



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 a current email address. *This email address is required for authentication during the ACE Portal account application process.* Your broker can update this email address digitally through ACE ("TF" in the Importer Create/Update transaction). On the paper Form 5106, it should go in box 2E. 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*

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.

Monitoring Refunds: ACE Portal users with Importer sub-account access can monitor refund activity using ACE Reports. The REV-603 Trade Refund report covers successful refunds. The Rev-613 ACH Rejected Refunds report covers refunds rejected because the recipient was not enrolled in ACH Refunds. For more information about rejected refunds, see [Replacement Refund Instructions](#).

Resources

[Video: Applying for an ACE Portal Importer Account and Enrolling in ACH Refunds](#)



[Guide: Applying for an ACE Portal Importer Account](#)



[Guide: Enrolling in ACH Refunds](#)



[Guide: Using ACE Refund Reports](#)



[Frequently Asked Questions](#)

