

# ACE Guide



March 2026

## **To set up an ACE Portal account, visit:**

<https://ace-accounts.cbp.gov/s/importer-form>

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## **If Foreign Account / DDP:**

All importers must sign up for an ACE Portal account.

## **Foreign importers / DDP:**

*Option 1:* The importer opens a bank account in the USA, allowing refunds to be paid directly to them.

*Option 2:* The importer completes Form 4811, nominating ALPI Customs Brokers Inc.

Form 4811 must be completed in ACE and signed by an Officer of the Company.

## **Important: Electronic Refund Setup Required**

As of February 6, 2026, CBP no longer issues paper refund checks. All refunds are processed electronically via ACH.

- Importers not enrolled for ACH refunds must create an ACE Portal account and activate the Automated ACH Refund Authorization tool.
- Importers already enrolled do not need to take any further action.

## **Please note:**

The email address and contact person in ACE, as well as in Forms 4811 and 5106, **must be the same email address and the same person** (Officer of the Company, person authorized to sign).





## How to get started:

1. Enter your:
  - Company Name
  - Importer Record Number (IRS#) XXXXXX-XXXXX
  - Business Email Address
2. Retrieve the security code sent to your email.  
(It is valid for 10 minutes. Please also check your spam filter if needed.)
3. Enter the code and click **Next**.
4. Complete your company details:
  - Organizational structure (Corporation, Individual, etc.)
  - Address
  - Phone number
5. Agree to the terms and click **Submit**.
6. You will receive a confirmation email with login instructions.





## Part 2: Set Up ACH for Electronic Refunds

Once logged in:

1. Select **Importer** from the **Accounts** drop-down menu.
2. Click your company name.
3. Select the **ACH Refund Authorization** tab.
4. Click **Get Info/Refresh**.
- If no bank information appears, click **Add ACH Info**.
  
5. Enter:
  - Account type (**Checking** or **Savings**)
  - 9-digit routing number
  - Bank account number(You will need to re-enter both to confirm.)
  
6. Click **Submit**.
  
7. Click **Get Info/Refresh** again to confirm that your bank details appear.

## Deadline

The deadline to create or update the ACE Portal account is **April 21**.

Once registered, please inform your contact / customs broker. Hopefully, ALPI Customs Brokers Inc. will then be able to share the entries and, at the same time, share a file containing both the entries and the possible refund.

Please note that the refund process and file format are not yet final.

## Contact ALPI

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