



ACE Portal

ACH Bank Information for Electronic Refunds

December 2025



U.S. Customs and
Border Protection





INTRODUCTION

Executive Order (E.O.) #14247, *Modernizing Payments To and From America's Bank Account* was issued on March 25, 2025. The E.O. mandates that the U.S. Treasury no longer issues paper checks. In accordance with E.O. #14247, CBP will transition from issuing paper refund checks to utilizing the Automated Clearing House (ACH) system to issue refunds via Electronic Funds Transfer (EFT). The ACE Portal **ACH Refund Authorization** tab within the Importer Account view enables members of the trade community to input their banking account information to receive electronic refunds.

- ACE Portal Trade Account Owners (TAOs) with an associated importer account view use the **ACH Refund Authorization** tab in the Importer Account to add their ACH bank account information to receive refunds.
 - TAOs can authorize **Read-Only** or **Full Access** permission to Proxy Trade Account Owners (PTAOs) and Trade Account Users for the **ACH Refund Authorization** tab in an Importer Account.
 - Customhouse 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.
- The **ACH Refund Authorization** tab allows users with appropriate access to search for existing ACH banking information.
 - If there is data on-file, when the **Get Info/Refresh** button is selected, the banking information displays in the **Banking Details** fields.
 - If no banking information is found, the **Add ACH Info** button displays to add the banking information to the importer account.
 - If any ACH banking information changes, a user with **Full Access** permission to the **ACH Refund Tab** must make those updates to ensure accurate refund processing.



NOTE: Banking information is not stored in the ACE Portal. It is maintained in CBP's financial system.

- If you are new to the ACE Portal and need to request an ACE Portal account, reference the [Apply for an ACE Secure Data Portal Account](#) page on cbp.gov to complete the request form. For a broker applying for an ACE account, in order to add your ACH bank account information, you must request a view of your importer record(s) based on the IOR# named on a CBP Form 4811.
- 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#.

1. Importer/Broker/Importer/Surety:

If you are requesting to participate as a Third Party Truck Manifest Preparer, please enter your CBP-assigned manifest preparer code in the first SCAC field in part 4d (Truck Carrier). To obtain a manifest preparer code, contact ACE Support at ACE.Support@cbp.dhs.gov or 866-530-4172.

Primary or Other view - **Select only ONE Primary View**

a. Importer P O NA IR#:

For detailed information about accessing and navigating the ACE Portal, reference the [ACE Portal Account Types](#) training guide in the [ACE Training and Reference Guides](#) page on cbp.gov.



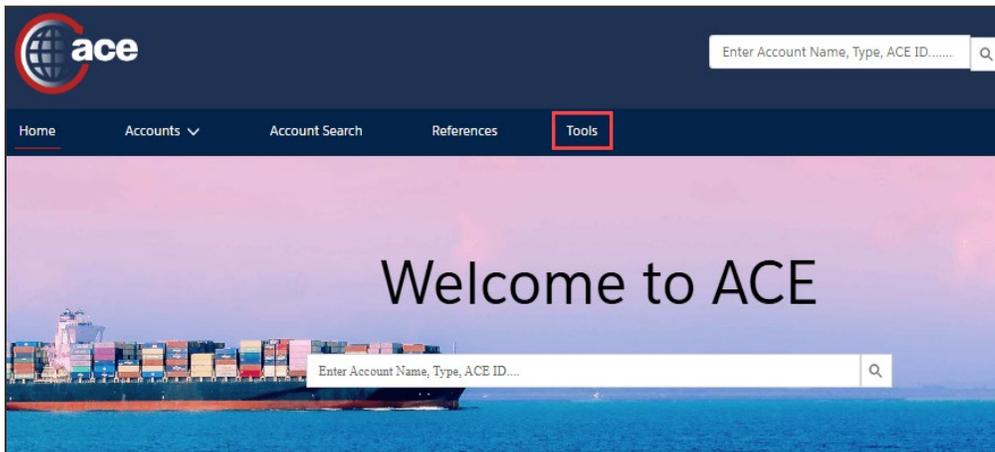
AUTHORIZE USER ACCESS TO THE ACH REFUND AUTHORIZATION TAB

1. Log in to the ACE Portal as the TAO.

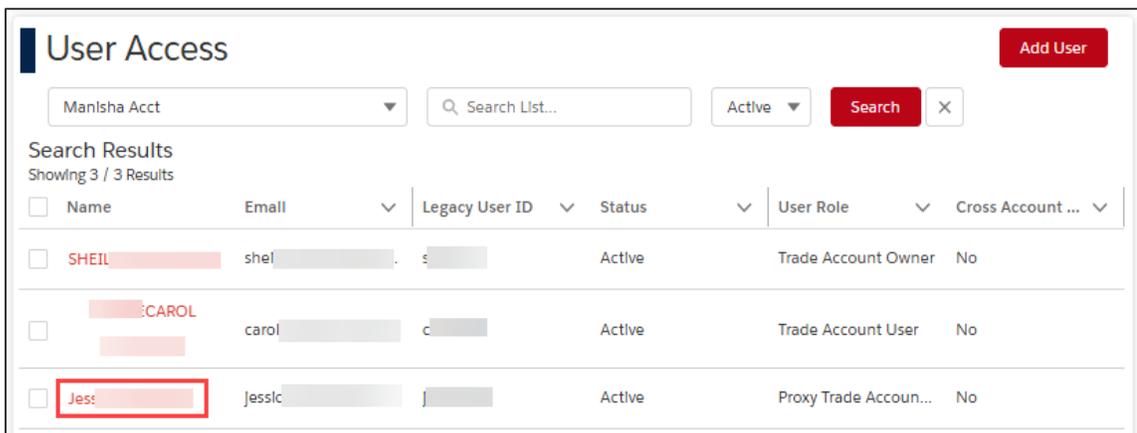


The login page for the ACE Portal features the U.S. Customs and Border Protection logo and the text "U.S. Customs and Border Protection". It includes a login form with fields for "Email" and "Password", a checkbox for "I read and accept the Privacy Act Statement", and a "LOG IN" button.

2. In the ACE Portal home page, select the **Tools** tab.



3. In the **User Access** pane, in the **Search Results** list, in the **Name** column, select the PTAO or trade account user to authorize access to the **ACH Refund Authorization** tab.



The "User Access" pane shows a search filter for "Manisha Acct" and a search button. Below the search results, a table lists users with columns for Name, Email, Legacy User ID, Status, User Role, and Cross Account. The "Name" column is highlighted with a red box, and the user "Jess:" is selected.

<input type="checkbox"/>	Name	Email	Legacy User ID	Status	User Role	Cross Account ...
<input type="checkbox"/>	SHEIL	shel	s	Active	Trade Account Owner	No
<input type="checkbox"/>	CAROL	carol	c	Active	Trade Account User	No
<input type="checkbox"/>	Jess:	jessic	j	Active	Proxy Trade Accoun...	No



- In the **User Name** pane, select the **Roles** tab.

User Name
Jessi

Legacy User Id J	User Email Jessi	User Type TRADE	Top Account Name Manisha Acct
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Details **Roles**

▼ User Information

Title	First Name Jessica
Last Name	Middle Name
Legacy User Id J	User Role Proxy Trade Account Owner
Top Account ACE Id	Top Account Name

- In the **Roles** tab, select the **Expand** > icon to the left of the **Importer** subaccount title.

Details **Roles**

Click below to set same access level for all SubAccount Types

Read-Only Access Full Access

View SubAccount Permissions Done

- > Broker/Filer
- > Carrier
- > Exporter
- > Facility Operator
- > Importer**

- In the **Importer** section, select the **Edit** button.

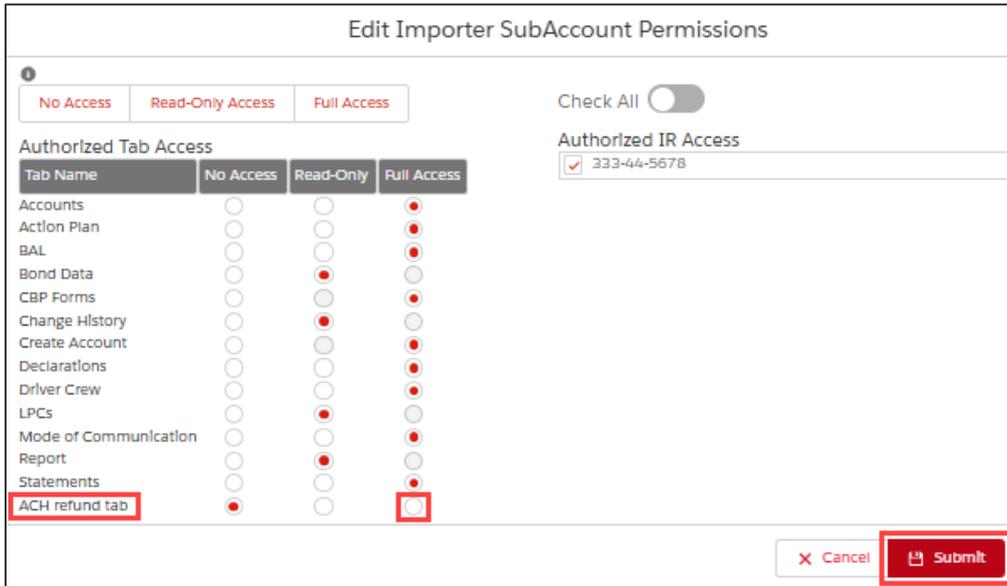
▼ Importer **Edit**

Authorized Tab Access	Authorized IR Access
Tab Name	Access
Accounts	Full Access
Action Plan	Full Access
BAL	Full Access
Bond Data	Read-Only
CBP Forms	Full Access
Change History	Read-Only
Create Account	Full Access
Declarations	Full Access
Driver Crew	Full Access
LPCs	Read-Only
Mode of Communication	Full Access
Report	Read-Only
Statements	Full Access
ACH refund tab	No Access

333-44-5678



7. In the **Edit Importer SubAccount Permissions** dialog box:



Tab Name	No Access	Read-Only	Full Access
Accounts	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Action Plan	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
BAL	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bond Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
CBP Forms	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Change History	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Create Account	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Declarations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Driver Crew	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
LPCs	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Mode of Communication	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Report	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Statements	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ACH refund tab	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

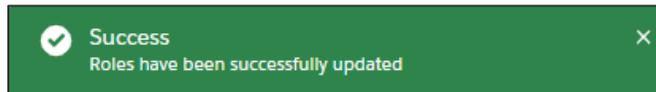
- a. In the **Tab Name** column, in the **ACH refund tab** row, select the radio button in the **Full Access** column.



NOTE: Full Access authorizes a user to view, add, and edit the ACH information. **Read-Only** authorizes a user to only view the ACH information.

- b. Select the **Submit** button.

The **Roles have been successfully updated** message displays.



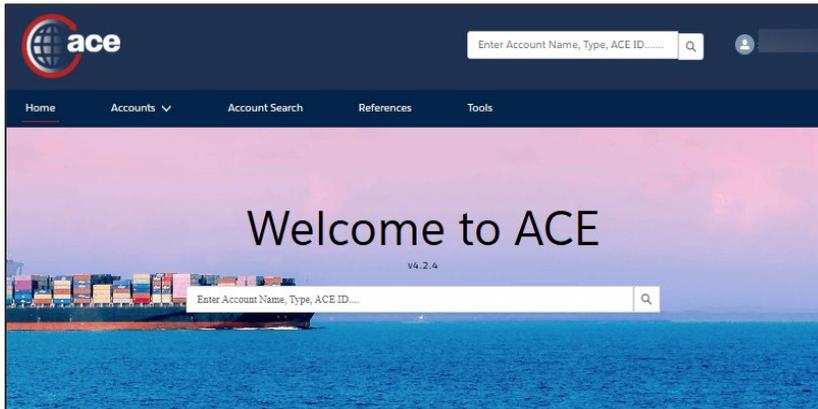
ADD AND UPDATE ACH BANK ACCOUNT INFORMATION

1. Log in to the ACE Portal.

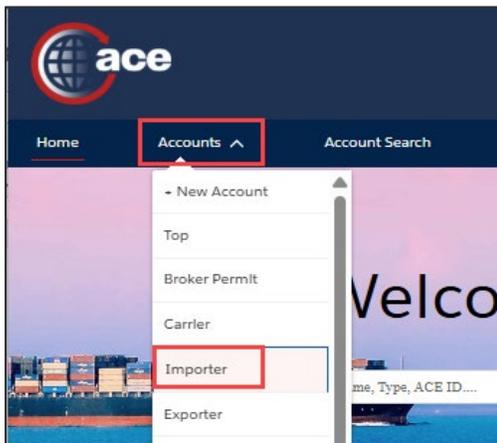




The ACE Portal home page displays.



2. 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.

3. 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.

	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.

Importer Accounts						Keyword Search	
Showing 1 / 1 Results						<input type="text" value="glass"/>	
Account Name	AKA/DBA/...	Identificati...	Identificati...	Status	ACE ID	Search Filters	
1	Stained Glass Inc	CBP Assigned N...	253801-07316	Active	0000340096	Search Filters Account Name <input type="text" value="Account Name..."/> Identification Type Select One... Identification Number <input type="text" value="Identification Number..."/> Status Status... <input type="button" value="Search"/> <input type="button" value="Clear"/>	

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

Account Name				Forms		Reports																	
Stained Glass Inc																							
Record Type Name	ACE ID	IR #	Status																				
Importer	0000340096	253801-07316	Active																				
<div style="display: flex; justify-content: space-between;"> Details Contacts Addresses Related Businesses Notify Parties Drawback Bonds Declarations Statements ACH Refund Authorization </div>																							
<div style="border: 1px solid gray; padding: 5px;"> <p>Importer Information</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Account Name</td> <td style="width: 50%;">Full Legal Importer Name</td> </tr> <tr> <td>Stained Glass Inc</td> <td></td> </tr> <tr> <td>ACE ID</td> <td>Taxpayer ID Type</td> </tr> <tr> <td>0000340096</td> <td>CBP Assigned Number</td> </tr> <tr> <td>IR #</td> <td>Center ID</td> </tr> <tr> <td>253801-07316</td> <td>CEE008 - Consumer Products and Mass Merchandising</td> </tr> <tr> <td>Entries Per Year</td> <td>Organizational Structure</td> </tr> <tr> <td></td> <td>Individual</td> </tr> </table> </div>								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
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Entries Per Year	Organizational Structure																						
	Individual																						



NOTE: Use the **More** tab to display the drop-down menu of additional tabs to select **ACH Refund Authorization**.

Drawback	Bonds	Declarations	More
<div style="border: 1px solid gray; padding: 5px;"> <p>Statements</p> <p style="border: 2px solid red; padding: 2px;">ACH Refund Authorization</p> </div>			

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

Details	Contacts	Addresses	Related Businesses	Notify Parties	ACH Refund Authorization	More
<input style="border: 2px solid red; padding: 5px 20px;" type="button" value="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.



Also, the **Add ACH Info** button displays.



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

- 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.

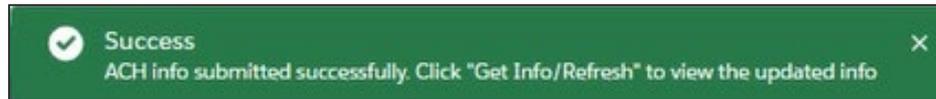


NOTE: If the bank routing number entered is not valid, an error message **Bank Master does not exist for supplied Bank Routing No** displays.



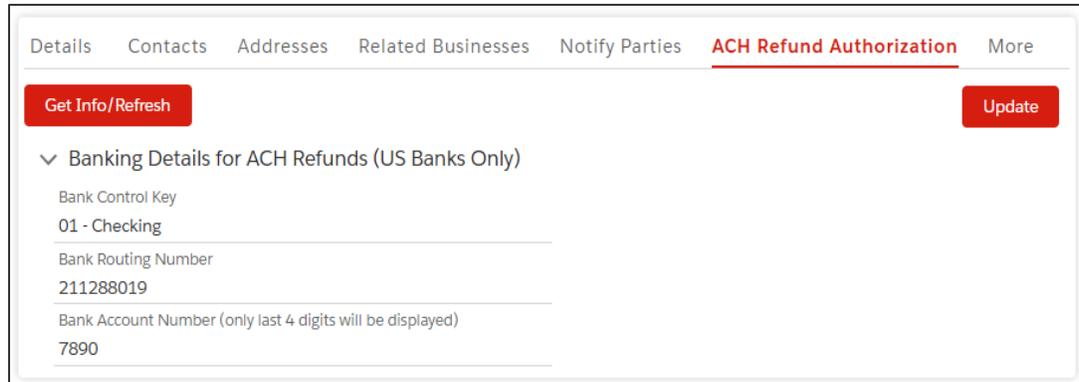


The **ACH info submitted successfully**. Click **“Get Info/Refresh”** to view the **updated info** message displays.



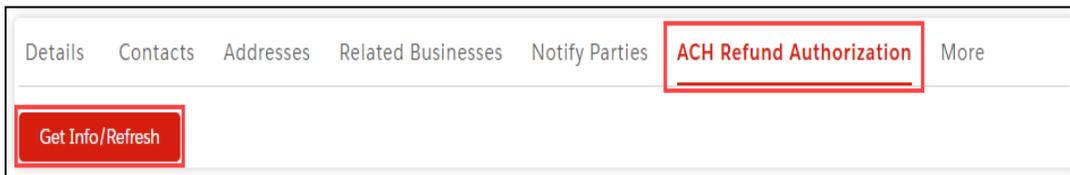
vii. Select the **Get Info/Refresh** button to display the bank information.

The **Banking Details for ACH Refunds (US Banks Only)** section displays the added bank information.



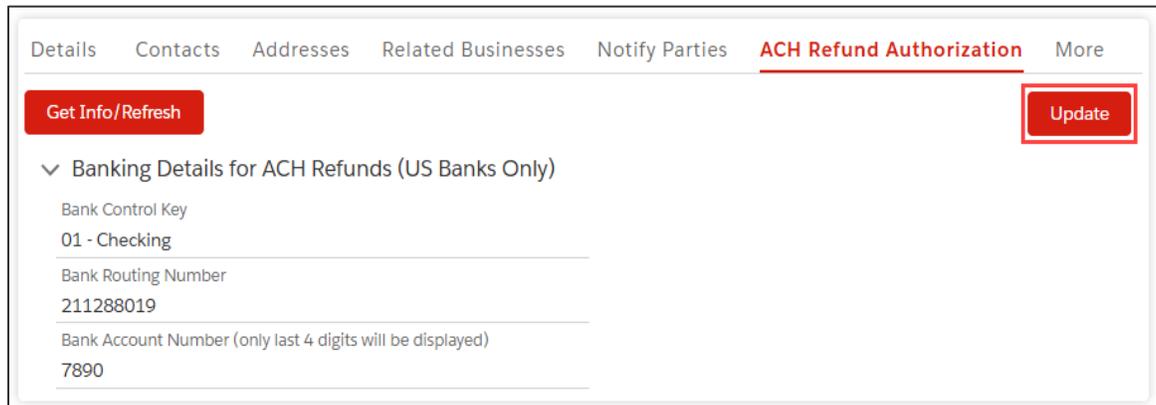
NOTE: Only the last four digits of the account number display.

6. 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.



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)

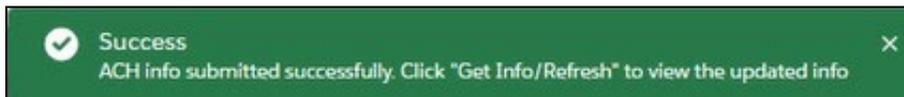
Cancel Submit

- 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.



- 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.

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
02 - Savings

Bank Routing Number
322280993

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

