

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

Last updated: September 22, 2025



On September 30, 2025, U.S. Customs and Border Protection (CBP) will update the Automated Commercial Environment (ACE) Secure Data Portal (ACE Portal) to support electronic refund transactions, in accordance with [Executive Order 14247](#). The enhancements will enable authorized trade users to provide U.S. bank information in the ACE Portal, facilitating electronic refunds from CBP via Automated Clearing House (ACH). CBP is also announcing these planned changes in the Federal Register.

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

Today, importers and other trade parties who receive refunds can sign up for ACH refunds via a manual enrollment process by completing the *ACH Refunds Enrollment Form*. Beginning September 30, ACE Portal Trade Account Owners (TAO) with the importer sub-account view will gain access to the *ACH Refund Authorization* tab. Under the new tab, TAOs will view, add, and update the U.S. bank information necessary for CBP to issue electronic refunds via ACH.

**IMPORTANT:** *CBP will not transition to electronic-only refunds on September 30, 2025. This ACE Portal enhancement is a preparatory step to facilitate CBP's future transition to electronic-only refund transactions, which CBP will announce at a later date.*

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

There are two user groups directly affected by this change:

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, log in to your ACE Portal account
2. Navigate to the Importer sub-account view and locate the *ACH Refund Authorization* tab
  - Note: The new tab is currently visible, but the associated functionality is not available until September 30
3. On or after September 30, 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

**COMING SOON:** To help the trade community prepare for the upcoming transition to electronic-only refunds, CBP is now developing an automated, streamlined process for applying for an ACE Portal account with the Importer sub-account view (CBP-245). **CBP expects to deploy the automated process on October 31, 2025.** For those who receive or may receive refunds from CBP but do not currently have an ACE Portal account, CBP encourages trade users to wait and take advantage of the modernized account creation process.

For users who choose not to wait for the automated feature, follow the steps on the [Applying for an ACE Portal Account webpage](#). *Note: Under the current application process, the account creation process may require up to eight weeks for completion.*

If trade users, including 4811 Notify Parties, have an ACE Portal account, but do not have the Importer sub-account view, follow the instructions on the [Managing an ACE Portal Account 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.*



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

Last updated: September 22, 2025



While only TAOs will have initial access to the *ACH Refund Authorization* tab, CBP has begun development of a new ACE Portal trade account user permission (INT-058) that will give TAOs the ability to grant *ACH Refund Authorization* tab access to other trade account users. **CBP expects to deploy the additional account user permission in December 2025.**

## What additional resources are available?

- **Training**
  - To prepare users for this deployment, CBP 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) will conduct deployment support calls for the trade community on the following dates:
    - Pre-deployment Support Call
      - Monday, October 6<sup>th</sup>, 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 and 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](#).
- **Information on CBP Form 4811**
  - For more information on the completion and submission of CBP Form 4811, review CBP's current [CBP Form 4811 procedural guidance](#).
- **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).

