



PMK Est
2001

International LLC

ACE Account & ACH Refund

**Instructions for
Account Set-up**

ACE Account & ACH Refund

Relevant to all Trade Account Owners with an associated importer account, **effective February 6, 2026, CBP will issue all refunds electronically via Automated Clearing House (ACH) with limited exceptions.**

The Automated Commercial Environment (ACE) Portal has been updated to enable electronic refund enrollment, allowing authorized trade users to submit US banking information online and receive funds electronically via ACH.

With an importer sub-account view, ACE Portal Trade Account Owners (TAOs) will have access to the ACH Refund Authorization tab to view, add, and update US banking information necessary for the CBP to issue electronic funds via ACH. This update replaces the manual ACH Refund Enrollment form.

The transition to electronic-only refunds is expected to begin on February 6, 2026, with limited exceptions. All importers are encouraged to set-up their account as soon as possible.

What is ACE

- The Automated Commercial Environment Secure Data Portal
- Importers use ACE to keep track of their entries, especially if they use multiple brokers
- All Brokers use ACE to process entries; most brokers use a 3rd-party APP to interface
- Examples of the reports that can be generated by the ACE system:
 - Duties paid per port
 - Number of exams
 - Liquidations

What is an ACH Refund

- To gain efficiencies, the CBP directs deposits refunds into Importers' bank accounts rather than issuing physical checks
- If refunds are owed, Importers *are required* to register for an ACE account to receive monies
- The Automated Clearing House (ACH) Refund was recently added to ACE; it's separate from the "ACH Debit" payment system
- There are no charges for an ACE account
- Government may use this system for IEEPA refunds, should there be a decision to do so

What you need

- A copy of the company information as it exists in the CBP system
 - Referred to as a “5106” or “Bond Query”, you can obtain this from PMK
- Ensure all information is up to date – particularly the email address of the person responsible for the ACE Account
- Share this updated information with PMK and any other Brokers you may have
- Follow the guide linked here:
 - [ACE Portal - ACH Bank Information for Electronic Refunds](#)

Add PMK International

- Once registered and approved, add PMK International to “Notify Party”
- Select “Notify Parties” in horizontal navigation bar
- Under Notification Type, select “Bills, Refunds, and Notices of Liquidation” or “Bills and Notices” in the drop-down list (as relevant)
- Contact accounting@pmkintl.com to request the PMK Employer identification Number (EIN) , then enter it under “Notify Party IR#”
- You will get a message saying “Importer Successfully Added PMK as a Notify Party”

How to Manage Sign-up Errors

- If you receive an error message saying “Invalid Request”, ensure you’ve entered the company name and importer record number (IR#) exactly as they appear on the 5106 or Bond Query, then check that you’ve entered a valid business email address
- If those are correct, contact PMK for assistance. We will go through the screens together in MS Teams or Zoom (necessary as Broker View is not the same as the Importer View)
- If you get an error message stating “EIN Provided is already in use”, someone in your organization, possibly a previous employee, had already registered your company for an ACE account. You will need to ask within your organization who may have done this, find out who the “Trade Account Owner” is, or send a help request to CBP ACE to change the contact information for the Trade Account Owner (TAO)

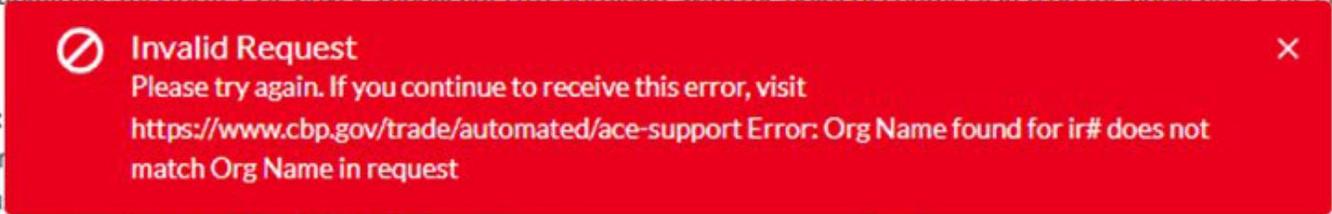


IMPORTANT: Prior to completing and submitting this form, ACE advises applicants to coordinate with the broker of record listed on the applicable ACE Form 5106 record to obtain a system-generated verification code

Note:

To complete this access request successfully:

- The *Business Email Address* provided may not be the same as the *Business Email Address* in the CBP Form 5106 record.
- The *Importer Record Number* provided must match the *Importer Record Number* in the CBP Form 5106 record.
- The *Company Name* provided must match the company name in the CBP Form 5106 record.



Invalid Request ✕
Please try again. If you continue to receive this error, visit <https://www.cbp.gov/trade/automated/ace-support> Error: Org Name found for ir# does not match Org Name in request

Company Name

Business Email Address (Account Owner Login Email)

Importer Record Number (IR#)

Set Up PMK As A Notify Party

Account Name

Record Type Name: Importer ACE ID IR # Status: Active

Details Contacts Addresses Related Businesses **Notify Parties** Drawback Bonds Declarations ACH Refund Authorization More

Related Notified Parties
0 Records

Add Notify Party

ACE Id	Name	Type	IR #	Process Date	Create By
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Create a New Notify Party

Notify Party Detail

* Notification Type

Select an Option

- Bills, Refunds and Notices of Liquidation (10)
- Refunds or Drawback Only (20)
- Bills and Refunds (23)
- Notices of Liquidation Only (24)
- Bills Only (30)
- Refunds and Notices (34)
- Bills and Notices (40)

* Notify Party IR #

at the above notifications (notification type) be sent in care of the agent whose Notify Party IR# is identified organization is) the Importer of Record.

PMK's EIN Number

Please contact PMK for EIN

OR

Cancel Submit

Importer Successfully Added PMK as a Notify Party

Account Name Forms Reports

Record Type Name: Importer ACE ID IR # Status: Active

Details Contacts Addresses Related Businesses **Notify Parties** Drawback Bonds Declarations Statements More

Related Notified Parties
1 Records Add Notify Party

ACE Id	Name	Type	IR #	Process Date	Create By
	PMK INTERNATIONAL ...	40		1/20/2026	

Share Knowledge

- Use screen captures and such to document your ACE log-in/Sign-Up Process for others in your company. Although this information is confidential, it needs to be shared with other trusted members of your organization in the case of employee turn-over.

Resources & Contacts

Resources

- [ACE Portal – ACE Bank Information for Electronic Refunds Guide](#) (US CBP 12.2025 PDF)
- [ACE Training and Reference Guides](#) ACE Reports Training, ACE Portal Training, and ACE Manifest Training

Support Contact

- [ACE Portal Support](#) or call 866-530-4172
- [CBP Refund Support](#) or call 317-298-1200, ext 4015

*CBP holds **user readiness support calls** to help trade participants prepare.*