screenshot of a navigation menu with the following items: Details, Contacts, Addresses, Related Businesses, Notify Parties, **ACH Refund Authorization**, and More. Below the menu are two buttons: 'Get Info/Refresh' on the left and 'Add ACH Info' on the right, which is highlighted with a red border.

- b. Select the Add ACH Info button to add the bank information.
- c. In the Submit Banking Information (US Banks Only) pane:

A screenshot of a form titled 'Submit Banking Information (US Banks Only)'. The form contains the following fields:

- *Bank Control Key: A drop-down menu with 'Select' as the current value.
- *Bank Routing Number (must be 9 digits): A text input field.
- *Re-enter - Bank Routing Number (must be 9 digits): A text input field.
- *Bank Account Number (up to 17 digits): A text input field.
- *Re-enter - Bank Account Number (up to 17 digits): A text input field.

At the bottom right of the form are two buttons: 'X Cancel' and 'Submit'.

- i. In the *Bank Control Key drop-down menu, select the bank account type.
- ii. In the *Bank Routing Number (must be 9 digits) field, type the bank routing number.
- iii. In the *Re-enter - Bank Routing Number (must be 9 digits) field, type the bank routing number again. NOTE: An error message displays if the re-entered bank routing number does not match the initial number entered.
- iv. In the *Bank Account Number (up to 17 digits) field, type the bank account number.
- v. In the *Re-enter - Bank Account Number (up to 17 digits) field, type the bank account number again.

NOTE: An error message displays if the re-entered bank account number does not match the initial number entered.

- vi. Select the Submit button.

NOTE: If the bank routing number entered is not valid, an error message Bank Master does not exist for supplied Bank Routing No displays.

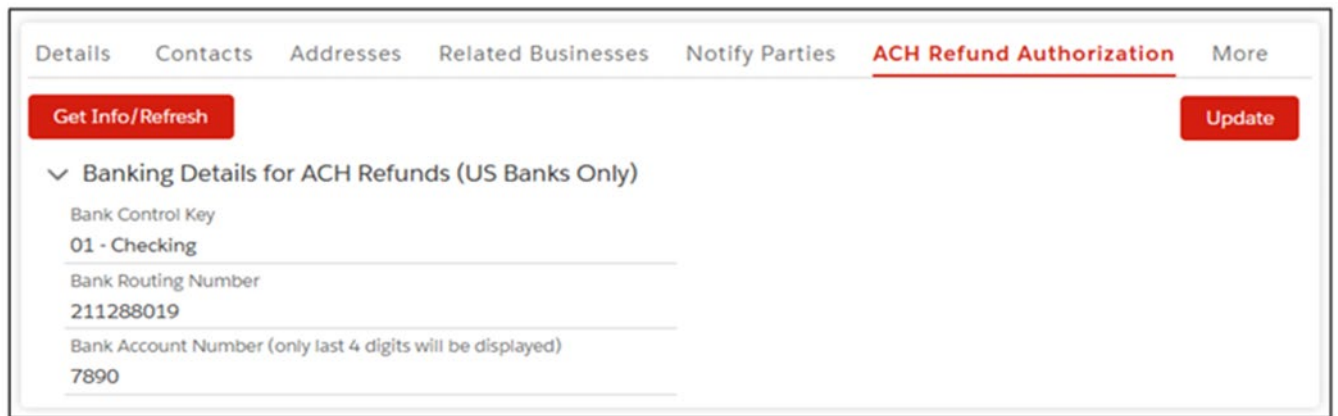
PEOPLE
MAKE THE
DIFFERENCE



The ACH info submitted successfully. Click “Get Info/Refresh” to view the updated info message displays.



vii. Select the Get Info/Refresh button to display the bank information. The Banking Details for ACH Refunds (US Banks Only) section displays the added bank information.



NOTE: Only the last four digits of the account number display.

To view and update the existing bank information, in the ACH Refund Authorization tab:





- a. Select the Get Info/Refresh button to retrieve the existing bank information. The Banking Details for ACH Refunds (US Banks Only) section displays the bank information returned from the CBP financial system and the Update button displays.

Details Contacts Addresses Related Businesses Notify Parties **ACH Refund Authorization** More

Get Info/Refresh **Update**

▼ Banking Details for ACH Refunds (US Banks Only)

Bank Control Key
01 - Checking

Bank Routing Number
211288019

Bank Account Number (only last 4 digits will be displayed)
7890

- b. Select the Update button to update the ACH bank information. The Submit Banking Information (US Banks Only) pane displays.

Submit Banking Information (US Banks Only)

*Bank Control Key
Select ▼

*Bank Routing Number (must be 9 digits) *Re-enter - Bank Routing Number (must be 9 digits)

*Bank Account Number (up to 17 digits) *Re-enter - Bank Account Number (up to 17 digits)

✕ Cancel Submit

- c. Enter the updated bank information.
- d. Select the Submit button.

NOTE: If the bank routing number entered is not valid, an error message Bank Master does not exist for supplied Bank Routing No displays. The ACH info submitted successfully. Click “Get Info/Refresh” to view the updated info message displays:

✓ **Success** ✕
ACH info submitted successfully. Click "Get Info/Refresh" to view the updated info



e. Select the Get Info/Refresh button to display the bank information. The Banking Details for ACH Refunds (US Banks Only) section displays the updated bank information.

The screenshot shows a web interface with a navigation bar at the top containing 'Details', 'Contacts', 'Addresses', 'Related', and 'More'. The main content area is titled 'ACH Refund Authorization' and includes a 'Get Info/Refresh' button on the left and an 'Update' button on the right. Below the button is a section titled 'Banking Details for ACH Refunds (US)' which contains the following information:

- Bank Control Key: 02 - Savings
- Bank Routing Number: 322280993
- Bank Account Number (only last 4 digits will be displayed): 7890

A context menu is open over the 'Banking Details for ACH Refunds (US)' section, displaying the following options:

- Copy text
- Edit or format text
- Aa Bold, italics, & more >
- Simplify
- Define
- Ask AI Assistant

Below the 'Ask AI Assistant' option, there is a small disclaimer: 'By using AI Assistant, you agree to [Generative AI User Guidelines](#)'.



Important Key Facts & Prerequisites

- **Mandatory Electronic Refunds:** CBP no longer issues paper checks. You must enroll in ACH refunds to receive overpayment returns.
- **Form 5106 Email Match Requirement:** If you are applying for a new ACE Portal account using the automated application tool, **the email address you use must exactly match the email address listed on your CBP Form 5106** on file with CBP. CBP sends a mandatory verification code to this specific email address.
- **Account View Requirement:** You must have an ACE Portal account with the **Importer** sub-account view to authorize ACH refunds.
- **Security:** Banking information is not stored directly in the ACE Portal; it is securely transmitted and maintained in CBP's financial system.

Step-by-Step Instructions: Adding ACH Refund Information

Step 1: Log in to the ACE Portal

- Access the ACE Secure Data Portal using your Trade Account Owner (TAO) credentials or as a user with granted "Full Access" permissions.

Step 2: Navigate to the Importer Account

- From the ACE Portal home page, click the **Accounts** drop-down menu at the top.
- Select **Importer** to view a list of your importer or Importer of Record (IOR) accounts.
- Click on the specific **Account Name** to which you want to add your ACH bank information. *(Note: If you have multiple IOR numbers, an importer sub-account is needed for each unique IOR number/suffix code combination).*

Step 3: Access the ACH Refund Authorization Tab

- In the Account Name pane, select the **ACH Refund Authorization** tab. *(If it is not visible, check under the "More" tab).*

Step 4: Check for Existing Information

- Click the red **Get Info/Refresh** button.
- If banking details are already on file, they will display here. If no data exists, a warning message ("No ACH data found") will appear alongside an **Add ACH Info** button.

Step 5: Enter Banking Details

- Click the **Add ACH Info** button.
- In the *Submit Banking Information (US Banks Only)* pane, enter the following:
 - **Bank Control Key:** Select your bank account type (Checking/Savings).
 - **Bank Routing Number:** Enter your 9-digit routing number (you will be asked to re-enter this to confirm).



- **Bank Account Number:** Enter your account number up to 17 digits (you will be asked to re-enter this to confirm).
- Click **Submit**.
- Click **Get Info/Refresh** one last time to confirm your details have been saved successfully. Only the last four digits of your account number will be visible.

Support & Contact Information

Please note: Only CBP can assist with ACE Portal access, Form 5106 updates, and backend ACH refund system errors. Third-party providers or brokers cannot reset your portal or bypass the email verification process. If you require assistance, please use the appropriate CBP contact below:

- **For ACE Portal Login, Application, or Access Errors:** * Email: ACE.Support@cbp.dhs.gov
 - Phone: (866) 530-4172 (ACE Account Service Desk)
 - *Note: If you need to request sub-account access for existing accounts, email applications to ACE.Applications@cbp.dhs.gov.*
- **For ACH Bank Routing Errors & Refund Inquiries:**
 - Email: GMB.ACHREFUNDSUPPORT@CBP.DHS.GOV or RevenueRefunds@cbp.dhs.gov
 - Phone: (317) 298-1200, extension 1178 (or ext. 4015)
- **For CBP Form 5106 Questions:**
 - Email: bondquestions@cbp.dhs.gov or otentrysummary@cbp.dhs.gov