



Below guidance will assist importers in setting up the Electronic Refund Enrollment Process and apply for an ACE Portal Account to receive Electronic Refunds.

- For importers and other parties who may receive CBP-issued refunds after February 5, 2026, review [CBP's Electronic Refund Enrollment Reference Sheet](#) and take any necessary steps to ensure readiness for this mandatory transition.



## CBP Modernizes Electronic Refund Enrollment Process

U.S. Customs and Border Protection (CBP) recently improved the Automated Clearing House (ACH) refund sign-up process in support of [Executive Order 14247](#) and the mandatory transition to electronic refunds on February 6, 2025, as announced in the Federal Register. To authorize ACH refunds, the trade community must now use the Automated Commercial Environment Secure Data Portal (ACE Portal). Learn more below about how to get an ACE Portal account and use the new ACH refund authorization tool.

<b>Step 1: Ensure ACE Portal Access with the Importer Sub-account View</b> <ul style="list-style-type: none"><li>For ACE Portal trade account owners (TAO) with importer sub-account access, proceed to Step 2.</li><li>For ACE Portal TAOs without the importer sub-account view, learn how to add the importer sub-account view on the <a href="#">Managing an ACE Portal Account</a> webpage.</li><li>For those who receive refunds but do not currently have ACE Portal account access, use the <a href="#">new automated application</a> to create a top account with the importer sub-account view. Check out this <a href="#">Information Notice</a> to learn more about the modernized application tool and related training resources.</li></ul> <p>ACE Portal users must have a current CBP Form 5106 record on file with CBP to access the Importer sub-account view</p> <p><b>Information Notice:</b> Modernized ACE Portal Importer Account Application</p> <p><b>Training Guide:</b> Modernized ACE Portal Importer Account Application</p>  	<b>Step 2: Use the ACE Portal to Manage ACH Refund Information</b> <ol style="list-style-type: none"><li>Log in to your ACE Portal top account as TAO or as an authorized Proxy TAO or Trade Account User.</li><li>Navigate to the importer sub-account view and locate the <i>ACH Refund Authorization</i> tab.</li><li>View, add, and update U.S. bank information for receiving refunds.</li></ol> <p>For more information and training resources, review this <a href="#">Information Notice about the new ACH tab</a>.</p> <p>CBP Form 4811 "Notify Parties" will continue to receive paper checks until February 6, 2026. However, "notify parties" may apply anytime for an ACE Portal importer sub-account and enter their bank information to prepare to begin receiving electronic refunds on February 6, 2026.</p> <p><b>Information Notice:</b> New ACE Portal ACH Enrollment Tool</p> <p><b>Training Guide:</b> New ACE Portal ACH Enrollment Tool</p>  
<p><b>REMEMBER:</b> ACE Portal users with importer sub-account access can run the REV-603 Trade Refund report in ACE Reports to view refund data. For help running the report, review the <a href="#">ACE Refund Report Quick Reference Card</a></p>	<p><b>Information Notice:</b> ACE Refund Report</p> 

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## **Frequently Asked Questions**

### **Which trade users are affected and how should they prepare for this change?**

- Importers who receive or may receive refunds.
- Parties who receive or may receive refunds on behalf of importers (as designated via CBP Form 4811), also known as a “4811 Notify Party”.

### **Is a US Bank Account Required?**

- All applicants are required to use a U.S. bank account and must provide the relevant account information.
- Importers without a U.S. bank account must either open a U.S. bank account or designate a third party with a U.S. bank account consistent with 31 U.S.C. 3332(g).
- A Foreign bank account may qualify if the foreign bank has a US branch/affiliated entity. The Account must also be a US Dollar (\$) bank account for CBP and Bank Account must be connected to that US Branch and have an ABA that is US Based.

### **How do I add my ACH Refund Information to an existing ACE Portal?**

- Importer must have an ACE Portal Account **with an Importer Sub-Account**.
  - For ACE Portal **without the importer sub-account view**, learn how to add the importer sub-account view on the [Managing an ACE Portal Account webpage](#). Navigate to: Adding Sub-Account Types or Account Identifiers to an Existing ACE Portal Account.
- Only the Trade Account Owner (TAO) can access the ACH Refund Authorization Tab unless the TAO provisions other users to have access to ACH Refund Authorization Tab.
  - [\*\*CSMS # 67129332 - Now Available: Expanded User Access to ACE Portal Refund Authorization Feature\*\*](#)  
Using the ACE Portal’s user management tool, TAOs have the option to authorize Proxy Trade Account Owners (PTAO) and Trade Account Users (TAU) to access the ACH Refund Authorization tab:  
[\*\*ACE Portal: User Management\*\*](#)
    1. Trade Account Owner (TAO) or authorized user to the ACE Refund Authorization Tab log in to your ACE Portal account.
    2. Navigate to the Importer sub-account view and locate the *ACH Refund Authorization* tab and follow the instructions found at:

## [\*\*ACE Portal - ACH Bank Information for Electronic Refunds\*\*](#)

This guide provides information to add, view, and update ACH bank Information in the Importer view



### **How do I obtain an ACE Importer Portal Account if I do not have one?**

- For those who receive refunds but do not currently have ACE Portal account access, use the [new automated application](#) to create a top account with the importer sub-account view.
- Check out this [Information Notice](#) to learn more about the modernized application tool and related training resources.
- We recommend that you not only obtain an ACE Portal Account to obtain electronic refunds but also to monitor your trade compliance through available ACE Reports.

### **Note: When applying for a new ACE Portal Account via the automated application process.**

- CBP will verify the applicant by sending a verification code to the email address that is listed on the 5106 record (Importer Record on file in the CBP System).
  - An email message is sent to the point of contact (POC) listed on the existing importer account to verify that the individual applying for the new account is in fact an employee of the importer.
  - The email on file will become the ACE Portal Trade Account Owner (TAO).
- A new ACE Importer account will **not be** created if one of the following is true:
  - Importer account (i.e., the 5106 record) is not on file
  - POC's email address is not present in the CBP system
  - POC does not respond to the system-generated email
  - Email is already tied to an existing ACE Account Owner or Account User
  - Company Name provided does not match the company name on file with CBP

- Trouble Creating an Account?
  - Importer should ensure that the contact information listed in CBP system, including email address and phone number, is current.
  - Ask your customs broker to provide a Bond Query that shows Company Name and Address on file with CBP.
  - Complete a 5106 and provide it to your customs broker to update the email contact for the TAO with CBP electronically.

### [\*\*Importer Create/Update Identity Form \(CBP Form 5106\) FAQ\*\*](#)

#### **Does an IOR have to be on ACH Debit or Credit to pay duty in order to be on ACH Refund?**

No, the way duty is paid is not related to the ACH Refund process. However, we strongly recommend all duty be paid by the importer via ACH.

#### **How do I track my ACH Refunds?**

ACE Portal users with importer sub-account access/Broker Access can run the REV-603 Trade Refund report in ACE Reports to view refund data. For help running the report, review the [\*\*ACERefund Report Quick Reference Card\*\*](#)

Today's Date		12/13/2025	Entry Number													
Total Refunds			C/O is the 4811 Party													
Total Refund Amount																
Refund ID	Filer Code	Payee ID	Company Name	C/O	Address	Refund Date	Refund Status	Refund Secondary Status	Refund Type	Document Number	Total Refund Amount	Check Number / ACH Trace Number	Check or ACH	Center ID	Team Number	Port Code
						XXXX/20XX/TRANSMITTED	Treasury Issued	Entry Liquidation	XXXXYYYYYYYY	\$0.00	0713X0X	ACH	PNDING	JBN	3802	
			C/O			XXXX/20XX/TRANSMITTED	Treasury Issued	Entry Liquidation	XXXXYYYYYYYY	\$0.00	6997X0X	Check	CEE010	JBO	3802	
						XXXX/20XX/TRANSMITTED	Treasury Issued	Entry Liquidation	XXXXYYYYYYYY	\$0.00			PNDING	AEZ	0212	

Note: If a refund rejects “solely due to failure to provide CBP with the necessary banking information to effectuate the electronic refund” it will be reflected on the REV-603 report as “**Reject No ACH**” in the “Refund Secondary Status” column

## **Does each Importer IRS Number need to be updated with the ACH Refund Authorization?**

Yes, the U.S. Bank Account must be added at each 5106 EIN + Suffix level individually. Some importers have different bank accounts at the suffix level and each 5106 is treated individually.

## **What should a Foreign Importer of Record consider?**

Foreign importers will need to obtain a U.S. bank account or authorize their broker to receive refunds on their behalf via the 4811 (Notify Party) process.

## **What does the CBP Form 4811 (Notify Parties) do?**

An importer may designate a third party, such as a licensed customs broker, via CBP Form 4811 (Special Address Notification), to receive refunds on the importer's behalf. This is a two-step process.

1. Submission of CBP Form 4811
2. Identification of the 4811 Notify Party on Entries

After an IOR or broker acting as the IOR's agent has verified that CBP has processed CBP Form 4811, they may file entries listing the Designated Agent as the 4811 Notify Party. The Agent's Number must be listed as the 4811 Notify Party on subsequent entry summaries that are intended to be covered by CBP Form 4811.

For additional guidance on the "4811 Notify Party" authorization process, review: [\*\*Trade Information Notice: ACE Portal Feature for Trade Users to Add Notify Parties\*\*](#)

Please reach out to Deringer for additional information on the 4811 process.

## **Additional Support**

- For CBP refund-related questions, contact [revenuerefunds@cbp.dhs.gov](mailto:revenuerefunds@cbp.dhs.gov) or call 317-298-1200 ext. 4015.
- For ACE Portal questions, contact the ACE Account Service Desk (ASD) at 866-530-4172 or [ace.support@cbp.dhs.gov](mailto:ace.support@cbp.dhs.gov)

## **Is there any waiver for this requirement?**

CBP will not issue any refunds by check, unless a waiver has been approved Subject to extremely limited exceptions: eCFR :: 31 CFR 208.4 -- Waivers.