

# Webinar on Automation of Triennial Fees

(12/13/2017 and 2/5/2018)



U.S. Customs and  
Border Protection



## Questions and Answers

1	<p><b>Q.</b> My License supports the Corp. License. Do I have to file a report for my individual license &amp; the Corp. License?</p> <p><b>A.</b> <i>Yes, A Triennial Status Report and fee must be filed for each license that is not cancelled or revoked. You will file a report for the individual license and a separate report for the Corporate license.</i></p>
2	<p><b>Q.</b> Do you still file a Triennial if you obtain your license Jan-Feb 2018?</p> <p><b>A.</b> <i>A Triennial Status Report and fee must be filed for every license issued on or before December 31<sup>st</sup>, 2017.</i></p>
3	<p><b>Q.</b> Will this PowerPoint presentation be available to us?</p> <p><b>A.</b> <i>Yes, the PowerPoint is being sent to all registered webinar attendees and is posted on our website under <b>BROKERS</b>.</i></p>
4	<p><b>Q.</b> I have two employees with licenses that are not qualifying broker. Can I still pay their triennial via my company account?</p> <p><b>A.</b> <i>Yes</i></p>
5	<p><b>Q.</b> We have multiple licensed brokers and have consolidated the triennial reports at one location. Our company does not want to use pay.gov or pay by credit card. Is there any way of sending one check to customs covering multiple triennial reports? One port instead of FedExing to multiple ports?</p> <p><b>A.</b> <i>No, you must send the Triennial Status Report and fee to the port through which the license was delivered. However, you may send one check with multiple Triennial Status Reports for licenses delivered through a particular port.</i></p>
6	<p><b>Q.</b> Can you start your submission, stop and save your work, and come back to finish later?</p> <p><b>A.</b> <i>Yes, If you create an account, you can start your submission and come back to finish later. You can save the submission at any point up to and including the uploading of the attachment. The payment information cannot be entered and saved.</i></p>
7	<p><b>Q.</b> For employee list (pdf), does each DDPP permit holder need to submit a separate list, or can the corporation submit a list with its Corporate License Triennial Report for all employees at all ports?</p> <p><b>A.</b> <i>The licensed company (corporation) will upload a list with all employees during the online Triennial Status Report and fee submission. The district permit holders do not need to submit a separate list to meet the requirements of 111.30(d).</i></p>
8	<p><b>Q.</b> Do we enter the Triennial form electronically or use the manual form and attach it?</p> <p><b>A.</b> <i>You enter the form electronically. An electronic version of the form is in Pay.gov, therefore you do not need to use the manual form and attach it.</i></p>

9	<p><b>Q.</b> If a company has 5 brokers, do you have to pay for the brokers individually or can you add all five brokers plus their status report and go to your cart to pay for the fees together?</p> <p><b>A.</b> <i>Pay.gov does not have a cart. Each of the 5 brokers will need to have the fee paid individually.</i></p>
10	<p><b>Q.</b> Will we be able to enter more than one e-mail address for confirmation of payment?</p> <p><b>A.</b> <i>There is the capability to enter multiple email addresses.</i></p>
11	<p><b>Q.</b> Does each broker complete the online report, print it, and then upload the document to submit it?</p> <p><b>A.</b> <i>The Triennial Status Report is completed and submitted electronically. You may print the report for your records but do need to upload it.</i></p>
12	<p><b>Q.</b> Can our employees complete and save the form then send to me so I can forward to CBP with payment?</p> <p><b>A.</b> <i>No, only the Pay.gov account holder is allowed to log into the account according to the terms and conditions when creating a Pay.gov account. The employees can complete the pdf form, send to you and you can use the information to complete the form online.</i></p>
13	<p><b>Q.</b> How many attachments can be added to one submission?</p> <p><b>A.</b> <i>Only one pdf attachment may be uploaded for each submission. The attachment would be an employee report if required.</i></p>
14	<p><b>Q.</b> How does the qualifying licensed customs broker sign the triennial report for a licensed corporation when submitting payment and the list of employees via pay.gov?</p> <p><b>A.</b> <i>The Triennial Status Report has an e-signature. The e-signature must be that of the licensed officer or member.</i></p>
15	<p><b>Q.</b> Will be able to pay the annual user fee also through pay.gov on December 15?</p> <p><b>A.</b> <i>No, in the future annual user fees will be payable online, but cannot currently be paid online.</i></p>
16	<p><b>Q.</b> If we attach the signed form as a PDF, do we also have to enter all the same information on the screen?</p> <p><b>A.</b> <i>The form must be completed online and not uploaded. The file upload is for the employee list.</i></p>
17	<p><b>Q.</b> What is the data limit for uploading the employee list for a Corporate License?</p> <p><b>A.</b> <i>The data limit for the file upload is 2 megabytes. This is large enough to upload over 5000 names.</i></p>
18	<p><b>Q.</b> Can 1 individual manage all the transmissions of each employee of a firm, and do one at a time? (on behalf of all the employees.)</p> <p><b>A.</b> <i>Yes, one individual can enter and submit the forms one at a time for each licensed employee of a firm.</i></p>

19	<p><b>Q.</b> Do I have to update my home address prior to the triennial status report? Or will the triennial status report will also serve as a method to update my current home address?</p> <p><b>A.</b> <i>The Triennial Status Report should not serve as the sole method of address update notification. Whenever you have a change of address, you should contact the port where your license was issued to update it with CBP. The address that CBP has on file is important because it is used to mail out the certified notice of suspension if the Triennial Status report is not submitted.</i></p>
20	<p><b>Q.</b> If you submit the status report via on line, this does satisfy the requirement to submit to individual port where license was issued? Nothing needs to go to the port if online?</p> <p><b>A.</b> <i>Yes, if you submit the status report via pay.gov it will satisfy the reporting requirements. Nothing needs to go to the port.</i></p>
21	<p><b>Q.</b> If i am handling the renewal for a colleague, can i upload their signed status report and pay the fee via pay.gov.</p> <p><b>A.</b> <i>No, the form must be completed electronically not submitted as an upload. You may input the information electronically and submit the payment for the colleague.</i></p>
22	<p><b>Q.</b> If you have a corp license and an individual license under same company, same employees can it be one report or two even are the same information?</p> <p><b>A.</b> <i>No, a separate Triennial Status Report must be filed for each license.</i></p>
23	<p><b>Q.</b> Does the Customs Broker need to be on the employee list?</p> <p><b>A.</b> <i>Yes, the individual customs broker qualifying the license is an employee of the company and should be on the employee list.</i></p>
24	<p><b>Q.</b> I am an employee of a brokerage company. The company can pay my triennial on my behalf but did I hear you say that I have to send my status report to the port that issued my license? Do I let them know it was paid online?</p> <p><b>A.</b> <i>Yes, the company can pay your triennial fee on your behalf. If the Triennial Status Report is filed online, you do not need to send anything to the port.</i></p>
25	<p><b>Q.</b> Does the employee list encompass all employees or only employees engaged in brokerage activity?</p> <p><b>A.</b> <i>The employee list encompasses all employees employed within a permitted broker district regardless of their activity.</i></p>
26	<p><b>Q.</b> If processing for colleagues, how can we "sign" their status report?</p> <p><b>A.</b> <i>The e-signature on the electronic form should contain the colleague's name. It is recommended that a completed and signed copy of the colleague's form is maintained on file.</i></p>

27	<p><b>Q.</b> Concerning the port that the license was issued thru, is that the District port?</p> <p><b>A.</b> <i>Yes, that is the District port that received the license application and delivered the license.</i></p>
28	<p><b>Q.</b> Will a convenience fee be charged when using a credit card?</p> <p><b>A.</b> <i>No, there is no convenience fee for any of the forms of payment.</i></p>
29	<p><b>Q.</b> Earlier it sounded as if something needed to be attached are we now saying nothing - whatsoever- needs to be attached?</p> <p><b>A.</b> <i>If you are a broker actively conducting customs business (permitted) you must attach your employee list.</i></p>
30	<p><b>Q.</b> Can you run through an example on pay.gov of attaching and uploading triennial?</p> <p><b>A.</b> <i>The pay.gov system is not functional until December 15, 2017 so we cannot perform a demonstration today. The step-by-step process in pay.gov is easy to follow.</i></p>
31	<p><b>Q.</b> I am in the process of changing my name due to new marriage. When I applied for my license, I used my maiden name. Since my maiden is on my broker license, I understand that I should use that information on the report. However, if I change my name in January, will I have to submit another triennial report and fee? And request a new license?</p> <p><b>A.</b> <i>You will only be required to submit one Triennial Status Report regardless of the name change. You should complete the status report with the name on the license in your possession at the time of submission.</i></p>
32	<p><b>Q.</b> What about multiple office locations under a nat'l permit. Is the triennial required for the corporate and each branch?</p> <p><b>A.</b> <i>No, a Triennial Status Report is required for each license not each permit.</i></p>
33 possible duplicate of 12	<p><b>Q.</b> If we create a 'Company' account, can we then allow our brokers to use that account and submit and pay all of the CHB for the company, if they submit the triennial separately?</p> <p><b>A.</b> <i>Only the Pay.gov account holder is allowed to log into the account according to the terms and conditions when creating a Pay.gov account. The employees can complete the pdf form and send to you and you can use the information to complete the form online.</i></p>
34	<p><b>Q.</b> Please confirm- I have to have a personal pay.gov account for my own license, and a separate account for the corporate license?</p> <p><b>A.</b> <i>No, one pay.gov account can be used to pay for your corporate and individual license via separate transactions.</i></p>
35	<p><b>Q.</b> If we elect to send a manual submission and check to the port, assume it is addressed to broker compliance? Please confirm</p> <p><b>A.</b> <i>If you send a paper Triennial Status Report and payment to the port, address it to the Broker Management Officer.</i></p>

36	<p><b>Q.</b> Is the one PDF attachment of employee list per port or by firm?</p> <p><b>A.</b> <i>The employee list is by firm, all employees of the license holder.</i></p>
37	<p><b>Q.</b> I work for an importer and hold an individual license. Our facility is a FTZ, do I need to submit an employee list?</p> <p><b>A.</b> <i>No, you do not need to submit an employee list for your employer.</i></p>
38	<p><b>Q.</b> Can the triennial report and payment be submitted without creating an account on pay.gov?</p> <p><b>A.</b> <i>Yes, but you will not be able to view the payment history after submission. You will need to record the receipt number.</i></p>
39	<p><b>Q.</b> Before computerization of payment thru Pay.gov, I paid the triannual report thru the local port and they sent it up to the District port. Now, I heard that i should send the payment to the port that issued the license. My license said it was issued at Washington, D.C. is that where I designate the payment to go to?</p> <p><b>A.</b> <i>If the triennial Status Report is not submitted online via pay.gov it must be submitted to the District Port that issued the license. The District Port is the office where you submitted your license application and that presented the license to you.</i></p>
40	<p><b>Q.</b> Do all employees of the company, even sales people and accounting dept staff have to be included on Triennial Report?</p> <p><b>A.</b> <i>All employees within the permitted district(s) must be reported regardless of their position.</i></p>
41	<p><b>Q.</b> For corporations, in addition to completing the form on-line and attaching the employee listing, is there any additional information (i.e., listing of all customs brokerage office locations, listing of all licensed brokers employed by the corporation, listing of all officers) that must be provided with the employee information listing?</p> <p><b>A.</b> <i>No, but the employee list should include each corporate officer</i></p>
42	<p><b>Q.</b> Is the individual license qualifier of a corp. license considered to be "actively engaged in customs business" on his or her individual triennial report?</p> <p><b>A.</b> <i>Yes.</i></p>
43	<p><b>Q.</b> When filing triennials for many employees within one company, when does the listing of the company's employees have to be included? I thought I read that it only had to be sent once.</p> <p><b>A.</b> <i>The employee list accompanies the corporate triennial report.</i></p>
44	<p><b>Q.</b> I submitted individual Triennial report and paid online, will I get an email or a letter from local port that they have received the triennial report and fee?</p> <p><b>A.</b> <i>No, you will only receive a receipt from the online payment.</i></p>

45	<p><b>Q.</b> Please clarify. License holders file Triennial report or are PERMIT holders also required to file this?</p> <p><b>A.</b> <i>The triennial is specifically for broker licenses. If your company has multiple permits, you still only file one triennial report for each license.</i></p>
46	<p><b>Q.</b> My company has offices in JFK &amp; LAX, and the license# for both stations is the same. Even though it's the same license, should we send payment for each port, along with corresponding Employee list, for each station? Or, is just 1 payment with complete employee list sufficient?</p> <p><b>A.</b> <i>You have one license and two permits – LA and JFK. You only owe one Triennial Report with fees and one corresponding employee report encompassing all permitted locations.</i></p>
47	<p><b>Q.</b> Employee List only needs current address, not address for last five years correct?</p> <p><b>A.</b> <i>Correct.</i></p>
48	<p><b>Q.</b> We have a few employees that their license says it was issued through DC?</p> <p><b>A.</b> <i>ALL licenses will state “Issued at Washington, D.C.” but are delivered through a specific port. Triennial submissions must be submitted to the port through which the license was delivered. If the license states “Delivered through the port of Washington, DC”, then the report should be filed with Port 5401, Washington, DC, located in Sterling, VA near the Dulles Airport. Do not send a triennial report or payment to the Washington DC, Headquarters office.</i></p>
49	<p><b>Q.</b> Will there be improvements on the receipts given...as currently they do not state who they are being filed for?</p> <p><b>A.</b> <i>CBP Revenue Modernization is taking all feedback and using it to improve the electronic submission and payment process for broker triennials, license fees, exam fees, etc. Any feedback you can give will help us determine how best to make improvements that fit your requirements and CBP requirements.</i></p>