



ACE Portal

ACH Bank Information for Electronic Refunds

December 2025

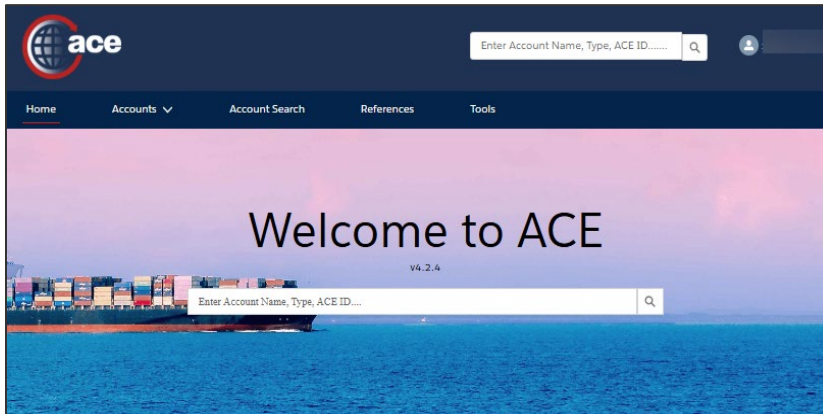


U.S. Customs and
Border Protection

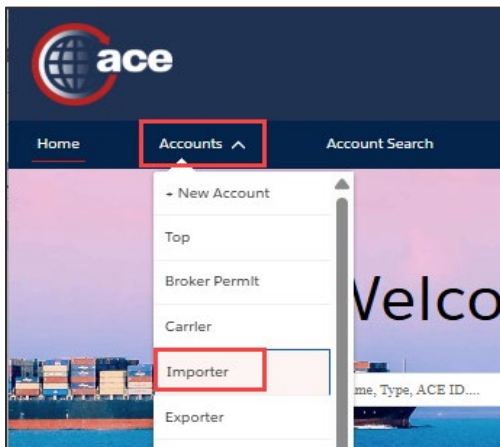




The ACE Portal home page displays.



- 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.

- 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	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				
Details Contacts Addresses Related Businesses Notify Parties Drawback Bonds Declarations Statements ACH Refund Authorization							
Importer Information							
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						



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

Drawback	Bonds	Declarations	More
Statements ACH Refund Authorization			

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

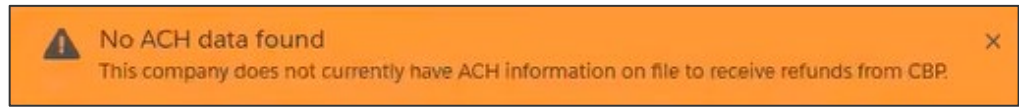
Details	Contacts	Addresses	Related Businesses	Notify Parties	ACH Refund Authorization	More
<input type="button" value="Get Info/Refresh"/>						

a. Select the **Get Info/Refresh** button to check for existing bank information.

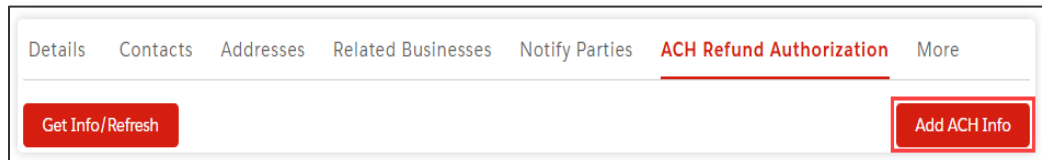




NOTE: If the ACH bank information has not been added, a warning message: **No ACH data found** displays.



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.

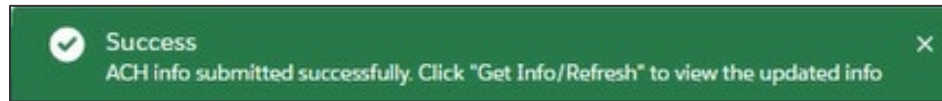


NOTE: If the bank routing number entered is not valid, an error message **Bank Master does not exist for supplied Bank Routing No** displays.



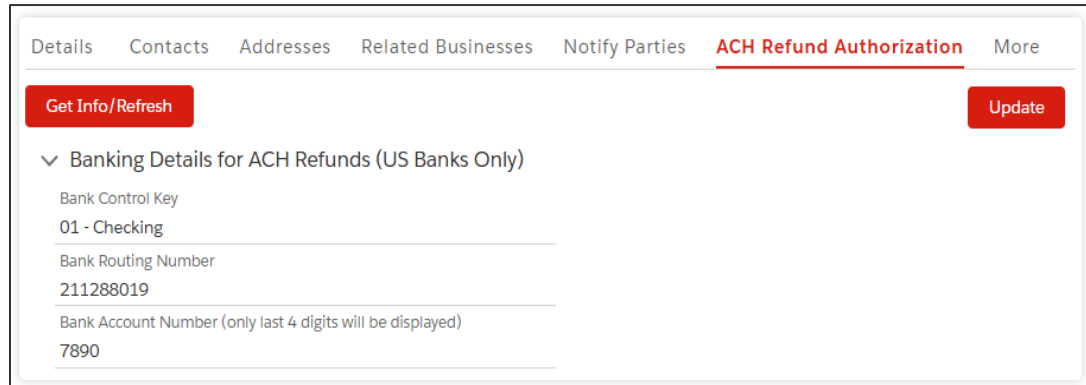


The **ACH info submitted successfully**. Click **“Get Info/Refresh”** to view the **updated info** message displays.



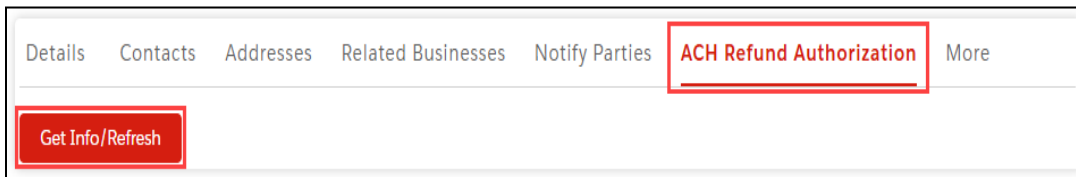
vii. Select the **Get Info/Refresh** button to display the bank information.

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



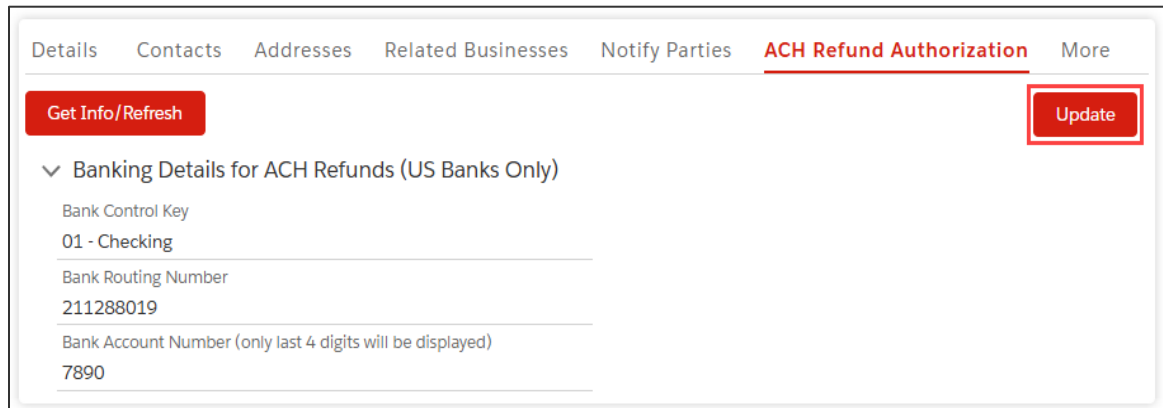
NOTE: Only the last four digits of the account number display.

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.

- 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.

