



Customs and Border Protection

Broker License Exam Registration and Payment

eCBP User Guide

August 2019

Version 1.0



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1 How to Use This Document

This document is a User Guide for the eCBP portal. It details the Broker License Exam application, registration, and payment process. It should be used as a reference document in conjunction with available training and Quick Reference Guides (QRGs).

2 Overview of eCBP

U.S. Customs and Border Protection (CBP) has begun to increase the use of electronic payment options (ePO) to reduce labor intensive and manual processes and streamline payment capabilities and options for the general public. These general benefits include:

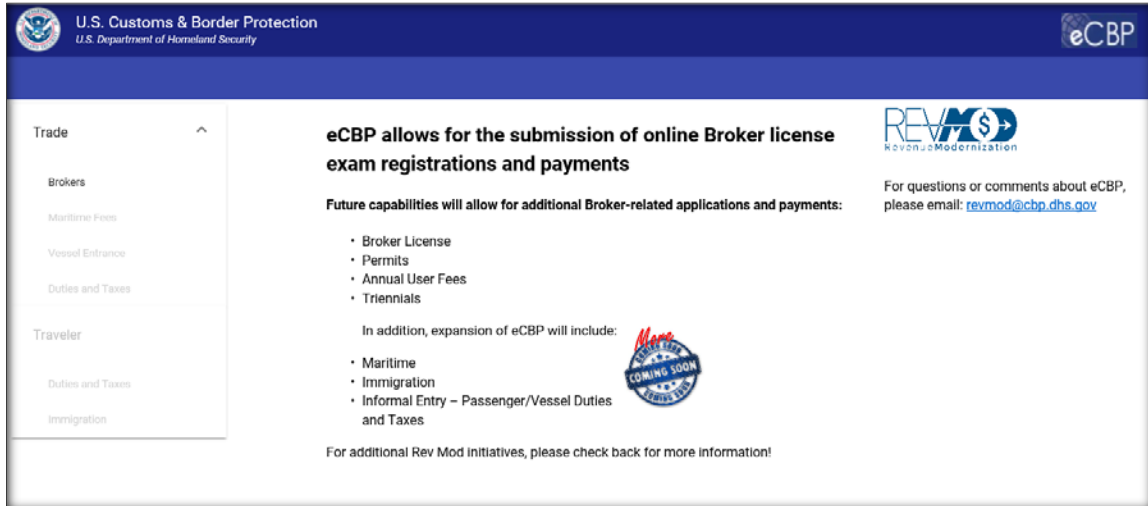
- An online interactive portal (eCBP).
- An ability for customers to create a single persistent account using Login.gov that can also be used for all future transactions (from Broker application to renewal).
- Reduced processing/wait times for customers at ports of entry (using the eCBP portal).
- Enhanced customer experience, including electronic receipts.
- Increasing capability for customer's to make payments through multiple options, including PayPal, credit and debit cards, and Amazon Pay.

Future enhancements of eCBP will include online payment options for multiple fee types, duties, and taxes for travelers, vessels and Brokers.

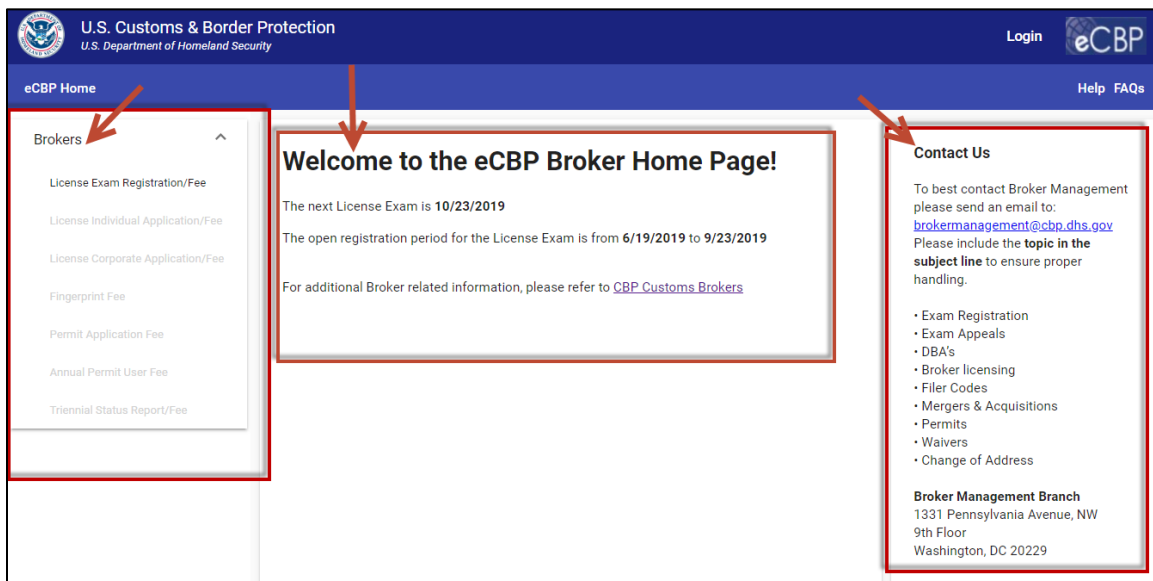
3 Navigating the eCBP Page

3.1 Navigating the eCBP Home Page

1. Go to the eCBP URL <https://e.cbp.dhs.gov/ecbp/#/main>



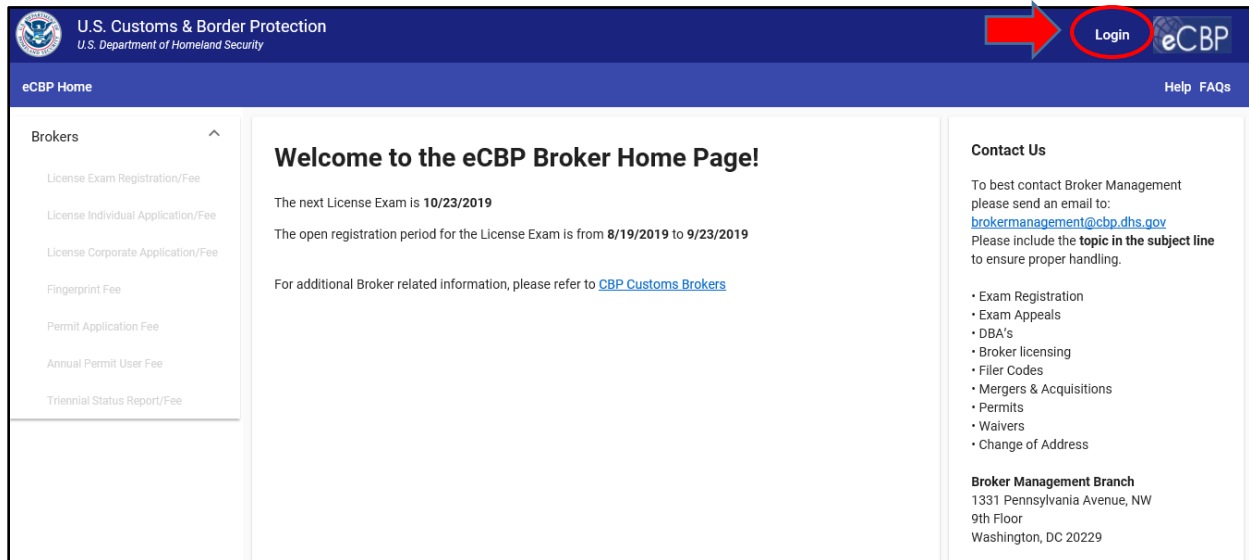
2. Once you have landed on the eCBP Home page, there are 3 panels of information which can be viewed:
 - Trade/Traveler fee pages (left)
 - Information/Notifications for eCBP updates and relevant information (middle)
 - Contact information (right)



Logging into eCBP

When a user is new to eCBP, they will be required to create a new account using Login.gov. Without an active login.gov account, you will be unable to move forward in the Broker License Exam Application. After setting your account up, you will also have a new Broker ID in the Automated Commercial Environment (ACE) which is CBP's system of record.

3. Select **Login** on the upper right hand screen



Once your account information is saved in Login.gov, you will be able to access saved or completed exam applications, as well as view your paid receipts completing the Broker License Exam Application.

Note: If you already have an existing account through Login.gov, you can login in using your existing credentials. If this is the case, simply select **Login** and enter your existing credentials.

Next you will see the consent page. As a Department of Homeland Security (DHS) requirement, you must read and acknowledge the consent form before you are taken to the Login screen.

4. Once you have read this form, Select **Consent and Continue**

The screenshot shows a consent form titled "You are about to access a Department of Homeland Security computer system." The form contains the following text:

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. **There is no expectation of privacy when you use this computer system.** The use of a password or any other security measure does not establish an expectation of privacy.

By using this system, you consent to the terms set forth in this notice.

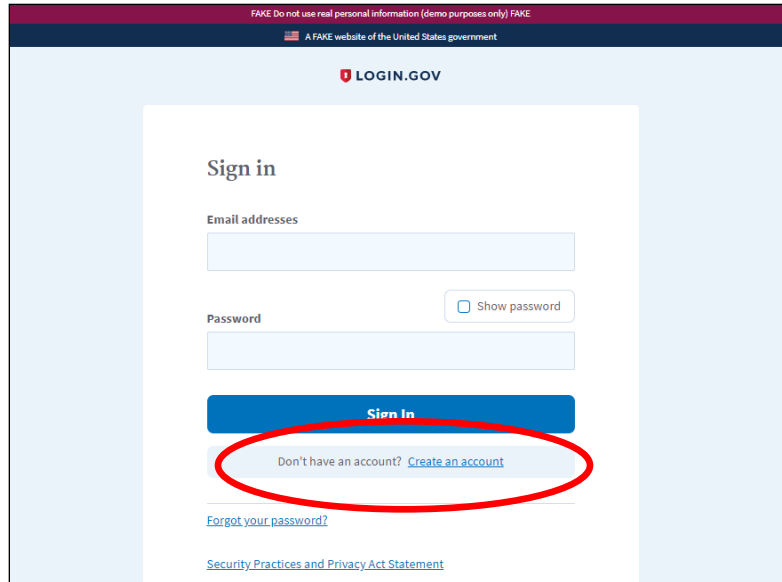
- You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only.
- Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws.
- Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment.
- This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures.
- DHS may conduct monitoring activities without further notice.

At the bottom of the form, there are two buttons: "DECLINE & EXIT" (red) and "CONSENT & CONTINUE" (blue). A red arrow points to the "CONSENT & CONTINUE" button.

3.2 Create a New Account

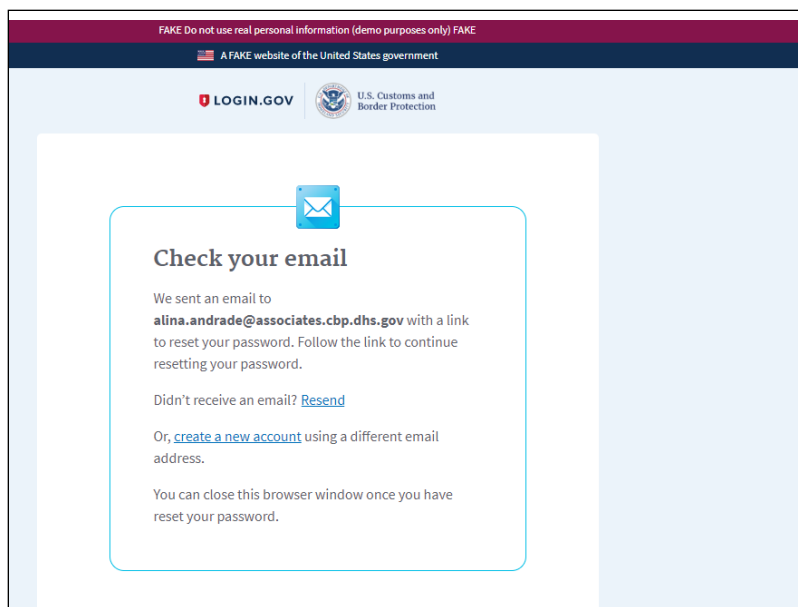
Now you are on the Login page within Login.gov. In order to access the exam application process you will need to create a new account. As mentioned earlier, if you have an account previously established with Login.gov, you can enter your Email address and Password in the appropriate fields.

To **Create a New Account**, select the **Create an Account link**



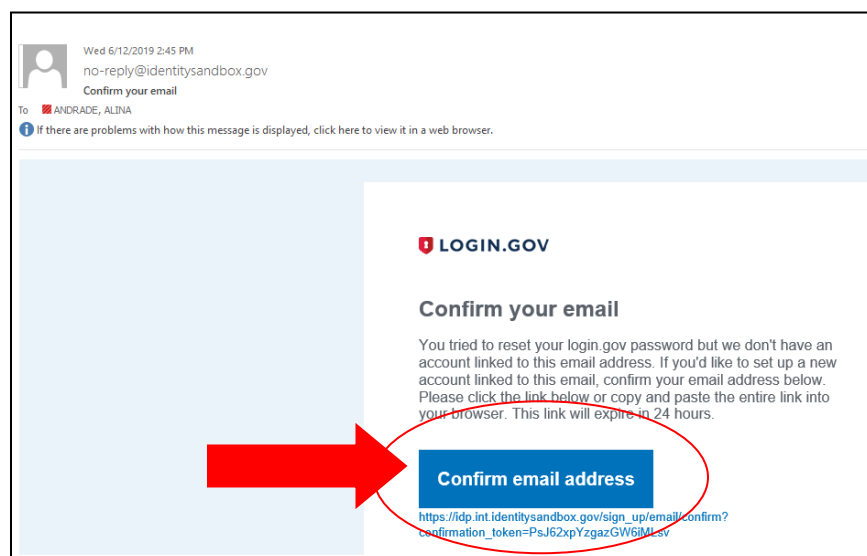
The screenshot shows the Login.gov 'Sign in' page. At the top, there is a disclaimer: 'FAKE Do not use real personal information (demo purposes only) FAKE' and 'A FAKE website of the United States government'. Below this is the 'LOGIN.GOV' logo. The main section is titled 'Sign in' and contains two input fields: 'Email addresses' and 'Password'. There is a 'Show password' checkbox next to the password field. Below the input fields is a blue 'Sign In' button. Underneath the button, the text 'Don't have an account?' is followed by a blue link 'Create an account', which is circled in red. At the bottom of the form, there are two more links: 'Forgot your password?' and 'Security Practices and Privacy Act Statement'.

Note: A new message will appear, asking you to verify your email. Visit your email account to confirm that the link was sent to you. If the message does not appear in a timely manner, you can request the link to be resent.



Note: After you have received the email from Login.gov, you will be asked to confirm the email address.

To **Confirm your Email**, click on **Confirm email address**



You will now be taken back to Login.Gov where you will be asked to Create a strong password.

Enter your new password, and Select [Continue](#)

LOGIN.GOV | deCBP Gateway QAX

✓ You have confirmed your email address

STEP 2 OF 4

Create a strong password

It must be at least 12 characters long and not be a commonly used password. That's it!

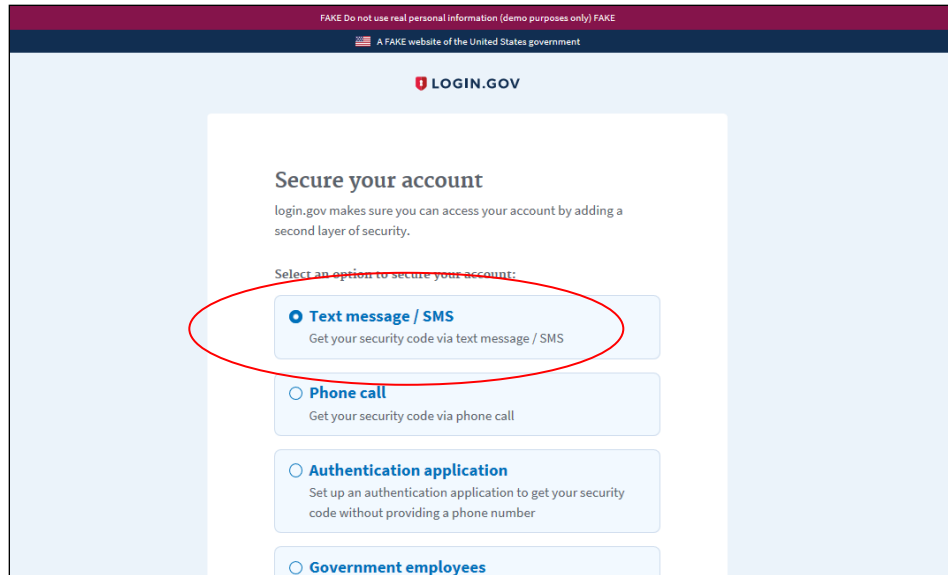
Password ☐ Show password

Password strength: ...

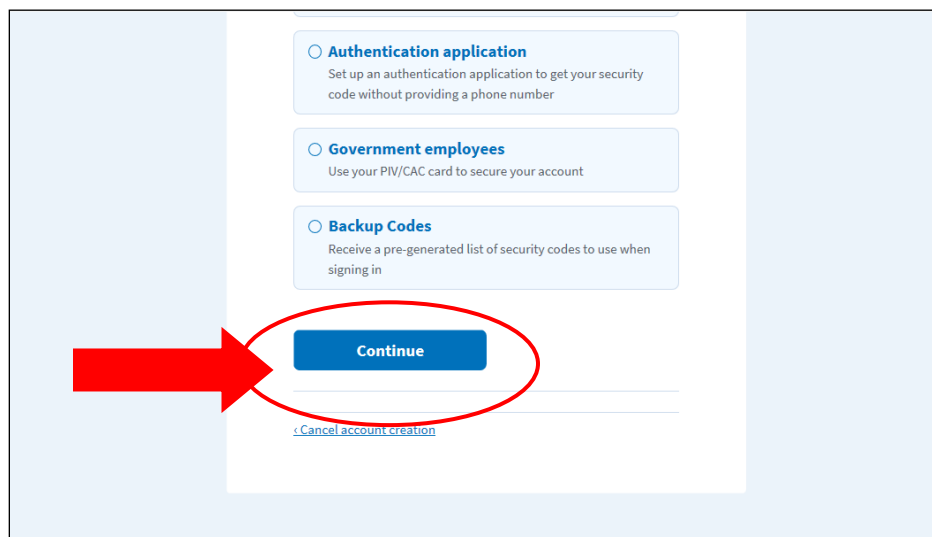
Continue

Login.Gov will now take you through a 2-step authentication process. Once you have confirmed your email address and entered a new password, you will be required to add a second layer of security. The following options will be required each time you wish to login to your account.

Select your preferred 2-step authentication. The following example is for Text/SMS.



Select **Continue**



If you choose the Text message/SMS option, you will receive a message asking for your phone number to send the code to.

Enter your mobile phone number and Select Send code

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LOGIN.GOV

Send your security code via text message
We'll text a security code each time you sign in.

Mobile phone number
example: (201) 555-0123

After a few moments, a code will be sent to the cell phone number entered. You will see a message appear confirming that a code was sent to the number you entered. Check your phone for this code, and enter the code below.

Note: The code expires within 10 minutes.

Note: CBP is not responsible for any text or call charges that may result from your authentication option selection

Enter your One-time security code and Press Submit

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LOGIN.GOV

Enter your security code
We sent a security code to +1 216-926-9921. This code will expire in 10 minutes.

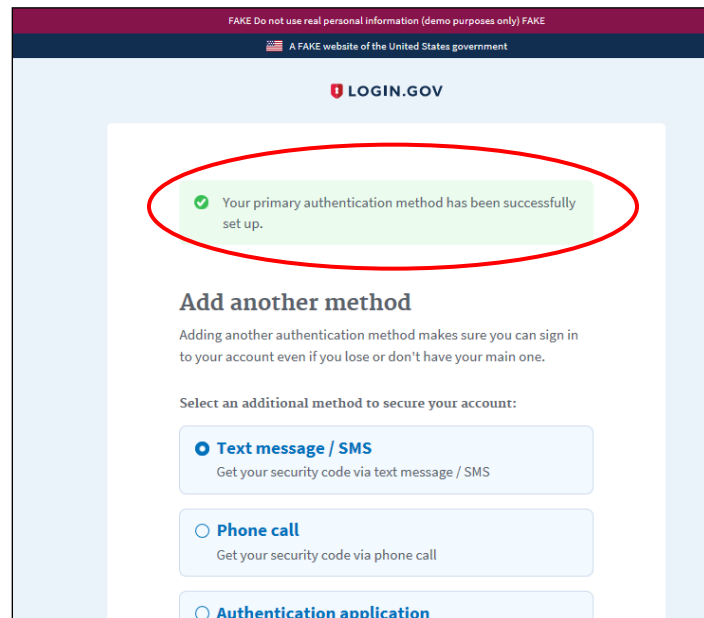
One-time security code

☐ Remember this browser

Entered the wrong phone number? [Use another phone number](#)

[Cancel account creation](#)

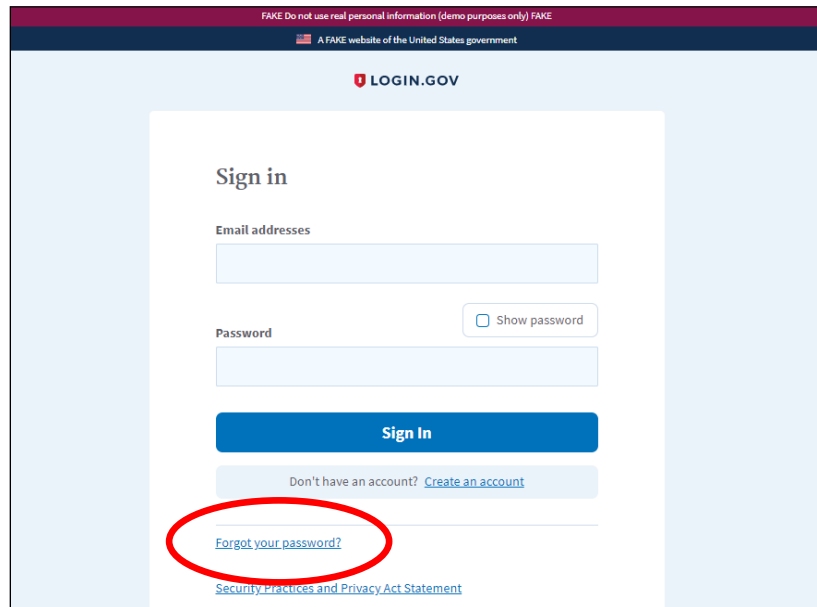
You will now receive a note indicating that your primary authentication has been successfully set up. A secondary authentication will also be required, simply follow the previous steps to “Add another method.” When you log in to your account next, the system will remember your selection and proceed with the saved method of authentication.



3.3 Resetting a Forgotten Password

If you have forgotten the password to your account, there is an easy way to reset and be given immediate access to your account.

Select the **Forgot your password** link



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LOGIN.GOV

Sign in

Email addresses

Password ☐ Show password

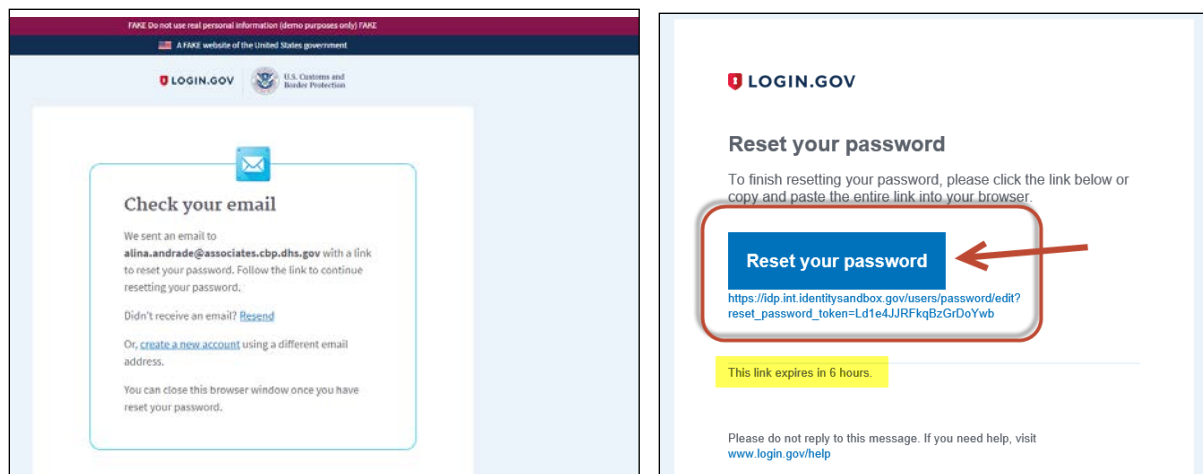
Sign In

Don't have an account? [Create an account](#)

[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)

Check your email to receive a link for resetting passwords. **Note:** this link will only be valid for 6 hours.



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U.S. Customs and Border Protection

LOGIN.GOV

Check your email

We sent an email to **allina.andrade@associates.cbp.dhs.gov** with a link to reset your password. Follow the link to continue resetting your password.

Didn't receive an email? [Resend](#)

Or, [create a new account](#) using a different email address.

You can close this browser window once you have reset your password.

LOGIN.GOV

Reset your password

To finish resetting your password, please click the link below or copy and paste the entire link into your browser.

[Reset your password](https://idp.int.identitysandbox.gov/users/password/edit?reset_password_token=Ld1e4JJRFkqBzGrDoYwb)

https://idp.int.identitysandbox.gov/users/password/edit?reset_password_token=Ld1e4JJRFkqBzGrDoYwb

This link expires in 6 hours.

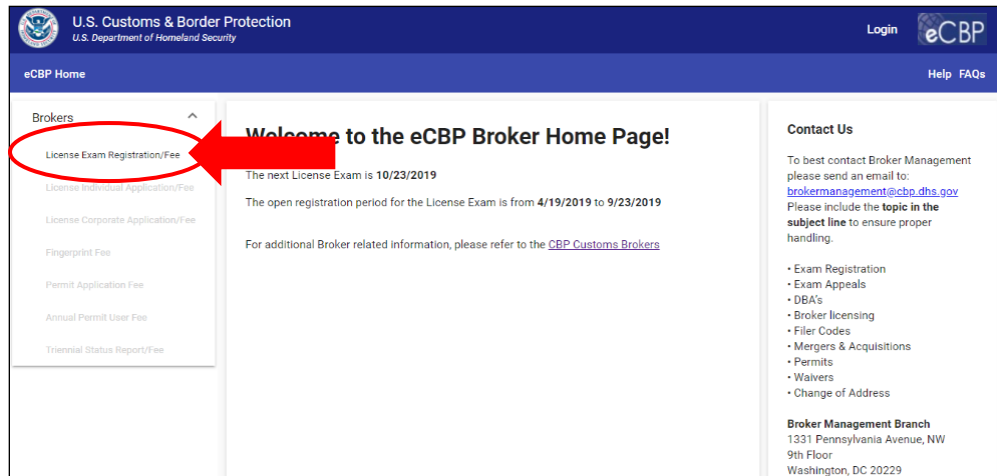
Please do not reply to this message. If you need help, visit www.login.gov/help

Follow the Login.gov steps to **Reset your password** and create a new one

4 Completing the Broker License Exam Application

By now, your Login.gov account should be set up, or you should have logged in using an existing account. You will be taken to the eCBP Home page.

Under Brokers, **Select License Exam/Registration Fee**



In order to continue the application process, you will have to pass through three eligibility questions. This ensures that you meet the minimum criteria required to become a Broker. If you make an incorrect selection, you will receive an error message with the criteria for eligibility.

Eligibility Questions

- Citizenship – U.S. Citizen
- Age – minimum 18 years of age
- Reserves – Officer or Employee of the United States

After each selection, you must press **Next** in order to continue. You can also go back if you made an incorrect submission. If you do not meet the eligibility criteria, you will not be allowed to continue through the application process.

Note: You will also see a **Social Security** and **Date of Birth** field. If you previously set up an account, or completed an application, your social security number and Date of Birth will pre-populated, however will be greyed out.

Enter selections and **Select Next**

Eligibility Questions Walkthrough

Enter the Eligibility – Citizenship response. **Select answer** and **Press Next**

The screenshot shows the eCBP application interface for the Customs Broker License Exam. The user is logged in as John Smith. The left sidebar lists various application fees, with 'License Exam Registration/Fee' selected. The main content area displays the title 'DEPARTMENT OF HOMELAND SECURITY U.S. Customs and Border Protection APPLICATION FOR CUSTOMS BROKER LICENSE EXAM 19 U.S.C. 1641; 19 CFR 111.13'. Below this are 'Back', 'Next', and 'Exit' buttons. The 'Eligibility - Citizenship' section is active, asking 'Is the applicant a U.S. Citizen? (on the exam date: 4/24/2019)*'. It provides radio buttons for 'Yes' and 'No (If No, you may not take the exam)'. A note states 'One or more of the following documents may be presented to verify Citizenship' and lists: U.S. Passport, Birth Certificate, Certificate of Naturalization, and Certificate of U.S. Citizenship.

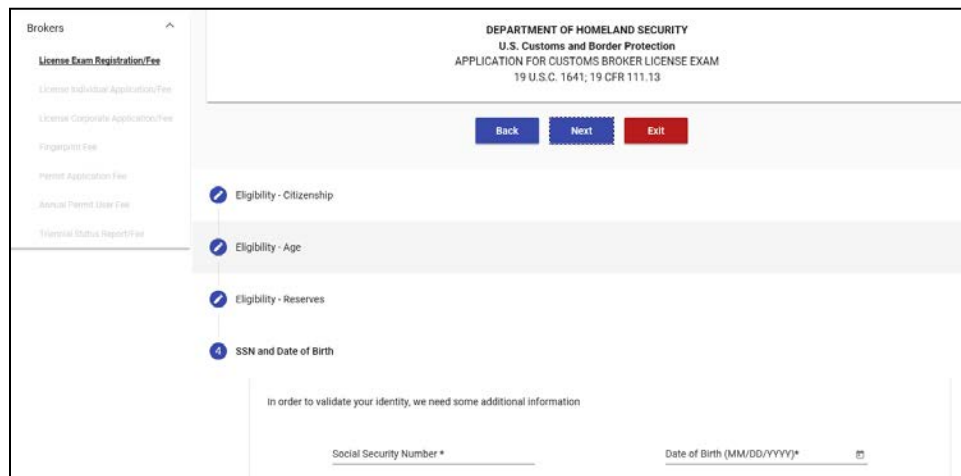
Enter the Eligibility – Age response. **Select answer** and **Press Next**

The screenshot shows the eCBP application interface, now at Step 2: Eligibility - Age. The user is logged in as alina.andrade@associates.cbp.dhs.gov. The 'Eligibility - Citizenship' step is marked as completed with a checkmark. The 'Eligibility - Age' section is active, asking 'Has the applicant attained 18 years of age? (on the exam date: 10/23/2019)*'. It provides radio buttons for 'Yes' and 'No (If No, you may not take the exam)'. The 'Back', 'Next', and 'Exit' buttons are visible above the question.

Enter the Eligibility – Reserves response. **Select answer** and **Press Next**

The screenshot shows the eCBP application interface, now at Step 3: Eligibility - Reserves. The user is logged in as alina.andrade@associates.cbp.dhs.gov. The 'Eligibility - Citizenship' and 'Eligibility - Age' steps are marked as completed with checkmarks. The 'Eligibility - Reserves' section is active, asking 'Is the applicant an Officer or Employee of the United States? (on the exam date: 10/23/2019)*'. It provides radio buttons for 'No', 'Yes (If Yes, you can not apply for a license, exception for Reserves)', and 'Yes (Reserves not on active duty)'. The 'Back', 'Next', and 'Exit' buttons are visible above the question.

You will be asked to enter in your Social Security Number and Date of Birth. If you have previously filled out an exam, your information will be saved. Otherwise, you can press **Next** to be taken to the Applicant Details.



Brokers

License Exam Registration Fee

License Individual Application Fee

License Corporate Application Fee

Fingerprint Fee

Permit Application Fee

Annual Permit User Fee

Travel Status Report Fee

DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection
APPLICATION FOR CUSTOMS BROKER LICENSE EXAM
19 U.S.C. 1641, 19 CFR 111.13

Back Next Exit

Eligibility - Citizenship

Eligibility - Age

Eligibility - Reserves

SSN and Date of Birth

In order to validate your identity, we need some additional information

Social Security Number *

Date of Birth (MM/DD/YYYY)*

The Applicant Details page is where you will complete the required Exam Applicant information. You will be asked to complete a list of questions in order to complete the application.

Application Information

- First Name
- Middle Name
- Last Name
- Birthplace

Note: If you had completed an application previously, and your social security number is recognized, your information will pre-populate in the Applicant Details fields.

Scroll down to enter the required information in the Applicant Details fields and press **Next**

Enter your **First Name, Last Name, Birthplace** details

The screenshot shows the 'Applicant Details' section of the eCBP application. A red bracket on the left side of the 'Applicant Information' form highlights the 'First Name', 'Last Name', and 'Birthplace' fields. The 'First Name' field has a red error message 'First Name is required'. The 'Birthplace' field is set to 'USA'.

U.S. Customs & Border Protection
U.S. Department of Homeland Security

dave.g.potts@gmail.com eCBP

eCBP Home Help FAQs

Brokers

License Exam Registration/Fee

License Individual Application/Fee

License Corporate Application/Fee

Fingerprint Fee

Permit Application Fee

Annual Permit User Fee

Triennial Status Report/Fee

1 Applicant Details

Back Next Save Preview Exit

Applicant Information

First Name *
First Name is required

Middle Name

Last Name * Suffix

Birthplace

Country *
USA

State/Province *

City *

Enter your **Residence** details in the **Street Number, Street Name, City, State, Zip** and **Country** fields

The screenshot shows the 'Residence Address (Physical Address)' section of the application. A red bracket on the left side of the form highlights the 'Street Number', 'Street Name', 'City', 'State/Province', and 'ZIP Code' fields. The 'Street Number' and 'Street Name' fields have red error messages 'Street Number is required' and 'Street Name is required' respectively. The 'Country' field is set to 'USA'.

Residence Address (Physical Address)

Street Number *
Street Number is required

Street Name *
Street Name is required

Apt, Suite, Unit #

City *

State/Province *

ZIP Code *

Country *
USA

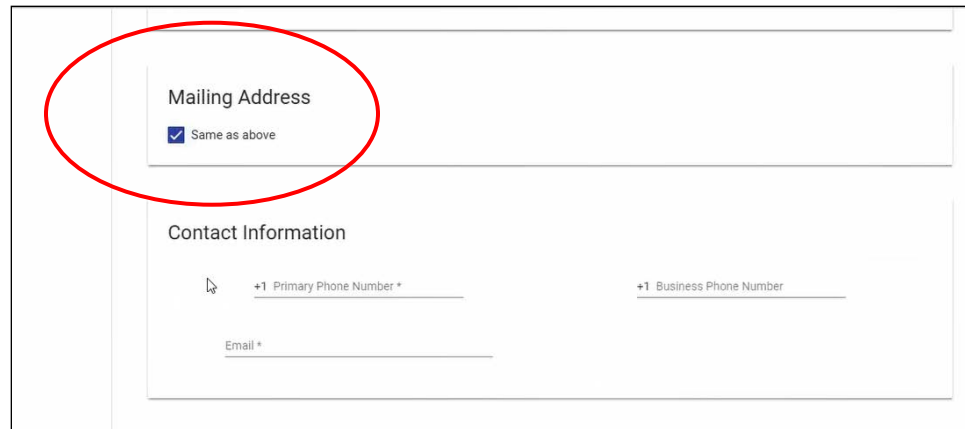
Enter your Mailing Address details including the **Street Number**, **Street Name**, **City**, **State**, **Zip** and **Country** fields, or **select** the **Same as Above** checkbox

The screenshot shows the 'Mailing Address' section of a form. At the top, there is a checkbox labeled 'Same as above' which is circled in red. Below it is another checkbox labeled 'PO Box'. To the left of the form fields, a red bracket groups 'Street Number *', 'Apt, Suite, Unit #', 'City *', and 'ZIP Code *'. To the right, another red bracket groups 'Street Name *', 'State/Province *', and 'Country *'. The 'Country *' field has 'USA' entered below it.

If you have a P.O. Box you wish to use, you can **select** the PO Box checkbox, and the PO Box field is now open for you to complete the required fields

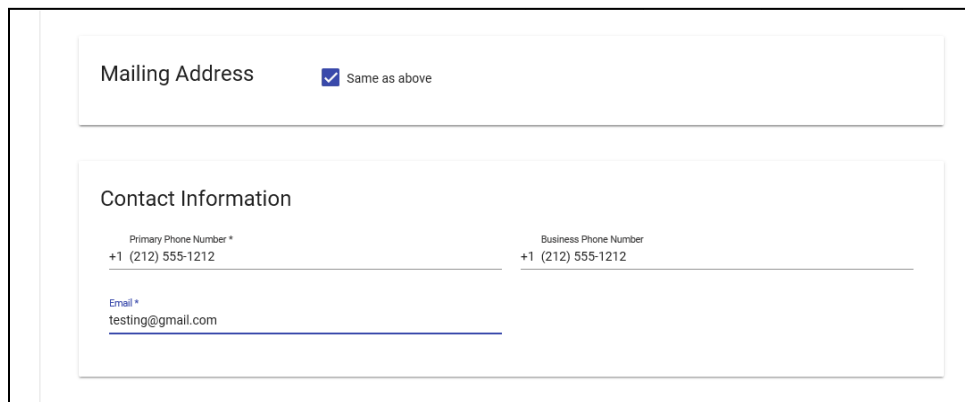
This screenshot shows the 'Mailing Address' form with the 'PO Box' checkbox selected (checked). The 'Same as above' checkbox is unchecked. The 'PO Box *' field is highlighted in red, and below it, the text 'PO Box is required' is displayed. The 'Street Name' field is also visible. Other fields include 'Apt, Suite, Unit #', 'City *' (with 'City is required' below it), 'State/Province *' (with 'State/Province is required' below it), 'ZIP Code *' (with 'ZIP code is required' below it), and 'Country *' with 'USA' entered.

If you select the “**Same as Above**” checkbox, the mailing address will populate and collapse. This will open the Contact information section



The screenshot shows a web form with two main sections. The top section is titled "Mailing Address" and contains a checkbox labeled "Same as above" which is checked. This section is circled in red. Below it is the "Contact Information" section, which contains three input fields: "Primary Phone Number *" with a "+1" prefix, "Business Phone Number" with a "+1" prefix, and "Email *".

Enter your Contact Information details in the Primary Phone Number and Email Address fields and **Select Next**



The screenshot shows the same web form as before, but now the "Contact Information" section is populated with sample data. The "Primary Phone Number *" field contains "+1 (212) 555-1212", the "Business Phone Number" field contains "+1 (212) 555-1212", and the "Email *" field contains "testing@gmail.com".

Accessibility

In accordance to the American Disabilities Act, you will need to specify whether you seek accommodations. **Note:** If you do seek accommodations, you will be asked to submit medical notes to: brokermanagement@cbp.dhs.gov with “ADA REQUEST – Broker Exam” in the subject line.

Make your selection and **Select Next**.

The screenshot shows the eCBP Home page for the U.S. Customs & Border Protection. The user is logged in as elina.andrade@associates.cbp.dhs.gov. The page displays a sidebar with various application fees and a main content area with a progress bar. The progress bar shows four steps: 1. Applicant Details, 2. Accessibility, 3. Exam Details, and 4. Preview/e-Sign. The Accessibility step is currently selected and highlighted. The main content area contains a question: "Do you seek accommodations under the American Disabilities Act?" with two radio button options: "No" and "Yes". Below the "Yes" option, there is a note: "If Yes, the detailed request and accompanying medical notes must be emailed to brokermanagement@cbp.dhs.gov with ADA REQUEST - Broker Exam in the subject line no later than 06:40 PM EST 09/21/2019." The "Next" button is highlighted in the top navigation bar.

Port of Affiliation

The Exam Details will pre-populate based on the current exam date and the exam fee, however you will need to select your Port of Affiliation.

Select the **Port of Affiliation** from the dropdown menu and **Press Next**

The screenshot shows the Exam Details step in the Broker License Exam Application process. The progress bar shows three steps: 1. Accessibility, 2. Exam Details, and 3. Exam Details. The Exam Details step is currently selected and highlighted. The main content area contains a form with the following fields: "Port of Affiliation" (a dropdown menu with a red asterisk and a message "You must select a port"), "Exam Date" (10/23/2019), and "Exam Fee" (\$ 390).

The screenshot shows the 'Exam Details' section of the application form. On the left is a sidebar with a list of fees: Fingerprint Fee, Permit Application Fee, Annual Permit User Fee, and Triennial Status Report/Fee. The main content area is titled 'Exam Details' and contains the following information:

- Port of Affiliation:** Port* 1901 Mobile, AL (with a dropdown arrow)
- Exam Date:** 04/24/2019
- Exam Fee:** \$ 390

Review of Exam Application

At this point, a DHS-CBP Application Form appears and your application is viewable. You will have the opportunity to review and edit your application prior to your consent.

Once you have read through the application, you must electronically sign the consent form. You also have the capability to download and save your application to your computer.

DEPARTMENT OF HOMELAND SECURITY U.S. Customs and Border Protection APPLICATION FOR CUSTOMS BROKER LICENSE EXAM 19 U.S.C. 1641; 19 CFR 111.13			
Applicant Name:	Jane Smith	Mailing Address:	123 Main Street
Residence Address:	123 Main Street Mobile, Alabama 22110 USA		Mobile, Alabama 22110 USA
Primary Phone:	(202) 555-1234		
Business Phone:			
Email Address:	alina.andrade@associates.cbp.dhs.gov		
Date of Birth:	01/02/1980	Place of Birth:	Mobile, Alabama, USA
Social Security Number:	xxx-xx-3456		
Port of Affiliation:			1901 Mobile, AL
Is the applicant a U.S. Citizen?			Yes
Has the applicant attained 18 years of age?			Yes
Is the applicant an Officer or Employee of the United States?			No
Do you seek accommodations under the American Disabilities Act?			No

Enter your **First and Last Name** in the signature field, and Select **e-Sign & Pay**

Fee Type:	Broker Exam
Quantity:	1
Rate:	\$390.00
Total per Fee Type:	\$390.00
Grand Total for the Session:	\$390.00

WARNING: Any misstatement of pertinent facts in this application constitutes sufficient grounds for denial of the application. If a passing score is achieved and it is later determined that a misstatement of pertinent facts is identified, the applicant's license application will be denied.

I, Jane Smith _____ certify that the statements contained in the foregoing application are true and correct to the best of my knowledge and belief. I acknowledge that if I wish to withdraw from the exam and receive a refund, I must submit a written notice of withdrawal to the CBP Broker Management Branch via email at brokermanagement@cbp.dhs.gov, no later than 05:43 PM my local time on 03/15/2019.

Signature: _____ Date: _____

[Download Draft](#) [e-Sign & Pay](#)

Once you have selected **e-Sign & Pay**, you receive a final confirmation pop up. After confirming this step, your application will no longer be editable. Press cancel if you need to make any changes.

When ready select **OK**

Fee Type:	Broker Exam
Quantity:	1
Rate:	\$390.00
Total per Fee Type:	\$390.00
Grand Total for the Session:	\$390.00

WARNING: Any misstatement of pertinent facts in this application constitutes sufficient grounds for denial of the application. If a passing score is achieved and it is later determined that a misstatement of pertinent facts is identified, the applicant's license application will be denied.

I, Jane Smith _____ certify that the statements contained in the foregoing application are true and correct to the best of my knowledge and belief. I acknowledge that if I wish to withdraw from the exam and receive a refund, I must submit a written notice of withdrawal to the CBP Broker Management Branch via email at brokermanagement@cbp.dhs.gov, no later than 05:43 PM my local time on 03/15/2019.

Signature: Jane Smith _____ Date: 03/14/2019

[Download Draft](#) [e-Sign & Pay](#)

e-Sign & Pay

When the application is signed and payment is made the form is no longer editable, do you want to proceed?

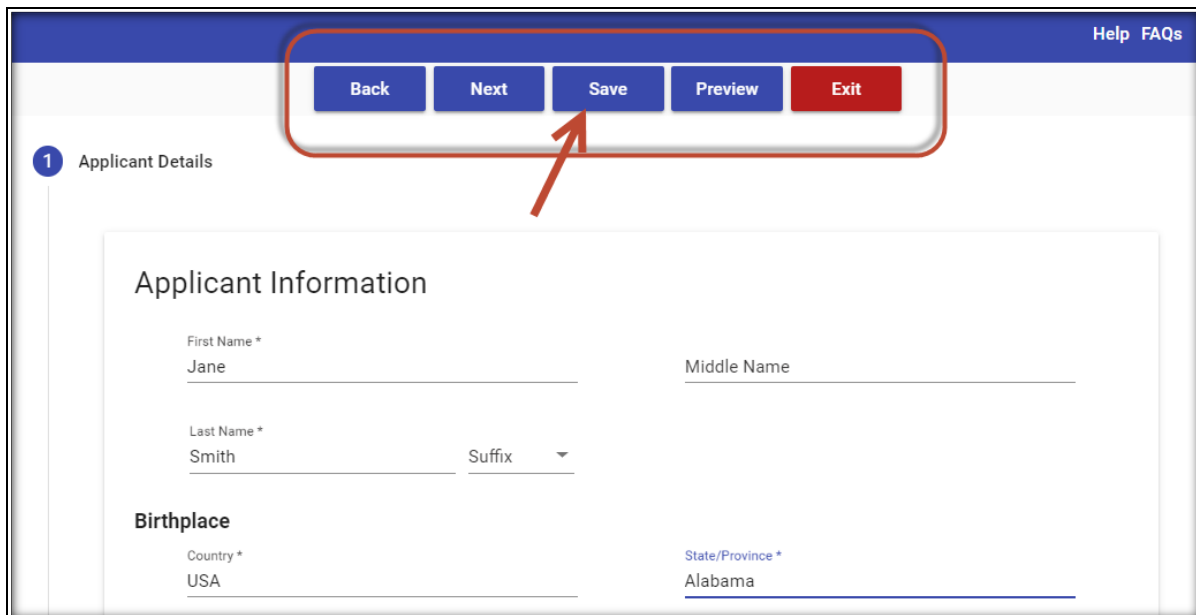
[OK](#) [Cancel](#)

You will now be re-directed to Pay.gov to process your Broker License Fee payment.

4.1.1 Saving an Application

Throughout the process, you are able to save your Broker License Exam Application. This way, you can pick back up where you left off without having to re-enter your information.

Select the **Save** button.



The screenshot shows the 'Applicant Details' section of the application. The 'Applicant Information' form includes fields for First Name (Jane), Middle Name, Last Name (Smith), Suffix, Birthplace (Country: USA, State/Province: Alabama), and City. At the top right of the form, there is a navigation bar with buttons: Back, Next, Save, Preview, and Exit. The 'Save' button is highlighted with a red box and a red arrow pointing to it.

Once you have selected the save button, you will receive a “Save Successful” message confirming that your data has been saved. Note: You can also save your work at any time throughout the application to ensure your work is saved.



The screenshot shows the 'Save Successful' message. The message is a dark gray box with the text 'Save Successful' and an 'OK' button. A red arrow points to the 'OK' button. The background shows the 'Birthplace' section of the form with Country: USA and State/Province: Alabama.

4.2 Retrieving a Saved Application

After logging off, when you desire to retrieve and complete your saved Broker License Exam Application, you will need to log back in to eCBP. When on the Broker page you will select the License Exam Registration/Fee link. You will then be prompted to review your entered information by selecting “Next”. You will see the completed sections containing the information you previously entered. You can continue from here to complete the Application process.

Select Next

U.S. Customs & Border Protection
U.S. Department of Homeland Security

gailmaddox@outlook.com eCBP

eCBP Home Help FAQs

Brokers

- License Exam Registration/Fee
- License Individual Application/Fee
- License Corporate Application/Fee
- Fingerprint Fee
- Permit Application Fee
- Annual Permit User Fee
- Triennial Status Report/Fee

DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection
APPLICATION FOR CUSTOMS BROKER LICENSE EXAM
19 U.S.C. 1641; 19 CFR 111.13

Back Next Exit

1 Eligibility - Citizenship

Is the applicant a U.S. Citizen? (on the exam date: 10/23/2019)*

☒ Yes ☐ No (If No, you may not take the exam)

One or more of the following documents may be presented to verify Citizenship

- U.S. Passport
- Birth Certificate
- Certificate of Naturalization
- Certificate of U.S. Citizenship

Select **Next** to complete the application process and enter the remaining data

Back Next Save Preview Exit

1 Applicant Details

Applicant Information

First Name *
Jane

Middle Name

Last Name *
Smith

Suffix

Birthplace

Country *
USA

State/Province *
Alabama

5 Processing a Payment

You will now be re-directed to Pay.gov to process your Broker License Fee payment.

For your convenience, eCBP allows you to pay for your Broker License Exam Application with several different payment methods.

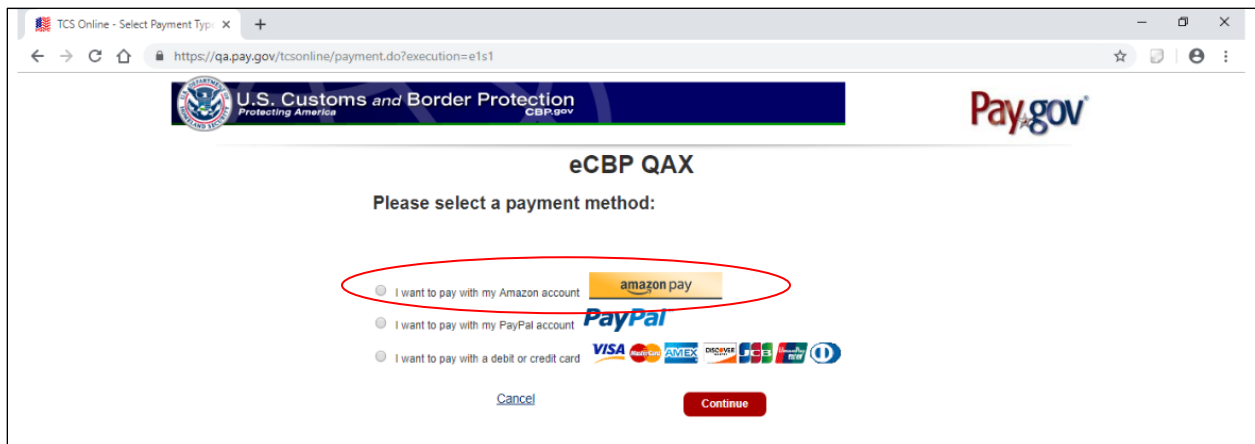
You can select from:

- Amazon Pay
- PayPal
- Debit or Credit Card: Visa, Mastercard, AMEX, Discover Card, Diners Club – all forms are accepted

We will review the four payment types, and the process for each type. Select your payment method and **Press Continue**:

5.1.1 Pay with Amazon Pay:

Select the **Amazon pay option** and **Select Continue**

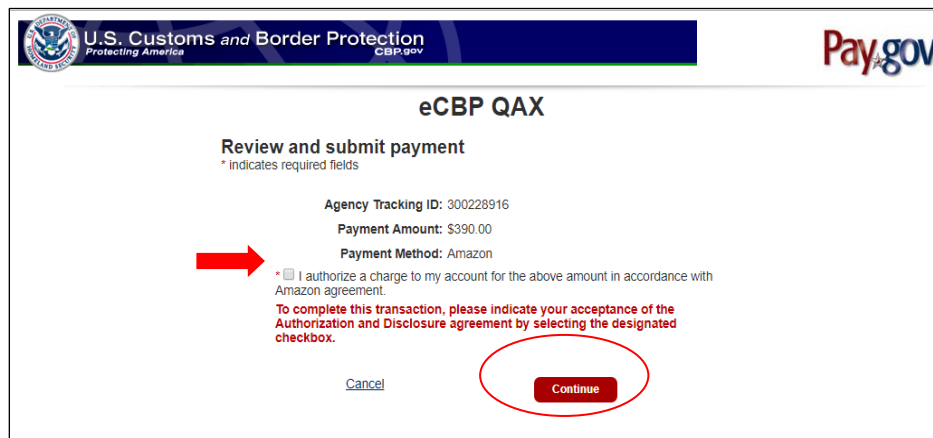


The screenshot shows a web browser window with the URL <https://qa.pay.gov/tconline/payment.do?execution=e1s1>. The page header includes the U.S. Customs and Border Protection logo and the Pay.gov logo. The main heading is "eCBP QAX" followed by the instruction "Please select a payment method:". There are three radio button options: "I want to pay with my Amazon account" (which is selected and circled in red), "I want to pay with my PayPal account", and "I want to pay with a debit or credit card". To the right of the first option is an "amazon pay" button. To the right of the second option is a "PayPal" button. To the right of the third option are logos for VISA, Mastercard, AMEX, Discover, JCB, and Diners Club. At the bottom, there are "Cancel" and "Continue" buttons.

You will now be directed to an outside site.

Once you have completed all your required payment info, you will be asked to review your selections and authorize the charge.

Select the **authorization checkbox** and **Press Continue**



U.S. Customs and Border Protection
Protecting America
CBP.gov

Pay.gov

eCBP QAX

Review and submit payment
* indicates required fields

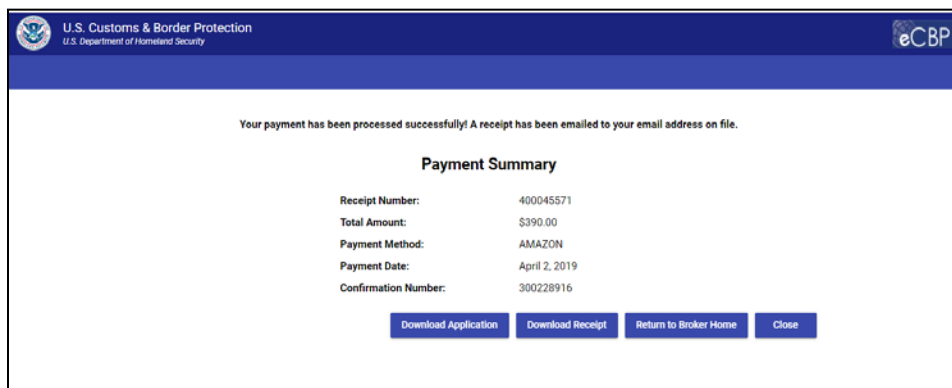
Agency Tracking ID: 300228916
Payment Amount: \$390.00
Payment Method: Amazon

☐ I authorize a charge to my account for the above amount in accordance with Amazon agreement.

To complete this transaction, please indicate your acceptance of the Authorization and Disclosure agreement by selecting the designated checkbox.

[Cancel](#) **Continue**

Now that you have confirmed the information is correct, you will be taken to the Payment Summary page.



U.S. Customs & Border Protection
U.S. Department of Homeland Security

eCBP

Your payment has been processed successfully! A receipt has been emailed to your email address on file.

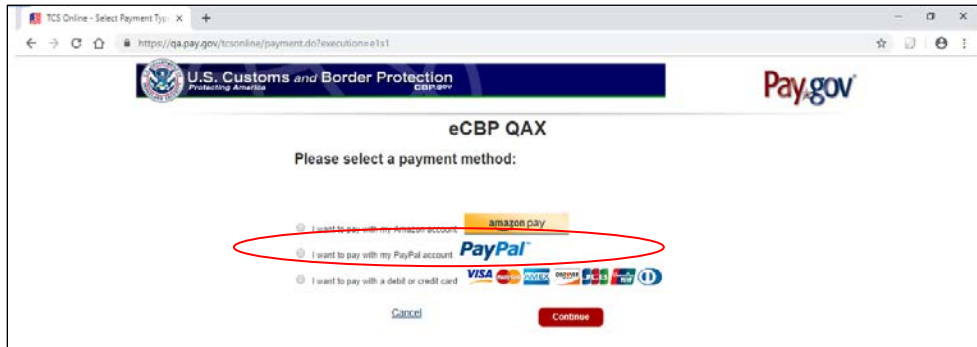
Payment Summary

Receipt Number:	400045571
Total Amount:	\$390.00
Payment Method:	AMAZON
Payment Date:	April 2, 2019
Confirmation Number:	300228916

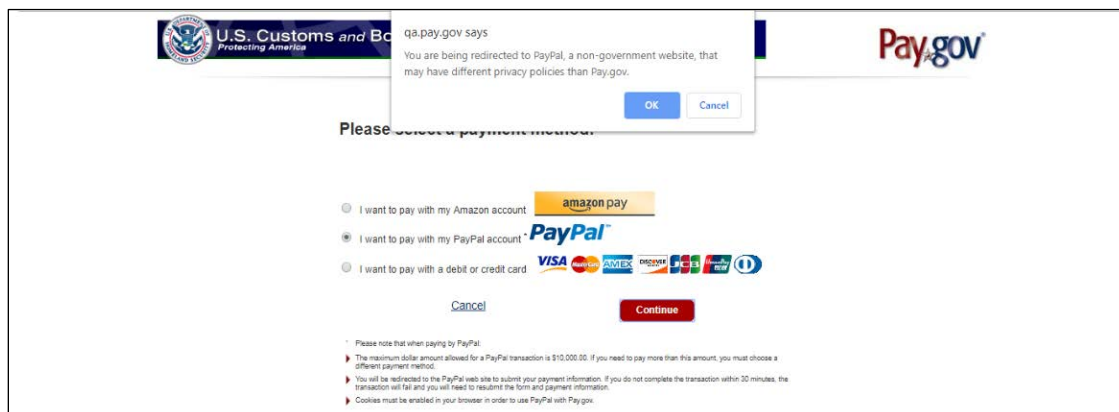
[Download Application](#) [Download Receipt](#) [Return to Broker Home](#) [Close](#)

5.1.2 Pay with PayPal

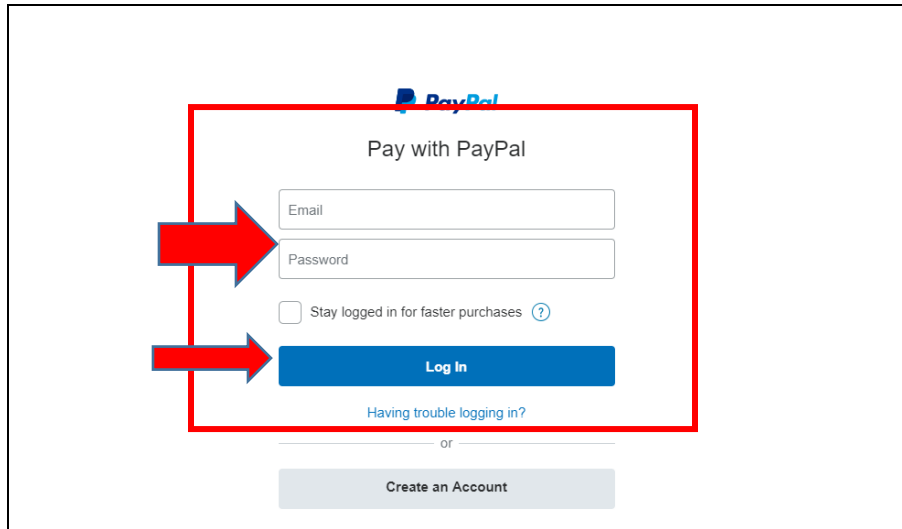
Select the **PayPal payment option** and **Select Continue**



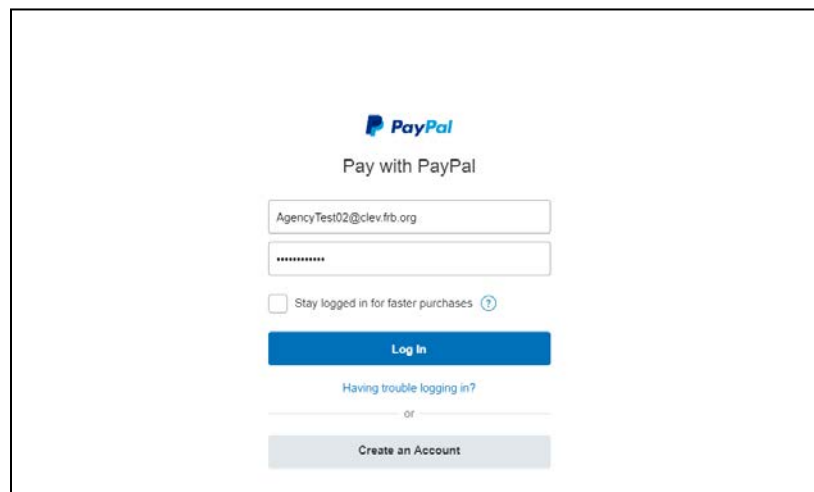
You will be prompted to answer a question confirming that you are being directed to an external website. **Select OK**



You are now on the PayPal home screen. Enter in your Email and Password associated with your account. **Select Log In**





The image shows the PayPal login interface. At the top is the PayPal logo. Below it is the heading "Pay with PayPal". There are two input fields: "Email" and "Password". A red box highlights these two fields and the "Log In" button below them. Two red arrows point to the "Email" and "Password" fields respectively. Below the "Log In" button is a link that says "Having trouble logging in?". Below that is a horizontal line with the word "or" in the center. At the bottom is a button that says "Create an Account".



The image shows the PayPal login interface. At the top is the PayPal logo. Below it is the heading "Pay with PayPal". There are two input fields: "Email" and "Password". The "Email" field is pre-filled with the text "AgencyTest02@clev.frb.org". The "Password" field contains a series of asterisks. Below the "Log In" button is a link that says "Having trouble logging in?". Below that is a horizontal line with the word "or" in the center. At the bottom is a button that says "Create an Account".

You have now been granted access to your account and you can complete the required payment information. Confirm the payment option you wish to use for the transaction, and continue.

QA External's Test Store




Hi, Agency!


Ship to [Change >](#)

after three
123 three, atlanta, GA 30303 United States

Pay with [Manage >](#)

 Chase Manhat... x-8592
MasterCard x-5100 (backup)

+ [Add a debit or credit card](#)

+  [Apply for PayPal Credit](#)
No Interest if paid in full in 6 months on your purchase of \$390.00.
[See terms](#)

View [PayPal Policies](#) and your payment method rights.


[Continue](#)


You'll be able to review your order before you complete your purchase.
The merchant requires your billing address to complete this payment.

[Cancel and return to QA External's Test Store](#) [Policies](#) [Terms](#) [Privacy](#) [Feedback](#) © 1999 - 2019

You will be redirected to eCBP's payment screen. The PayPal method is confirmed in the payment method. You must acknowledge the authorization in order to continue processing the payment.

Select the **Authorization** checkbox and Press **Continue**


**U.S. Customs and Border Protection**
Protecting America



eCBP QAX

Review and submit payment
* Indicates required fields

Agency Tracking ID: 300228917
Payment Amount: \$390.00
Payment Method: PayPal

 ☐ I authorize a charge to my account for the above amount in accordance with PayPal agreement.

[Cancel](#) [Continue](#)

Should you hit **Continue** without selecting the checkbox, you will get an error message informing you that in order to complete the transaction, you must accept the authorization of the charge.

U.S. Customs and Border Protection
Protecting America
CBP.gov

Pay.gov

eCBP QAX

Review and submit payment
* indicates required fields

Agency Tracking ID: 300228917
Payment Amount: \$390.00
Payment Method: PayPal

☐ I want to pay with my Amazon account

To complete this transaction, please indicate your acceptance of the Authorization and Disclosure agreement by selecting the designated checkbox.

[Cancel](#) [Continue](#)

A Payment Summary screen now displays your transaction. Your payment has been processed successfully and an email receipt will be emailed to the address associated with your account.

U.S. Customs & Border Protection
U.S. Department of Homeland Security

eCBP

Your payment has been processed successfully! A receipt has been emailed to your email address on file.

Payment Summary

Receipt Number:	400045589
Total Amount:	\$390.00
Payment Method:	PAYPAL
Payment Date:	April 2, 2019
Confirmation Number:	300228917

[Download Application](#) [Download Receipt](#) [Return to Broker Home](#) [Close](#)

5.1.3 Pay with Credit Card:

Select the **Credit Card** payment option and Select **Continue**

TCS Online - Select Payment Type: X

https://qa.pay.gov/tconline/payment.do?execution=e1s1

U.S. Customs and Border Protection
Protecting America
CBP.gov

Pay.gov

eCBP QAX

Please select a payment method:

☐ I want to pay with my Amazon account

☐ I want to pay with my PayPal account

☒ I want to pay with a debit or credit card

[Cancel](#) [Continue](#)

Enter in your Credit or Debit Card Information in the required fields below.

- Country
- Billing Address
- City
- State/Province
- ZIP/Postal Code
- Account Holder Name
- Card Number
- Expiration Date
- Card Security Code

The screenshot shows the 'eCBP QAX' payment interface. At the top, there is a header for 'U.S. Customs and Border Protection' with the tagline 'Protecting America' and the 'Pay.gov' logo. The main heading is 'eCBP QAX'. Below it, a prompt says 'Please provide the Credit or Debit Card Information below' with a note '* Indicates required fields'. The form displays 'Agency Tracking ID: 300225896' and 'Payment Amount: \$390.00'. The required fields are: Country, Billing Address, Billing Address 2, City, State/Province, ZIP/Postal Code, Account Holder Name, Card Number, and Expiration Date. Below the fields are logos for Visa, MasterCard, American Express, Discover, and UnionPay. At the bottom, there is a field for the Card Security Code.

Review the information you entered on the previous screen. If you notice any errors, you can select the previous link and edit your error. If all information is correct, **Select** the **authorization checkbox**. Press **Continue**

If your payment has been processed successfully, you will receive an email receipt as well as have the ability to download your application and receipt from this page.

6 Retrieving Exam Application & Receipts

6.1.1 Retrieving a Completed Application

In the event you need to retrieve a completed exam application, you may retrieve when you log in to your account. Applications are stored in your account on the eCBP Home page. You will notice available links under the **Completed Documents** section on the center of the page. These links are available once you have saved an application, completed an application or paid for an exam. Select the exam link you wish to view.

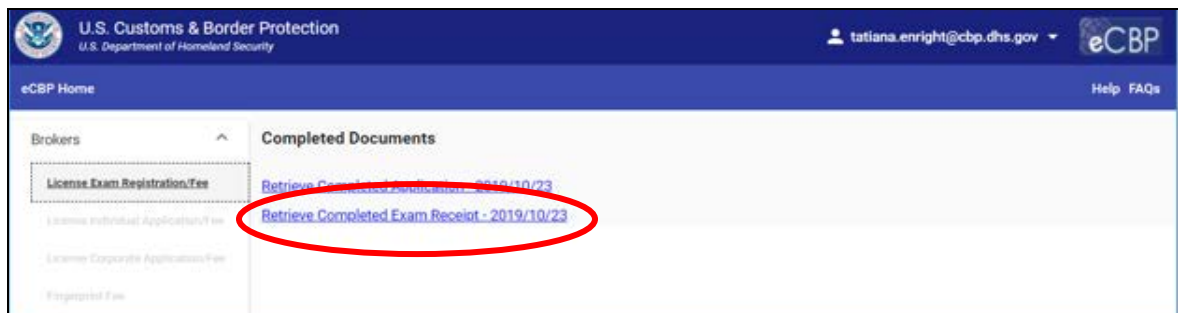
A new window will appear with the completed exam details.




6.1.2 Retrieving a Payment Receipt

In the event you need to retrieve an exam receipt, you can retrieve that when you log in to your account. They are stored in your account on the eCBP Home page. You will notice available links under the Completed Documents section on the center of the page. This link will be available once you have completed and submitted payment for an exam application.

Select the **exam receipt link** you wish to view.



A new window will appear with the completed exam receipt.

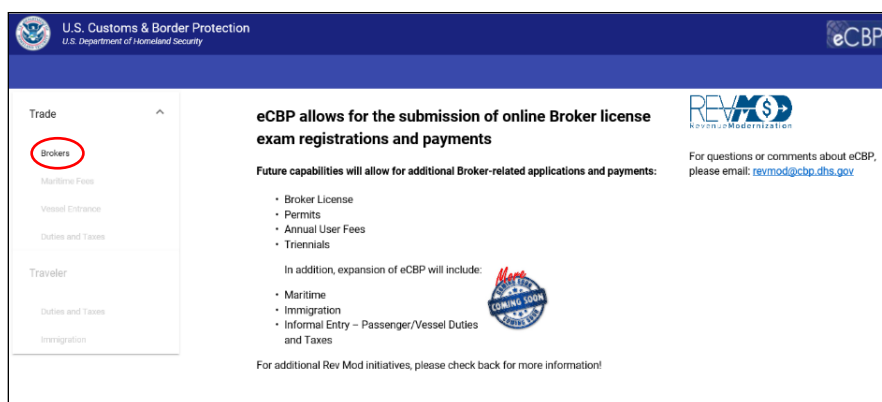
 U.S. Customs and Border Protection				
DEPARTMENT OF HOMELAND SECURITY U.S. Customs and Border Protection				
19 CFR 24.1 (b), 4.20, 4.21, 4.22, 4.23 19 CFR 10.71, 123.4, 141.68, 143.23-143.25, 145.12, 148.27				
COLLECTION RECEIPT OR INFORMAL ENTRY				
Receipt No. 400046322 Date Issued: 04/10/2019				
Applicant Name:		Jane Smith		
Residence Address:		123 Main Street Mobile, Alabama 22212 USA		
Primary Phone:		(212) 555-1234		
Business Phone:				
Email Address:		alina.andrade@associates.cbp.dhs.gov		
Mailing Address:		123 Main Street Mobile, Alabama 22212 USA		
Class Code	Description	Rate	Quantity	Amount
060	Broker Exam fee	\$390.00	1	\$390.00
Total Collection Amount				\$390.00
Payment Type: Online - PLASTIC_CARD		Confirmation Number: 3FPFBTO		
XbuF31PeXrtdY3EbrguYnNsuMNLNjJXVMBRRXZJIVY=				
CBP FORM 368 (Electronic Version, 4/2017)				

7 Help Menu and FAQ's

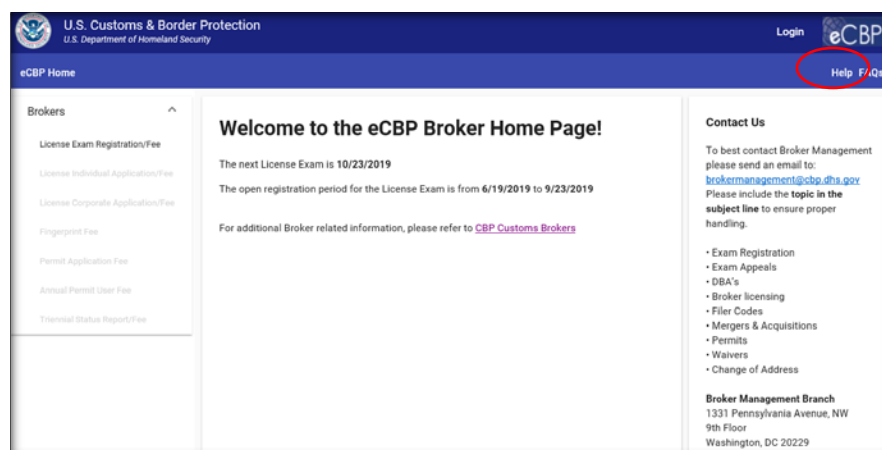
7.1.1 Help Menu and FAQ

When question arise that you may want further details on, the Help and FAQ functions will provide much of the information you may be looking for. To access the Help and FAQ section, follow these steps. First we will start with the Help function.

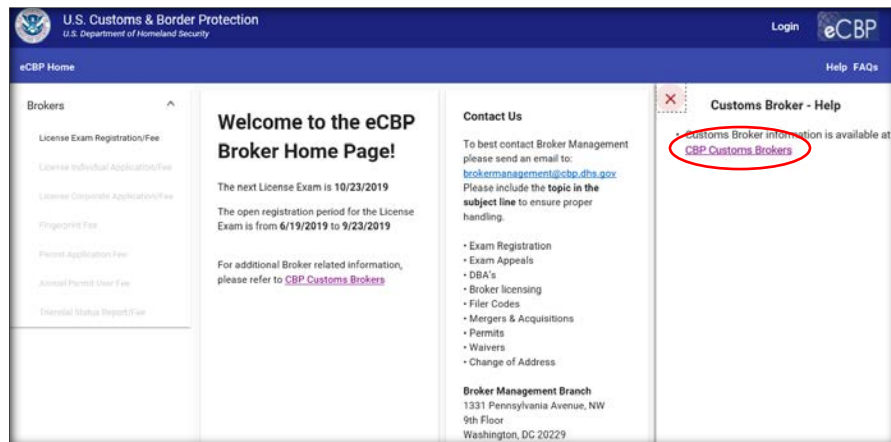
Select **Brokers**



Select **Help**



Select **CBP Customs Brokers**

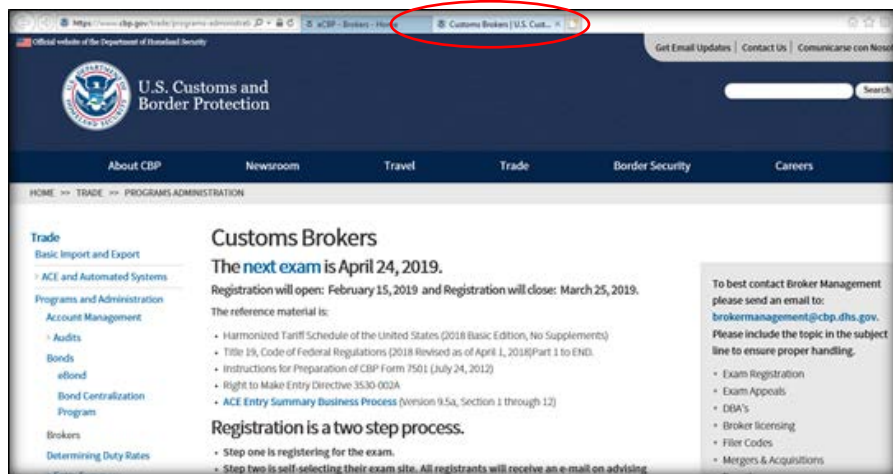


CBP Broker page

The CBP Customs Brokers page gives you a more detailed page with current and archived information pertaining to the entire Broker process. This is also located here: <https://www.cbp.gov/trade/programs-administration/customs-brokers>

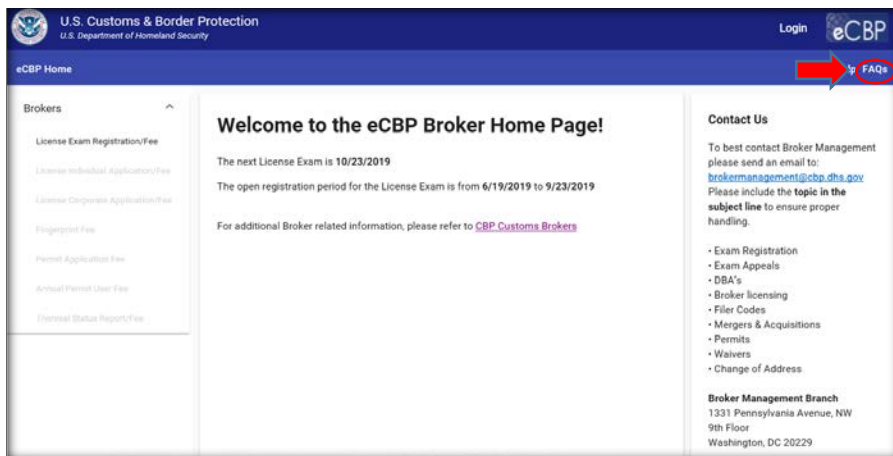
Some examples of things you may see are:

- Exam Appeals
- DBA's
- Broker licensing
- Filer Codes
- Mergers & Acquisitions
- Permits
- Waivers
- Change of Address



Next we will move to the FAQ function.

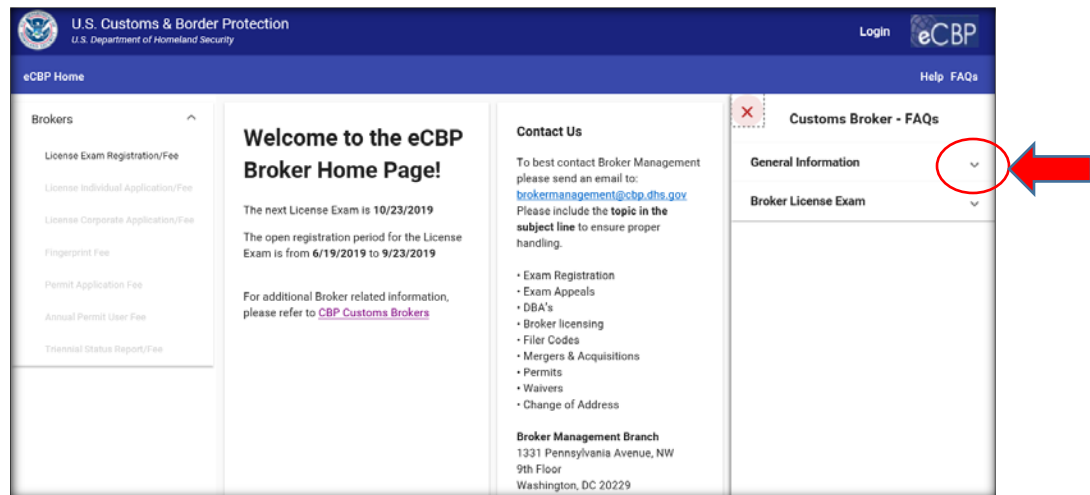
Select **FAQ's**



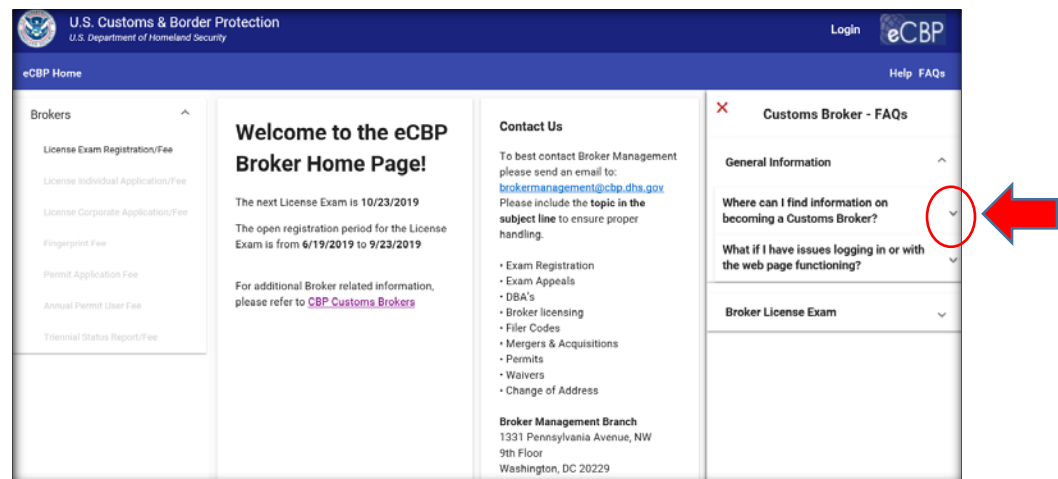
Once you select the FAQ's link, you will see new options appear in the panel. We have broken these FAQ's out into two sections: General Information and Broker License Exam.

You will notice the arrows at the end of the section. These are expand/collapse drop downs for easy viewing options.

Select **General Information**

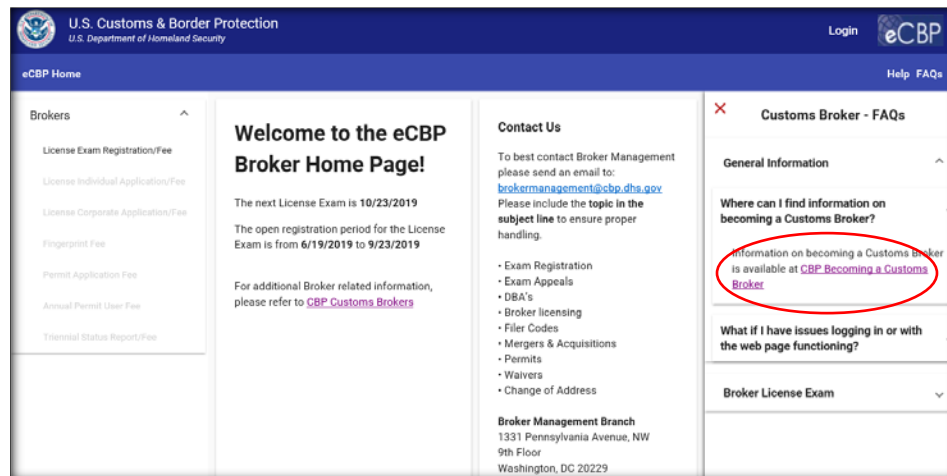


Select **Where can I find information on becoming a Customs Broker?**



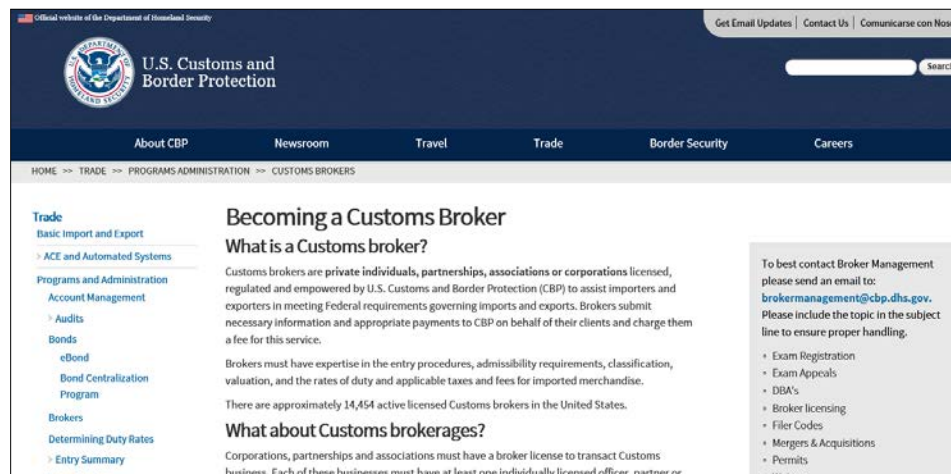
When you expand the question you wish to view, the answer is displayed below. It will remain open until you collapse the answer.

Select CBP Becoming a Customs Broker

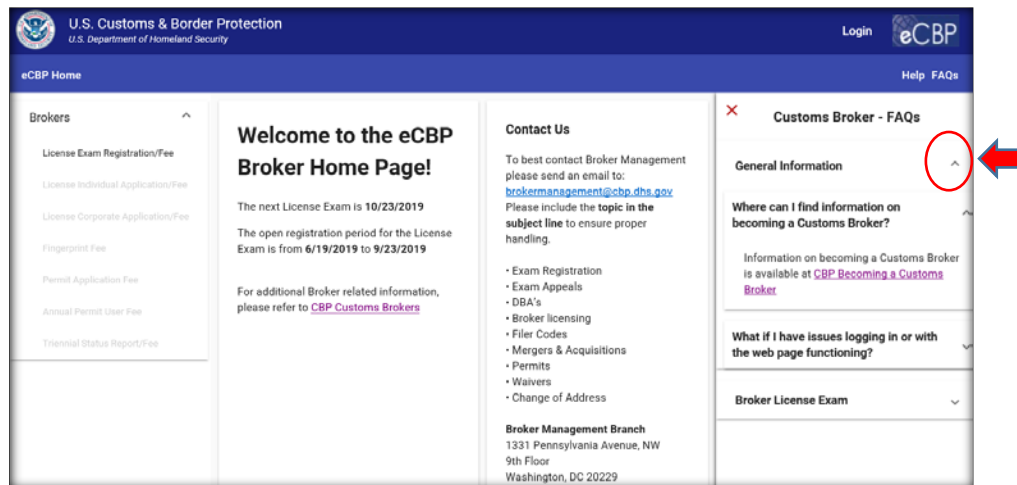


You are now on the Becoming a Customs Broker page. You can view all the details around becoming a Broker.

Close Window



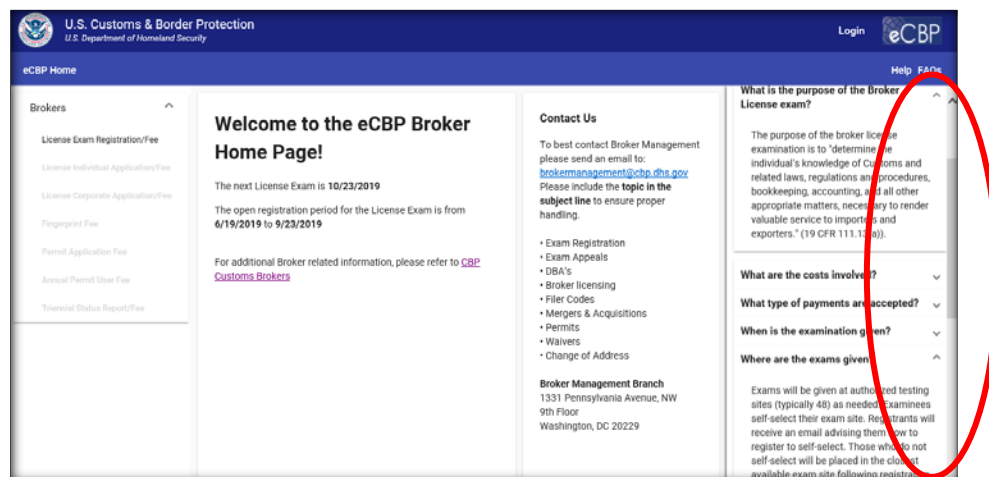
Collapse the answer or the General Information section.



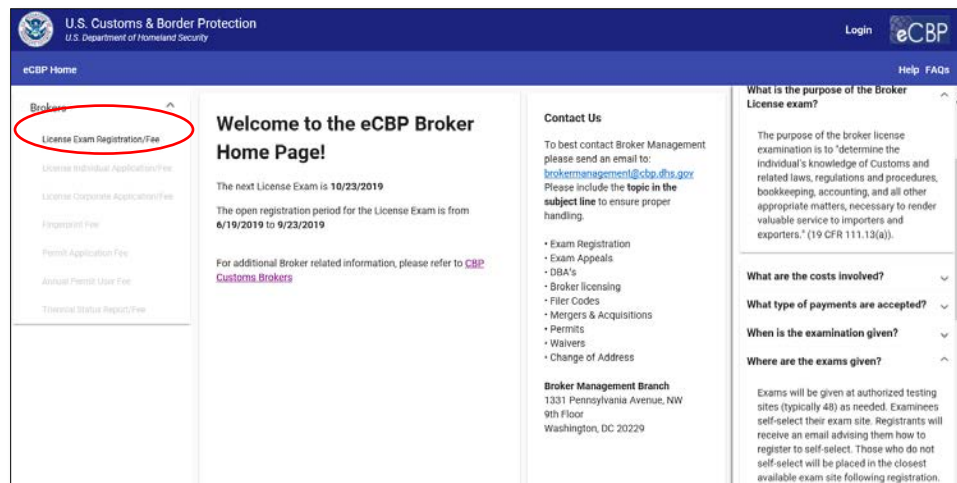
Select **Broker License Exam**

You have the ability to view more than one question and answer combination at a time. The expand arrow will display the answer, until you collapse the arrow to close. You can also collapse the Broker License Exam arrow and all expanded sections, will now be collapsed (*or closed*).

Collapse **License Exam** link



Select **License Exam Registration Fee**



You are now on the License Exam Registration/Fee Home page. This is where the Broker would typically come to when they want to begin completing their application form. You will see the same header bar that displays the Help and FAQ menu options.

Select **FAQ's**.

Please refer questions regarding this document to CBP Information Center | <https://help.cbp.gov/>.