



ACE Portal

Automated ACE Portal Account Application for Importers

October 2025



U.S. Customs and
Border Protection





INTRODUCTION

In preparation for Executive Order (E.O.) #14247, *Modernizing Payments To and From America's Bank Account*, importers without an ACE Portal account can utilize a new automated process to request their new account. An automated form is used to request creation of a Top Account, Trade Account Owner (TAO), and the importer view for the company's 5106 Importer Record (IR) to receive electronic refunds.

For security purposes, a verification code is used to ensure the request is valid for the specified IR number. The verification code is sent to the Point of Contact (POC) email in the 5106 importer record.



IMPORTANT: Ensure the 5106 importer record POC email is current and accurate. If appropriate, coordinate with a broker to confirm and/or update the email address.

Before initiating the automated account create process, coordinate with the POC so they will expect and provide the verification code.

The steps to request creation of an ACE Portal account and importer view are:

1. Access the automated form to provide the IR#, company name, and requester's email address.
2. The system verifies that:
 - The requester's email address is not associated with an existing ACE Portal trade user.
 - The IR# and company name matches an existing 5106 importer record in the ACE Portal.
 - A current and valid Point of Contact (POC) email address exists in the 5106 importer record.
 - The importer record is not already linked to a top account.
3. If an error occurs, guidance related to the validation error displays in the automated form.
4. For a valid request, the system sends an email with guidance and a verification code to the POC email in the 5106 importer record.
5. The IR POC must coordinate with the account requester to provide the verification code. The verification code will only be valid for ten minutes.
6. The requester enters the verification code provided into the automated form and submits the code.
7. For an invalid verification code, an error displays in the automated form.
8. For a valid verification code, additional fields for the remaining account information display in the automated form.
9. The requester enters the additional account information, acknowledges terms and conditions, and submits the account create request.
10. The system creates the top account, provisions the requester as the TAO, and creates the importer view for the IR# specified.
11. The system sends:
 - An email confirming the importer view access request has been processed.
 - An email with user information and directions to access the ACE Portal.

Reference the [ACE Portal – Account Types User Guide](#) for details about the first time login and navigating the ACE Portal.

For instructions on how to access and run the Trade Refund Report detailing your account revenue refunds, reference the ACE Reports – Trade Refund Report Quick Reference Card.





ACCESS AND COMPLETE THE AUTOMATED CREATE ACCOUNT FORM

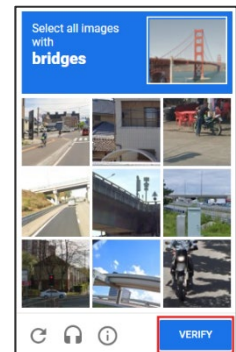
1. In an internet browser, access the [Applying for an ACE Secure Data Portal Account](#) page.
2. In the **Applying for an Account** section, in **Step 3: Apply**, select the **Importers:** link to access the automated create account form.
3. In the **Application for an ACE Portal Top Account with the Importer Sub-account View** page:

- a. In the ***Company Name** field, type the *name of the company*.
- b. In the ***Importer Record Number (IR#)** field, type the *IR number*.



NOTE: If the format of the EIN number, CBP assigned IR number, or SSN number is not valid, an error message displays the valid formats.

- c. In the ***Business Email Address (Account Owner Login Email)** field, type your *email address*.
 - d. If prompted for verification, in the **Select all images with** dialog box:
 - i. Select the appropriate images.
 - ii. Select the **Verify** button.
 - e. Select the **Next >** button.
4. In the verification security code page:



- a. In the ***Verification Code** field, type the *verification code* provided by the IR POC.





b. Select the **Next >** button.



NOTE: If ten minutes lapse or the **< Back** button is selected, the request account create process restarts. Data entered in the previous fields will be lost.

5. In the company and account owner information page:



NOTE: **Company Name**, **Importer Record Number (IR#)**, and **Business Email Address (Account Owner Login Email)** fields are prepopulated from the initial information entered and are not editable.

- a. In the ***Company Organizational Structure** drop-down menu, select the organizational structure option.
- b. If appropriate, in the **Account's Fiscal Year End Date** field, type the *date* in MM/DD/YYYY format or use the calendar icon to select the date.
- c. If appropriate, in the **DUNS#** field, type the *DUNS number*.
- d. If appropriate, in the **Company Website** field, type the *website of the company*.
- e. In the ***Account Owner First Name** field, type the *first name of the top account owner*.
- f. If appropriate, in the **Account Owner Middle Name** field, type the *middle name of the top account owner*.
- g. In the ***Account Owner Last Name** field, type the *last name of the top account owner*.
- h. In the ***Country** drop-down menu, type a *partial or complete country code or name* and/or select it from the drop-down menu.
- i. In the ***Street Address** field, type the *street address*.
- j. In the ***City** field, type the *city*.
- k. In the **State** field, type a *partial or complete state name or abbreviation* and/or select it from the drop-down menu.
- l. In the ***Zip Code** field, type the *zip or postal code*.
- m. In the ***Telephone Number** field, type the *business phone number*.





NOTE: Include a dash (–) to separate the parts of a phone number.

6. In the authorization section:

By selecting this box I am verifying that I am legally authorized to bind my company to the ACE Secure Data Portal and its terms and conditions. (electronic signature)

Account Owner Name or Account Owner POC Name Acknowledgment Date

Privacy Act Statement
Pursuant to 5 U.S.C. §552a(e)(3), this Privacy Act Statement serves to inform you of the following concerning the collection of information on the Automated Commercial Environment (ACE) Secure Data Portal Account Owner Designation/Authorization Form.

AUTHORITY: Collection of the information solicited on this form is authorized by the following:

- 19 U.S.C. §§66, 1431, 1448, 1481, 1484, 1505, 1514, 1624, and 2071; Title 19, Code of Federal Regulations, including 19 C.F.R. §§24.5, 149.3, 101.9, and 103.31(e); Executive Orders 9397 and 13659.
- In addition to Executive Order 9397, CBP has the authority to collect Social Security Numbers (SSN) pursuant to 31 U.S.C. §7701(c), 26 U.S.C. §6109(d), 19 C.F.R. §§24.5 and 149.3. SSN is used because some individuals who do not have an employer identification number (EIN) or a tax identification number (TIN) choose to instead submit their SSN.

PURPOSE: The primary purpose for soliciting this information is to enable importers, exporters, brokers, or carriers to access their customs data via a web-based Automated Commercial Environment (ACE) Secure Data Portal (ACE Portal). (See Terms and Conditions document, 72 FR 27632, published May 16, 2007.) The ACE Portal provides a centralized online access point to connect CBP, trade representatives, and Partner Government Agencies (PGAs) involved in importing goods into the United States. The ACE Portal helps improve compliance with trade laws by enabling account holders to identify and evaluate compliance issues, monitor daily operations, set up payment options, review filings, access a reports tool, compile data, perform national trend analysis, and be provided with insight into entries under review by CBP.

ROUTINE USES: If you choose to provide the information solicited on this form, CBP will use the information to provide you with an ACE Portal user account. The personally identifiable information (PII) that you provide will not be shared with other government agencies unless they are a Partner Government Agency (PGA), pursuant to an International Trade Data System (ITDS) Memorandum of Understanding, consistent with the receiving agency's legal authority to collect information pertaining to and/or regulate transactions in international trade. Additionally, CBP may share the information with law enforcement of other government agencies as necessary to respond to potential or actual threats of terrorism, or otherwise required by law as a "routine use" pursuant to its published Privacy Act system of records notice.

DISCLOSURE: Providing this information is not legally required to import commercial merchandise into the United States. However, by submitting your PII (including your SSN) in applying for an ACE Portal account, you are giving CBP permission to use the information for a specific, stated purpose, i.e., to obtain the benefits of creating an ACE Portal user account.



NOTE: The **Account Owner Name or Account Owner POC Name** field is prefilled from the names entered above and the **Acknowledgement Date** field is prefilled with today's date. Both fields are not editable.

- Check the checkbox at the top to authorize creation of the top account, TAO, and importer account view.
- Select the **Submit** button.

