STEP-BY-STEP GUIDE

To Setting Up an ACE Portal Account

(And Adding Banking Details for ACH Refunds)

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5106

5106 is the number of the CBP form used to create an Importer of Record (IR) for Customs purposes.

- The form still exists digitally, and it is required to create an IR number or to change data for an existing IR (address, point of contact, etc.)

- "5106" now used to refer to the record itself, not just the CBP form

- Must have a 5106 record on file with CBP in order to create an ACE Portal

REJECTED STATUS

If any importer has an ACE Portal account but has not set up the ACH banking details properly, refunds will go into a "rejected" status.

- Importer must send an application for refund to CBP

- Money will NOT accrue interest while in rejected status

IR – IOR
IMPORTER OF RECORD NUMBER

Three formats

- U.S.-based companies:
  Federal tax ID + 2-character suffix (11 characters)

- Foreign companies use Customs-assigned number created by broker:
  ######-#####

- Individual in the U.S.: **SSN**

You can query the number with CBP to see *some* of the details on the 5106

CBP HAS STATED THEY WILL REJECT ACE APPLICATIONS IF THE DATA DOES NOT MATCH WHAT IS CURRENTLY ON THE 5106

If data does not match, we can update the 5106 (with completed digital 5106 form)

FOREIGN IORS

Foreign IR's with a Customs-assigned IR number CAN (and should) have an ACE Portal account as part of their reasonable care obligation as an importer.

- They can only use a foreign bank for CBP refunds if the bank has a U.S. correspondent bank with a valid ABA routing number

- Can use the account of a US-based partner

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.

WHAT TO EXPECT: AN OVERVIEW OF THE ACCOUNT SET UP PROCESS

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1. Use the automated form to provide the IR#, company name, and requester's email address.
2. The system verifies that:
    o The requester's email address is not associated with an existing ACE Portal trade user.
    o The IR# and company name matches an existing 5106 importer record in the ACE Portal.
    o A current and valid Point of Contact (POC) email address exists in the 5106 importer record.
    o 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:
    o An email confirming the importer view access request has been processed.
    o An email with user information and directions to access the ACE Portal.

SETTING UP AN ACE PORTAL ACCOUNT

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*.

c. In the ***Business Email Address (Account Owner Login Email)** field, type your *email address*.

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.

See Sub-Account Types on Page 5

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SETTING UP AN ACE PORTAL ACCOUNT
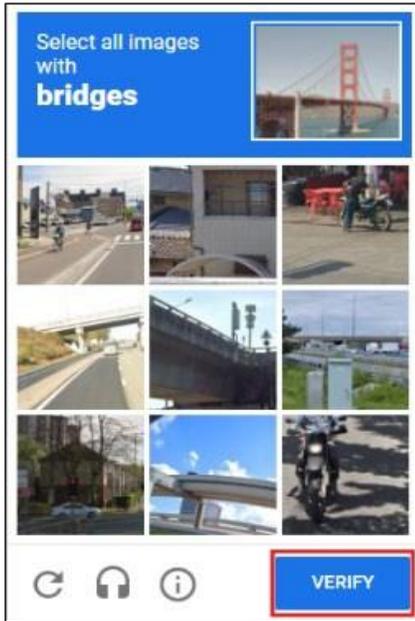
c. If prompted for verification, in the **Select all images with** dialog box:

   i. Select the appropriate images.

   ii. Select the **Verify** button.

d. 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.**

IDENTIFY SUB-ACCOUNT TYPE

Determine which Sub-Account Type your company will need based on your business activity.

Sub-Account Type	Manage Accounts	Audit Change History	Access Business Activity Log	Define Action Plan	Run Reports	Submit AESDirect Filing	Review Bonds	Review Statements	Review License, Permits & Certificates	Review Transactions	Maintain Declarations	Set Mode of Communication	Maintain Power of Attorney
Broker	✓	✓	✓	✓	✓			✓	✓		✓	✓	
Carrier	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	
Cartman	✓	✓	✓	✓									
Driver/Crew	✓	✓											
Exporter	✓	✓			✓	✓							
Facility Operator	✓	✓	✓	✓									
Filer	✓	✓	✓		✓			✓			✓	✓	
FTZ Operator	✓	✓	✓	✓									
Importer	✓	✓	✓	✓	✓		✓	✓	✓		✓	✓	
Lighterman	✓	✓	✓	✓									
Protest Filer	✓	✓			✓								
Service Provider	✓	✓	✓	✓									
Surety	✓	✓	✓	✓	✓		✓						✓

5. In the company and account owner information page:

Application for an ACE Portal Top Account with the Importer Sub-account View

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

a. Check the checkbox at the top to authorize creation of the top account, TAO, and importer account view.

b. Select the **Submit** button.

6. In the authorization section:

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.

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The ACE Portal **ACH Refund Authorization** tab within the Importer Account view enables members of the trade community to input their banking account information to receive electronic refunds.

ACE Portal Trade Account Owners (TAOs) with an associated importer account view use the **ACH Refund Authorization** tab in the Importer Account to add their ACH bank account information to receive refunds.

- TAOs can authorize **Read-Only** or **Full Access** permission to Proxy Trade Account Owners (PTAOs) and Trade Account Users for the **ACH Refund Authorization** tab in an Importer Account.

The **ACH Refund Authorization** tab allows users with appropriate access to search for existing ACH banking information.

- If there is data on-file, when the **Get Info/Refresh** button is selected, the banking information displays in the **Banking Details** fields.
- If no banking information is found, the **Add ACH Info** button displays to add the banking information to the importer account.
- If any ACH banking information changes, a user with **Full Access** permission to the **ACH Refund Tab** must make those updates to ensure accurate refund processing.

NOTE: Banking information is not stored in the ACE Portal. It is maintained in CBP's financial system.

THIS DOES NOT GUARANTEE REFUNDS FOR IEEPA TARIFFS

GUIDANCE FOR IEEPA-RELATED TARIFFS HAS NOT BEEN RELEASED.

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1. Log in to the ACE Portal as the TAO.

2. In the ACE Portal home page, select the **Tools** tab.
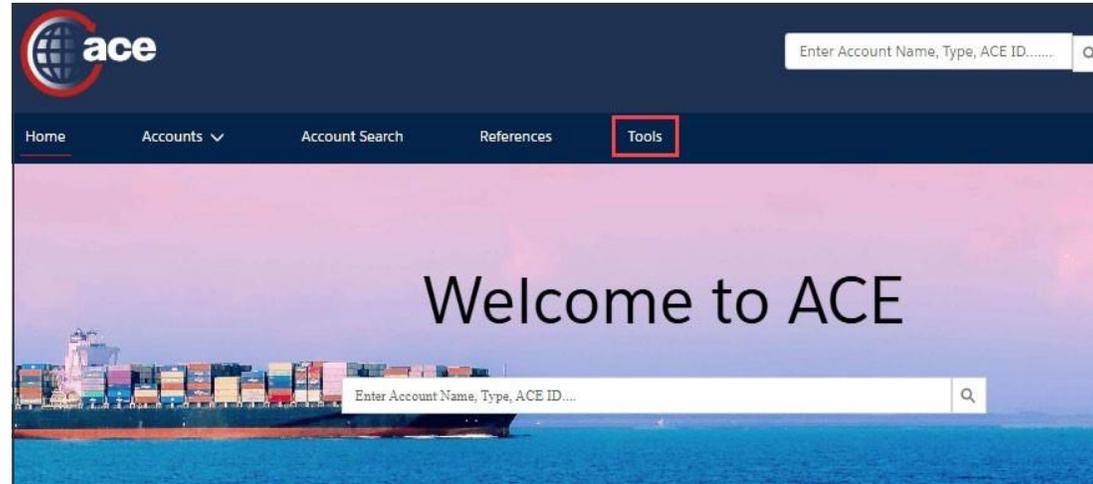
3. In the **User Access** pane, in the **Search Results** list, in the **Name** column, select the PTAO or trade account user to authorize access to the **ACH Refund Authorization** tab.

4. In the **User Name** pane, select the **Roles** tab.

5. In the **Roles** tab, select the **Expand** > icon to the left of the **Importer** subaccount title.

6. In the **Importer** section, select the **Edit** button.

7. In the **Edit Importer SubAccount Permissions** dialog box:

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7. In the **Edit Importer SubAccount Permissions** dialog box:

a. In the **Tab Name** column, in the **ACH refund tab** row, select the radio button in the **Full Access** column.

> **NOTE**: **Full Access** authorizes a user to view, add, and edit the ACH information. **Read-Only** authorizes a user to only view the ACH information.

b. Select the **Submit** button.

The **Roles have been successfully updated** message displays.
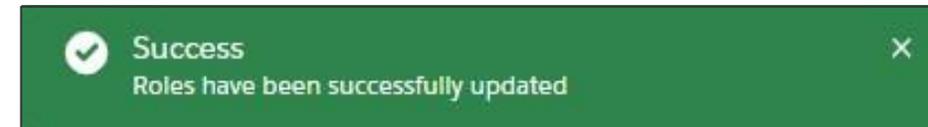
NOW IT'S TIME TO ADD / UPDATE ACH BANK ACCOUNT INFORMATION

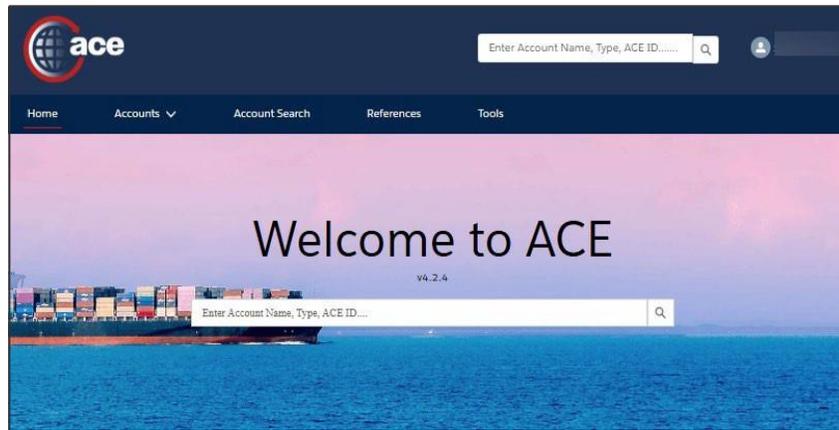## ADDING ACH BANK ACCOUNT INFORMATION
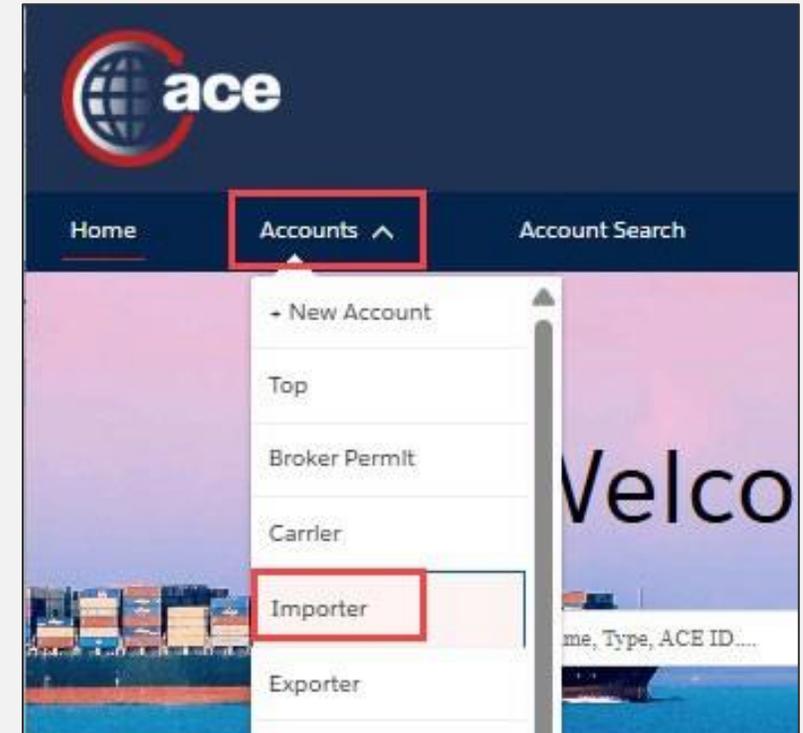
1. Log in to the ACE Portal.

The ACE Portal home page displays.

2. 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).

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3. 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.

Home	Accounts ⌄	Account Search	References	Tools

Importer Accounts
Showing 4 / 4 Results

	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

			us ⌄	ACE ID ⌄

| 1 | Stained Glass Inc | CBP Assigned N... | 253801-07316 | Active | 0000340096 |

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.

Keyword Search

🔍 glass ⊗

Search Filters

Account Name

Account Name...

Identification Type

Select One... ▾

Identification Number

Identification Number...

Status

Status... ▾

Search Clear

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.

ADDING ACH BANK ACCOUNT INFORMATION

4. In the **Account Name** pane, select the **ACH Refund Authorization** tab.

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

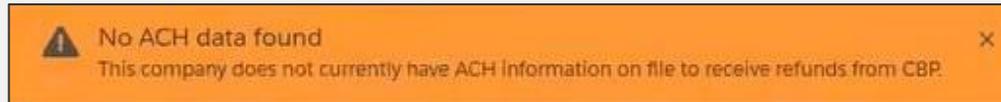5. To add the initial bank information, in the **ACH Refund Authorization** tab:

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.

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*.

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*.

iv. An error message displays if the re-entered bank account number does not match the initial number entered.

Also, the **Add ACH Info** button displays.

vi. Select the **Submit** button.

vi. If the bank routing number entered is not valid, an error message **Bank Master does not exist for supplied Bank Routing No** displays.
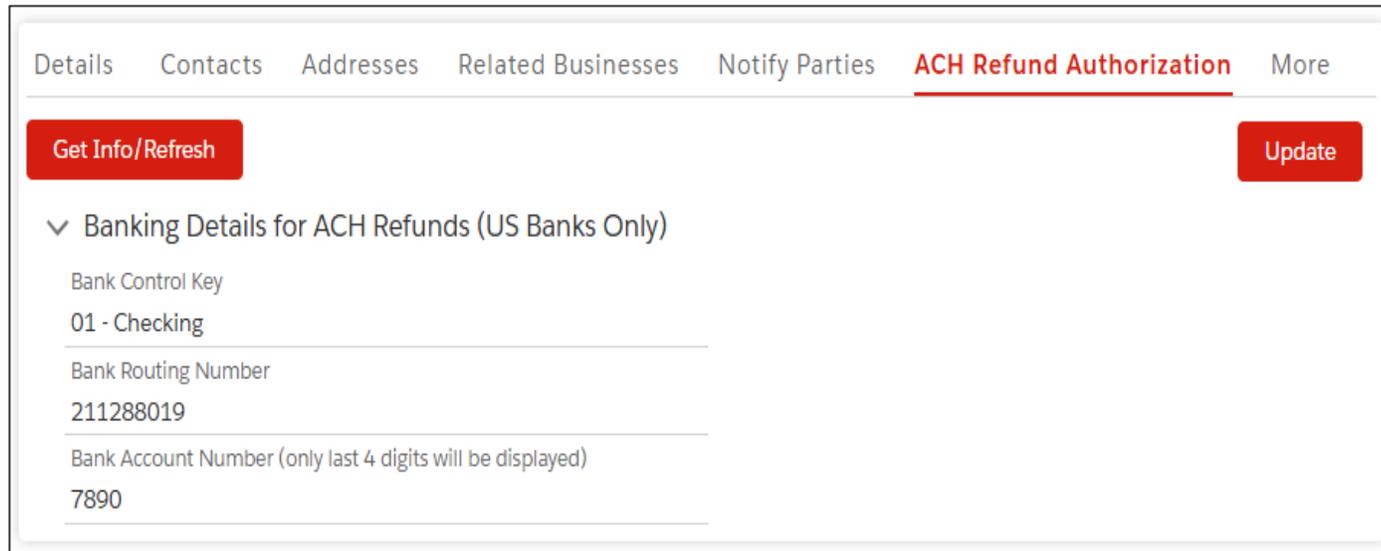
The **ACH info submitted successfully.**
Click "Get Info/Refresh" to view the updated info message displays.

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

FOR ADDITIONAL SUPPORT

Reach out to your local Green Worldwide Shipping branch office or contact us at www.greenworldwide.com