



## TRADE BULLETIN

### Reminder to Sign Up for Electronic Refunds

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#### **OVERVIEW**

As of February 6, 2026, U.S. Customs and Border Protection (CBP) issues all refunds electronically via Automated Clearing House (ACH) (subject to limited exceptions). The ACH refund replaces paper Treasury checks. This eliminates the delay and risk associated with fraud, undeliverable addresses, and lost mail associated with checks sent through the mail.

**To receive an electronic refund from CBP, parties must first set up an ACE Portal account. A U.S. bank account with a U.S. bank routing number is also required.**

To sign up for an ACE portal account, click here:  
<https://www.cbp.gov/trade/automated/how-to-use-ace/portal-applying>

To sign up for electronic refunds, click here:  
<https://www.cbp.gov/document/guidance/cbp-modernizes-electronic-refund-enrollment-process>

#### **HELPFUL LINKS**

##### **ACE Portal and ACH Refund Resources**

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

Overview: [ACH Refund Enrollment](#)

Frequently Asked Questions: [ACE Portal and ACH Refunds FAQs](#)

Help with Applying for an ACE Portal Account: [ACE Portal Importer Account Application](#)

Help with ACH Setup in ACE: [ACH Refund Enrollment in the ACE Portal](#)

Undeliverable Refunds: [Replacement Refund Instructions](#)

#### **FREQUENTLY ASKED QUESTIONS**

##### **Do I need an ACE portal account to receive electronic refunds via ACH?**

- If you are not currently set up to receive refunds via ACH, access to an ACE Portal account (with the Importer sub-account view) is required to authorize ACH refunds.
- If you are already set up to receive refunds via ACH, ACE Portal access is not required. However, CBP strongly encourages importers to obtain ACE Portal access to review ACH authorization information.

##### **I do not have an ACE portal account. How do I get one?**

Use the [new automated ACE Portal application](#) to apply for an ACE Portal account with the importer sub-account view. For assistance using the new automated application, review the [Automated ACE Portal Application for Importers training guide](#).

**Do I need to authorize ACE refunds via the ACE portal if I have a current CBP Form 4811 on file identifying a broker authorized to receive refunds on my behalf (or I have used the ACE portal to authorize a broker to receive refunds)?**

No, if the broker is identified as the refund recipient on all your entries. However, CBP strongly encourages importers to verify that their “4811 notify party” is set up to receive refunds via ACH.

**Once I have enrolled, how do I monitor the status of my refunds?**

To monitor the status of refunds to your company, see the Trade REV-603 report in ACE Reports (accessible in the ACE Portal). For help running the report, review the [ACE Refund Report training guide](#).

If you have additional questions not answered here or at the above links, please email [traderelations@cbp.dhs.gov](mailto:traderelations@cbp.dhs.gov).