



# 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, 2026, 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.

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

- For ACE Portal trade account owners (TAO) with importer sub-account access, proceed to Step 2.
- For ACE Portal TAOs without the importer sub-account view, learn how to add the importer sub-account view on the [Managing an ACE Portal Account webpage](#).
- 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](#).

ACE Portal users must have a current CBP Form 5106 record on file with CBP to access the Importer sub-account view

**Information Notice:**  
[Modernized ACE Portal Importer Account Application](#)



**Training Guide:**  
[Modernized ACE Portal Importer Account Application](#)



## Step 2: Use the ACE Portal to Manage ACH Refund Information

1. Log in to your ACE Portal top account as TAO or as an authorized Proxy TAO or Trade Account User.
2. Navigate to the importer sub-account view and locate the *ACH Refund Authorization* tab.
3. View, add, and update U.S. bank information for receiving refunds.

For more information and training resources, review this [Information Notice about the new ACH tab](#).

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.

**Information Notice:**  
[New ACE Portal ACH Enrollment Tool](#)



**Training Guide:**  
[New ACE Portal ACH Enrollment Tool](#)



**REMEMBER:** 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 [ACE Refund Report Quick Reference Card](#)

**Training Guide:**  
[ACE Refund Report](#)



# ACE Portal Updates to Enable Electronic Refund Enrollment – EO-046 & INT-058

Last updated: December 31, 2025



On September 30, 2025 and December 16, 2025, U.S. Customs and Border Protection (CBP) updated the Automated Commercial Environment (ACE) Secure Data Portal (ACE Portal) to support electronic refund transactions, in accordance with [Executive Order 14247](#). The enhancement enabled authorized trade users to add and manage U.S. bank information in the ACE Portal, facilitating electronic refunds from CBP via Automated Clearing House (ACH). CBP also [announced these changes in the Federal Register](#).

## **What will change for trade users?**

Previously, importers and other trade parties who receive refunds signed up for ACH refunds via a manual enrollment process by completing the *ACH Refunds Enrollment Form*.

Beginning on September 30, ACE Portal Trade Account Owners (TAO) with the importer sub-account view gained access the *ACH Refund Authorization* tab to view, add, and update the U.S. bank information necessary for CBP to issue electronic refunds via ACH.

Beginning on December 16, 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. For detailed instructions, refer to the [ACH Bank Information for Electronic Refunds Quick Reference Card](#).

**IMPORTANT: CBP did not transition to electronic-only refunds on September 30, 2025 or December 16, 2025. This enhancement was a preparatory step to facilitate CBP's transition to electronic-only refund transactions on February 6, 2026**

## **Using the ACH Refund Authorization Tab: Which trade users are affected and how should they use this new feature?**

There are two user groups who need access to the *ACH Refund Authorization* tab:

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

Below are steps to ensure that the affected groups are ready to receive electronic refunds:

1. As the TAO, or as an authorized PTAO or TAU, log in to your ACE Portal account
2. Navigate to the Importer sub-account view and locate the *ACH Refund Authorization* tab
3. Follow the instructions provided in the [ACH Bank Information for Electronic Refunds Quick Reference Card](#) to view, add, and update U.S. bank information for receiving electronic refunds

**REMEMBER:** For those who receive or may receive refunds from CBP but do not currently have ACE Portal account access, use the [new automated ACE Portal importer account application](#). Deployed on October 31, CBP developed this automated tool to make it easier for users to apply for an ACE Portal account and get access to the *ACH Refund Authorization* tab. Learn more about this feature in the [Automation of the ACE Portal Account Application Process for Importer Accounts Information Notice](#).

If trade users, including 4811 Notify Parties, have ACE Portal account access, but do not have the Importer sub-account view, follow the instructions on the [Managing an ACE Portal Account](#)



# ACE Portal Updates to Enable Electronic Refund Enrollment – EO-046 & INT-058

Last updated: December 31, 2025



[webpage](#) to request the Importer sub-account. *Note: the process of adding the importer sub-account view to an existing ACE Portal top account will not be automated.*

## **What additional resources are available?**

- **Training**
  - CBP recently published the [ACH Bank Information for Electronic Refunds Quick Reference Card](#), available on the [ACE Training and Reference Guides](#) webpage.
- **Deployment Support Calls**
  - The Trade Transformation Office (TTO) conducted deployment support calls for the trade community on the following dates:
    - Pre-deployment Support Call
      - Wednesday, December 17, 2025
      - 1:00 to 2:00 p.m. ET
      - Join via Microsoft Teams Desktop or Mobile App here: [Join the meeting now](#)
  - Participants are encouraged to join at the start of the call when CBP will provide a brief deployment status update. A question-and-answer segment will follow. Calls may end early if all questions have been addressed.
  - Additional calls may be scheduled if needed. More details will be announced on this support call via CSMS message.
- **Information on ACE Reports**
  - ACE Portal users with the necessary importer sub-account access can run the *REV-603: Trade Refund Report* to view data associated with ACH refunds. For more information on using ACE Reports, review the [ACE Reports webpage](#).
- **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).



# Automation of the ACE Portal Account Application Process for Importer Accounts (CBP-245)

Last updated: December 31, 2025



On October 30, 2025, U.S. Customs and Border Protection (CBP) automated the process for applying for a new Automated Commercial Environment (ACE) Secure Data Portal (ACE Portal) top account with the Importer sub-account view. For trade parties with an existing CBP Form 5106 (5106 record) on file with CBP and without existing ACE Portal account access, this enhancement modernized the process for accessing the Importer sub-account features available in the ACE Portal.

**IMPORTANT:** *Under the Importer sub-account view, trade users can manage their bank information, which is necessary for receiving electronic refunds from CBP via Automated Clearing House (ACH). Learn more about this feature in the [ACE Portal ACH Refund Enrollment Information Notice](#). CBP strongly encourages those who receive refunds or may receive refunds from CBP to obtain an ACE Portal account with the Importer sub-account view to prepare for CBP’s transition to electronic-only refund transactions on February 6, 2026.*

### What will change for trade users?

Previously, importers and other trade parties (who have previously submitted CBP Form 5106 but do not have an ACE Portal account) could only apply for a new top account with the Importer sub-account view by emailing a completed application form to CBP. On October 30, CBP released a new webform application that streamlined the process for setting up a new account with the Importer sub-account view, similar to the webforms that were previously released for the Exporter and Protest Filer sub-account views.

Refer to the table below for an overview of the options for obtaining an ACE Portal account with the Importer sub-account view.

### Accessing the Importer View in the ACE Portal

|  | CBP Form 5106 on File  | <u>No</u> CBP Form 5106 on File   |
|--|--|---|
| <u>No</u> Existing ACE Portal Account Access | Complete the modernized application webform  | Step 1: Complete <a href="#">CBP Form 5106</a> or contact a customs broker to create the 5106 record electronically<br>Step 2: Complete the modernized application webform  |
| Existing ACE Portal Account Access           | Review the <a href="#">Managing an ACE Portal Account webpage</a> for instructions on how to add the Importer sub-account view to an existing ACE Portal account | Step 1: Complete <a href="#">CBP Form 5106</a> or contact a customs broker to create the 5106 record electronically<br>Step 2: Review the <a href="#">Managing an ACE Portal Account webpage</a> for instructions on how to add the Importer sub-account view to an existing ACE Portal account |



# Automation of the ACE Portal Account Application Process for Importer Accounts (CBP-245)

Last updated: December 31, 2025



**Note:** When applicants use the modernized application tool, CBP will verify the applicant by sending a verification code to the email address that is listed on the 5106 record on file with CBP. CBP advises all parties with 5106 records on file with CBP to ensure that the contact information listed, including email address and phone number, is current. Further, for importers' 5106 records that are managed by customs brokers, brokers should ensure that current importer contact information is provided. For more information related to CBP Form 5106, review the [Importer Create/Identity Form \(CBP Form 5106\) FAQ webpage](#).

## What additional resources are available?

- **Training**
  - To prepare users for this deployment, CBP will publish a Quick Reference Guide (QRG) on the [ACE Training and Reference Guides webpage](#).
- **Deployment Support Calls**
  - CBP will conduct a deployment support call for the trade community on the following dates:
    - November 5, 2025
    - 2:00 PM ET
    - [Join via Microsoft Teams](#)
- **Additional Support**
  - For questions about accessing the ACE Portal, contact [ACE.Support@cbp.dhs.gov](mailto:ACE.Support@cbp.dhs.gov).
  - For questions about submitting CBP Form 5106, contact [bondquestions@cbp.dhs.gov](mailto:bondquestions@cbp.dhs.gov).
  - For other CBP Form 5106-related questions, contact [otentrysummary@cbp.dhs.gov](mailto:otentrysummary@cbp.dhs.gov).



# ACE Portal Feature for Trade Users to Add Notify Parties (CBP-247)

Last updated: December 22, 2025



On January 2, 2026, U.S. Customs and Border Protection (CBP) will add functionality in the Automated Commercial Environment Secure Data Portal (ACE Portal) that enables Trade Account Owners (TAO) to authorize “4811 Notify Parties” to receive bills, refunds, and/or notices of liquidation. This enhancement will not have EDI impacts.

## **What will change for trade users?**

Today, CBP requires importers to submit a completed [CBP Form 4811](#) – “Special Address Notification” to a CBP Center of Excellence and Expertise (CEE) to authorize a designated agent’s status as a “4811 Notify Party.” **Beginning on January 2, importers who are ACE Portal TAOs will have the option to use the new “Add Notify Party” button under the “Notify Parties” tab within the importer sub-account view to authorize new “4811 Notify Parties.”** Instead of the standard processing time required for the form submission and approval process, this new automated tool will enable TAOs to authorize a new notification party in real-time.

After January 2, CBP will continue to require the existing manual process for modifying or revoking notify party status. Trade users will not have the option to modify or revoke notify party status via the ACE Portal.

**Remember:** When using the new ACE Portal tool to authorize notification parties, a party must have a completed CBP Form 5106 on record with CBP to become an authorized “4811 Notify Party.” For more information related to CBP Form 5106, review the [Importer Create/Identity Form \(CBP Form 5106\) FAQ webpage](#).

## **What additional resources are available?**

### Training

- To assist users with implementation of this new tool, an ACE Portal Quick Reference Card is forthcoming, which will be available on the [ACE Training and Reference Guides webpage](#).

### Additional Support

- For additional guidance on the “4811 Notify Party” authorization process, review this [CBP Form 4811, Special Address Notification, Procedural Guidance](#).
- For questions about the ACE Portal, contact [ACE.Support@cbp.dhs.gov](mailto:ACE.Support@cbp.dhs.gov).





# 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/Filer/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](mailto: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](#).

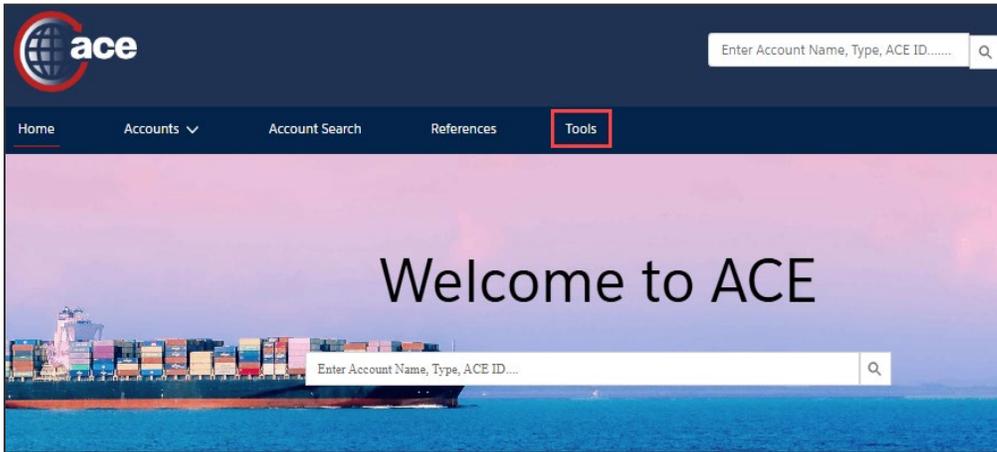


**AUTHORIZE USER ACCESS TO THE ACH REFUND AUTHORIZATION TAB**

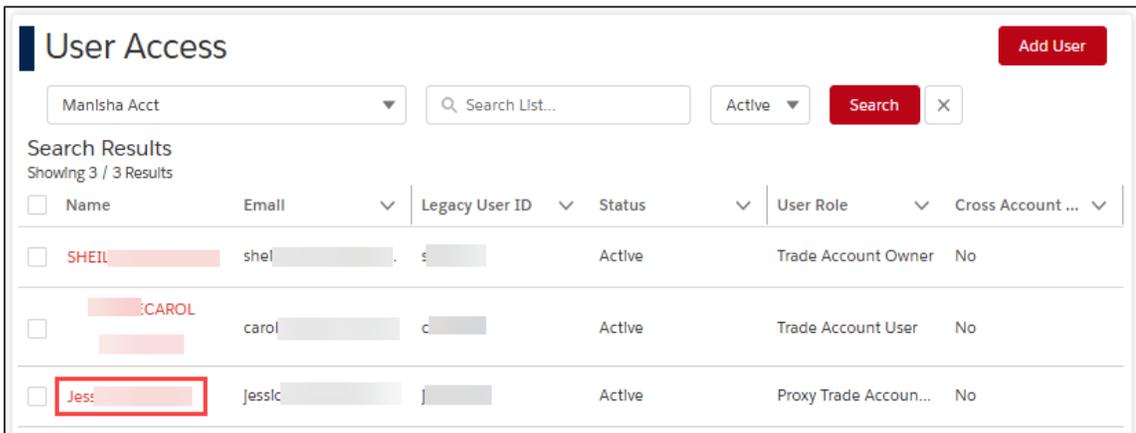
- 1. Log in to the ACE Portal as the TAO.



- 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.





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

User Name  
Jessi

|                     |                     |                    |                                  |
|---------------------|---------------------|--------------------|----------------------------------|
| Legacy User Id<br>J | User Email<br>Jessi | User Type<br>TRADE | Top Account Name<br>Manisha Acct |
|---------------------|---------------------|--------------------|----------------------------------|

Details **Roles**

▼ User Information

|                     |  |
|---------------------|--|
| Title               | First Name<br>Jessica                  |
| Last Name           | Middle Name                            |
| Legacy User Id<br>J | User Role<br>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            |





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

Edit Importer SubAccount Permissions

No Access
Read-Only Access
Full Access

Check All

**Authorized Tab Access**

| 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"/> |

**Authorized IR Access**

 333-44-5678

X Cancel
Submit

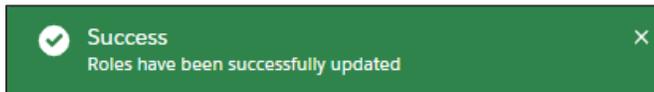
- a. In the **Tab Name** column, in the **ACH refund tab** row, select the radio button in the **Full Access** column.



**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.

# U.S. Customs and Border Protection

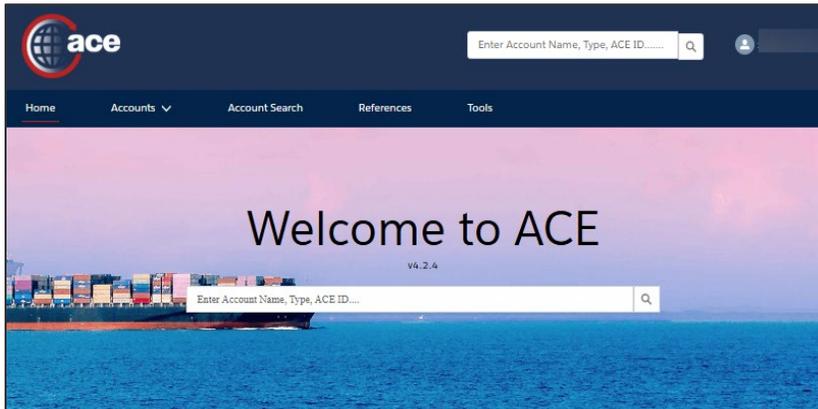
I read and accept the [Privacy Act Statement](#)

LOG IN

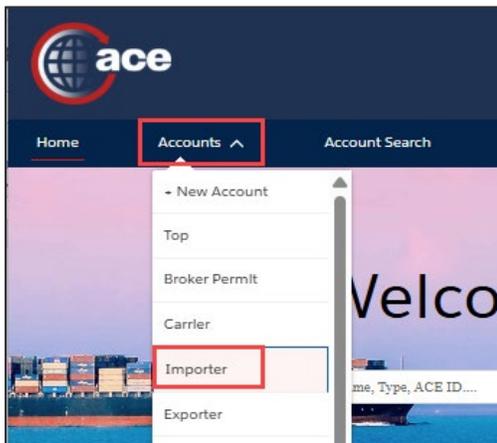




The ACE Portal home page displays.



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<br>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 | Account Name<br><input type="text" value="Account Name..."/><br>Identification Type<br><input type="text" value="Select One..."/><br>Identification Number<br><input type="text" value="Identification Number..."/><br>Status<br><input type="text" value="Status..."/><br><input type="button" value="Search"/> <input type="button" value="Clear"/> |

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

|  |                      |                      |                  |       |         |
|--|----------------------|----------------------|------------------|-------|---------|
| Account Name<br>Stained Glass Inc  |                      |                      |                  | Forms | Reports |
| Record Type Name<br>Importer   | ACE ID<br>0000340096 | IR #<br>253801-07316 | Status<br>Active |       |         |
| Details   Contacts   Addresses   Related Businesses   Notify Parties   Drawback   Bonds   Declarations   Statements   <b>ACH Refund Authorization</b>  |                      |                      |                  |       |         |
| Importer Information<br>Account Name: Stained Glass Inc   Full Legal Importer Name: <input type="text"/><br>ACE ID: 0000340096   Taxpayer ID Type: CBP Assigned Number<br>IR #: 253801-07316   Center ID: CEE008 - Consumer Products and Mass Merchandising<br>Entries Per Year: <input type="text"/>   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 | <b>More</b>   |
|          |       |              | Statements<br><input type="button" value="ACH Refund Authorization"/> |

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

|   |          |           |                    |                |                                 |      |
|---|----------|-----------|--------------------|----------------|---------------------------------|------|
| Details   | Contacts | Addresses | Related Businesses | Notify Parties | <b>ACH Refund Authorization</b> | More |
| <input 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.

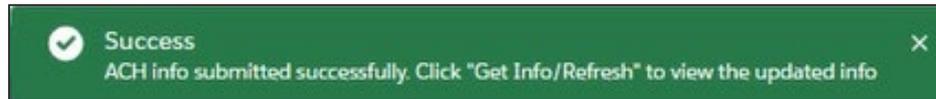


**NOTE:** If the bank routing number entered is not valid, an error message **Bank Master does not exist for supplied Bank Routing No** displays.



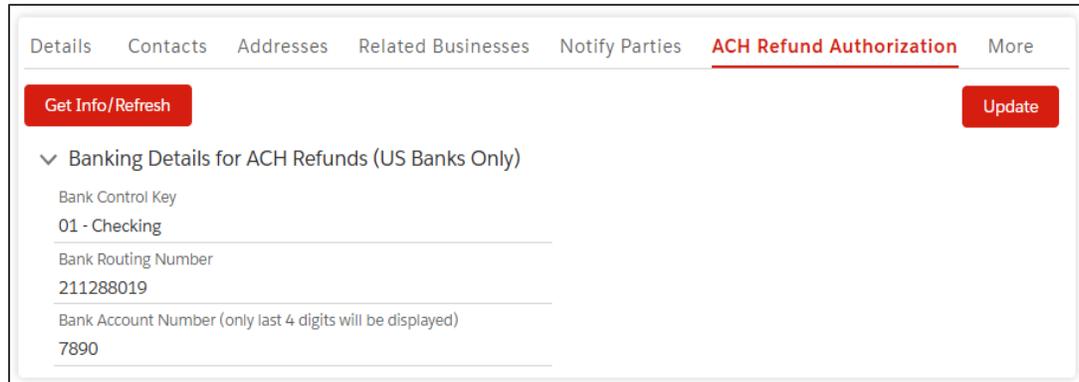


The **ACH info submitted successfully**. Click **“Get Info/Refresh”** to view the **updated info** message displays.



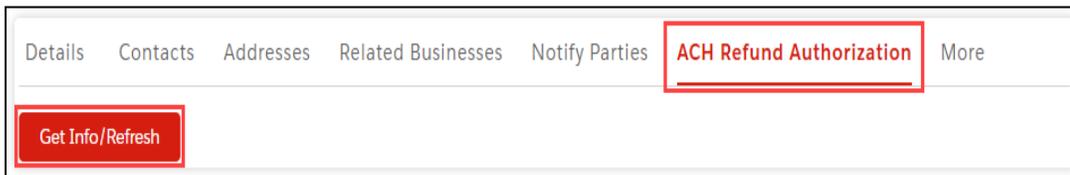
vii. Select the **Get Info/Refresh** button to display the bank information.

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



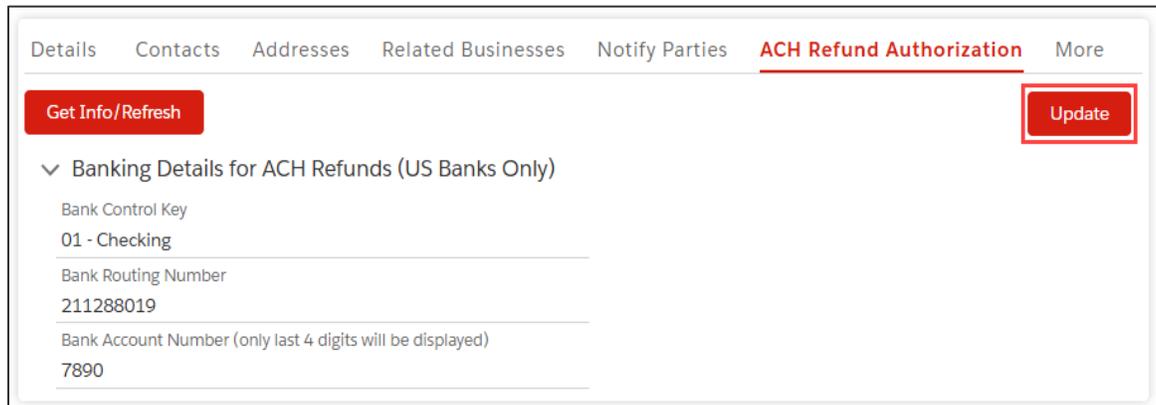
**NOTE:** Only the last four digits of the account number display.

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)

X 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





# ACE Portal

Notify Party Information

*December 2025*



U.S. Customs and  
Border Protection



## INTRODUCTION

The ACE Portal **Notify Parties** tab within the Importer Account view enables members of the trade community with proper permissions to input notify parties to receive electronic refunds. This automated process replaces submission of the CBP Form 4811 – Special Address Notification.

ACE Portal Trade Account Owners (TAOs) with an associated importer account view use the new **Notify Parties** tab in the Importer Account to add their notify party information to receive refunds.



**IMPORTANT:** Only the TAO user can add notify parties. Trade users with view authorization to the Importer account can view the **Notify Parties** tab. Removal or editing of notify party information is still accomplished via email to the appropriate Center of Excellence and Expertise (CEE).

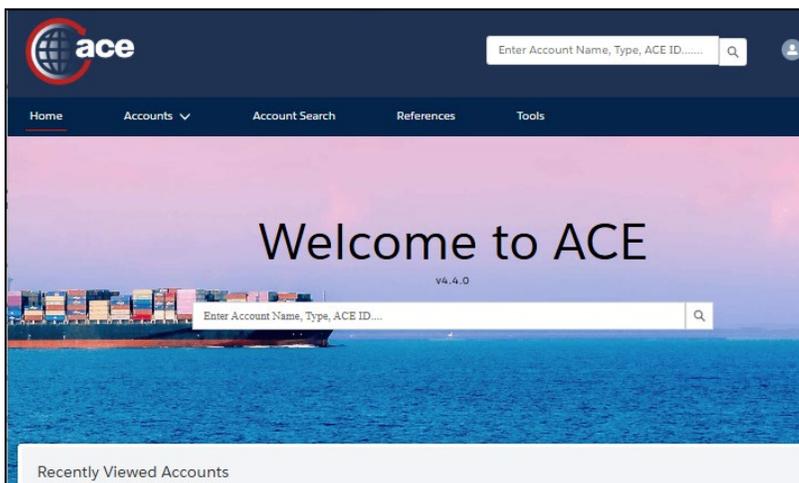
Importers without an ACE Portal account can utilize the automated process to request their new top account with the importer view. Reference the [Automated ACE Portal Account Application](#) training guide for details.

### ADD NOTIFY PARTY INFORMATION

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

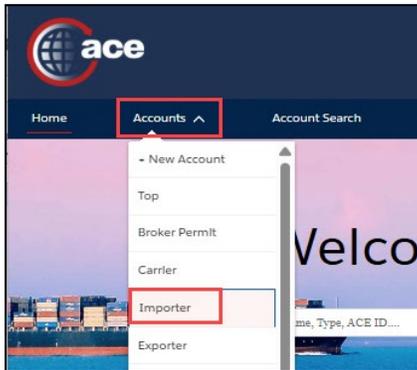


The ACE Portal home page displays.





- In the ACE Portal home page, in the **Accounts** drop-down menu, 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 notify party.

| Importer Accounts     |             |                      |                  |        |            |
|-----------------------|-------------|----------------------|------------------|--------|------------|
| Showing 1 / 1 Results |             |                      |                  |        |            |
| Account Name          | AKA/DBA/DIV | Identificatio...     | Identificatio... | Status | ACE ID     |
| 1 Top Hats Importer   |             | Social Security N... | 333-44-5678      | Active | 0000279759 |



**NOTE:** For multiple importers, 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="G. glass"/>  |
| Account Name          | AKA/DBA/... | Identificati...   | Identificati... | Status | ACE ID     | Search Filters   |
| 1 Stained Glass Inc   |             | CBP Assigned N... | 253801-07316    | Active | 0000340096 | Account Name<br><input type="text"/><br>Identification Type<br>Select One...<br>Identification Number<br><input type="text"/><br>Status<br>Status...<br><input type="button" value="Search"/> <input type="button" value="Clear"/> |

- In the **Account Name** pane, select the **Notify Parties** tab.

| Account Name  |                          |             |        |
|---|--------------------------|-------------|--------|
| Top Hats Importer   |                          |             |        |
| Record Type Name  | ACE ID                   | IR #        | Status |
| Importer  | 0000279759               | 333-44-5678 | Active |
| <div style="display: flex; justify-content: space-between;"> <span>Forms</span> <span>Reports</span> </div>   |                          |             |        |
| <div style="display: flex; justify-content: space-between;"> <span>Details</span> <span>Contacts</span> <span>Addresses</span> <span>Related Businesses</span> <span style="border: 1px solid red; padding: 2px;">Notify Parties</span> <span>Drawback</span> <span>Bonds</span> <span>More</span> </div> |                          |             |        |
| <div style="display: flex; justify-content: space-between;"> <span>Importer Information</span> </div>   |                          |             |        |
| Account Name  | Full Legal Importer Name |             |        |
| Top Hats Importer   |                          |             |        |
| ACE ID  | Taxpayer ID Type         |             |        |
|   |                          |             |        |





5. In the **Notify Parties** tab, select the **Add Notify Party** button.

Details Contacts Addresses Related Businesses **Notify Parties** Drawback Bonds More

Related Notified Parties  
0 Records

Add Notify Party

| ACE Id | Name | Type | IR # | Process Date | Create By |
|--------|------|------|------|--------------|-----------|
|        |      |      |      |              |           |

6. In the **Create a New Notify Party** dialog box:

Create a New Notify Party

Notify Party Detail

\* Notification Type: Select an Option

\* Notify Party IR #: [Text Field]

I acknowledge that I am legally authorized to bind the Importer of Record and I hereby request that the above notifications (notification type) be sent in care of the agent whose Notify Party IR# is identified above whenever it appears as Reference Number on an Entry Summary (CBP 7501) for which I am (my organization is) the Importer of Record.

Cancel Submit

- In the **\*Notification Type** drop-down menu, select the *notification type*.
- In the **\*Notify Party IR #** field, type the *identifying number of the notify party*.



**NOTE:** An error message displays if the number in the IR # field does not match an active account or is entered in the wrong format.

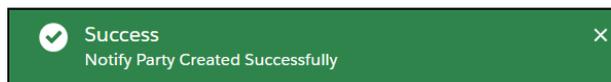
- Select the checkbox of the **I acknowledge** statement to acknowledge authorization to add the notify party.



**NOTE:** An error message displays if the checkbox is not selected.

- Select the **Submit** button.

The **Notify Party Created Successfully** message displays.



The added notify party displays in the **Related Notified Parties** list.

Details Contacts Addresses Related Businesses **Notify Parties** Drawback Bonds More

Related Notified Parties  
1 Records

Add Notify Party

|   | ACE Id     | Name              | Type | IR #         | Process Date | Create By |
|---|------------|-------------------|------|--------------|--------------|-----------|
| 1 | 0000340096 | Stained Glass ... | 34   | 253801-07316 | 12/5/2025    | SJ015699  |

